



TOGETHER
for a sustainable future

OCCASION

This publication has been made available to the public on the occasion of the 50th anniversary of the United Nations Industrial Development Organisation.



TOGETHER
for a sustainable future

DISCLAIMER

This document has been produced without formal United Nations editing. The designations employed and the presentation of the material in this document do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations Industrial Development Organization (UNIDO) concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries, or its economic system or degree of development. Designations such as “developed”, “industrialized” and “developing” are intended for statistical convenience and do not necessarily express a judgment about the stage reached by a particular country or area in the development process. Mention of firm names or commercial products does not constitute an endorsement by UNIDO.

FAIR USE POLICY

Any part of this publication may be quoted and referenced for educational and research purposes without additional permission from UNIDO. However, those who make use of quoting and referencing this publication are requested to follow the Fair Use Policy of giving due credit to UNIDO.

CONTACT

Please contact publications@unido.org for further information concerning UNIDO publications.

For more information about UNIDO, please visit us at www.unido.org



7
D03499



Distr.
LIMITED

ID/WG.117/3
31 December 1971

ORIGINAL: ENGLISH

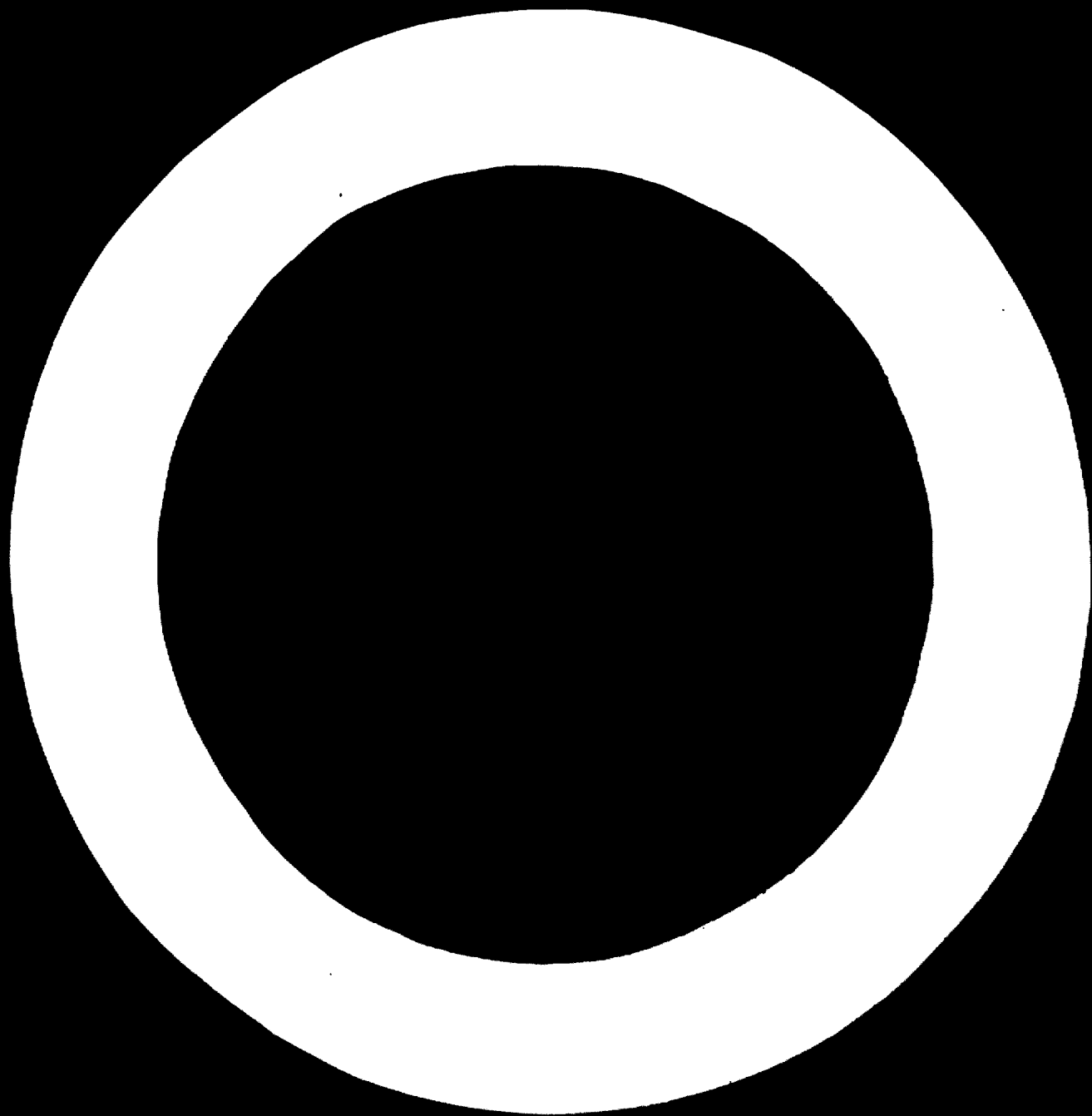
United Nations Industrial Development Organization

