

# EVALUATION

Evaluation is one of the most important ways we get information about the quality of our courses and our customer service. Because we want honest evaluations, we always ensure anonymity by asking students not to write their name on evaluation forms, and by providing sealed envelopes for completed evaluations

## **GENERAL PROGRAM / LEISURE COURSES**

Each General Program course is evaluated once a year. Questions focus on learning and enjoyment and how we can improve the course

## **ENGLISH COURSES**

Because many of our English classes focus on basic reading and writing skills, evaluations are verbal discussions, not written feedback. We maintain confidentiality by asking another teacher to conduct an evaluation discussion with a class. This teacher writes up notes from the discussion.

## **BUSINESS (NON ACCREDITED) COURSES**

Evaluations focus on the relevance of the education and training to current and future work needs.

**Avoid any reference, humorous or otherwise, to what students should write.**

**Leave the room while students are completing evaluations to ensure confidentiality.**

**Do not read the evaluations. We will send you a summary.**

## **ADMINISTERING EVALUATIONS**

1. **Explain the purpose of evaluations, and the importance of honesty and confidentiality**
2. **In the case of accredited Learner Questionnaires, read out the instructions at the top of the questionnaire page.**
3. **Hand the evaluation forms and the envelope to one of the students.**
4. **Ask the student to hand out and collect forms, and seal the envelope.**
5. **Tell the students you will be back in 5 (or 10) minutes, and leave the room.**
6. **Return the sealed envelope to the office with your other paperwork.**