

Open Ended Comments on Class Evaluations: Using Comments to Improve Online Training

Presentation to National Trainers Exchange

May 3, 2023

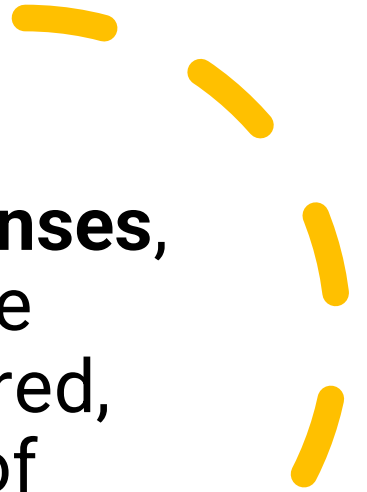
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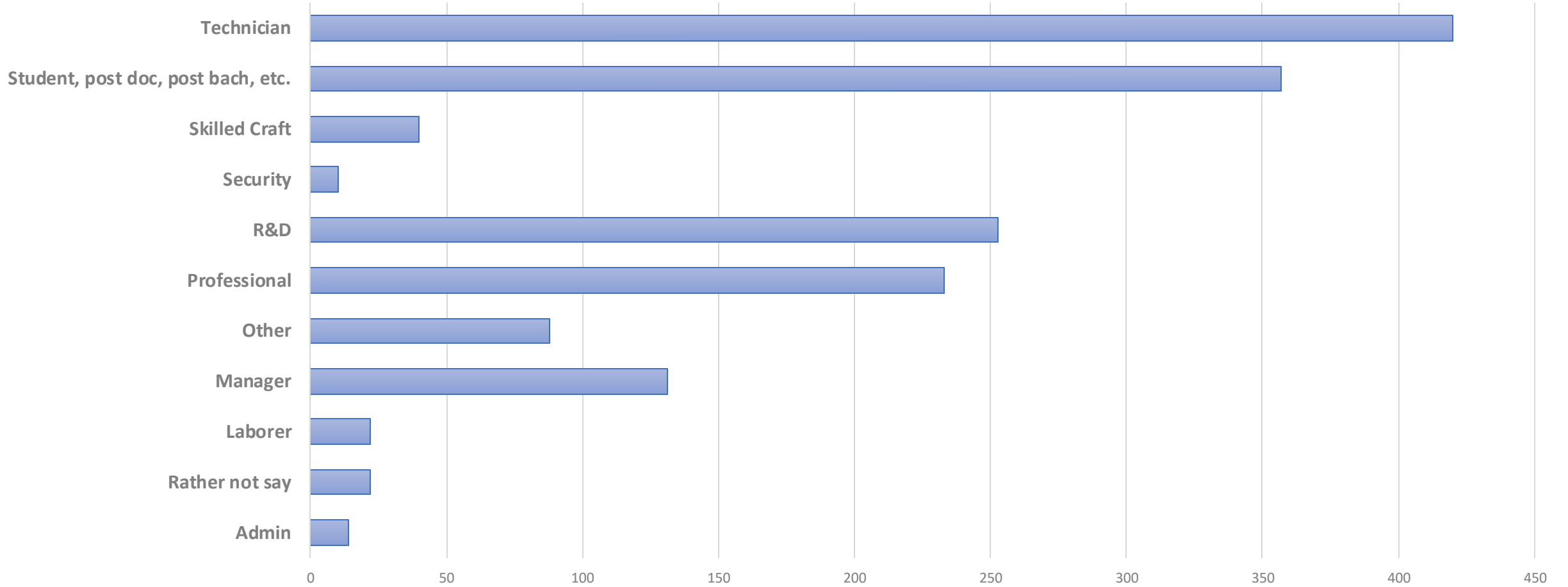
Open-ended survey responses, where respondents provide responses in an unstructured, open-text format instead of defined response categories, are often a successful way to solicit authentic and unexpected feedback, highlight the diversity of responses or nuances in opinions, and capture the “why” that complements quantitative survey data.



The information provided in this presentation represents analysis of 139 classes provided between November 2020 to April 2022

- Four classes:
 - Beryllium Worker (BE Worker),
 - Hazard Communication (Hazcom),
 - Waste Generation Overview and Resource (WGO),
 - Conservation and Recovery Act (RCRA)
- Total Attendees of Classes: 2894
- Total Class Evaluations Received: 1690 (58%)

Responses by Position



| | Be Worker | Hazcom | WGO | RCRA | Average |
|---------------|-----------|--------|-----|------|---------|
| Manager | 7% | 16% | 10% | 8% | 10% |
| Professional | 28% | 20% | 16% | 15% | 20% |
| R&D | 14% | 13% | 10% | 15% | 13% |
| Technician | 28% | 9% | 22% | 31% | 22% |
| Skilled Craft | 3% | | 2% | | 1% |
| Laborer | 3% | | | 8% | 3% |
| Student | 3% | 19% | 20% | 8% | 13% |
| Admin | | 3% | 2% | | 1% |
| Security | | 1% | | | 0% |
| Other | 14% | 19% | 18% | 15% | 17% |

| | | | Be Worker | Total Attendees Responding | Positive | Negative | Neutral | |
|----------------------|--|-----|---------------|----------------------------|----------|----------|---------|-----|
| | | | Manager | 2 | 1 | 1 | | 7% |
| Total Attending: 640 | | | Professional | 8 | 8 | | | 28% |
| Total Responses: 321 | | 50% | R&D | 4 | 2 | 1 | 1 | 14% |
| Total Comments: 29 | | 5% | Technician | 8 | 8 | | | 28% |
| | | | Skilled Craft | 1 | 1 | | | 3% |
| | | | Laborer | 1 | | | 1 | 3% |
| | | | Student | 1 | 1 | | | 3% |
| | | | Admin | | | | | |
| | | | Security | | | | | |
| | | | Other | 4 | 3 | 1 | | 14% |
| | | | | 29 | 24 | 3 | 2 | |
| | | | | | 83% | 10% | 7% | |

I appreciate Janet's in-depth knowledge and personal experience for all of the classes that she teaches.

