

Evaluation Summary
HM-MFUT-150 Endeavor Days: 1
Highmark, Inc.
7/1/2008-7/1/2008

Instructor	David Silverberg
Vendor	SYS-ED
Due Date	7/1/2008
Description	Highmark Training Evaluation Client Site(3)

Instructor							
1.	Overall instructor rating.	3	5	4	3	3	3.6
2.	Instructor's knowledge of the subject matter and courseware.	4	5	4	4	3	4
3.	Instructor's presentation of the lecture and materials.	3	4	4	3	3	3.4
4.	Instructor's ability to create an atmosphere conducive to learning.	3	4	4	3	3	3.4
5.	Instructor's ability to stay focused on the class objectives.	4	4	4	3	2	3.4
6.	Instructor's response to questions during lectures and workshops.	4	4	4	4	3	3.8
7.	If you rated the instructor skills fair or poor, please explain.						
Instructor Average: 3.60							
Course							
8.	Overall course material rating.	3	4	3	3	3	3.2
9.	Relevance of the examples, charts, and exercises to the course.	4	4	4	4	3	3.8
10.	Relevance of workshops/exercises to reinforce the learning concepts presented in the course.	3	4		4	3	3.5
11.	Consistency and logical organization of the curriculum.	4	4	4	3	3	3.6
12.	Curriculum content's helpfulness in meeting educational objectives of the course.	3	4	4	3	3	3.4
13.	If you rated the course material fair or poor, please explain how we can make it better.						

Course Average: 3.50

General

14. **What I liked about this training:**
4. Short
6. Incorporation of Highmark standards
11. A refresher about endeavor

15. **What value the additional textbook has brought to the class (when applicable):**
4. Good reference material
11. I am not sure if it brought any to me as of yet.

16. **What I would do to improve this training:**
4. Hands on excercises.
6. Hands on exercises
11. Not so many personal stories and get right into the training material.

17. **Would you recommend this course to someone else?** N Y Y Y N NA

18. **If "No", why not?**
4. Only if that person does not have Expeditor experience already.

19. **What additional training would be of interest to you?**
4. Hands on exercises.
11. not sure