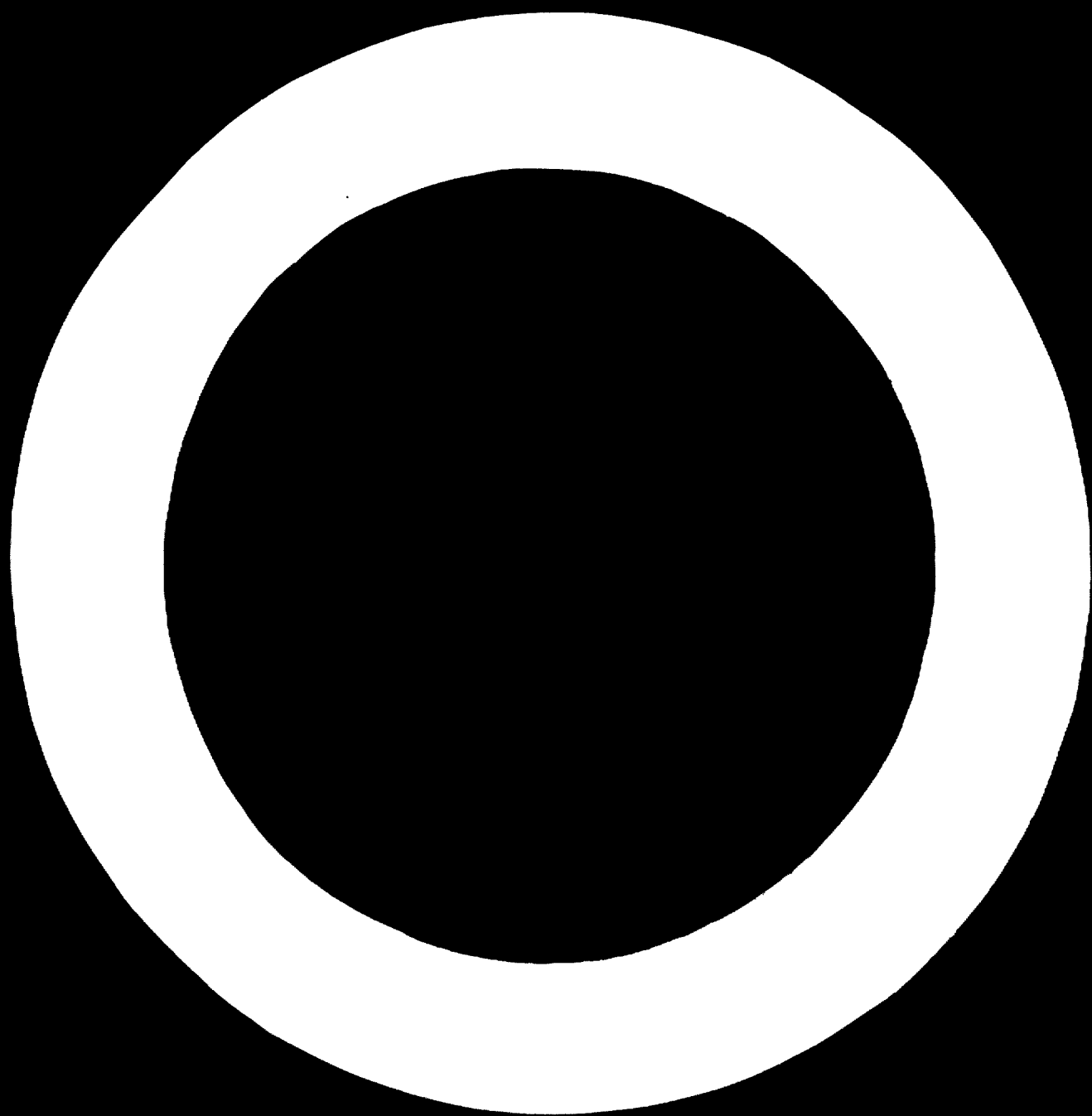
Meeting of In-Plant Group
Training Directors
Vienna, 7 - 11 February 1972

EVALUATION QUESTIONNAIRE
ON
SIDA SUPPORTED TRAINING COURSES AND SEMINARS ✓
by
Stig Ringenson
Head of Section
Education Division
Swedish International Development Authority (SIDA)

✓ The views and opinions expressed in this paper are those of the author and do not necessarily reflect the views of the Secretariat of UNIDO. This document has been reproduced without formal editing.

id.72-002





1. This is a short description of the evaluation questionnaire on SIDA-supported training courses and seminars, with particular reference to training programmes sponsored jointly by UNIDO and SIDA.

