

## Workshop Evaluation (Satisfaction Survey)

### Purpose:

- This form is designed to give you feedback on the daily delivery of your financial literacy program for the purpose of ongoing reflection and improvement.

### When should you use this tool?

- When you are interested in:
  - Measuring participant satisfaction levels for one/each workshop
  - Assessing the appropriateness of delivery and content of one/each workshop.
- This form is administered by staff who delivers financial literacy education and it is filled out by participants at the end of a workshop.

### Description:

- It captures participants' immediate reaction to the content and delivery of a workshop.
- It provides feedback for ongoing assessment and improvement of your financial literacy program delivery.

### How to use it:

- This form is for optional use. It can be administered at the end of one or several workshops.
- Group courses: depending on your assessment of the literacy/language level of participants you can either hand out the form for people to fill in by themselves or you can read it out loud and have participants answer each question as you move through the form.
- You may have to work one-on-one with some participants to help them understand certain questions. The idea is to help them answer all questions to the best of their ability without interfering in the answers.
- Collect the forms and ensure that they are complete.
- One-on-one: fill in the form one-on-one with your participant.