

Serviceable Writing

Please help us improve our learning program by responding to our brief evaluation. Please use the following scale:

6=Strongly Agree; 5=Agree; 4=Somewhat Agree; 3=Somewhat Disagree; 2=Disagree; 1=Strongly Disagree

This course was relevant to my job	6.0	6	5	4	3	2	1	na
My service reports will be easier to write	5.9	6	5	4	3	2	1	na
My service reports will be easier to read	5.9	6	5	4	3	2	1	na
This course was worth my time	5.9	6	5	4	3	2	1	na

What about this course was most useful to you?

- Passive and active voice in writing very important
- Separating the lines
- All of it
- Learning how to really write a report
- Yes
- The idea of listing repairs and starting with a verb
- All aspects
- Layout for writing in list form
- Getting rid of ((I, was) etc.
- Ladder of competence
- The use of verbs will make it easier for me to write and read reports
- Structure of details
- Someone saying that our reports can be more basic

What about this course was least useful to you?

- Everything was useful
- N/A (4 responses)
- None
- Nothing, it was all relevant
- Comments by techs
- N/A Everything discussed I use day in and day out

How can we improve the course to make it more relevant to your job?

- By training more often/until retention sets in! This course is very relevant!
- It is pretty good right now
- Longer
- Nothing
- Make the course a little longer with more writing
- More examples!
- It was great, no improvements needed
- Have more people take the course
- A few more examples would have been good, but overall is was great
- Continuous practice