



End-of-training survey

Justin Jombart

English for the automobile sector

The survey was conducted by Mike Stone, the trainer, with Justin Jombart, the trainee, on 26/02/21.

Survey introduction

Mike This survey is about your satisfaction, the impact of your training, and how we respect different cultures.

We will use the survey results to make improvements to the company, and also to demonstrate to possible clients our effectiveness.

Part 1: Trainee satisfaction

Mike The first part is about your satisfaction.

Question 1: Before you registered, you read about our company on Mon Compte Formation. How satisfied are you with how we presented the information on Mon Compte Formation?

Justin I'm really satisfied about the description and about the specific training for the automobile sector, and five stars to the teacher.

Mike Thank you very much. And, did you also read about the training on our website?

Justin Yes, I read about it on your website.

Mike OK, so how satisfied are you with the information on the website?

Justin It was clear. It was complete, and there is good information on the website.

Mike Perfect. Then, after the registration, we sent you a convocation, and then we conducted your needs analysis. How satisfied are you with the consultations in your needs analysis?

Justin I'm satisfied. We talked about my level and my aim, objectives.

Mike Good. And, after the first consultation, you did a diagnostic test. How satisfied are you with the diagnostic test?

Justin It was good. It gave me a clear picture about my level at that moment. It was very accurate about my level.

Mike Good! Excellent. Do you think the information on Mon Compte Formation or on our website could be improved?

Justin I think it's clear. You have information, presentations, a synthesis about the TOEIC® test, listening and reading. I think it's complete. And, you have the power of AdWords on your website. We can find you when we are looking for information. OK, so it's good. I don't see how to improve it.

Mike And, what about the needs analysis? Can we improve the needs analysis?

Justin I don't see how.

Mike OK. Then, after the needs analysis, we prepared a training plan. How satisfied are you with the training plan?

Justin It was intuitive because we talked about life and the aim of the training. So, it was like a dialogue. Then, you sent me the plan.

Mike And, are you happy with the plan. Is the plan OK?

Justin Yes, I am.

Mike And, can the plan be improved?

Justin For me it was OK because we talked about the objectives and that's the best thing we can do.

Mike Perfect. OK. So, next is about the training with me. How satisfied are you with my availability?

Justin Good. Very good.

Mike Flexibility?

Justin You are more flexible than me.

Mike OK, the pedagogy, my teaching methodology?

Justin Really good.

Mike OK, homework?

Justin Good. Yes, when I had the time, it was a really helpful.

Mike OK, good. The explanations I gave?

Justin Clear.

Mike Feedback about classwork and homework?

Justin Good, good and in real time.

Mike OK, good. And, can I improve my availability, flexibility or training approaches? Can I improve anything?

Justin It's the first time that I had had a teacher via videoconference and I think it's really good.

Mike OK, good.

Justin Because, there's no travel time to see the teacher, and it's really flexible.

Mike OK, good! The next question is about the tools and the equipment we used. We used Microsoft Teams for the video, you received a copy of the TOEIC® Bible, and we used Google classroom.

Firstly, how satisfied are you with Microsoft Teams?

Justin I think it's great.

Mike OK. And, the textbook. Are you satisfied with the textbook?

Justin Yes.

Mike OK, Google classroom?

Justin Yes, it's good. I used it and it's a good application.

Mike OK, and do you think the we could improve the video conferencing tool?

Justin No, no, I love it.

Mike OK, so that's the satisfaction part of the survey. Do you want to say anything more about satisfaction?

Justin I'm really satisfied and I want to tell you that it was a good experience for me. It made me feel more confident in English, and that was a good opportunity for me.

Part 2: Training impact

Mike OK, perfect. So, the next part is about the impact, the impact for you personally and professionally.

So, how has the training impacted you professionally?

Justin I don't use English at work. But, I think that, when the day comes, I will be okay to speak English with other people. But, for now, I don't use English.

Mike OK, and what about personally? How did it impact you personally?

Justin It's a good impact, like I told you. It's made me more confident in English, and it's easier for me to understand when I watch TV, or when I read in English with my smartphone.

Mike Would you like to say anything more about the impact?

Justin I think that my girlfriend doesn't laugh at me when I speak English now.

Mike That's good. That's the best outcome.

Part 3: Respect for different cultures

Mike OK, so finally we're going to talk about how the training promoted a good society, a better life, a better country. Normally people think about

education from an economic perspective, like study for money, study for money, study for money, study for the economy, study for the economy. But we, also think about how our training improves society, different groups in society.

OK, so there's three questions.

Mike How did your training recognise and respect different cultures, for example, men and women, black and white people, heterosexual and homosexual people, old and young people, people from different countries. How did your training respect different cultures?

Justin I never saw negative opinions, picture, or videos. It was multicultural teaching. We talked about many things around the world. It's nice to talk about experiences all around the world. I don't think I answered the question, but.

Mike That's perfect. And, how did the training promote peace? a peaceful society, no violence, no fighting.

Justin Yes, it's my moment in the day when we're not fighting with customers, companies, with this capitalist world. It's a good moment that we share.

Mike So would you like to say anything more about how the training respected different cultures or promoted peace?

Justin No, I think it's good.

Mike Ok then. So that's the that's the end of the survey.

Thank you very much for your participation.