

Guidelines for Feedback Forms

For NSDC funded programs, all Training partners are required to have in place a Participant's Feedback Form that seeks comments from participants on the quality and effectiveness of training being provided.

It is recommended that this feedback be collected at the end of each module and shared with the instructor for self-improvement. End of course feedback collection is mandatory.

All feedback forms, once designed, should be cleared and vetted by the relevant Sector Skill Council or an NSDC designated authority, prior to implementation.

The following should be kept in mind while designing the feedback form:

1. The feedback form should be short and crisp – not more than 1 page.
2. Identity of participants should be kept confidential – they should not be required to provide their name and ID.
3. Instructor should be rated by the participants on a scale of 1 to 5 (5 being the Best and 1 being the Worst) on various parameters such as – domain knowledge, technical expertise, communication skills, facilitation skills, ability to answer queries clearly/ providing clarification, rapport building, floor management etc.
4. Feedback should also be collected on administrative arrangements, training facilities, infrastructure, equipment etc.,
5. The feedback tool should also help gauge the quality of course content, its relevance to participants and their confidence levels before and after the programme.
6. Enough space should be provided at the end for participants to share their views on what was good about the programme and suggestions for improvement.
7. All data from feedback forms should be collated, analysed and reported to senior management on an ongoing basis and be available for NSDC's review when required.

A sample feedback form has been provided in the next page.

SAMPLE

Disclaimer: The example given below is purely illustrative and has been provided as a reference to assist with the drafting of the document as per the template and the style of language. The contents given below may not strictly, in all senses, reflect a typical curriculum for the course under reference

PARTICIPANT'S FEEDBACK FORM

Name of Course: _____

Name of Module: _____

Please rate your satisfaction with the program on a scale of 1 to 5 (5 being Highly Satisfied and 1 being Highly Dissatisfied) for each parameter given below:

- | | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| A) <u>Facilitator</u> | | | | | |
| a) The Trainer was well organized and prepared | | | | | |
| b) He/she answered questions effectively | | | | | |
| c) Encouraged open communication | | | | | |
| d) Demonstrated good knowledge of subject and how to apply it. | | | | | |
| e) Was overall effective | | | | | |
| B) <u>Program</u> | | | | | |
| a) Was well structured and organized | | | | | |
| b) Content was easy to understand | | | | | |
| c) Content sufficiently supported with examples. | | | | | |
| d) Duration of the program was sufficient | | | | | |
| e) Was useful and relevant to my requirements | | | | | |
| f) Was overall effective | | | | | |
| C) <u>Facilities/ Infrastructure</u> | | | | | |
| a) All training equipment required for the program was available. | | | | | |
| b) The environment was clean and comfortable | | | | | |

Please tell us in your own words,

- a) What you liked about the program ?

- b) What you feel could be improved upon?

- c) Would you recommend this program to a friend or anyone else who approached you?