



The Professional Development Institute
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Product and Customer Service Evaluation

In order for us to continually improve the servicing of our customers and quality of our product, we would like to have your thoughts and opinions about the CompuTaught products and services. Your feedback is important in determining how to further improve our courses. Please take a moment from your busy schedule to complete this evaluation form and return it to your school. Thank you for your time.

School: The Professional Development Institute

Course: _____ Completion Date: _____

Instruction: Please select one answer per question by circling the corresponding number.

1. The course lessons were clearly presented and understandable
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

2. This course content was well organized
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

3. The course objective were clearly stated
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

4. The course content was what I expected
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

5. I understood the course materials
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

6. I was satisfied with my learning experience
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

7. Using the materials provided, I was able to install and access the course without additional assistance
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

8. Once the course was installed, I found it easy to navigate and proceed through the lessons.
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

9. I found it convenient to take the course on computer
(Strongly disagree) 1 2 3 4 5 (Strongly agree)

10. How would you rate your experience with computers in general
(Never used one before) 1 2 3 4 5 (Used the all the time)

11. Prior to taking this course, how many on-line courses have you taken?
10 or more 6-10 2-5 1 none

12. How would you rate the course overall?
Poor 1 2 3 4 5 Excellent

13. Would you recommend the course to others?
(Strongly Recommend against it) 1 2 3 4 5 (Strongly Recommend it)

14. How would you compare what you learned in this course with classroom courses?
(Learned a lot less than classroom) 1 2 3 4 5 (Learned a lot more than in classroom)

15. How would you compare the overall process of taking an on-line course to taking a classroom course?
(I like classroom course a lot more) 1 2 3 4 5 (I like taking a computer-based course a lot more)