I learned a lot

Put webex information in Utrain registration

3 hours is too long for this class. It shouldn't be any longer than an hour.

This course was really dry. The instructor stated that they hadn't worked with Be previously. They also were not knowledgeable about the course material and were unaware of where Be work is performed at LANL. They also made comments generalizing all Be workers as "he".

| | | | HazCom | Total Attendees Responding | Positive | Negative | Neutral | |
|-----------------------|-----|--|---------------|----------------------------|----------|----------|---------|-----|
| | | | Manager | 13 | 12 | 1 | | 16% |
| Total Attending: 1160 | | | Professional | 16 | 11 | 3 | 2 | 20% |
| Total Responses: 695 | 60% | | R&D | 10 | 9 | | 1 | 13% |
| Total Comments: 79 | 11% | | Technician | 7 | 7 | | | 9% |
| | | | Skilled Craft | | | | | |
| | | | Laborer | | | | | |
| | | | Student | 15 | 14 | | 1 | 19% |
| | | | Admin | 2 | 1 | | 1 | 3% |
| | | | Security | 1 | 1 | | | 1% |
| | | | Other | 15 | 13 | 2 | | 19% |
| | | | | 79 | 68 | 6 | 5 | |
| | | | | | 86% | 8% | 6% | |

The instructor is very clear explaining all the concepts and ideas. This was an excellent training.

Good class. It was the manual that I found to be faulty. Maybe provide the option of powerpoint and manual, and some instruction so attendees can decide if they want to print one or both.

I much prefer this method of training to reading through the manual by itself

this class is awful with this teacher in an online learning scenario. four hours of this in this format is bordering on torture.

Love the breaks.

The class was informative.

| | | | WGO | Total Attendees Responding | Positive | Negative | Neutral | |
|----------------------|--|-----|---------------|----------------------------|----------|----------|---------|-----|
| | | | Manager | 5 | 3 | 2 | | 10% |
| Total Attending: 892 | | | Professional | 8 | 6 | 2 | | 16% |
| Total Responses: 560 | | 63% | R&D | 5 | 5 | | | 10% |
| Total Comments:50 | | 9% | Technician | 11 | 11 | | | 22% |
| | | | Skilled Craft | 1 | 1 | | | 2% |
| | | | Laborer | | | | | |
| | | | Student | 10 | 3 | 2 | 5 | 20% |
| | | | Admin | 1 | 1 | | | 2% |
| | | | Security | | | | | |
| | | | Other | 9 | 7 | 2 | | 18% |
| | | | | 50 | 37 | 8 | 5 | |
| | | | | | 74% | 16% | 10% | |

The information seemed to run on and it was hard to retain most of the information I learned the most from the interactive question / answer sections.

I appreciate the instructor's effort put into explaining the acronyms associated with the waste program. It is very difficult to understand material when I'm constantly trying to interpret the meaning of acronyms.

This course is far too long and detailed - nobody is going to remember much of the content. It would be ideal if training to become a waste co-ordinator. For the rest of us, it could have been condensed into a 20 minute overview.

class was a bit long - loss of sound too often.

While waste generator classes can be beneficial overall, you get much better information from either senior people, or going through the process. 3.5 hours is too long for this class

| | | | RCRA | Total Attendees Responding | Positive | Negative | Neutral | |
|----------------------|--|-----|---------------|----------------------------|----------|----------|---------|-----|
| | | | Manager | 1 | 1 | | | 8% |
| Total Attending: 202 | | | Professional | 2 | 2 | | | 15% |
| Total Responses: 114 | | 5% | R&D | 2 | 2 | | | 15% |
| Total Comments: 13 | | 11% | Technician | 4 | 3 | 1 | | 31% |
| | | | Skilled Craft | | | | | |
| | | | Laborer | 1 | 1 | | | 8% |
| | | | Student | 1 | 1 | | | 8% |
| | | | Admin | | | | | |
| | | | Security | | | | | |
| | | | Other | 2 | 2 | | | 15% |
| | | | | 13 | 12 | 1 | | |
| | | | | | 92% | 8% | 0% | |

Loved the discussions

Good course, might be helpful to include more questions to keep the audience involved. More real life stories are also a helpful way to learn

This course could be combined with Waste Management. A lot of the information was repetitive from the Waste Management from this morning.

Good summary of RCRA permitting at LANL and the expectations for all those who work around TSFs. Very good instruction overall. Please provide contact info for the EPC-WMP group and the RCRA SMEs at the end of the course. Please email me mfurman@lanl.gov for this info.

instructor

training

class
great

information

janet

course

none

great instructor



SurveyMonkey Suggestions:

1. Read through a couple of responses to get a sense of what folks are saying.
2. Map out a few general categories to put each of the responses in. *positive opinions* about the law, *negative opinions*, and *neutral opinions*.
3. Create sub-categories underneath your general ones to provide even richer detail.
4. Double check and re-categorize.
5. Put a number on it!