

4. EVALUATIONS

4.1. Level one, Course Evaluation Results

Level one evaluations measure how participants in a training programme react to it. It attempts to answer questions regarding the participants' perceptions: Did they like it? Was the material relevant to their work? Will the training help them perform their duties? CFSI measures this by providing each participant with a questionnaire at the end of the course. Respondents identify if they agree with specific statements. CFSI uses a scale of 1 (negative) to 5 (positive). Evaluation results provide valuable information for the improvement of a training programme. Although a positive reaction does not guarantee learning, a negative reaction almost certainly reduces the possibility of it. Level 1 evaluations are conducted on all courses and the results by programme are outlined below. During the last fiscal year, the Institute processed 46,148 level 1 surveys with the average scores by programme listed below. Numbers represent the overall average results of participant satisfaction with CFSI training, expressed in percentages.

PROGRAMMES	2003-2004	2004-2005	2005-2006
Core Skills	89%	89%	87%
Financial Management	82%	76%	81%
Foreign Language Training			
- Maintenance	85%	85%	87%
- Professional Proficiency	85%	84%	82%
- Social Integration	83%	85%	82%
Human Resources Management	88%	86%	86%
In-Canada Programme (LES)	89%	84%	84%
Information Management/Technology	86%	84%	85%
Integrated Management System	88%	86%	83%
Intercultural Training	84%	91%	89%
International Business Development	85%	86%	85%
International Security & Cooperation	82%	85%	85%
Management Development	87%	85%	87%
Official Language Training			
- Maintenance	80%	82%	84%
- Professional Proficiency	80%	83%	87%
Organizational Development¹	88%	87%	85%
Public Diplomacy	91%	85%	89%
Trade and Economic Policy	81%	83%	85%
Annual Average	85%	85%	85%

¹ - Organizational Development includes evaluations of Savvy Series and retreats.