

## WORKSHOP EVALUATION

Each participant completed a formal evaluation questionnaire (see Annex 12) and submitted this during or immediately after the final session. The questionnaire was designed to assess participants' expectations of and experiences in the various aspects of the workshop programme and activities.

For each question the quantitative responses have been aggregated and the resulting data presented as a series of graphs (Figs. 10.1 through 10.16). The left hand diagram in each graph indicates whether participants felt that the session or activity was above or below their expectations. This information was derived from the individual responses to a request for each participant to indicate the extent to which they expected the session or activity to be relevant and then score the actual experience. Thus the expectation and experience responses are scored directly, while the information on whether the session or activity was above or below expectations is derived from the differences between these two responses. This relative information may thus reflect more correctly the actual opinions of the participants.

The reactions of participants to other aspects of workshop organization and implementation are also available via the questionnaire.

A summary of the responses follows:

### 1. Session on *Training and Communication in Toxic Chemicals Management*

Fig. 10.1 indicates that, while few participants considered the session to be irrelevant, impractical or useless, the group was approximately evenly divided as to whether the session exceeded or failed to meet their expectations.

Positive comments about the session included:

- data base presentation a high point
- very comprehensive
- aided in locating information sources including literature
- useful case studies from local region
- resource kits were a highlight
- good knowledge of subject
- some useful country report

Some of the negative comments about the session were:

- no cohesion between topics covered
- no focus on usefulness for teaching and communication
- chemical characterisation was low point
- some times there was repetition

- unsystematic
- lack of technical information

## 2. ***Session on Training and Communication in Chemical Safety and Process Risk Assessment***

The group was relatively evenly split between those who considered the session to be relevant or irrelevant, in terms of both expectations and experience (Fig. 10.2). Similarly, for some of the group the session exceeded their expectations, but a similar number felt otherwise.

Positive comments about the session were:

- practical
- some interesting curricula
- IRPTC presentation good
- improvement on previous session
- high point was emphasis on on-site risk assessment
- related resource kits a high point

Negative comments about the session included:

- subjective presentation; ideas did not converge
- few methods described; documents supplied inadequate to make assessment
- no emphasis or discussion on training

## 3. ***Session on Training and Communication in Chemical Safety - Emergency Response and Integrated Management***

Participants had generally high expectations of this module and these were to a large extent fulfilled (Fig.10.3).

Positive comments about the session were:

- high point was the brainstorming exercise
- practical
- high point was APELL
- high point was resource kits
- clear delivery

Negative comments about the session included:

- low point was lack of coverage on on-site and off-site emergencies
- case studies too few in number
- module not properly described and documentation not made available
- low point was country presentations
- too much focus on Australia

#### **4. Session on *Training and Communication in Prevention and Minimization of Hazardous Waste***

Again participants had high expectations. While for most participants these were fulfilled a few felt strongly that the module either did not live up to expectations or exceeded them considerably (Fig. 10.4).

Positive comments about the session were:

- topics were well chosen and informative
- high point was description of some principles
- high point was some of the curricula - Sri Lanka was particularly good

Negative comments about the session included:

- mainly focused on end of pipe
- not supported by adequate case studies
- lack of personal comment
- no explanation of training methods and communication
- too theoretical in the prevention
- too little on training

#### **5. Session on *Training and Communication in Hazardous Waste Management: Treatment and Other Aspects***

Fig. 10.5 indicates that most participants considered the module relevant or better, especially in terms of their actual experience at the workshop. For most participants the module exceeded their expectations.

Positive comments about the session were:

- topics covered were well integrated and informative
- ideas converged
- some of the papers presented were of high quality
- good curricula presented
- high point was training packages for various categories
- high points were technical information and case studies

Negative comments about the session included:

- should have been more communication oriented
- mainly focused on end of pipe
- insufficient attention to the topic of the module
- no comprehensive materials available
- no explanation of training and communication
- too theoretical in the presentations
- too little on training

## **6. Information Session Related to IETC and ESCAP**

In general the reaction to the module was positive in that it was considered to be practical, useful and relevant (Fig. 10.6). For some participants the module failed to meet expectations; for others it exceeded them.

Positive comments about the session were:

- very useful
- informative
- a high point was IETC's scope
- high point was resource kits

Negative comments about the session included:

- applicable to few countries

## **7. Session on *Training Methods and Curriculum Development***

This module received high scores in expected and anticipated relevance, applicability and usefulness (Fig. 10.7). For most participants the module exceeded expectations, but there were some exceptions.

Positive comments about the session were:

- very practical and useful
- informative and broad-based
- interactive
- discussed in an informative manner
- high point was resource kits
- good detail

Negative comments about the session included:

- low point was top down communication
- only one example (Deakin University) was presented
- nothing on curriculum development process

## **8. Session on *Training Kits, Packages and Materials***

As Fig. 10.8 indicates, this module also received high scores in expected and anticipated relevance. The vast majority of participants reported that the module exceeded their expectations.

Positive comments about the session were:

- very useful training kits
- very well organised exercise
- being informed about existing training materials

- this is what I wanted
- high point was kits

Negative comments about the session included:

- only outline available; no material available
- low point was top-down communication

#### **9. Concluding Session: Follow-up Activities, Proposals for Future, Feedback**

Most participants considered the module to be above average in terms of relevance and usefulness (Fig. 10.9). For all but one participant the module met or exceeded expectations, in some cases by a large margin.

Positive comments about the session were:

- well dramatised
- high point was to be able to know each other
- future interaction assured
- good humoured as we now know each other
- very necessary
- high point was outcome of the session
- good focus to outcomes and actions

Negative comments about the session included:

- could have had more open discussions
- no methods of interaction have been definitely identified
- insufficient time to discuss and consolidate the pledges

#### **10. Presentations by Participants from Countries in South and Central Asia**

As Fig. 10.10 shows, most participants considered the presentations to be relevant and or better. In general the module exceeded expectations.

