

Institutional Evaluation

**2003-2004 CONTINUING
EDUCATION
COURSE EVALUATION
RESULTS FOR JULY
THROUGH JUNE
[July, 2004]**



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Tri-County Technical College does not discriminate in admission or employment on the basis of race, color, religion, sex, qualifying disability, veteran's status, age, or national origin.

CONTINUING EDUCATION COURSE EVALUATION RESULTS

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The FREQ Procedure

Departments Analyzed

| DEPT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------|-----------|---------|----------------------|--------------------|
| BTC | 149 | 27.59 | 149 | 27.59 |
| CD | 122 | 22.59 | 271 | 50.19 |
| HC | 77 | 14.26 | 348 | 64.44 |
| LR | 93 | 17.22 | 441 | 81.67 |
| WTC | 99 | 18.33 | 540 | 100.00 |

Reporting Cycles Based on Ending Dates

| CYCLE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|----------------------|--------------------|
| 2003-3 July-Sept | 135 | 25.00 | 135 | 25.00 |
| 2003-4 Oct-Dec | 125 | 23.15 | 260 | 48.15 |
| 2004-1 Jan-Mar | 147 | 27.22 | 407 | 75.37 |
| 2004-2 Apr-June | 133 | 24.63 | 540 | 100.00 |

Number of Unduplicated Courses

| REPORTED | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|----------------------|-----------|---------|----------------------|--------------------|
| Unduplicated Courses | 540 | 100.00 | 540 | 100.00 |

Locations of Unduplicated Courses

| PLACE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--|-----------|---------|----------------------|--------------------|
| Anderson Mall | 109 | 20.19 | 109 | 20.19 |
| Industrial and Business Development Center | 189 | 35.00 | 298 | 55.19 |
| Off-Campus | 195 | 36.11 | 493 | 91.30 |
| Tri-County Technical College | 47 | 8.70 | 540 | 100.00 |

Some courses have multiple instructors and results for each instructor are included in some sections of the report. These are labeled as duplicated courses. Unduplicated courses exclude multiple listings for courses with multiple instructors.

The FREQ Procedure

Location of Unduplicated Courses

| LOCATION | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--|-----------|---------|-------------------------|-----------------------|
| Alice Manufacturing Company | 2 | 0.37 | 2 | 0.37 |
| AnMed Health Campus | 2 | 0.37 | 4 | 0.74 |
| Anderson Mall | 109 | 20.19 | 113 | 20.93 |
| BJ Skelton Center | 1 | 0.19 | 114 | 21.11 |
| BP-Seneca | 5 | 0.93 | 119 | 22.04 |
| Basic Concepts | 1 | 0.19 | 120 | 22.22 |
| Belton Industries | 1 | 0.19 | 121 | 22.41 |
| Blue Ridge Electric | 3 | 0.56 | 124 | 22.96 |
| Bobbie Dan Plant-Anderson | 25 | 4.63 | 149 | 27.59 |
| Bosch | 29 | 5.37 | 178 | 32.96 |
| Carolina Mold and Tool | 2 | 0.37 | 180 | 33.33 |
| Champion Aerospace | 1 | 0.19 | 181 | 33.52 |
| Clarion Technologies-Anderson | 2 | 0.37 | 183 | 33.89 |
| Clemson University | 3 | 0.56 | 186 | 34.44 |
| Cornell Dubilier | 1 | 0.19 | 187 | 34.63 |
| Department of Disabilities and Special Needs | 2 | 0.37 | 189 | 35.00 |
| Distance Learning | 1 | 0.19 | 190 | 35.19 |
| DuPont State Park | 1 | 0.19 | 191 | 35.37 |
| Electric City Printing | 4 | 0.74 | 195 | 36.11 |
| Electrolux | 1 | 0.19 | 196 | 36.30 |
| Ellenburg NCF | 9 | 1.67 | 205 | 37.96 |
| Frankische-Anderson | 3 | 0.56 | 208 | 38.52 |
| Friedrichs and Raths Incorporated | 2 | 0.37 | 210 | 38.89 |
| Griffin Thermal Products-Piedmont | 1 | 0.19 | 211 | 39.07 |
| Hydro Aluminum | 1 | 0.19 | 212 | 39.26 |
| Ideal Steel | 1 | 0.19 | 213 | 39.44 |
| Industrial and Business Development Center | 189 | 35.00 | 402 | 74.44 |
| Jacobs Chuck | 1 | 0.19 | 403 | 74.63 |
| Johnson Controls | 2 | 0.37 | 405 | 75.00 |
| Judson Mills-Milliken | 2 | 0.37 | 407 | 75.37 |
| Kendall-Seneca | 1 | 0.19 | 408 | 75.56 |
| Kennametal-Clemson | 2 | 0.37 | 410 | 75.93 |
| Keowee Key Property | 1 | 0.19 | 411 | 76.11 |
| Laurel Hill NCF-Pickens | 1 | 0.19 | 412 | 76.30 |
| Lollis Metals | 1 | 0.19 | 413 | 76.48 |
| MST Concrete Products | 1 | 0.19 | 414 | 76.67 |
| Madren Center-Clemson | 1 | 0.19 | 415 | 76.85 |
| Mariner Health Care | 1 | 0.19 | 416 | 77.04 |
| Mark V | 1 | 0.19 | 417 | 77.22 |
| McKechnie Plastics | 1 | 0.19 | 418 | 77.41 |
| Mergon Corporation | 7 | 1.30 | 425 | 78.70 |
| Michelin | 3 | 0.56 | 428 | 79.26 |
| Milliken | 1 | 0.19 | 429 | 79.44 |
| NHC of Anderson | 10 | 1.85 | 439 | 81.30 |
| Nason Company | 1 | 0.19 | 440 | 81.48 |
| North Carolina Mountains | 1 | 0.19 | 441 | 81.67 |
| Nutricia | 1 | 0.19 | 442 | 81.85 |
| O'Henry's-Sandy Springs | 3 | 0.56 | 445 | 82.41 |
| Oconee Memorial Hospital | 1 | 0.19 | 446 | 82.59 |
| Orian Rugs | 2 | 0.37 | 448 | 82.96 |
| Owens-Corning Manufacturing Solutions | 3 | 0.56 | 451 | 83.52 |
| Palmetto Health Baptist Hospital | 1 | 0.19 | 452 | 83.70 |
| Pine River Plastics | 1 | 0.19 | 453 | 83.89 |
| SC Vocational Rehabilitation Department-Anderson | 7 | 1.30 | 460 | 85.19 |