I. BACKGROUND

2. Since it came into being in 1965, the Swedish International Development Authority (SIDA) has sponsored a number of training courses in fields like agriculture, cooperation, education, family planning and industry. They have normally been intended as supplementary training for professionals from developing countries in Africa, Asia and Latin America who have completed their basic training and have a permanent professional affiliation in their home countries. The courses and seminars have increasingly been located to developing regions; sometimes they take place in Sweden, for example in the field of industry.

3. At first, the training courses in Sweden were not systematically evaluated. Soon this was found to be wholly unsatisfactory, particularly as the course programme kept expanding and some courses tended to be repeated annually. As a result, SIDA invited the Institute of Pedagogy at the University of Stockholm to work out a questionnaire suitable primarily for all courses and seminars held in Sweden. A pilot study was made, based on interviews with participants in a few ongoing courses. The first version materialized in 1968; in all essentials it is the same as the one currently used, dated July 20, 1970 (see annex. I). Details have been changed; the questionnaire can easily be amended when useful suggestions come up. As to UNIDO/SIDA activities, it has been used for the following courses: Electrical Engineering since 1968, Pulp and Paper since 1969 and Maintenance Management since 1971.

II. PURPOSE

4. The purpose of the questionnaire is twofold; to give the course participants an opportunity to express their opinion whether or not the course is valuable enough to be repeated, and - if so - what major or minor revisions should be made in the course programme. It contains four parts in order of increasing significance: Pre-course information; Social aspects; Course content; Relevance and applicability.

5. The questionnaire is constructed as a mixture of closed and open questions. The closed questions are of primary importance - they permit an overview of the participants' feelings on items that SIDA believes to be of vital importance (content, relevance etc). The open questions are supplementary, giving each participants an opportunity to express his essential criticism of the course and to formulate unique suggestions for improvement.

III. USE

6. The questionnaire does not speak entirely for itself; the way to use it effectively is not self-evident. In SIDA's experience, by far the best way is to gather all the course participants on one of the very last days of the course to complete the questionnaire. They should be assisted by a SIDA representative who explains the purpose of the exercise and replies to any questions the participants may want to raise.

7. For each course, there are normally some questions that do not apply; answers to these should simply be left out. Clarifications should be provided each participant immediately to ensure a high motivation for each participant to fill out the questions as thoroughly as he can. The whole procedure takes 1-1 1/2 hour.

8. Attempts to distribute the questionnaire individually have proved ineffective; in that way, fewer copies tend to be submitted, some too late to be useful.

9. It cannot be emphasized strongly enough that SIDA's aim is not to pin down the participants for their views or feelings. Consequently, the answers should be summarized by SIDA into one document, which is then distributed among the course directors, sponsors, participants and other interested parties. In the summary, no names or other references to individual participants should appear. The reason is clear: positive judgements on the courses are of value only when the participants feel free to state their negative views as well.

IV. RESULTS

10. It is obvious that the summary of the participants' views does not amount to a course evaluation - only part of it. It is essential that it should be supplemented by other means of information. SIDA representatives should visit the course repeatedly to observe the training, discuss with directors and participants and try to form an impression of the way the course is developing. The director and his staff should submit a written course report after the course is over. Participants who wish to volunteer course reports, should be encouraged to do so. Taken jointly, all these pieces of information may be said to constitute an evaluation of the course proper when compared with the aim of the course as originally formulated. On the other hand, they do not claim to be an evaluation of the secondary effects of the course in the participants' home countries.

11. One may well question the willingness and even ability of a course participant to express openly his true feelings about the course. The reliability of the answers can hardly be stated with any scientific accuracy. However, to a great extent the answers confirm information that

has already been received during the course on a more personal basis. Thus the oral and the written information supplement each other. Participants are usually quite willing to exchange views openly with SIDA representatives as long as the course is going on and they can still affect the programme. At the end of the course they are often less inclined to state any negative views directly; an opportunity to do so more formally in writing - anonymously, if they wish - tends to facilitate the expression of criticism.