Positive comments were:

- very useful as they highlighted various information
- comprehensive i.e. including legislation and sometimes technologies and skills

Negative comments included:

- not all countries in the sub-region were represented
- not directed to the subject
- too many situation reports and not enough reports of teaching activities

#### **11. Assessment of the Overall Programme and Workshop Activities**

Most participants considered the workshop to be above average in terms of relevance,

usefulness and practicality. For the majority of the participants the workshop reached or exceeded their expectations (Fig. 10.11).

Positive comments were:

- very good atmosphere, good willingness, good pledges
- able to achieve the main objective
- successful
- high point was resource kits

Negative comments included:

- relatively few training ideas from the region
- too constrained by the need for many country presentations
- what about the package?
- too oriented to safety issues
- could be more effective

The need for rapid consolidation and follow-up of the pledges was noted.

## **12. Overall Assessment of the Keynote Presentations and the Methods Used**

The keynote presentations and the methods used were generally considered to be relevant, useful and practical. The assessment shows that the keynote presentations met or exceeded expectations of most participants.

Positive comments about the keynote presentations were:

- very useful
- always good indicator to make awareness
- concern for local input
- strong speakers, with ideas

Negative or general comments about the keynote presentations included:

- not elaborated and supported by written document.
- not all of it is easy to translate into NETTLAP activities

One participant commented: "In general my expectation of keynote presenters and methods was high; after all, this is UNEP. I think perhaps I was a little naive on this." The scores given were 8 out of ten for both the expectation and experience.

## **13. Overall Assessment of the Materials and Other Resources Made Available During the Workshop**

In general the materials and other resources made available at the workshop were considered to be relevant, useful and practical. Participants were almost equally divided as to

whether availability of these resources exceeded or failed to fulfil expectations (Fig. 10.13).

Positive comments about the resource materials were:

- highly informative and guiding materials
- very comprehensive
- the subject oriented kits from UNEP (e.g. tanneries, waste audit) are excellent

Negative comments about the resource materials included:

- may more to be provided
- most of the materials are poor in quality
- little material for the region

#### **14. Awareness of New Concepts and Acquisition of New Skills**

Fig. 10.14 reveals that the majority of the participants considered the concepts and skills covered at the workshop had been above average in innovativeness. Their expectations in this respect were generally exceeded.

Positive comments were:

- ability to motivate participants to acquire new skills
- highlight was information exchange
- highlight was new skills in training

#### **15. Impact of this Workshop on Your Future Activities in Environmental Training and Education**

Most participants considered that the workshop had a useful impact on their future environmental training and education activities. In this respect the workshop always met or exceeded participant's expectations.

Positive comments were:

- very positive impact; these methods will be incorporated in industrial training activities

#### **16. Overall Assessment of Workshop Organisation**

Workshop organisation received a high score from the majority of the participants, indicating that in general they thought it was very good and well organised. In terms of organisation the workshop met or exceeded the expectations of all participants.

Positive comments were:

- very well organised
- time schedule was maintained, well coordinated
- nicely scheduled
- cannot think of any criticisms at all

Negative comments included:

- low point was that the topics covered were not properly organised
- more time should be given for group activities

17a. What aspects of the Workshop did you find most interesting?

- session on training kits, packages and materials
- group discussions
- brainstorming
- opinion pooling
- some presentations
- case studies (2)
- all
- curricula
- methods of training (2)
- the classroom exercises
- quiz
- group exercises (2)
- group discussions (2)
- personal contacts
- information provided in hard copy form
- demonstration of kits
- training and communications in preventing and minimizing hazardous waste generation
- group of highly capable participants and moderators at the same place
- good presenters
- informality
- good deal of information
- nice people
- good management
- being acquainted with many foreign colleagues; learning of new ideas and concepts
- hope of receiving help in the future
- training techniques
- country-based presentations
- new information as resource material
- presentation and exercise
- methodology
- database

17b. What aspects of the Workshop did you find least interesting?

- descriptive presentations
- some presentations
- data and scientific deliberations
- the information transfer, especially of what is already known



- theoretical presentations
- some times repetition of presentations
- practical aspects missing - it would have been better if some basic quantitative tools had been presented by someone
- none

18. Number of participants indicating given response to each category.

	Excellent	Satisfactory	Fair	Poor	Very Bad	No Response
Pre Workshop Planning/Liaison	9	6	2	1	0	2
Travel Arrangements	13	2	1	0	0	4
Meeting Facilities	16	2	0	0	0	2
Quality of catering/food etc	15	2	0	0	0	2
Assistance given by UNEP/ROAP staff	15	3	0	0	0	2
Assistance given by EPTRI staff	16	2	0	0	0	2

19. With consideration to time constraints and the objectives of the workshop, what additional topics or presentations would you suggest be included in future workshops?

- more case studies (2)
- experience of other workshops held in other places
- methods that involve awareness of public
- training modules
- more practical aspects; less theoretical ones
- specific subjects of broad title such as risk assessment (HAZEN and HAZOP) and data acquisition
- session on training kits, packages and materials
- hands-on for databases and packages
- mock exercise experience
- environmental management and auditing
- more on waste management
- more hands on experience with training aids
- country experiences from sub-regions
- presentations by those trained in the methods
- framework of national legislation on hazardous waste management
- life cycle analysis
- environmental audit
- more on action planning
- additional on curriculum development process
- more on cooperative module development

20. Describe the *single most important difference* this workshop will have made to your activities as an environmental trainer (if none, please write "none" and explain why).