The FREQ Procedure

Location of Unduplicated Courses

| LOCATION | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------------------------|-----------|---------|-------------------------|-----------------------|
| Sargent Metal | 2 | 0.37 | 462 | 85.56 |
| Schlumberger | 5 | 0.93 | 467 | 86.48 |
| Southern Home Accents | 1 | 0.19 | 468 | 86.67 |
| Springs Industries | 1 | 0.19 | 469 | 86.85 |
| Stanco Metal Products | 1 | 0.19 | 470 | 87.04 |
| Sulzer Process Pumps | 2 | 0.37 | 472 | 87.41 |
| Taffer Textile Machinery | 1 | 0.19 | 473 | 87.59 |
| Timken Company | 1 | 0.19 | 474 | 87.78 |
| Tri-County Technical College | 47 | 8.70 | 521 | 96.48 |
| US Engine Valve | 2 | 0.37 | 523 | 96.85 |
| Valenite | 9 | 1.67 | 532 | 98.52 |
| Watkins Elementary School-Honea Path | 3 | 0.56 | 535 | 99.07 |
| West Anderson Water | 2 | 0.37 | 537 | 99.44 |
| West Oak High School | 1 | 0.19 | 538 | 99.63 |
| Westside Community Center | 1 | 0.19 | 539 | 99.81 |
| Woodhaven Golf Course | 1 | 0.19 | 540 | 100.00 |

DATA ON STUDENTS IN DUPLICATED COURSES AND DEFINITION OF TERMS USED IN REPORT

Number of Students, Number Responding, and Response Rate

| Total Students | Total Responding | Response Rate |
|-------------------|---------------------|------------------|
| 5678 | 5070 | 89.3 |

Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective.

Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating.

Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

Percent Ineffective Ratings = Total ratings on all questions of 1 or 2 from all participants divided by total number of ratings on all questions from all participants.