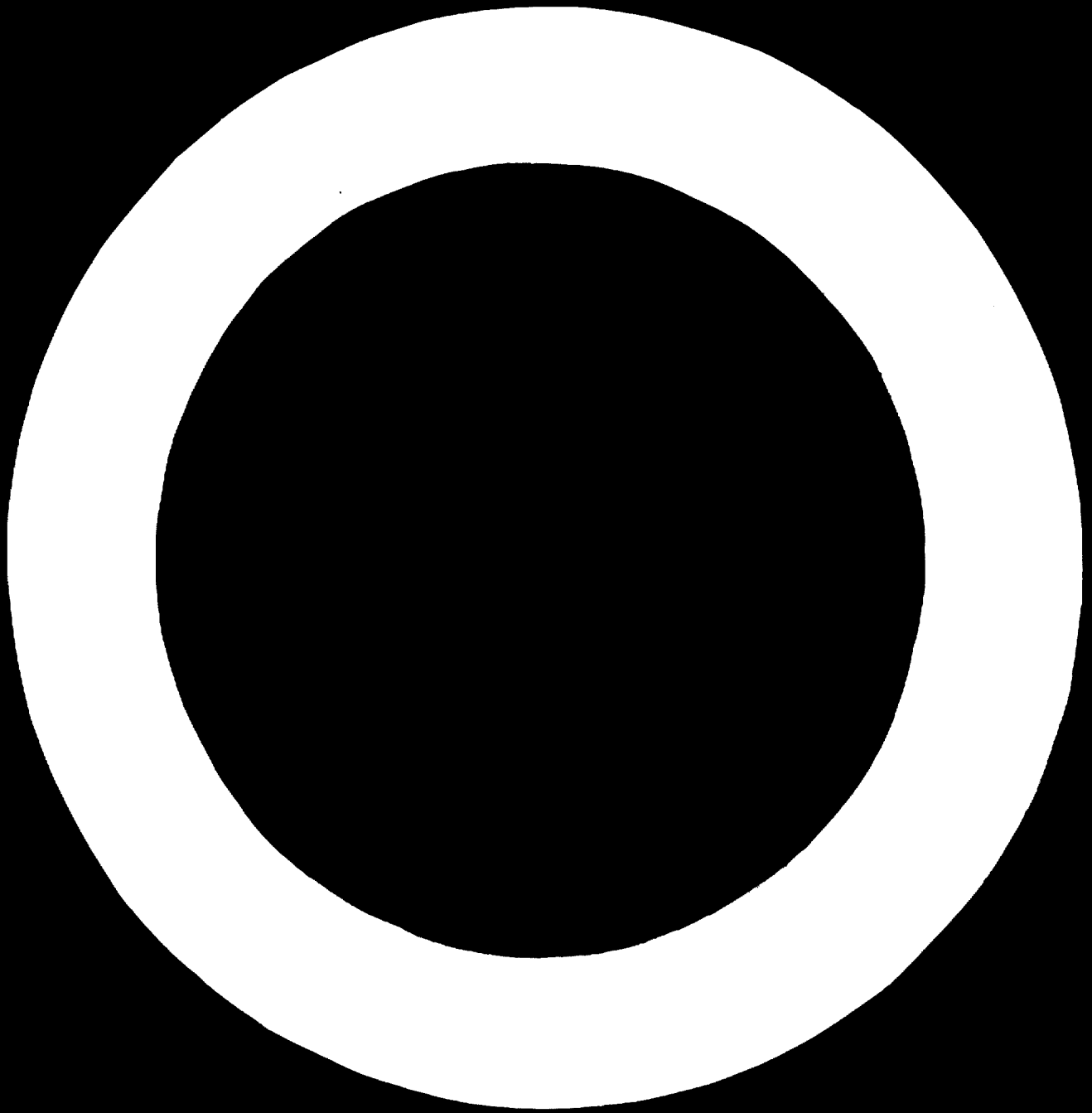
12. In SIDA's view, the evaluation summaries, course reports and personal impressions have proved quite enlightening as the UNIDO/SIDA joint course programme over the years. The training courses in Electrical Engineering, Pulp and Paper, and Maintenance Management have all been met with such appreciation on the part of the participants that SIDA has not found cause to discontinue its support to either of them. A number of criticisms have been voiced, however, some of which have led to important revisions of the course programmes (balance theory/practice, location of course, choice of instructors etc).

V. FUTURE EVALUATION

13. Evaluation has to continue - it is increasingly looked upon as an indispensable part of the planning of SIDA's activities, including SIDA-supported courses and seminars. The present questionnaire will continue to be used as long as it is found to serve its purpose reasonably well. In the light of new experience, revisions will continuously be made. So for example, it might prove desirable to construct a somewhat less detailed version for courses repeated annually; possibly also another variety for course held outside Sweden.

