



# PEACE OFFICER STANDARDS & TRAINING

## EMERGENCY TELECOMMUNICATOR COURSE EVALUATION INSTRUMENT

Name of

Course: \_\_\_\_\_ Instructor(s): \_\_\_\_\_ Date: \_\_\_\_\_

Student's Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

This questionnaire is a primary means used by BETST to gather information to assist in maintaining high quality courses. Your cooperation in completing this form is appreciated.

The following two questions regarding your agency and rank will provide the BETST staff information as to the composition of this class. Please **circle** the number representing the type of agency where you are employed.

1. Campus Police   2. Civil Defense/EMA   3. Emergency Medical Services   4. E - 911   5. Fire Dept.  
6. Police Department   7. Sheriff's Department   8. State   9. Other \_\_\_\_\_

Please **circle** the number representing the response which most nearly describes your rank or title.

1. Dispatcher   2. Supervisor   3. Officer/Deputy   4. Admin. Supervisor   5. Other \_\_\_\_\_

Using the following rating scale, please indicate the extent to which you agree or disagree with the following statements. Space is provided at the end of the questionnaire for your comments and/or suggestions. If you rate an item low, we would appreciate your comments in order that improvement may be made.

1. Strongly Disagree   2. Disagree   3. Neither Agree nor Disagree   4. Agree   5. Strongly Agree

1. \_\_\_\_ The course material was well organized and presented in a systematic manner.
2. \_\_\_\_ The course content was relevant and up to date.
3. \_\_\_\_ The course objectives and expectations for student achievement were clearly stated at the beginning of the course.
4. \_\_\_\_ The course met the stated objectives.
5. \_\_\_\_ The course provided me skills and/or knowledge which will help me in my current or future assignment.
6. \_\_\_\_ The course was free from outside distractions (e.g., noise, interruptions).
7. \_\_\_\_ The physical comforts were conducive to learning (e.g., seating arrangements, desk space, classroom conditions).
8. \_\_\_\_ The course site was convenient (e.g., accessible to lodging, meals, transportation).
9. \_\_\_\_ The instructor(s) clearly demonstrated a command of the subject matter.
10. \_\_\_\_ The instructor(s) lectured at a level the student could understand.
11. \_\_\_\_ The instructor(s) used a variety of methods of instruction in the course (i.e. - lecture, class discourse, role play, etc.).
12. \_\_\_\_ The instructor(s) encouraged the students to ask questions and generally answered the questions satisfactorily.

Please identify any instructor(s) and/or block of instruction that may have been deficient and briefly describe the deficiency.

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**COMPLETE QUESTIONS 13 AND 14 ONLY IF AN EXAMINATION WAS GIVEN.**

<b>1. Strongly Disagree   2. Disagree   3. Neither Agree nor Disagree   4. Agree   5. Strongly Agree</b>
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13. \_\_\_\_ The examination was well prepared and emphasized important course material.

14. \_\_\_\_ There was consistency between course content and examination questions.

**OVERALL EVALUATION**

<b>1. Very Poor   2. Poor   3. Fair   4. Good   5. Very Good</b>
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15. \_\_\_\_ How would you rate this course?

16. \_\_\_\_ How would you generally rate the effectiveness of the instructor(s)?

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Please use this space for general comments or suggestions.

**THIS FORM IS TO BE SUBMITTED TO BETST WITH REIMBURSEMENT WORKSHEET**