RESULTS BY DIVISION

Summary of Continuing Education Course Evaluation Questions

----- DIVISION=Total Duplicated Courses -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 5053 | 4.6 |
| (b) The training materials were clear and well organized | 5052 | 4.6 |
| (c) The program was the right length | 5030 | 4.5 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.57 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 5056 | 4.6 |
| (e) The instructor had a good knowledge of the subject matter | 5052 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 5039 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.67 |

COURSE RATING RESULTS

| | | |
|--|-------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 587 | 4.62 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 29950 | 98.9 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|------|------|
| Very Unsatisfied | 25 | 0.5 |
| Unsatisfied | 24 | 0.5 |
| Satisfied | 1367 | 28.1 |
| Very Satisfied | 3445 | 70.9 |
| Very Unsatisfied or Unsatisfied | 49 | 1.0 |
| Satisfied or Very Satisfied | 4812 | 99.0 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY DEPARTMENT

Listing of Evaluation Results by Department

| Department | Number of Duplicated Courses | Average Mean Rating Content | Average Mean Rating Instructor | Average Mean Rating Course | Percent Effective Ratings | Percent Satisfied-Very Satisfied |
|------------|---------------------------------------|--------------------------------------|---|-------------------------------------|---------------------------------|--|
| BTC | 188 | 4.43 | 4.63 | 4.53 | 98.2 | 97.1 |
| CD | 123 | 4.63 | 4.73 | 4.68 | 99.2 | 99.5 |
| HC | 84 | 4.60 | 4.73 | 4.67 | 98.9 | 99.2 |
| LR | 93 | 4.60 | 4.73 | 4.67 | 99.3 | 99.4 |
| WTC | 99 | 4.37 | 4.60 | 4.48 | 99.0 | 99.7 |

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587

N = 5

RESULTS BY DEPARTMENT

Summary of Continuing Education Course Evaluation Questions

----- DEPARTMENT=BTC -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1014 | 4.5 |
| (b) The training materials were clear and well organized | 1008 | 4.5 |
| (c) The program was the right length | 1006 | 4.3 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.43 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1009 | 4.6 |
| (e) The instructor had a good knowledge of the subject matter | 1013 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 1010 | 4.6 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.63 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 188 | 4.53 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 5948 | 98.2 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|-----|------|
| Very Unsatisfied | 19 | 1.9 |
| Unsatisfied | 10 | 1.0 |
| Satisfied | 268 | 26.7 |
| Very Satisfied | 708 | 70.4 |
| Very Unsatisfied or Unsatisfied | 29 | 2.9 |
| Satisfied or Very Satisfied | 976 | 97.1 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY DEPARTMENT

Summary of Continuing Education Course Evaluation Questions

----- DEPARTMENT=CD -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent). Number
Rating Mean
Rating

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1128 | 4.7 |
| (b) The training materials were clear and well organized | 1127 | 4.6 |
| (c) The program was the right length | 1127 | 4.6 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.63 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1128 | 4.7 |
| (e) The instructor had a good knowledge of the subject matter | 1128 | 4.8 |
| (f) Problems, concerns and questions were handled effectively | 1127 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.73 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 123 | 4.68 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 6712 | 99.2 |

SATISFACTION WITH TRAINING

| | | |
|--|------------------|-------------------|
| How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.] | Number Rating | Percent Rating |
| Very Unsatisfied | 1 | 0.1 |
| Unsatisfied | 5 | 0.4 |
| Satisfied | 232 | 20.6 |
| Very Satisfied | 890 | 78.9 |
| Very Unsatisfied or Unsatisfied | 6 | 0.5 |
| Satisfied or Very Satisfied | 1122 | 99.5 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY DEPARTMENT

Summary of Continuing Education Course Evaluation Questions

----- DEPARTMENT=HC -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|-----|------|
| (a) The session met the stated objectives | 939 | 4.6 |
| (b) The training materials were clear and well organized | 950 | 4.6 |
| (c) The program was the right length | 950 | 4.6 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.60 |

PRESENTER/INSTRUCTOR

| | | |
|--|-----|------|
| (d) Information was presented in a clear and concise manner | 947 | 4.7 |
| (e) The instructor had a good knowledge of the subject matter | 947 | 4.8 |
| (f) Problems, concerns and questions were handled effectively | 947 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.73 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 84 | 4.67 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 5620 | 98.9 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|-----|------|
| Very Unsatisfied | 4 | 0.5 |
| Unsatisfied | 2 | 0.3 |
| Satisfied | 222 | 28.5 |
| Very Satisfied | 551 | 70.7 |
| Very Unsatisfied or Unsatisfied | 6 | 0.8 |
| Satisfied or Very Satisfied | 773 | 99.2 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY DEPARTMENT

Summary of Continuing Education Course Evaluation Questions

----- DEPARTMENT=LR -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|-----|------|
| (a) The session met the stated objectives | 669 | 4.6 |
| (b) The training materials were clear and well organized | 669 | 4.6 |
| (c) The program was the right length | 666 | 4.6 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.60 |