14. Even more importantly, evaluation of the course proper should whenever feasible be combined with attempts to estimate the secondary effects in the home countries. To this effect, several measures have been discussed, to some extent even tried. A year or two after a course, a short questionnaire could be circulated to participants and their employers; it should be less detailed but might include some of the items on "Content" and "Relevance and Applicability" in SIDA's regular questionnaire. On-the-spot visits to participants and their employers could be undertaken by course directors and SIDA/UNIDO representatives. Regional seminars for former course participants could be arranged, to serve the combined purpose of follow-up and evaluation.

15. If all these measures materialize, there might eventually take shape a system for the evaluation of SIDA-supported courses of the type co-sponsored by UNIDO. In the creation of such a system, working out the SIDA questionnaire was no more than a first but a necessary step.



S I D A
Education Division
Section for Fellowship
Courses and Seminars

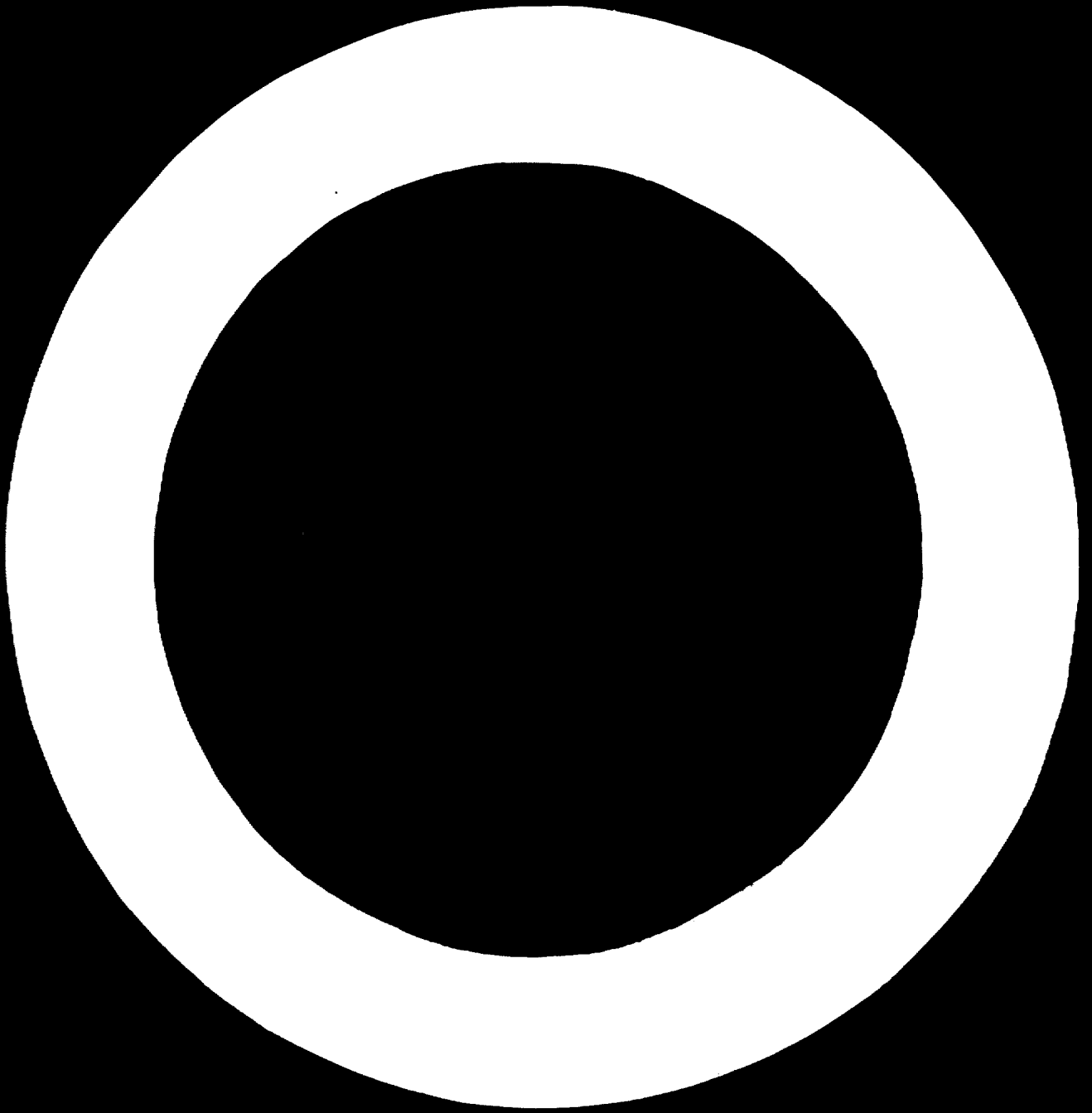
July 20, 1970

Evaluation Questionnaire

Now that you have concluded your course as a SIDA grantee, SIDA would greatly appreciate having your answers to the appended questionnaire, intended to serve as a basis for an over-all evaluation of the course. SIDA would welcome any constructive suggestions or critical remarks that you may care to make, since they may help in deciding whether and how to arrange future courses in the same field. Please answer each relevant question frankly and fully but concisely.