- the approach adopted in presentation of materials
- able to obtain proper directions to conduct workshops in the subject
- interest of various UN agencies
- will make more confident
- exposure to many new things has enhanced my capability and my commitment to do the job
- I came to be acquainted with the implication and meaning of many new concepts
- the information gathered regarding these activities in the South Asia and Pacific region and personal contact with those working in the same field in the region
- elimination of some doubt I had about the subject area and also the sources from where materials can be obtained
- will enable me to guide the trainers by supplying the different training packages available through NETTLAP
- equal involvement of all participants due to small group work - essential for effective communication
- to cover the area of OSHA more
- received the incentive to develop educational and training materials
- use of internationally and professional developed training aids (e.g. UNEP/IE and UNIDO)
- the workshop will make me review the training packages we offer to industry in terms of stronger communicability
- this workshop has provided necessary directions to organise future training programmes on HWM in a more organised and systematic manner
- emphasize importance of local case studies, and need for simple exercises as well as in-depth ones

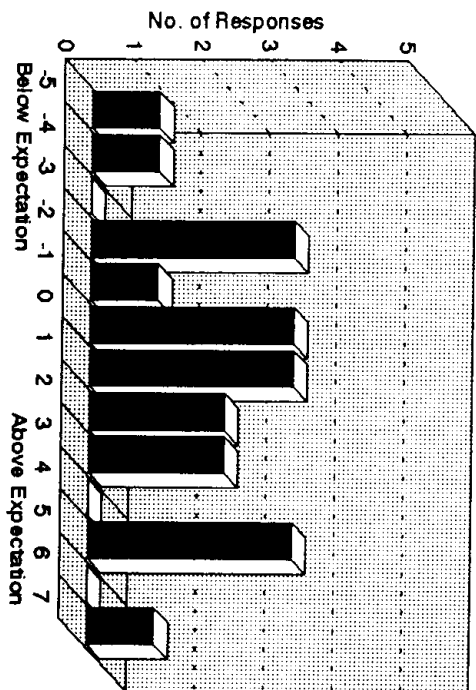
22. Please provide any additional comments you feel are important:

- please ensure that requested information is sent to the participants
- to long a questionnaire!
- a case study from an OECD country would have been useful for comparison with the one provided from India
- it would be of use if the participants bring a video of a case study from his/her country. This could help to transfer the information to the other participants (as resource material)
- very useful for solution of world environmental problems
- the follow-up activity of this workshop by EPTRI (india) should be time targeted and result oriented and should disseminate the material to the participating countries
- participation from other professional training institutes
- the group should not be excessively large in number
- use subgroups for working out details
- complete framework document to be provided
- more visual training kits (e.g.video)
- the key resource persons should have prepared comprehensive papers covering all the related

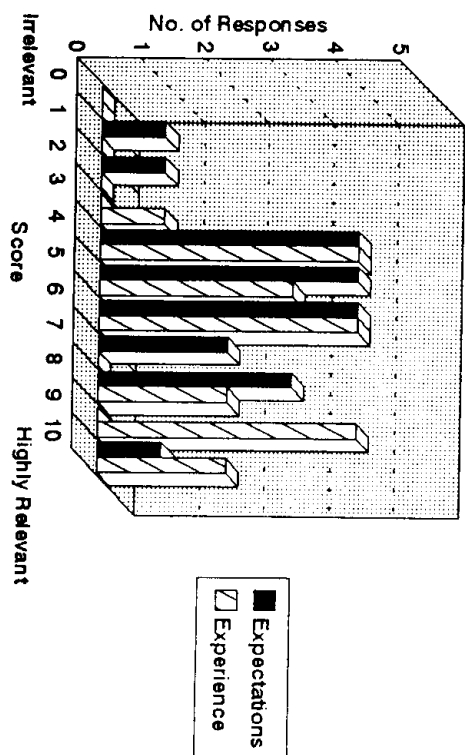
topics for discussion in the workshop

- information to participants must clearly communicate objectives and style of presentations required regarding environmental training
- there is need to quantify and prepare time-frame of follow-up on this workshop
- this activity should be of a continuing nature
- very good effort considering short lead time; I have the impression that the networking and collaboration on practical activities is not yet mature; most people are in the "taking" rather than "giving" mode; this makes the network vulnerable to the few "givers" that are identified and too dependent on UNEP.

