



**U.S. ARMY MEDICAL DEPARTMENT  
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS**

***CUSTOMER RELATIONS TRAIN-THE-TRAINER  
COURSE EVALUATION  
OCTOBER 30 - 31, 2001***

1. How would you rate this course overall?

15 Excellent       3 Very Good       Good       Fair

2. Did you find the materials relevant and useful?

16 Yes       To some degree       2 Not at all

3. Were the goals and objectives clear?

16 Yes       No       2 Some were, some were not

4. What were the positive or negative lessons from the course?

\_\_\_\_\_  
SEE ATTACHED  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Do you have any suggestions for improvement?

\_\_\_\_\_  
SEE ATTACHED  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Would you recommend this course to others?

16 Yes       No       2 Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

18 Yes       No       Sometimes

8. How did you hear about this course?

\_\_\_\_\_  
SEE ATTACHED  
\_\_\_\_\_

9. Further comments? (Please continue on reverse).