

Sample Program Evaluation Summary

A program evaluation summary is required for all courses that offer NBCC credit. The format of the summary is flexible to what works best for the organization, as long as the data is reported in a meaningful way.

Points to Consider When Developing an Evaluation Summary:



There are multiple ways to report data. Be sure you report your data in a meaningful way that makes sense for you. As an example, for each item, you may provide the actual number of responses as shown in the example. These numbers could also be converted into percentages.



Averages may not be meaningful if you have a wide range of responses.



Narratives are less objective than the reporting of actual numbers.



For items that likely do not apply to many participants (e.g., an item concerning personal requests for accommodations) consider including an “N/A” option. See the second chart for an example.



Items concerning program materials can be placed in a separate chart so that you can use the same program evaluation form for all programs; this will work for programs that have program materials, such as handouts or slides, and those that do not.



Please note that the program evaluation summary must include **all** participant comments.

Counselors Extraordinaire Training Company

Making Provisions for Telemental Health in Your Practice

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50 participants responded.



Item	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree
The learning objectives were fully addressed.				3	47
The program content was current.					50
The program content enhanced my multicultural awareness and ability to work with diverse populations.				11	39
The program content was appropriate to my level of education and experience.					50
The program content was relevant to my profession.					50
The presenter was knowledgeable about the content.				2	48
The presenter presented the subject matter clearly.				4	46
The presenter was responsive to participants.		1		3	46
The program advertisement was accurate.					50
The instructions for requesting accommodations for a disability were clear.					50
The instructions for accessing the program were clear.					50
The online technology/platform was appropriate for this event.					50
The continuing education provider used the technology effectively.					50
My questions or concerns were addressed effectively and in a timely manner.		1			49
My request for accommodations was satisfactorily met.	48				2
The program materials enhanced my learning experience.					50
The program materials were professional in appearance.					50

How could we improve this program?

There was so much content that I think the program needed to be longer.
I wish we had more time for questions at the end.

Other Comments:

Thank you! This training is going to help me so much as I deliver services during the pandemic.