



The Complete Guide to Training Evaluation Questions

Our Training Evaluation Guide will help you get actionable participant experience insights, and identify key action items.

Three main stages of a training evaluation survey

When you are conducting a training evaluation survey, it helps to break your survey down into four categories:

1. Before the course
2. During the course
3. After the course
4. Facilitator evaluation

But what should you ask? And when should you ask it?

This guide will take you through survey questions for training evaluation before, during, and after a participant has taken your course.





Before the Course

Use training evaluation questions before your course starts to get a clearer picture of what participants hope to achieve by taking your course. Remember, it's not the quantity of the questions but quality. Think about what answers you "hope to gain" and then reverse engineer the questions.

Human! Expectations

Asking training evaluation questions that focus on the overall expectations before the start of the course allows you to get a clearer idea on what content they want and **NEED** to see. These types of training evaluation questions can help you to understand how your course matches up to what people are looking for and gives you the opportunity to tweak your course as needed.

- What are your key goals or action items for this course?
- What pain points are you experiencing at work that this course can help with?
- What topics, in particular, are you hoping will be covered in the course?
- What areas of this topic do you struggle with the most?
- Share the specific skills or tools you hope to gain from this course.
- What are the biggest barriers to you achieving or placing into action your goals for this course?
- Have you completed any other training about this topic before taking this course?
- How do you hope this course will improve on previous education or training experiences?



During the Course

Of course, any effective training evaluation survey also needs to include questions about the course itself, including delivery, content and the overall structure.

There are two ways to effectively gather information DURING a course or program to find out if and how the program is helping participants reach their goals.

1. During the pilot stage. After core modules or lessons, you can deliver a training evaluation survey.
2. During a multi-day live program. Why wait until the end when you can receive feedback at the moment you can take action.

Here are some examples of good training evaluation questions to help you listen to your audience and act on their feedback.

Course Content

If you want to find out more about the quality of your course content, try these evaluation questions:

- Did the course content address the knowledge or skills you needed?
- How would you rate the visual design of the course content? (clear, cluttered, confusing)
- Did the course content encourage curiosity? Did it make you want to learn more?
- How satisfied were you with the variety of the course content?
- Was the course content easy to comprehend?
- Was the course content detailed enough for your needs?
- Was the course content helpful to your day-to-day job?
- Was the course content repetitive?
- Were the exercises or group discussions well designed to enforce learning?
- What was missing from the course content that would help you connect the "learning dots"?



During the Course

Course Structure

Asking questions about the course structure also gives you a chance to gain insights into any obstacles experienced by learners along the way.

- How would you rate the course structure? Did the structure flow from broad concepts to chunks?
- How satisfied were you with the flow of the course?
- Was it clear when one lesson ended and a new one started?
- Were the intentions of the lessons clear?
- Did you feel like you were making adequate progress through the course?
- Did you feel equally engaged in every section of the course?
- Were you able to easily give or receive feedback during the course?

Course Delivery

The delivery quality is crucial for your course's success. These questions determine your course's engagement and accessibility.

- How would you rate the course delivery?
- Was the course delivery easily accessible?
- How would you rate the opportunities for collaboration during the course?
- Did the course meet your expectations for interactivity?
- Would you have preferred more or less interactivity?
- How could the course delivery be improved?
- Was the size of your training group appropriate?
- Did the course feel welcoming?
- Did you feel like you were part of a community during the course?



During the Course

Course Timing

Include questions on course duration in your training evaluation survey. This will help you decide if more content is needed or if the course should be divided into multiple smaller courses.

- How long did it take for you to complete the course in full? (eLearning)
- On average, how long did it take you to complete each lesson? (eLearning)
- Did you take an equal amount of time to complete each lesson? (eLearning)
- If no, which lessons took the longest to complete? (eLearning)
- How satisfied were you with the length of each lesson?
- Did the length of the course fit your expectations?
- Were you able to fit your learning around your other commitments?
- How satisfied were you with the length of the course assessments?

Learning Experience

Few learners will have the patience to take an online course if the learning platform is not functioning properly. Now is the time to get feedback on the UX/UI for your course so you can address problems as quickly as possible.

- How would you rate the user experience of the course?
- Was the platform easy to use?
- Did you find the interface intuitive?
- Was it easy to navigate through the course?
- What 3 words come to mind when you think about the course design?
- Did you find the layout confusing?
- Did you find the layout straightforward?
- How satisfied were you with the overall user experience of the platform?
- How could the course design be improved?



During the Course

Course Accessibility

Adding accessibility questions to your training evaluation survey can help you improve your course and make it more inclusive to a wider range of learning needs.

- How satisfied were you with the course's overall accessibility?
- How satisfied were you with the course audio?
- Were you able to adjust the volume to your needs?
- Was the course typeface easy to read?
- How satisfied were you with the colors used throughout the course?
- How satisfied were you with the font size throughout the course?
- Were you able to interact with the course in a way that suited your needs?
- What accessibility features did you feel were lacking from the course?
- Did you receive the accessibility support you needed during the course?
- What additional accessibility features could improve the course?

Technical Questions

Identify any technical faults that may be preventing learners from accessing your course resources.

- How satisfied were you with the technical delivery of the course?
- Did you experience any problems with the course log-in?
- Were you aware of any technical faults or bugs during the course?
- Did all the external links work?
- Were you able to access the course via your mobile or tablet?
- Did you notice any delay or lag in the delivery of the course content?
- Did the video content load on your device?
- Were you able to download the resources?
- Were you able to view all the images and graphics in the course?



