

Evaluations
SUNY Geneseo
7/20/11

1. What is your overall evaluation of this program?

- This program was excellent. Instructor was the best trainer I have ever had.
- Excellent.
- Excellent methods, tools & examples about how to complete a quality investigation.
- Excellent!
- This was an excellent program, especially for those new to investigations and interviewing.
- This was a great workshop. I learned the steps and procedure to complete a successful interview.
- Very good.
- Great information, presented in a manner to provide practice in applying the information.
- Excellent. Would like to go right into a SUNY Labor Relations training right after this.
- Phenomenal. Excellent course for beginners & old pro's. I walk away feeling much more prepared to enter into the LR world.
- Excellent – handouts, exercises & instructor.
- It was excellent – one of the best programs I have been through.
- This was an excellent program. The methodology shared will prove most useful.
- Very good, thorough program.
- This was a great program with a lot of useful information. The instructor was very knowledgeable and engaging.

2. What do you believe is [are] the program's major strength[s]?

- The role playing helped me understand better how to go about the process and see it in action instead of just learning about it.
- The process of doing an interview. The role playing.
- Instructor. Process & simplicity used. Role plays.
- Work through Fair Process of serious investigation.
- The instructor is very engaging and provides real-life examples and plenty of role playing opportunities.
- Instructor was a great instructor – he knows what he is talking about and I feel because of that along with his personality – both aspects kept me alert and wanting to learn more.
- I learned a new way of doing investigations. Facilitator had great background & actual experience with the subject.
- Interactive. A lot of discussions. Role playing. Engaging speaker.

- The participants in the room are all SUNY & the Facilitator has a SUNY background. We all understand nature & our business. Additionally, Instructor presented material in such an engaging manner it was easy to be engaged/involved.
- Balance of information & practical application opportunities (role play). Common sense of information.
- The instructor – told stories that illustrated points.
- Instructor's insights – clear communication involved all the participants. Made the material interesting, relevant.
- The systematic method used to secure info. Instructor is a gifted instructor who relates well to all & has clear mastery of the subject matter.
- Consistent methodology for conducting interviews very informative materials opportunity to practice skills through role plays engaging instructor.
- The instructor and the content he brought to the program. He tied real life examples into the material he was teaching.

3. What do you believe is [are] the program's major weakness[es]?

- I could not think of any.
- Not everyone got a chance to role play.
- Difficult to break habits – note taking.
- Not any.
- None.
- Nothing at all.
- Nothing major.
- None.
- I found none.
- Could use another day of application.
- Really, nothing comes across as a weakness.
- Can't think of any! Could do a longer program.
- Participant made no comment in this space.
- It may be difficult to implement the statement writing segment as it may be very time consuming. Having said that, I believe it provides a good statement.
- No weakness but I did not like the role plays in front of the group.

4. Other comments:

- Great program. Thank you.
- Should be offered on a regular basis – every 1-2 years?
- Participant made no comment in this space.
- Instructor was great! Very knowledgeable & personal. Took time with questions answers!
- I would highly recommend this program to those involved in campus labor relations/emp. Relations.
- Julie's baton twirls! [smiley face here]

- Sometimes I could not hear, perceived he was mumbling a little only once in a while.
- Valuable information provided. Facilities great.
- Excellent training facility.
- Participant made no comment in this space.
- Participant made no comment in this space.
- Thank you Instructor & Julie!
- An Advanced program in investigations would be welcome!
- N/A
- Participant made no comment in this space.