

Annex D

Satisfaction Questionnaire for Services Delivered: Training

To be delivered to: training participants

Activity: training

Date and location: 17 - 22 April 2017, Portugal

QUESTIONNAIRE1

Overall assessment of organization of the training session

1	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
1.1 General organization and logistics of the training session	5	5	4
1.2 Topics of the training session	5	5	5
1.3 Objectives fulfillment	5	6	5

2	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
2.1 Trainers	5	6	5
2.2 Incisiveness of topics	5	5	5
2.3 Use of technical resources	4	5	5
2.4 Involvement of trainees	6	6	6
2.5 Effectiveness of methodology	5	5	6
2.6 Usefulness of training materials	5	6	6
2.7 Added value of interactions within the e-learning platform	5	5	5
2.8 Relevance to the trainees' professional growth	5	6	6

QUESTIONNAIRE2

Overall assessment of organization of the training session

1	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
1.4 General organization and logistics of the training session	4	6	4
1.5 Topics of the training session	5	5	6
1.6 Objectives fulfillment	5	6	5

Evaluation of Quality of training session

2	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
2.9 Trainers	6	4	5
2.10 Incisiveness of topics	4	5	5
2.11 Use of technical resources	5	5	5
2.12 Involvement of trainees	6	6	6
2.13 Effectiveness of methodology	4	5	6
2.14 Usefulness of training materials	6	6	6
2.15 Added value of interactions within the e-learning platform	5	4	5
2.16 Relevance to the trainees' professional growth	5	6	6

QUESTIONNAIRE3

Overall assessment of organization of the training session

1	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
1.7 General organization and logistics of the training session	6	5	5
1.8 Topics of the training session	5	6	6
1.9 Objectives fulfillment	5	6	5

Evaluation of Quality of training session

2	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
2.17 Trainers	5	4	5
2.18 Incisiveness of topics	5	5	5
2.19 Use of technical resources	6	6	5
2.20 Involvement of trainees	6	6	6
2.21 Effectiveness of methodology	4	4	6
2.22 Usefulness of training materials	5	6	6
2.23 Added value of interactions within the e-learning platform	5	5	5
2.24 Relevance to the trainees' professional growth	5	5	6

QUESTIONNAIRE4

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
1.10 General organization and logistics of the training session	6	6	6
1.11 Topics of the training session	6	5	6
1.12 Objectives fulfillment	5	5	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
2.25 Trainers	5	6	5
2.26 Incisiveness of topics	5	5	5
2.27 Use of technical resources	5	5	5
2.28 Involvement of trainees	5	6	5
2.29 Effectiveness of methodology	5	6	5
2.30 Usefulness of training materials	5	5	5
2.31 Added value of interactions within the e-learning platform	4	4	4
2.32 Relevance to the trainees' professional growth	6	5	5

QUESTIONNAIRE5

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.13	General organization and logistics of the training session	4	5	4
1.14	Topics of the training session	5	5	5
1.15	Objectives fulfillment	4	4	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.33	Trainers	5	5	4
2.34	Incisiveness of topics	4	5	4
2.35	Use of technical resources	5	5	4
2.36	Involvement of trainees	5	4	4
2.37	Effectiveness of methodology	3	3	3
2.38	Usefulness of training materials	6	4	4
2.39	Added value of interactions within the e-learning platform	-	-	-
2.40	Relevance to the trainees' professional growth	5	5	5

QUESTIONNAIRE6

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.16	General organization and logistics of the training session	4	5	4
1.17	Topics of the training session	5	4	5
1.18	Objectives fulfillment	4	3	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.41	Trainers	5	5	4
2.42	Incisiveness of topics	3	5	4
2.43	Use of technical resources	5	3	5
2.44	Involvement of trainees	3	4	3
2.45	Effectiveness of methodology	5	4	4
2.46	Usefulness of training materials	5	6	5
2.47	Added value of interactions within the e-learning platform	3	5	6
2.48	Relevance to the trainees' professional growth	5	5	4

QUESTIONNAIRE7

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
1.19	General organization and logistics of the training session	6	6
1.20	Topics of the training session	5	6
1.21	Objectives fulfillment	5	6

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
2.49	Trainers	6	6
2.50	Incisiveness of topics	6	6
2.51	Use of technical resources	6	6
2.52	Involvement of trainees	6	6
2.53	Effectiveness of methodology	5	6
2.54	Usefulness of training materials	6	6
2.55	Added value of interactions within the e-learning platform	2	6
2.56	Relevance to the trainees' professional growth	5	6

QUESTIONNAIRES

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.22	General organization and logistics of the training session	5	5	5
1.23	Topics of the training session	5	5	5
1.24	Objectives fulfillment	5	5	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.57	Trainers	5	6	6
2.58	Incisiveness of topics	5	6	6
2.59	Use of technical resources	5	5	4
2.60	Involvement of trainees	5	5	4
2.61	Effectiveness of methodology	5	5	6
2.62	Usefulness of training materials	5	6	5
2.63	Added value of interactions within the e-learning platform	5	4	4
2.64	Relevance to the trainees' professional growth	5	5	5

QUESTIONNAIRE9

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
1.25 General organization and logistics of the training session	5	5	5
1.26 Topics of the training session	5	5	5
1.27 Objectives fulfillment	6	6	6