Post Course

As well as gathering data on the learner experience during the course, it is also important to get an idea of your learner satisfaction overall. Typically, L&D will use "smile sheets." However, most are poorly constructed and ask questions that produce no real actionable follow-up. It's time to rethink the "Post-course" survey!

Participant Satisfaction

- Do you feel that you achieved real-world knowledge or skills from this program?
- When you think about what you hoped to achieve from this course and what you actually achieved, does this align?
- Did the course address relevant challenges you face in your day-to-day?
- Were there any skills or knowledge you were hoping to gain that wasn't covered?
- Do you feel like your skills have improved as a result of the course?
- Describe a moment during the course when you felt particularly engaged or motivated to learn.
- What did you find most challenging about the course?
- Which aspects of the course did you find to be repetitive or redundant?
- What additional resources or tools do you believe would have enhanced your learning experience in this course?
- How likely are you to recommend the course to a co-worker?



Post Course

Facilitator Satisfaction

In recent years, evaluations of facilitators have shifted towards a self-centered approach, rather than prioritizing the enhancement of the participant experience. For example:

- **The facilitator** provided opportunities to share experiences.
- **The facilitator** gave an appropriate amount of time for breaks.
- **The facilitator** connected the goals to learning

What is missing is the link between the participant and the learning, but we can fix that!

- I had ample opportunity to practice the new skills being taught.
- I received clear explanations of complex topics.
- I felt actively engaged in the learning activities throughout the course.
- I felt encouraged to actively participate in discussions.
- The environment was collaborative and inclusive.
- I received constructive feedback on my performance and contributions.
- The pace and flow of the sessions was well managed.
- I had the chance to apply what I learned in real-world scenarios.
- Critical thinking and problem-solving were encouraged.
- There was a sense of curiosity and exploration that was encouraged.
- I felt comfortable asking questions and seeking clarification.
- Relevant examples and case studies were used to connect the learning to the workplace
- Peer-to-peer knowledge sharing was highly encouraged.
- I felt my input and perspective were valued by the facilitator.
- Group discussions and activities were managed effectively.
- Reflection time was incorporated to allow us to process our learning experiences.
- I gained confidence in applying the new skills due to the facilitator's guidance.
- I felt a sense of accountability for my learning progress.
- I felt this was a safe and respectful space for all learners.



Post Course

Post-Course experience

When your participants have finished the course, you can also send out post-course evaluation questions on the overall experience and follow-up process. This helps you gain more information on the participant experience after the training ends.

- How satisfied were you with the number of follow-ups after the course?
- Did the follow-ups help you take the skills learned in this program to the next level?
- Would you have liked to receive additional materials after you finished the course?
- Would you have liked to receive the course materials in print?
- Would you have liked to have the chance to ask the facilitator more questions?
- How would you rate the guidance you received after the course?
- Were you satisfied with the opportunities to provide feedback on the course?
- Did you feel like your needs were met after the course ended?
- Was it easy to apply what you learned from the course in real-world contexts?



To Wrap This Up!

From Feedback to Impact: Strengthening Training Programs

The journey from pre-course questions to post-course feedback is a critical pathway for fostering growth and skill development among learners. Our exploration of questions before, during, and after the course reveals the profound impact of thoughtful questions about the learning process. However, it's essential to underscore that the true measure of training effectiveness extends beyond mere participant satisfaction.

Research, such as [Holton's Evaluation Model](#), has illuminated the disconnect between Level One (participant satisfaction) and Level Two (learning) evaluations. This underscores the vital point that a training program's success is not solely dependent on whether participants "like" it. Instead, the focus should remain firmly on questions that bridge the gap between learning goals and real-world application. These questions serve as catalysts for actionable insights, helping learners take their skills to the next level by actively engaging with the material, practicing new skills, and critically reflecting on their progress.

To harness the full potential of training program evaluations, we must align assessment questions with actionable outcomes and challenge ourselves to craft questions that empower learners to connect what they've learned to their day-to-day work. By fostering this connection and emphasizing real-world application, we can truly elevate the impact of training programs. Today, we encourage you to reevaluate your evaluation strategies, focusing on questions that inspire action, growth, and skill enhancement, ensuring that your training programs contribute tangibly to individual and organizational success.

Stay Curious, Be Rebellious and Take Over the World

Shannon Tipton

Shannon@learningrebels.com



Scan to see what Learning Rebels can bring to your organization.

LEARNING REBELS

WHAT WE DO



CONTENT REDESIGN

Are you doing the same thing over and over again yet expecting different results?

We can rebuild your onboarding, sales training, and leadership development to help people succeed.

[Learn More](#)



LEARNING REBELS WORKSHOPS

Challenge conventional thinking and spark creativity to drive innovation in your team. Bring our workshops to you and discover how a little rebellion can lead to breakthrough ideas and transformative results.

[Learn More](#)



LEARNING REBELS EVENTS

Are you feeling a little stuck in a rut? Well, have no fear! If you want to improve your skills there is something waiting for you! So, put on your curiosity hat and Learn Something New today

[Learn More](#)



LEARNING REBELS COMMUNITY

Where we recharge, become invigorated, and strengthen our capabilities to do more meaningful work!

[Learn More](#)