

**2009 National Conference on Volunteering and Service
Secret Shopper Workshop Evaluation Form**

Section I: Workshop Description

Please complete the following items regarding what you observed during this workshop session.

Session Name: _____ **Session Number:** _____ **Date:** _____

Approximate Number of Attendees _____

Actual Time the Session Started _____

Actual Time the Session Ended:

1. Place an "x" next to each item that was used during the session. If the item was not used during the session, please leave the item blank.

PowerPoint
Handouts
Demonstration

Questions & Answers Session
Hands-on/Interactive activity(ies)
Other (specify below)

2. For each item that was used during the session, please rate the effectiveness of the item in facilitating the presentation.

PowerPoint
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

Handouts
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

Demonstration
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

Questions & Answers Session
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

Hands-on/Interactive activity(ies)
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

Other
Extremely Effective Somewhat Effective Less than Effective Not Effective Unable to Assess

3. Section 5. Provide a brief rationale for your rating of each presentation style.

PowerPoint
Handouts
Demonstration

Questions & Answers Session
Hands-on/Interactive activity(ies)
Other

4. How would you rate this session regarding the following logistical elements?

Length of Session

- Too Long
- Too Short
- Just Right
- Cannot Assess

Room Set-up

- Appropriate for Presentation(s)
- Inappropriate for Presentation(s)
- Cannot Assess

Size of Rooms

- Too Large
- Too Small
- Just Right
- Cannot Assess

LCD/Projector Equipment

- Worked Well
- Worked Somewhat
- Did not Work
- Cannot Assess

Room Temperature

- Too Hot
- Too Cold
- Just Right
- Cannot Assess

Accessibility to Room (Rate the truth of each statement below)

- Do not Agree
- Somewhat Agree
- Strongly Agree
- Cannot Assess

- There was too much foot traffic in the area of this session.
- The room was secluded from the rest of the conference.
- The room had an adequate amount of entrances and exits.
- There was adequate signage to help locate the room

Section II: Presenter Feedback

Now that the workshop session is over, please ask the present(s) the following questions. If there are multiple presenters, please provide the most frequently given answer among all the presenters.

1. HOW WOULD YOU RATE THE LEVEL OF AUDIENCE ENGAGEMENT?

- AS DESIRED
- TOO MUCH
- TOO LITTLE
- CANNOT ASSESS

2. HOW WOULD YOU RATE YOUR SATISFACTION WITH THE 2.MEETING SPACE OVERALL?

- VERY SATISFIED
- SOMEWHAT SATISFIED
- NOT SATISFIED
- CANNOT ASSESS

3. HOW WOULD YOU RATE THE QUALITY OF SUPPORT PROVIDED TO YOU BY THE CONFERENCE STAFF AS A PRESENTER?

- HIGHLY SUPPORTIVE
- SOMEWHAT SUPPORTIVE
- NOT SUPPORTIVE
- CANNOT ASSESS

Section III: Secret Shopper Workshop Evaluation

Please shade in one (1) circle per question. Shade circles like this: Not like this: X

1. This session was presented as described in the program book. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

2. I would recommend this session be included in next year's conference program. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

3. The presenter(s) was/were well prepared. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

4. The presenter(s) was/were effective in presenting the material. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

5. The presenter(s) provided opportunities for interaction with the audience. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

6. The materials handed out or provided on line by the presenter were useful. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

7. My time was well spent by attending this session. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

8. I gained new knowledge I will use in my work. (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

9. What overall rating would you give this session? (*Shade one*)

Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree N/A

10. Describe any noted issues that took place during the training session.

11. Describe your perceptions of the audiences level of interest in the presentation.

12. What type of comments did you receive or hear from the audience about the session?

13. Describe what worked well during the session.

14. Provide suggestions for how to improve future training sessions.