

## **Customer Satisfaction Survey for Professional Development Webinars**

Division of Adult Education and Literacy (DAEL), Office of Vocational and Adult Education (OVAE)

### **Description, including Instructions to Users**

#### **Description**

This Webinar Evaluation is designed to measure customer satisfaction of participants in all Professional Development Webinars.

The Webinar Evaluation consists of a total of 15 items.

#### **Instructions to Users**

Users of this Webinar Evaluation (i.e. CORs, grantees, contractors) will be instructed as follows:

*When administering an evaluation for professional development webinars:*

- *Please include all items.*
- *Do not make any changes to the items.*
- *If there are multiple Presenters, please specify the presenter's name for Section C: Presenter.*
- *Please send the evaluation to all participants.*

#### **Instructions to Respondents**

We are dedicated to creating excellent learning opportunities via Professional Development Webinars. Your responses to the following questions will help us improve our webinar design, instruction, and the type of interaction we are able to offer participants.

We appreciate your filling out this short survey (15 of questions) and sending it by clicking on the Submit button at the end of the form. Most of the questions only require you to click on an answer, but there is room for your comments at the end.

We anticipate that the survey should take 5 minutes to complete.

Your survey is anonymous and confidential. We do not use any technical or non-technical means of tracking who responds to this survey.

#### **Items**

##### **Current professional role (mark one):**

- Teacher
- Local Program Staff
- Professional Development/Trainer
- State Director
- State Staff – Mark your primary responsibilities:
  - data    fiscal    administrative/program
- Researcher
- Contractor
- Other

**Have you ever participated in a professional development webinar before?**    Yes    No

**How many people viewed today's webinar from one computer at your location? (mark one)**

- Viewed it by myself  
 Two or more (including yourself)

**A. DESIGN, MATERIALS AND DELIVERY**

Please indicate the extent to which you agree with the following statements, using a 1 to 5 scale where a rating of "1" means "strongly disagree" and "5" means "strongly agree."	
1. The webinar content covered the stated learning objectives.	1 2 3 4 5
2. Webinar presentation materials and resources were relevant to the topic.	1 2 3 4 5
3. The webinar format was an effective method for delivering this content.	1 2 3 4 5
4. The presentation was visually interesting, and used graphics, pictures or video in addition to text.	1 2 3 4 5

**B. APPLICATION TO PRACTICE**

Please indicate the extent to which you agree with the following statements, using a 1 to 5 scale where a rating of "1" means "strongly disagree" and "5" means "strongly agree."	
5. The webinar content was relevant to my practice.	1 2 3 4 5
6. The webinar provided direction for further exploring the topic(s), such as hyperlinks and additional resources.	1 2 3 4 5

**C. PRESENTER**

Please indicate the extent to which you agree with the following statements, using a 1 to 5 scale where a rating of "1" means "strongly disagree" and "5" means "strongly agree."	
7. Presenter demonstrated mastery of the subject matter.	1 2 3 4 5
8. The presenter had good webinar presentation techniques that effectively aided the presentation of ideas, such as strong voice quality, good articulation, vocal delivery and use of time.	1 2 3 4 5
9. The presenter provided opportunities to ask questions and gave quality responses.	1 2 3 4 5
10. The presenter effectively used engagement techniques, such as polling questions, quizzes, whiteboard exercises, or direct messaging.	1 2 3 4 5

**D. COMMUNICATION AND ORGANIZATION**

Please indicate the extent to which you agree with the following statements, using a 1 to 5 scale where a rating of "1" means "strongly disagree" and "5" means "strongly agree."	
11. Pre-webinar communications included all the necessary facts for me to attend, such as date, time and technology requirements.	<b>1 2 3 4 5</b>
12. Pre-webinar communications included information that helped engage me, such as power point slides, handouts, or relevant links.	<b>1 2 3 4 5</b>

**E. OVERALL WEBINAR EVALUATION**

Please indicate the extent to which you agree with the following statements, using a 1 to 5 scale where a rating of "1" means "strongly disagree" and "5" means "strongly agree."	
13. I know more about this topic than I did before.	<b>1 2 3 4 5</b>
14. I would recommend this professional development webinar to a colleague.	<b>1 2 3 4 5</b>
15. Overall, this professional development webinar made effective use of available media, online tools, and technology.	<b>1 2 3 4 5</b>

**Open Comments** (500 character limit)

1. What suggestions do you have for improving this professional development webinar?
2. Which aspects of the webinar contributed most to your learning?
3. On what topics would you like further training?

**Public Burden Statement:**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email [ICDocketMgr@ed.gov](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1800-0011. Note: Please do not return the completed DAEL Survey to this address.