

CHAPTER 3 - What our Clients Said

DFAIT Training Survey Results

Training surveys were conducted in 2000, 2001 and 2002 by the Evaluation Division (SIE) on behalf of the Canadian Foreign Service Institute (CFSI). DFAIT staff were polled to assess their level of *awareness, usage, access and overall satisfaction* with training and development. The following represents highlights of the 2002 survey results and comparative data from the previous years.

Respondents who agreed with the following DFAIT training and development statements:

STATEMENTS	2000	V*	2001	V*	2002
1. Well informed	42%	+11	53%	+10	63%
2. Has access	35%	+6	41%	+7	48%
3. Provides appropriate opportunities	41%	+9	50%	+7	57%
4. Meets my job related needs	37%	+2	39%	+4	43%
5. Supervisor helps identify needs	33%	0	33%	+1	34%
6. Meets career development needs	23%	+3	26%	+4	30%
7. Requires greater access to external courses	58%	0	58%	+1	59%
8. Quality of training	n/a		54%	+14	68%

*V: Variance