Any significant findings in the course participant's answers to the questionnaires will be summarized in a course report and submitted to the course directorate for their information. However, your individual questionnaire will be treated as strictly confidential, whatever information you choose to give. Should you offer suggestions that you would like to discuss in further detail with SIDA personnel, it might be helpful if you sign your name below. If on the other hand you prefer to hand in the questionnaire unsigned, you are of course free to do so.

Thank you in advance for your kind cooperation!



S I D A
Education Division
Section for Fellowship
Courses and Seminars

EVALUATION QUESTIONNAIRE

I. Pre-course Information

A. How was the introductory information you received in your home country about: (please make an "x" in the suitable column)

	sufficient	not sufficient	missing
a) The aim of the course	1.1 <input type="checkbox"/>	1.2 <input type="checkbox"/>	1.3 <input type="checkbox"/>
b) The content of the course	2.1 <input type="checkbox"/>	2.2 <input type="checkbox"/>	2.3 <input type="checkbox"/>
c) The level of the course	3.1 <input type="checkbox"/>	3.2 <input type="checkbox"/>	3.3 <input type="checkbox"/>
d) The study literature	4.1 <input type="checkbox"/>	4.2 <input type="checkbox"/>	4.3 <input type="checkbox"/>
e) Your host country in general	5.1 <input type="checkbox"/>	5.2 <input type="checkbox"/>	5.3 <input type="checkbox"/>
f) Cost of living	6.1 <input type="checkbox"/>	6.2 <input type="checkbox"/>	6.3 <input type="checkbox"/>
g) Climate	7.1 <input type="checkbox"/>	7.2 <input type="checkbox"/>	7.3 <input type="checkbox"/>
h) Personal belongings to bring to the course	8.1 <input type="checkbox"/>	8.2 <input type="checkbox"/>	8.3 <input type="checkbox"/>

B. What, if any, other information do you feel should have been included?

C. Did you have any possibility to supplement the information received, e.g. by approaching an Embassy of the host country?

9.1 Yes

9.2 No

Comments, if any

D. How far in advance did you receive the information material?

- 10.1 a) 0-1 week
- 10.2 b) 1-2 weeks
- 10.3 c) 2-3 weeks
- 10.4 d) 3-4 weeks
- 10.5 e) more than one month

II. Social aspects of the course

A. Did you receive any systematic introduction to your host country in general, their way of life, customs and habits etc. after your arrival?

Yes 11.1

No, and I didn't want any 11.2

No, but I would have liked to 11.3

B. If you received any introduction, please judge a) the timing, b) the amount and c) the value of it

a) Too early 12.1 b) Too extensive 12.4

Right in time 12.2 Sufficient 12.5

Too late 12.3 Too small 12.6

c) Of great value 12.7

Valuable 12.8

Of minor value 12.9

Please comment if there was anything missing or unnecessary in the introduction or whether it was too concentrated.

C. What kind of accommodation did you have during the course (e.g. students' hostel, with a family, in a furnished private room) ...

D. What is your opinion about your accommodation?

Satisfactory Not satisfactory

If not satisfactory, what objections did you have?

E. What kind of accommodation would you have preferred if given a free choice?

F. What types of social and practical problems did you meet?

G. What type of assistance did you receive from the course staff to deal with practical and social problems?

If the assistance was not sufficient, how could it have been improved?

H. Did you receive information about SIDA and its activities?

Sufficient 13.1

Not sufficient 13.2

What kind of information would you have liked?

How could the information have been improved?

I. How was, in your opinion, the amount of the followings

a) Social events and activities

Too many 14.1

Just right 14.2

Too few 14.3

b) Contact with colleagues from your host country

Too much 15.1

Just right 15.2

Too little 15.3

c) Contact with other citizens of your host country?