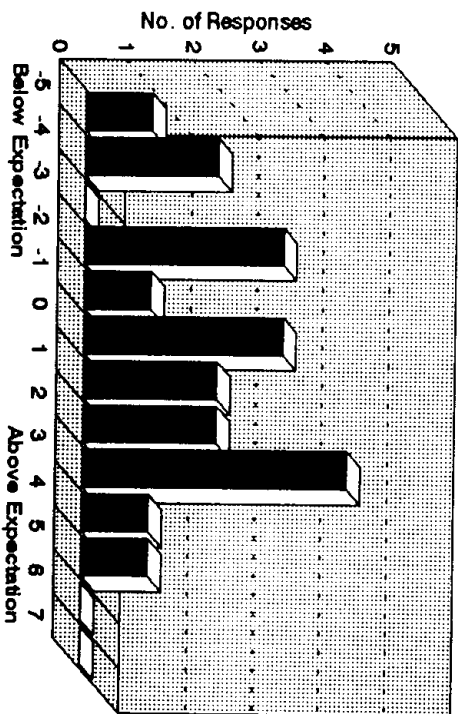
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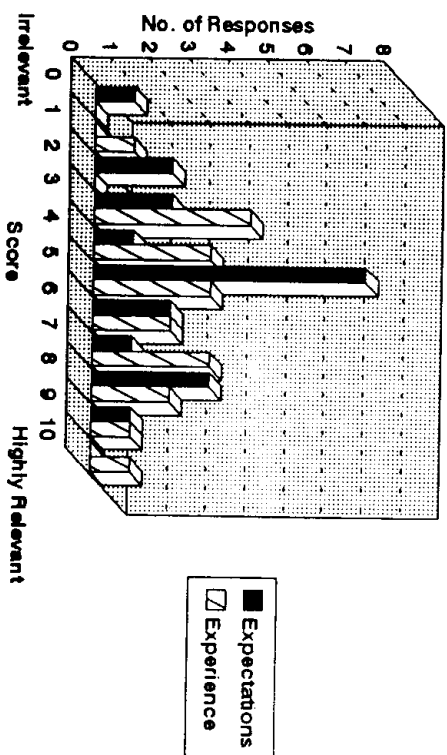
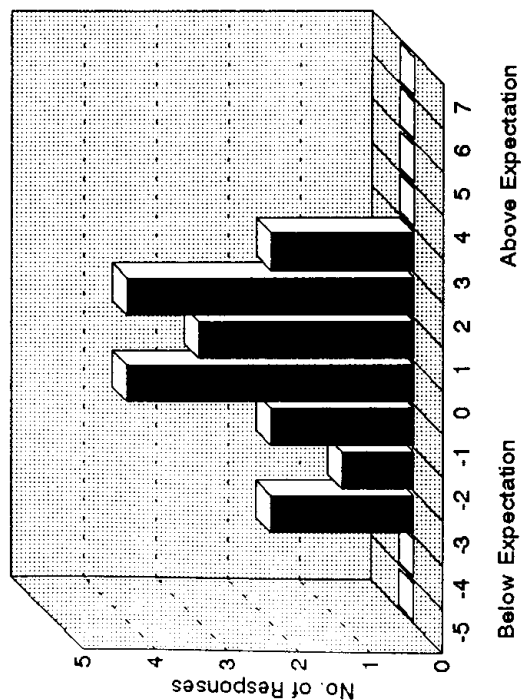
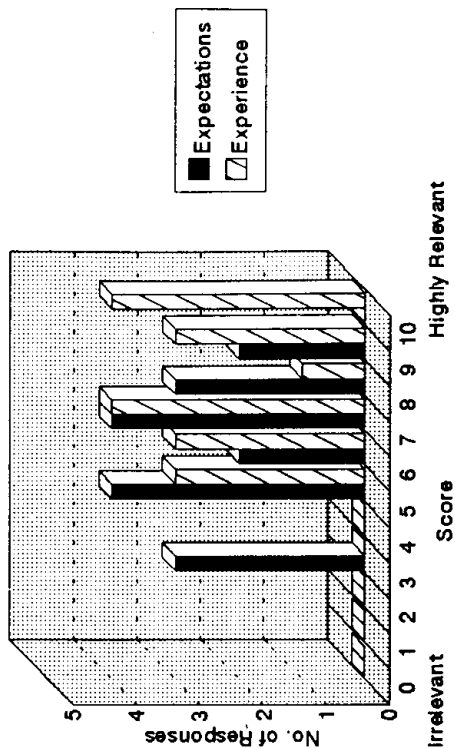


Fig. 10.1 (top) and 10.2 (bottom) - results of evaluation of sessions on *Training and Communication in Toxic Chemicals Management and Training and Communication in Chemical Safety and Process Risk Assessment*, respectively.

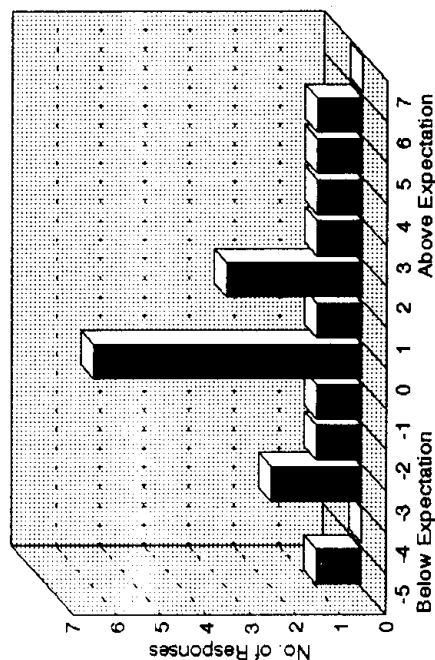
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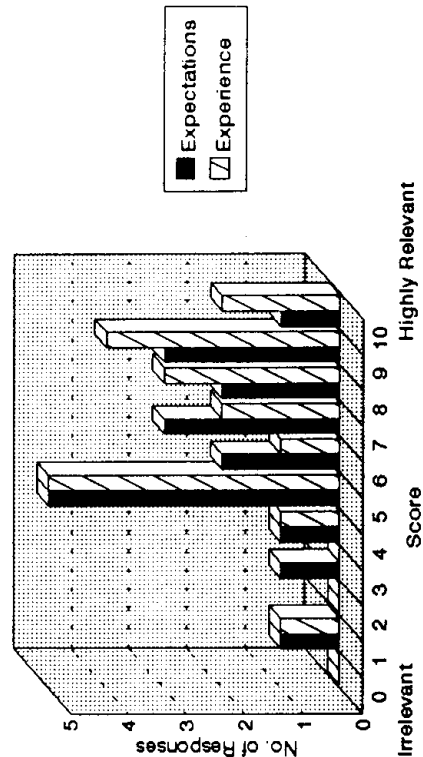
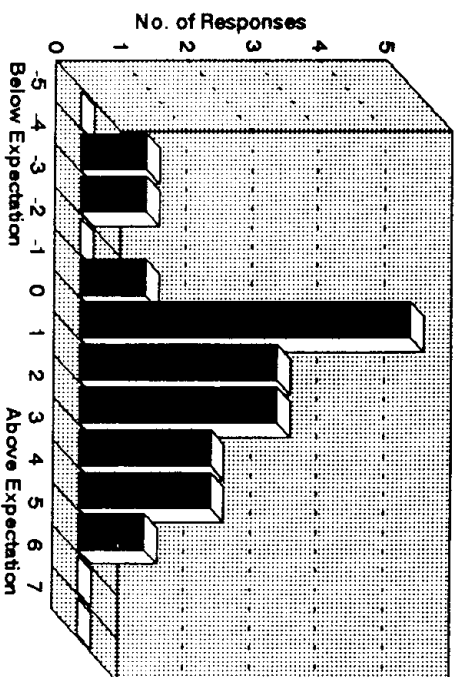
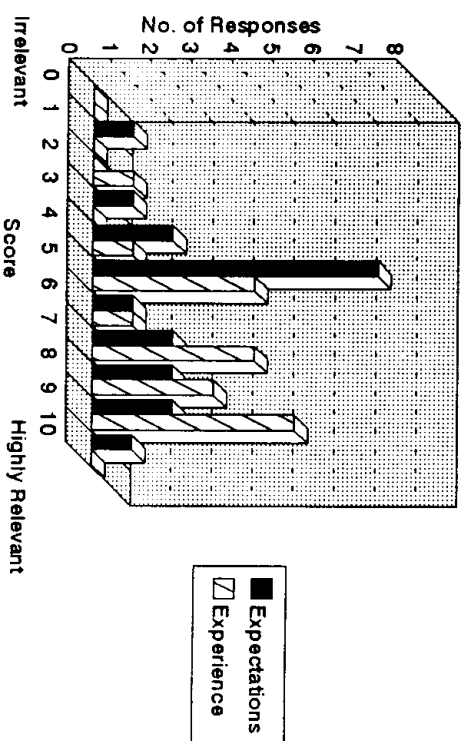


