

*Thank you for agreeing to participate in the development and deployment of a training program for the Communication Training Course at James Madison University. Your candid feedback is valuable in determining the effectiveness of the training provided as well as the professionalism of the trainers-in-development. When completed, please return this form via e-mail to Sarah Taylor Mayhak, at [taylo3sj@jmu.edu](mailto:taylo3sj@jmu.edu).*

### **Client Evaluation**

RANK	Strongly agree	Somewhat agree	Somewhat disagree	Disagree	Not sure
The goals for training were clear.	X				
The goals of the training matched the needs of our organization.	X				
The trainers communicated well with me throughout the process.	X				
The trainers solicited and incorporated my feedback throughout the process.	X				
Having an outsider training perspective was beneficial.	X				
Your expectations regarding the trainers were met.	X				
Trainers were professional.	X				
Trainers respected your time.	X				
We would be open to having these students facilitate another training if the need arose.	X				
Our participants gained skills or knowledge from the training.	X				
Trainers were organized and prompt for the training.	X				
I would refer this training session to other organizations with similar needs.	X				

*1) If you felt that participants gained something from this training, on what do you base that?*

*What specific changes have you seen or do you expect to see that will indicate the training was successful?*

The participants walked away with tangible skills and materials that they will use throughout the year. The facilitators provided resources for nonprofits to use and refer to such as a NGO Twitter

Handbook. These resources and handouts are now posted on our Great Community Give website underneath Nonprofit Resources. I expect the nonprofits to be more comfortable using Instagram and Twitter. I expect to see more nonprofits opening accounts with these social media platforms.

- 2) *Have participants continued to talk about the training? What have they expressed to you about the training?*

Immediately following the training, participants gave me encouraging and positive feedback about the training. The participants and I discussed the training at a following meeting as well. There was positive feedback given at that meeting also. They told me that the facilitators were engaging and the information was new and refreshing compared to past social media training sessions.

- 3) *Do you foresee this training being used again by your organization? If so, could you duplicate this training with the materials the trainers have left you or would you prefer to have another training facilitated?*

I plan to use this training again for The Community Foundation. If not the same exact presentation, I will have myself or the future facilitator use this presentation as a guideline for how we wish the training to be conducted, taught, and prepared. I could duplicate the training with the resources and materials the facilitators left with us.

- 4) *Would you be willing to work with student trainers from the Communication Training class in the future?*

I absolutely would be willing to work with student trainers again from the Communication Training class. They were fantastic to work with, listened to our needs, were proactive in scheduling meetings, and made my part super easy 😊

- 5) *Please feel free to add any additional comments about this process.*

I have enjoyed working with this group of students not only for the reasons aforementioned but also because they genuinely cared about the work that we do. It is nice to get people behind your cause and I think these students understood what our mission was and was able to convey that in their presentation. They were kind and respectful. If it was possible I would work with these students again. Thank you for working with us again this semester and I hope to work with you next year. We had another great experience.