Too much 16.1

Just right 16.2

Too little 16.3

J. What additional social activities would you have appreciated?

III. The content of the course**A. What is your opinion about the duration of the course**Much too long 17.1Too long 17.2Just right 17.3Too short 17.4Much too short 17.5**Comments, if any****B. Did you consider the size of the group of participants to be**Too large 18.1A convenient number 18.2Too small 18.3**Comments, if any****C. Give whatever comments you may have on the composition of the group of participants (e.g. as to number of countries represented, educational background, language problems).**

D. What did you think of the level of the course

- Much too high 19.1
 Too high 19.2
 Just right 19.3
 Too low 19.4
 Much too low 19.5

Comments, if any

E. How do you rate your own standard of proficiency in relation to that of the other course participants

- Much above average 20.1
 Slightly above average 20.2
 Average 20.3
 Slightly below average 20.4
 Much below average 20.5

Comments, if any

F. What changes would you suggest in the general character of the course (e.g. more theoretical, more practical)

- No changes 21.1

G. Which subjects (or aspects) of the course did you find most valuable? State why.

H. Which subjects (or aspects) of the course did you find least valuable? State why.

I. Were there, in your opinion, any relevant subjects (or aspects) that were not adequately covered in the course?

Yes 22.1

No 22.2

If yes, what did you miss?

J. Which changes would you have preferred in the method of instruction, for example in number of regular lectures, guest lectures, group discussions, study visits, practical training?

a) Which lectures did you find
most valuable

least valuable

b) Which guest lectures did you find
most valuable

least valuable

c) Which study visits did you find
most valuable

least valuable

Suggest other study visits that might have been of value:

d) Please state your views on the practical training.

K. How much time was allotted to independent studies?

Far too much	<input type="checkbox"/>	23.1
Too much	<input type="checkbox"/>	23.2
Enough	<input type="checkbox"/>	23.3
Too little	<input type="checkbox"/>	23.4
Far too little	<input type="checkbox"/>	23.5

Comments, if any

L. How was, in your opinion, the quantity of prescribed study literature?

Too great	<input type="checkbox"/>	24.1
Just right	<input type="checkbox"/>	24.2
Too small	<input type="checkbox"/>	24.3

Comments, if any

M. State your opinion about the quality of study literature

Very good 25.1

Good 25.2

Fair 25.3

Comments, if any

N. Did you find the available reference literature

Sufficient 26.1

Not sufficient 26.2

If not sufficient, did you discuss this problem with the course staff?

O. How did you find the standard of the instructors (teachers, tutors, lectures)?

P. Whose instruction did you find most valuable? (Please give reasons for your opinion - ability to teach, willingness to discuss with participants, language proficiency etc)

Q. Did you have sufficient opportunity for an informal, professional exchange of views with your fellow course participants?

Yes

No

Comments, if any

R. How much did that exchange of views on the course content benefit you

A great deal 28.1

Much 28.2

Somewhat 28.3

Little 28.4

Not at all 28.5

S. Did you feel that you could influence the course content and methods of instruction?

A great deal 29.1

Much 29.2

Somewhat 29.3

Little 29.4

Not at all 29.5

T. Did you find the content of the course in accordance with the information received in advance?

Yes 30.1

No 30.2

Comments, if any

IV. Relevance and applicability

A. Do you find the stated aim of the course relevant to the situation in your country?

- | | | |
|------------------------|--------------------------|------|
| To a very small extent | <input type="checkbox"/> | 31.1 |
| To a small extent | <input type="checkbox"/> | 31.2 |
| To a sufficient extent | <input type="checkbox"/> | 31.3 |
| To a great extent | <input type="checkbox"/> | 31.4 |
| To a very great extent | <input type="checkbox"/> | 31.5 |

Comments, if any

B. Did you find the actual content of the course relevant to conditions in your country?

- | | | |
|------------------------|--------------------------|------|
| To a very small extent | <input type="checkbox"/> | 32.1 |
| To a small extent | <input type="checkbox"/> | 32.2 |
| To a sufficient extent | <input type="checkbox"/> | 32.3 |
| To a great extent | <input type="checkbox"/> | 32.4 |
| To a very great extent | <input type="checkbox"/> | 32.5 |

Comments, if any

C. Is it, in your opinion, preferable to hold this course in

- This country and this place 33.1
This country but another place 33.2
Your country 33.3
Another country 33.4

If you feel that the course should be held elsewhere, please state where and why.

D. Do you feel that your participation in this course has benefited you professionally?

- To a very small extent 34.1
To a small extent 34.2
To a sufficient extent 34.3
To a great extent 34.4
To a very great extent 34.5

E. Do you feel that the increased qualifications you may have acquired in the course will be duly recognized in your home country?

- Yes 35.1
No 35.2

If no, state why.

F. Do you feel you will have an opportunity to apply your increased knowledge in your home country?

- | | | |
|------------------------|--------------------------|------|
| To a very small extent | <input type="checkbox"/> | 36.1 |
| To a small extent | <input type="checkbox"/> | 36.2 |
| To a sufficient extent | <input type="checkbox"/> | 36.3 |
| To a great extent | <input type="checkbox"/> | 36.4 |
| To a very great extent | <input type="checkbox"/> | 36.5 |

Comments, if any

G. Do you feel that a similar course should be held again, for example, for others from your country? Please give your reasons.