PRESENTER/INSTRUCTOR

| | | |
|--|-----|------|
| (d) Information was presented in a clear and concise manner | 669 | 4.7 |
| (e) The instructor had a good knowledge of the subject matter | 669 | 4.8 |
| (f) Problems, concerns and questions were handled effectively | 669 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.73 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 93 | 4.67 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 3981 | 99.3 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|-----|------|
| Very Unsatisfied | 0 | 0.0 |
| Unsatisfied | 4 | 0.6 |
| Satisfied | 161 | 24.1 |
| Very Satisfied | 504 | 75.3 |
| Very Unsatisfied or Unsatisfied | 4 | 0.6 |
| Satisfied or Very Satisfied | 665 | 99.4 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY DEPARTMENT

Summary of Continuing Education Course Evaluation Questions

----- DEPARTMENT=WTC -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1303 | 4.4 |
| (b) The training materials were clear and well organized | 1298 | 4.4 |
| (c) The program was the right length | 1281 | 4.3 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.37 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1303 | 4.5 |
| (e) The instructor had a good knowledge of the subject matter | 1295 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 1286 | 4.6 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.60 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 99 | 4.48 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 7689 | 99.0 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|------|------|
| Very Unsatisfied | 1 | 0.1 |
| Unsatisfied | 3 | 0.2 |
| Satisfied | 484 | 37.8 |
| Very Satisfied | 792 | 61.9 |
| Very Unsatisfied or Unsatisfied | 4 | 0.3 |
| Satisfied or Very Satisfied | 1276 | 99.7 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY REPORTING CYCLE

Listing of Evaluation Results by Reporting Cycle

| Reporting Cycle | Number of Duplicated Courses | Average Mean Rating Content | Average Mean Rating Instructor | Average Mean Rating Course | Percent Effective Ratings | Percent Satisfied-Very Satisfied |
|------------------|------------------------------|-----------------------------|--------------------------------|----------------------------|---------------------------|----------------------------------|
| 2003-3 July-Sept | 144 | 4.57 | 4.70 | 4.63 | 99.2 | 98.8 |
| 2003-4 Oct-Dec | 143 | 4.57 | 4.63 | 4.60 | 98.7 | 98.7 |
| 2004-1 Jan-Mar | 157 | 4.57 | 4.73 | 4.65 | 99.0 | 99.3 |
| 2004-2 Apr-June | 143 | 4.47 | 4.67 | 4.57 | 98.7 | 99.2 |

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587

N = 4

RESULTS BY REPORTING CYCLE

Summary of Continuing Education Course Evaluation Questions

----- CYCLE=2003-3 July-Sept -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent). Number Mean
Rating Rating

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1070 | 4.6 |
| (b) The training materials were clear and well organized | 1062 | 4.6 |
| (c) The program was the right length | 1065 | 4.5 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.57 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1066 | 4.7 |
| (e) The instructor had a good knowledge of the subject matter | 1068 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 1065 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.70 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 144 | 4.63 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 6347 | 99.2 |

SATISFACTION WITH TRAINING

| | | |
|--|------------------|-------------------|
| How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.] | Number Rating | Percent Rating |
| Very Unsatisfied | 9 | 0.9 |
| Unsatisfied | 4 | 0.4 |
| Satisfied | 309 | 29.5 |
| Very Satisfied | 727 | 69.3 |
| Very Unsatisfied or Unsatisfied | 13 | 1.2 |
| Satisfied or Very Satisfied | 1036 | 98.8 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY REPORTING CYCLE

Summary of Continuing Education Course Evaluation Questions

----- CYCLE=2003-4 Oct-Dec -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent). Number Mean
Rating Rating

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1299 | 4.6 |
| (b) The training materials were clear and well organized | 1304 | 4.6 |
| (c) The program was the right length | 1299 | 4.5 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.57 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1306 | 4.6 |
| (e) The instructor had a good knowledge of the subject matter | 1302 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 1300 | 4.6 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.63 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 143 | 4.60 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 7712 | 98.7 |

SATISFACTION WITH TRAINING

| | | |
|--|------------------|-------------------|
| How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.] | Number Rating | Percent Rating |
| Very Unsatisfied | 8 | 0.7 |
| Unsatisfied | 7 | 0.6 |
| Satisfied | 339 | 29.7 |
| Very Satisfied | 787 | 69.0 |
| Very Unsatisfied or Unsatisfied | 15 | 1.3 |
| Satisfied or Very Satisfied | 1126 | 98.7 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY REPORTING CYCLE