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE
	[1..6]	[1..6]	[1..6]
2.65 Trainers	6	6	6
2.66 Incisiveness of topics	5	5	5
2.67 Use of technical resources	5	5	5
2.68 Involvement of trainees	5	5	5
2.69 Effectiveness of methodology	5	5	5
2.70 Usefulness of training materials	5	5	5
2.71 Added value of interactions within the e-learning platform	5	5	5
2.72 Relevance to the trainees' professional growth	5	5	5

QUESTIONNAIRE10

Overall assessment of organization of the training session

1		EXPECTATION	SATISFACTION	IMPORTANCE	
		[1..6]	[1..6]	[1..6]	
	1.28	General organization and logistics of the training session	5	6	6
	1.29	Topics of the training session	6	6	6
	1.30	Objectives fulfillment	5	6	6

Evaluation of Quality of training session

2		EXPECTATION	SATISFACTION	IMPORTANCE	
		[1..6]	[1..6]	[1..6]	
	2.73	Trainers	6	6	6
	2.74	Incisiveness of topics	5	6	6
	2.75	Use of technical resources	6	5	5
	2.76	Involvement of trainees	4	5	5
	2.77	Effectiveness of methodology	5	6	6
	2.78	Usefulness of training materials	5	6	6
	2.79	Added value of interactions within the e-learning platform	-	-	-
	2.80	Relevance to the trainees' professional growth	6	6	6

QUESTIONNAIRE11

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.31	General organization and logistics of the training session	5	5	5
1.32	Topics of the training session	6	6	6
1.33	Objectives fulfillment	5	6	6

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.81	Trainers	5	6	6
2.82	Incisiveness of topics	5	6	6
2.83	Use of technical resources	5	5	5
2.84	Involvement of trainees	5	5	4
2.85	Effectiveness of methodology	5	6	6
2.86	Usefulness of training materials	5	5	6
2.87	Added value of interactions within the e-learning platform	5	-	4
2.88	Relevance to the trainees' professional growth	5	5	6

QUESTIONNAIRE12

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.34	General organization and logistics of the training session	6	4	6
1.35	Topics of the training session	5	4	6
1.36	Objectives fulfillment	6	5	6

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.89	Trainers	5	5	6
2.90	Incisiveness of topics	5	6	5
2.91	Use of technical resources	4	4	4
2.92	Involvement of trainees	5	5	6
2.93	Effectiveness of methodology	6	6	4
2.94	Usefulness of training materials	5	5	5
2.95	Added value of interactions within the e-learning platform	-	-	-
2.96	Relevance to the trainees' professional growth	5	4	4

QUESTIONNAIRE13

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.37	General organization and logistics of the training session	6	3	6
1.38	Topics of the training session	5	3	5
1.39	Objectives fulfillment	6	2	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.97	Trainers	6	3	6
2.98	Incisiveness of topics	4	5	5
2.99	Use of technical resources	6	3	2
2.100	Involvement of trainees	6	2	6
2.101	Effectiveness of methodology	6	3	6
2.102	Usefulness of training materials	6	3	3
2.103	Added value of interactions within the e-learning platform	-	-	-
2.104	Relevance to the trainees' professional growth	4	2	4

QUESTIONNAIRE14

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.40	General organization and logistics of the training session	5	4	5
1.41	Topics of the training session	6	4	5
1.42	Objectives fulfillment	5	5	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.105	Trainers	5	5	5
2.106	Incisiveness of topics	4	4	5
2.107	Use of technical resources	6	4	4
2.108	Involvement of trainees	5	5	5
2.109	Effectiveness of methodology	6	5	6
2.110	Usefulness of training materials	5	5	5
2.111	Added value of interactions within the e-learning platform	-	-	-
2.112	Relevance to the trainees' professional growth	5	4	5

QUESTIONNAIRE15

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.43	General organization and logistics of the training session	5	5	6
1.44	Topics of the training session	5	5	6
1.45	Objectives fulfillment	6	5	5

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.113	Trainers	6	5	6
2.114	Incisiveness of topics	6	5	6
2.115	Use of technical resources	5	6	6
2.116	Involvement of trainees	6	5	6
2.117	Effectiveness of methodology	5	5	5
2.118	Usefulness of training materials	5	5	5
2.119	Added value of interactions within the e-learning platform	6	5	6
2.120	Relevance to the trainees' professional growth	5	5	6

QUESTIONNAIRE16

Overall assessment of organization of the training session

1	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
1.46	General organization and logistics of the training session	5	6	6
1.47	Topics of the training session	5	5	5
1.48	Objectives fulfillment	6	6	6

Evaluation of Quality of training session

2	EXPECTATION	SATISFACTION	IMPORTANCE	
	[1..6]	[1..6]	[1..6]	
2.121	Trainers	5	5	6
2.122	Incisiveness of topics	4	5	5
2.123	Use of technical resources	5	4	5
2.124	Involvement of trainees	5	5	4
2.125	Effectiveness of methodology	6	5	4
2.126	Usefulness of training materials	4	4	4
2.127	Added value of interactions within the e-learning platform	6	6	6
2.128	Relevance to the trainees' professional growth	6	5	6