- | | | |
|-----------------|--------------------------|------|
| Yes, definitely | <input type="checkbox"/> | 37.1 |
| Yes | <input type="checkbox"/> | 37.2 |
| Possibly | <input type="checkbox"/> | 37.3 |
| No | <input type="checkbox"/> | 37.4 |

H. Would you like to propose any activities to follow up the course?
If so, which?

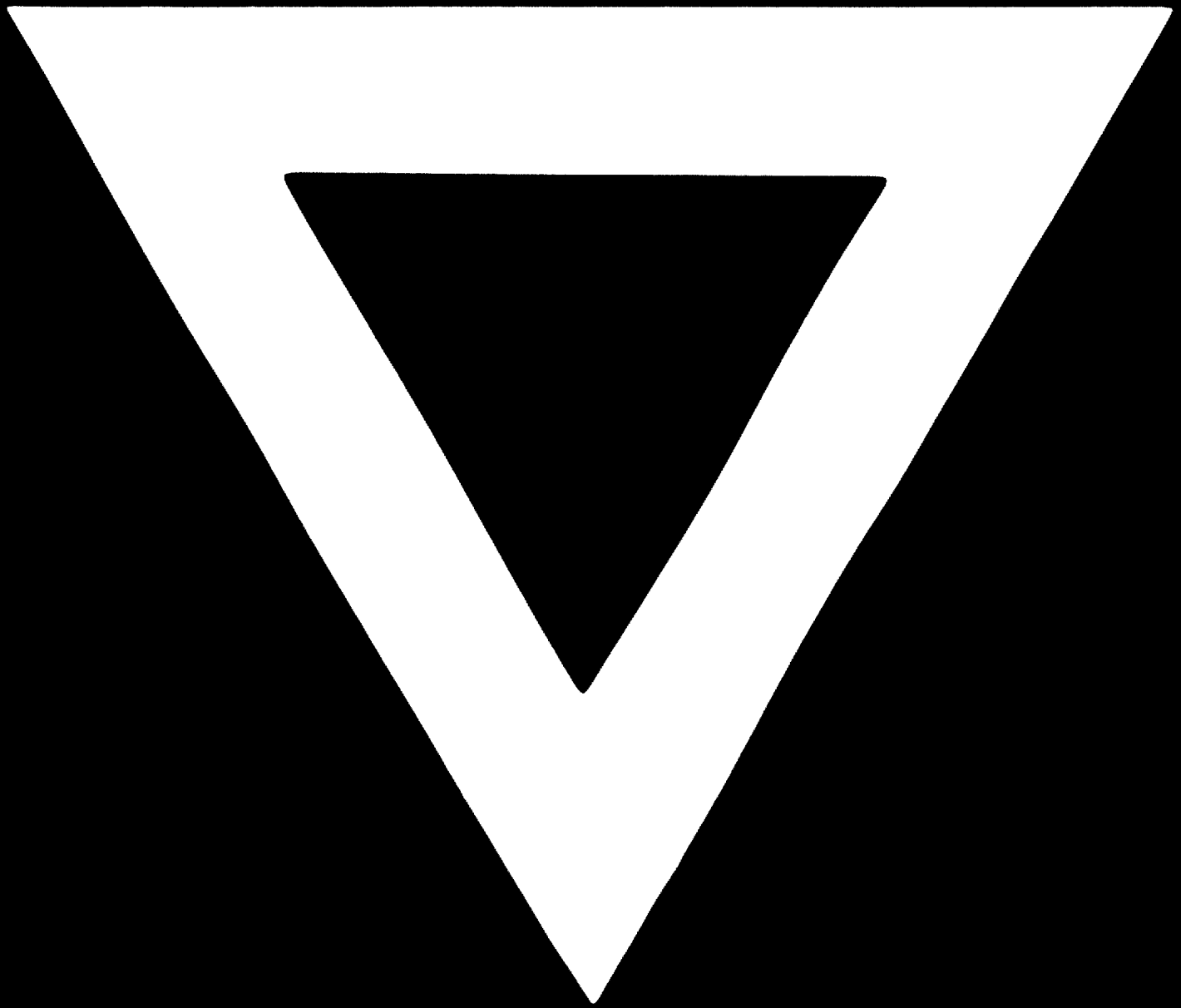
.....
Place and date

.....
Home country

.....
Name

.....
Signature





3 . 12 . 73