

NGO Customer Satisfaction Survey Toolkit

Training Session Evaluation Survey

Thank you for attending the (Name of Organisation’s training session). We hope you found the session informative and worth your while.

We’d like to continue offering training events that respond to real learning needs. Your candid feedback will help us understand what worked well and what can be improved, to ensure that we continue providing training that meets the needs of our community.

To access the survey, please click the link below before the survey closes on (insert date and time). Depending on your responses, the survey should take less than 5 minutes to complete.

Your responses to all questions will be confidential and will be reported anonymously as part of the group, so we encourage you to provide honest and objective feedback. Please note, however, if you identify yourself in some way in the comments box, you may not remain anonymous.

We thank you for your participation in the survey and look forward to your feedback about your experience.

If you have any questions or concerns, please don’t hesitate to contact (name) on (phone number) or via (email).

(INSERT SURVEY LINK HERE)

Thanks in advance!

Kind Regards,
(Insert your name and organisation)

1. How much do you agree with the following statements?

Note to organisations administering the survey:

The most common objectives of a training event is to increase Knowledge, Skills and Confidence, and/or work towards a change in Practice. You may revise or add your own statements below depending on the specific outcomes that you were trying to achieve at the start of the event.

Satisfaction	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a.) Overall, I found this session to be of good value.					
b.) I would recommend this session to others.					
c.) The instructor was a good choice for this training.					

Knowledge	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
d.) I learned something new as a result of attending this event					
e.) My knowledge about (insert theme or topic of training) has increased significantly as a result of attending this session.					
f.) I know more about available resources that I can look at for future use, as a result of attending this session.					

Skills	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
g.) I learned how to do something new as a result of attending this session.					
h.) After this session, I expect to try at least one new way of doing things.					

Confidence	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
i.) Overall, I feel more confident about (insert topic) as a result of attending this session.					

2. Do you have any further comments or suggestions, to make this training session better?

3. How would you describe the length of the training course?

	Too short
	About right
	Too long
	Unsure

4. Would you say that the content presented in the session was:

	Not challenging enough
	About the right level of complexity / challenge for our needs
	Too challenging
	Unsure

5. Is there any content that needs to be changed or added to make the training session better?

About You

Note to organisation administering this survey:

As a rule of thumb, less is more. You should only include the questions below if they serve a specific purpose- e.g. for future planning, or if they're important to know for a specific reason. Otherwise, delete any or all of the questions below, as necessary.

6. How old are you?

	Under 18
	18 – 24
	25 – 34
	35 – 44
	45 – 54
	55 – 64
	Over 64

7. Gender

	Male
	Female
	Other
	Prefer not to say

8. Would you like more information about (organisation) and how you can support the work they do?

	Yes
	No (Go to End)
	Unsure / Don't know (Go to End)

9. Please provide your contact details

(Please note, if you provide your details below you are accepting that your responses to the survey will not remain anonymous)

Name	
Email	
Contact Number	