



In-Tray Exercise

Reference: In-Tray-03

Correspondence from: 'E'

Addressed to: EoT StipTrainer (you)

Subject: Immediate Reaction Questionnaires

During a recent meeting with our funding agencies the subject of evaluation cropped up. Increasingly, these agencies are seeking to obtain full value from their investment and they want proof that their funds have been well spent. No doubt that this is a view to which we can all agree.

One item raised at the meeting was the use of IRQ's. It seems that during a recent visit to 'A' a senior representative asked how course were evaluated. One of 'A's trainer's produced sets of completed IRQ's from a selection of courses they run. The representative was impressed with the both the ratings and additional comments, but then asked an awkward question. "What do you do with this information?"

Unfortunately, it would seem, very little. The trainer made a brave attempt to answer, but wasn't convincing. Matters were then made worse when the representative pointed out that if nothing was done with the information obtained from IRQ's, why bother using them?

As more such visits are being planned we need to have sensible answers ready - but also evidence to support them. This representative has sharp claws and seems keen to use them.

Would you please advise on i), reasons for 'A' using IRQs for their courses and ii), what should 'A', and perhaps us, do with them.