Fig. 10.3 (top) and 10.4 (bottom) - results of evaluation of sessions on *Training and Communication in Chemical Safety - Emergency Response and Integrated Management* and on *Training and Communication in Prevention and Minimization of Hazardous Waste*, respectively.

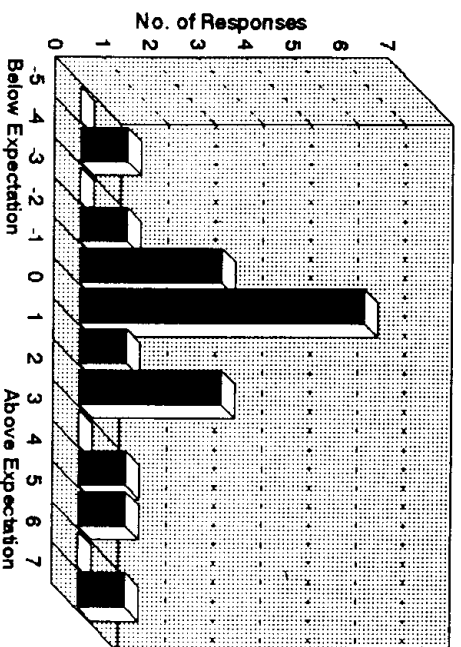
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# NETTLAP TCHWM TRDW Question 6



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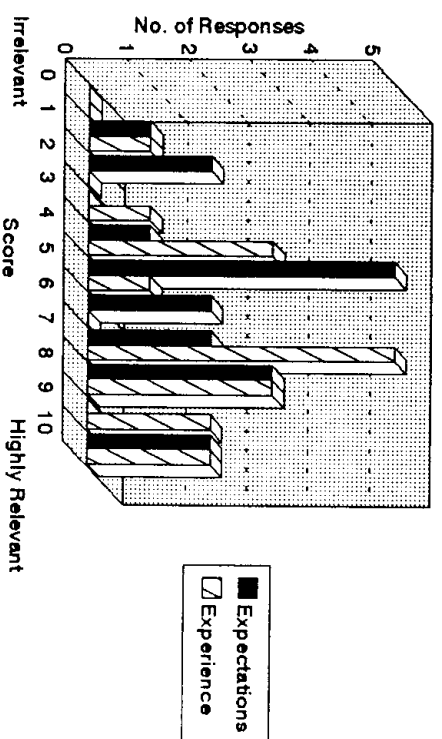
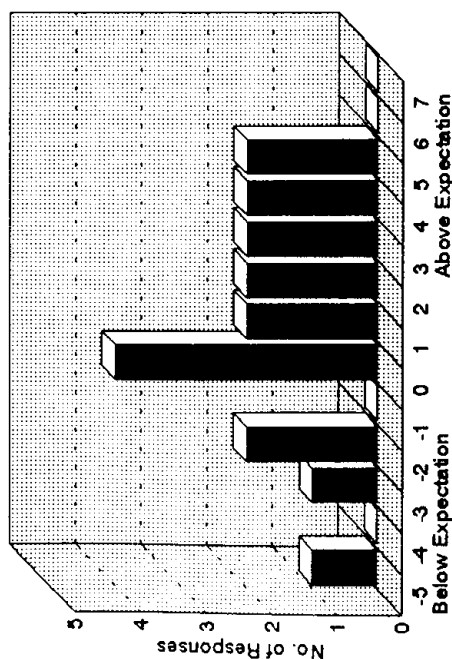
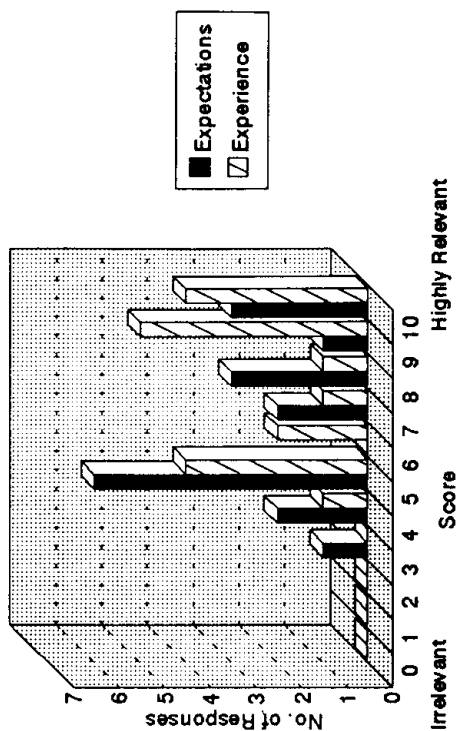


