

# Behind The Scenes

CRANE TECH

Volume 6

## Control & Quality

There's more to delivering training than showing up and speaking to an audience. Crane Tech understands the importance of ensuring that every detail of your training is handled professionally and thoroughly. We set a high standard for ourselves, and Behind the Scenes provides an inside look at just some of the detail required for this level of quality.



More than what you expect.  
...It's what you deserve.

## Course Evaluations

Crane Tech draws on years of experience and the skill of paying attention to what's important to our customers. In order to ensure that our training and instructors are doing the job we intended we keep track through course evaluations. We have put together a scan card that consists of a variety of questions. We ask the students questions that range from whether or not the program started on time to if they thought the instructor was concerned that they were learning the material. Each student fills out a course evaluation card which allows us to track the performance of the programs. The scanned survey format gives us the ability to compare performance for any one client or all clients and allows us to track the performance of each instructor. With the information provided by our students we can identify potential gaps in specific areas of training by looking at a specific course type delivered. With over 13,500 respondents we are able to pinpoint specific aspects where we do well and where we need improvement.

Better training, reliable results.  
A continual improvement  
process.



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**CRANE TECH**  
Crane Tech, LLC

**MARKING INSTRUCTIONS**

Please take a few moments to complete this program survey.

- Please fill in your responses with a #2 pencil.
- To change a response, completely erase and re-mark.
- Please mark **ONLY ONE** response per survey question.
- Fill in the complete oval as shown. No x's or /'s.
- Use the back of this form for additional comments.

**USE NO. 2 PENCIL ONLY**

This form will be electronically scanned to ensure that your feedback is properly recorded. Make sure you have followed the marking instructions at the top of the form.

1. The instructor was concerned that the students learned the material.

2. The instructor encouraged students to ask questions.

3. The instructor answered all questions.

4. The instructor recognized when students had difficulty comprehending material.

5. The instructor was prepared and organized.

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Strongly Agree Agree Disagree