Summary of Continuing Education Course Evaluation Questions

----- CYCLE=2004-1 Jan-Mar -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1370 | 4.6 |
| (b) The training materials were clear and well organized | 1371 | 4.6 |
| (c) The program was the right length | 1363 | 4.5 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.57 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1372 | 4.7 |
| (e) The instructor had a good knowledge of the subject matter | 1371 | 4.8 |
| (f) Problems, concerns and questions were handled effectively | 1368 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.73 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 157 | 4.65 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 8133 | 99.0 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|------|------|
| Very Unsatisfied | 3 | 0.2 |
| Unsatisfied | 7 | 0.5 |
| Satisfied | 347 | 25.4 |
| Very Satisfied | 1009 | 73.9 |
| Very Unsatisfied or Unsatisfied | 10 | 0.7 |
| Satisfied or Very Satisfied | 1356 | 99.3 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

RESULTS BY REPORTING CYCLE

Summary of Continuing Education Course Evaluation Questions

----- CYCLE=2004-2 Apr-June -----

COURSE EVALUATION RATING QUESTIONS

Ratings for Questions (a) through (f) range from 1 (Very Little), 2, 3, 4, to 5 (Great Extent).

| Number Rating | Mean Rating |
|------------------|----------------|
|------------------|----------------|

CONTENT/MATERIALS

| | | |
|---|------|------|
| (a) The session met the stated objectives | 1314 | 4.5 |
| (b) The training materials were clear and well organized | 1315 | 4.5 |
| (c) The program was the right length | 1303 | 4.4 |
| Average Mean Rating for Content/Materials (Average of Mean Ratings) | | 4.47 |

PRESENTER/INSTRUCTOR

| | | |
|--|------|------|
| (d) Information was presented in a clear and concise manner | 1312 | 4.6 |
| (e) The instructor had a good knowledge of the subject matter | 1311 | 4.7 |
| (f) Problems, concerns and questions were handled effectively | 1306 | 4.7 |
| Average Mean Rating for Presenter/Instructor (Average of Mean Ratings) | | 4.67 |

COURSE RATING RESULTS

| | | |
|--|------|------|
| Number of Duplicated Courses and Average Mean Rating (Average of Mean Ratings) | 143 | 4.57 |
| Number and Percent Effective Ratings (Ratings of 3, 4, or 5) | 7758 | 98.7 |

SATISFACTION WITH TRAINING

How satisfied are you with the training you received in this course? [Responses equal Very Unsatisfied, Unsatisfied, Satisfied, and Very Satisfied.]

| Number Rating | Percent Rating |
|------------------|-------------------|
|------------------|-------------------|

| | | |
|---------------------------------|------|------|
| Very Unsatisfied | 5 | 0.4 |
| Unsatisfied | 6 | 0.5 |
| Satisfied | 372 | 28.5 |
| Very Satisfied | 922 | 70.7 |
| Very Unsatisfied or Unsatisfied | 11 | 0.8 |
| Satisfied or Very Satisfied | 1294 | 99.2 |

DEFINITIONS: Mean Rating and Average Mean Rating of 1.0 up to 2.0 = Very Ineffective; 2.0 up to 3.0 = Ineffective; 3.0 up to 4.0 = Effective; 4.0 to 5.0 = Very Effective. Rating of 1 or 2 = Ineffective Rating; Rating of 3, 4, or 5 = Effective Rating. Percent Effective Ratings = Total ratings on all questions of 3, 4, or 5 from all participants divided by total number of total ratings on all questions from all participants.

NUMBER AND PERCENT OF AVERAGE DUPLICATED COURSE MEAN RATINGS

Scores Grouped by Increments of .25 from 1.00 (Very Ineffective) to 5.00 (Very Effective)

----- DIVISION=Total Duplicated Courses -----

The FREQ Procedure

| SCORE | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------|-----------|---------|-------------------------|-----------------------|
| 4.75 thru 5.00 | 287 | 48.89 | 287 | 48.89 |
| 4.50 up to 4.75 | 150 | 25.55 | 437 | 74.45 |
| 4.25 up to 4.50 | 80 | 13.63 | 517 | 88.07 |
| 4.00 up to 4.25 | 37 | 6.30 | 554 | 94.38 |
| 3.75 up to 4.00 | 15 | 2.56 | 569 | 96.93 |
| 3.50 up to 3.75 | 10 | 1.70 | 579 | 98.64 |
| 3.25 up to 3.50 | 3 | 0.51 | 582 | 99.15 |
| 3.00 up to 3.25 | 4 | 0.68 | 586 | 99.83 |
| 2.50 up to 2.75 | 1 | 0.17 | 587 | 100.00 |