Fig. 10.5 (top) and 10.6 (bottom) - results of evaluation of sessions on *Training and Communication in Hazardous Waste Management: Treatment and Other Aspects* and on *IETC and ESCAP activities*, respectively.

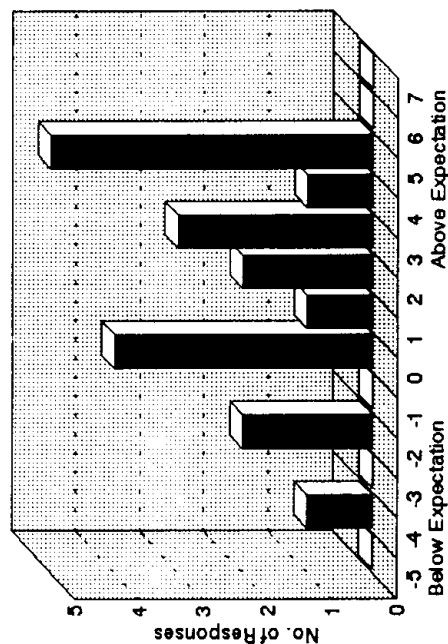
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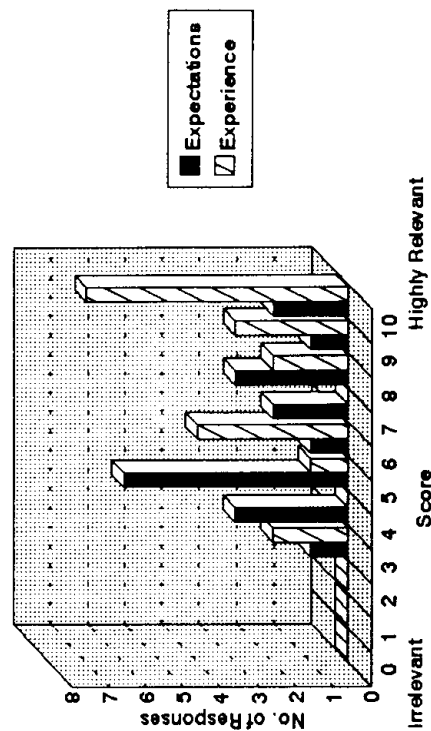
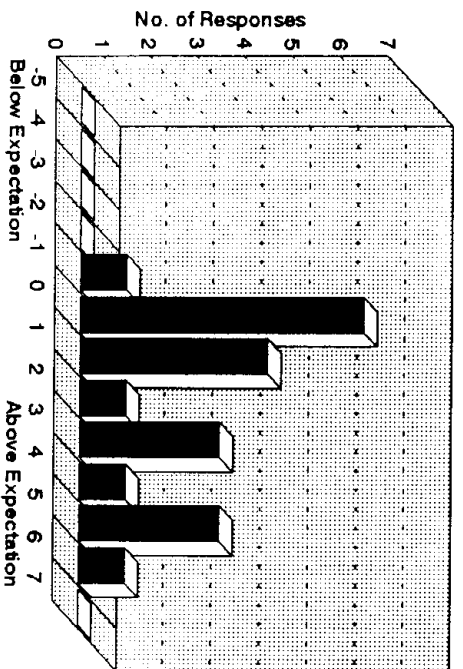
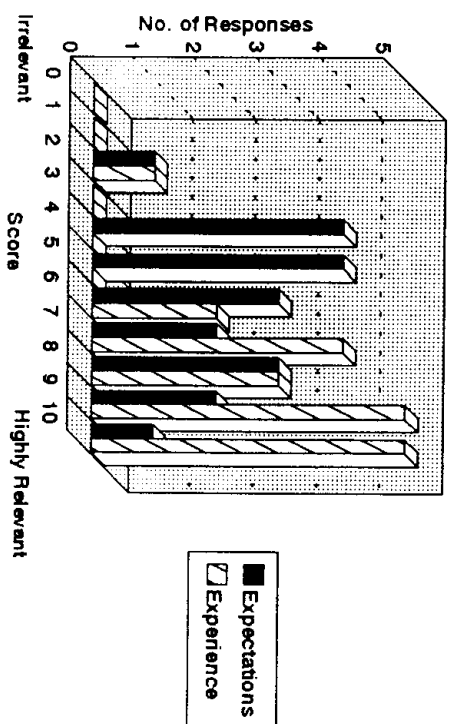


Fig. 10.7 (top) and 10.8 (bottom) - results of evaluation of sessions on *Training Methods and Curriculum Development* and on *Training Kits, Packages and Materials*, respectively.

