Evaluation of Participative Process Reviews

Follow up participant evaluation

This evaluation questionnaire asks questions about the workshop and what has happened since. It should take around 20 minutes to complete.

Please return this questionnaire to

# About your PPR

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| The PPR workshop attended and date |  |
| Your faculty/directorate |  |

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| About your team’s nomination to do a PPR | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
| *To what extent do you agree with the following statements?* |
| I understand why my team was nominated for a PPR |  |  |  |  |  |
| The right people from my department were there for us to do the PPR |  |  |  |  |  |
| The PPR uncovered issues with our process which we need to change |  |  |  |  |  |
| Changes are planned as a result of the PPR |  |  |  |  |  |
| The team is performing better since the PPR workshop |  |  |  |  |  |

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| About the PPR workshop training | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
| *To what extent do you agree with the following statements?* |
| I can now describe the key stages in carrying out a PPR |  |  |  |  |  |
| I can now write a terms of reference |  |  |  |  |  |
| I can use interviewing and facilitation skills in a PPR |  |  |  |  |  |
| I can write a report to conclude the PPR |  |  |  |  |  |
| I can produce a process map using software tools such as Lucidchart / VISIO |  |  |  |  |  |

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| About the wider benefits of the PPR | **Not important** |  |  |  | **Essential** |
| *To what extent are these relevant to your PPR?* | **1** | **2** | **3** | **4** | **5** |
| The quality of services to students or other customers |  |  |  |  |  |
| Changing customer expectations |  |  |  |  |  |
| Performance issues, such as excessive response times |  |  |  |  |  |
| Resource constraints and controlling costs |  |  |  |  |  |
| Excessive or unbalanced workloads |  |  |  |  |  |
| Incorporating new technologies or exploiting new information systems |  |  |  |  |  |
| Introducing organisational and role changes |  |  |  |  |  |
| Other (please state below) |  |  |  |  |  |
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| About the outcomes of the PPR workshop on you | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
| *To what extent do you agree with the following statements?* |
| I found the process mapping approach useful |  |  |  |  |  |
| I agreed with the actions we planned at the end of the PPR workshop |  |  |  |  |  |
| I was not clear what was expected of me during the PPR |  |  |  |  |  |
| Some of my roles and responsibilities will change as a result of the PPR |  |  |  |  |  |
| I am more satisfied with my job as a result of the PPR |  |  |  |  |  |
| Nothing will change for me after the PPR workshop |  |  |  |  |  |
| I am committed to the changes we have planned to our process |  |  |  |  |  |
| I know what needs to change but not sure how to make it happen |  |  |  |  |  |
| The PPR has changed how I think about approaching problems |  |  |  |  |  |
| I am worried about the changes that resulted from the PPR |  |  |  |  |  |

# About your role in the PPR

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| *Please list three ways in which you contributed to your team’s PPR.* |
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| *Please list three discoveries you made (“light bulb moments”) during the PPR.* |
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| *Please list actions that have been taken — by yourself or others — as a result of the PPR. Be as specific as possible.* |
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| *Please list three changes you have* ***personally*** *experienced as a result of the PPR (for example, time spent on tasks).* |
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