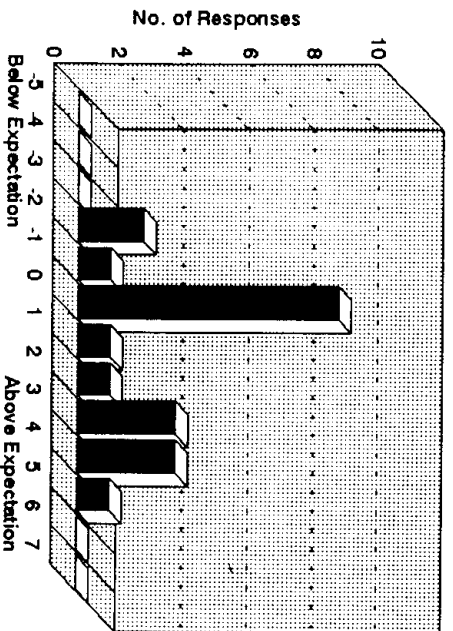
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# NETLAP TCHWM TRDW Question 10



# NETLAP TCHWM TRDW Question 10

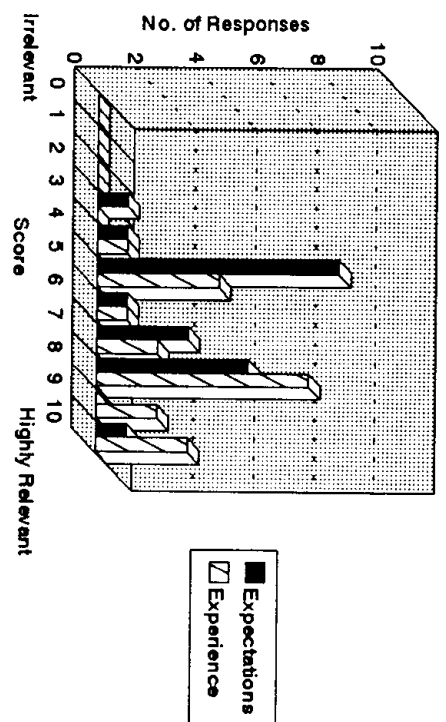
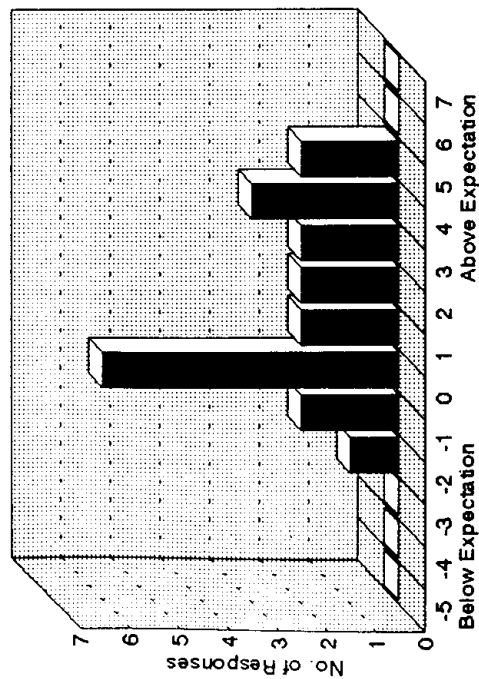


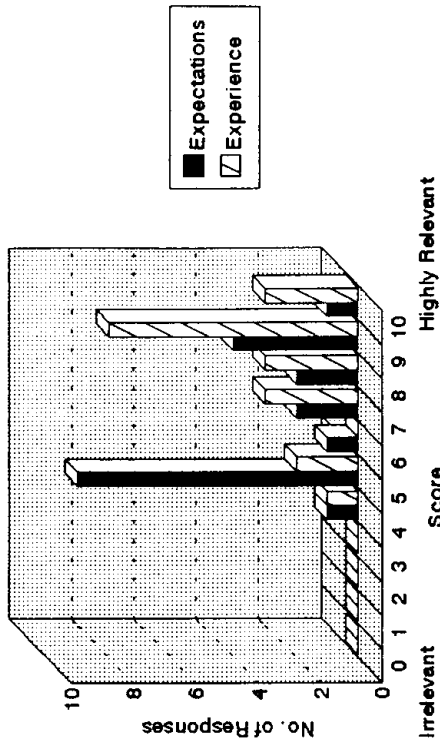
Fig. 10.9 (top) and 10.10 (bottom) - results of evaluation of *Concluding Session and Presentations by Participants from Countries in South and Central Asia*, respectively.



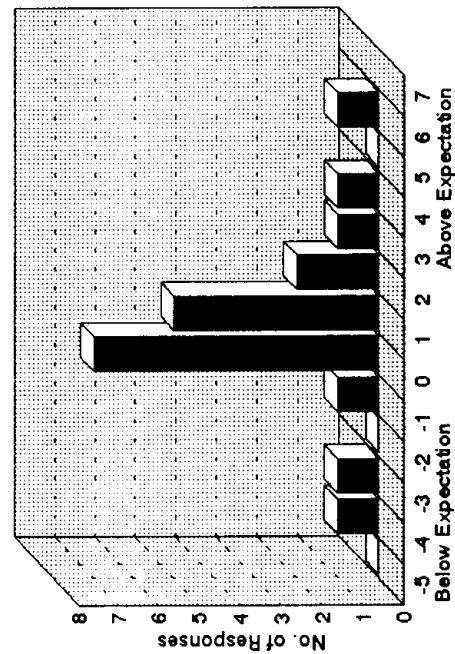
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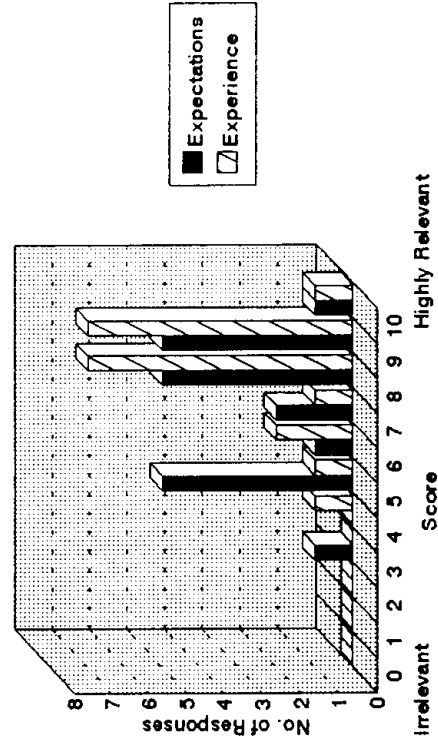
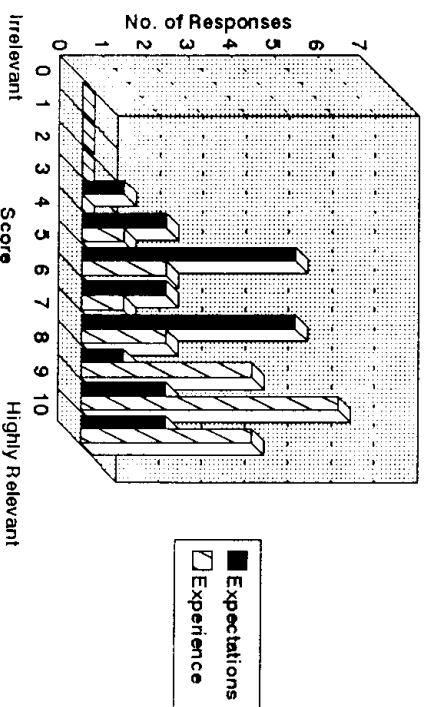
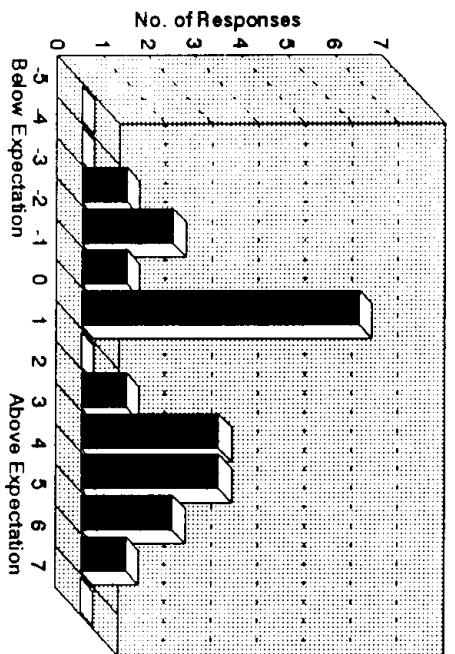


Fig. 10.11 (top) and 10.12 (bottom) - results of evaluation of Overall Programme and Workshop Activities and of Presentations by Keynote Speakers and the Methods Used, respectively.

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# NETLAP TCHWM TRDW Question 14

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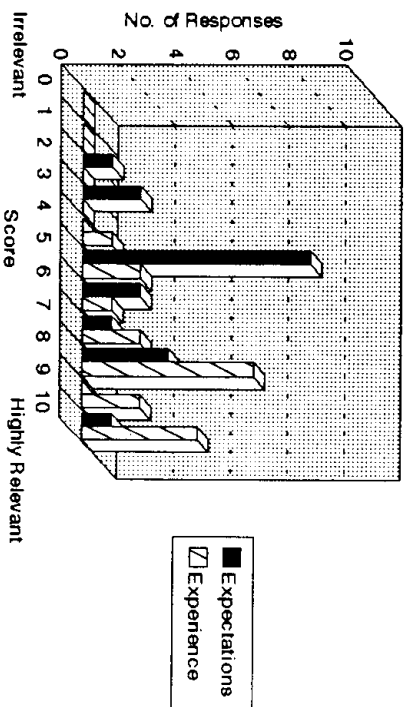
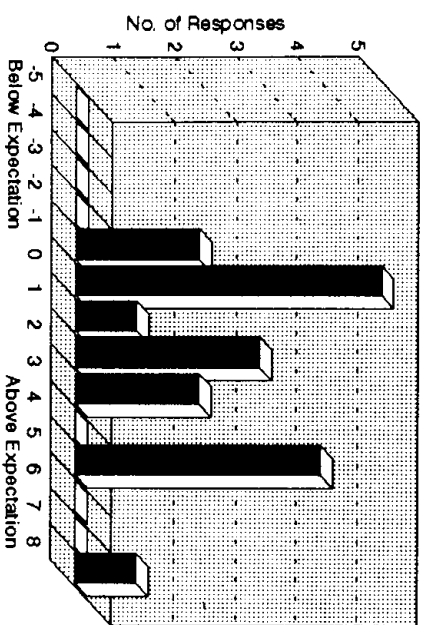
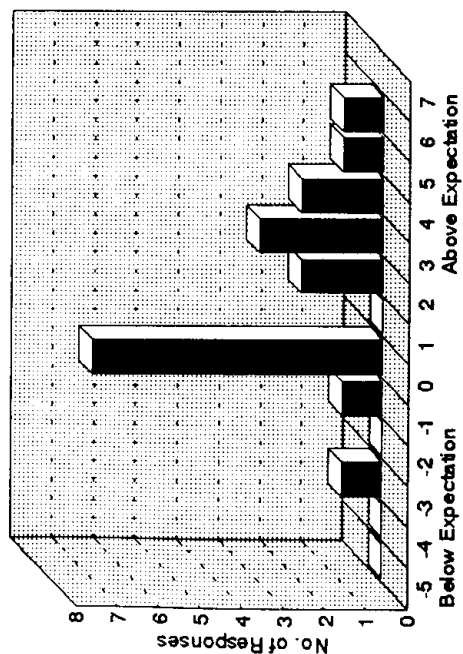
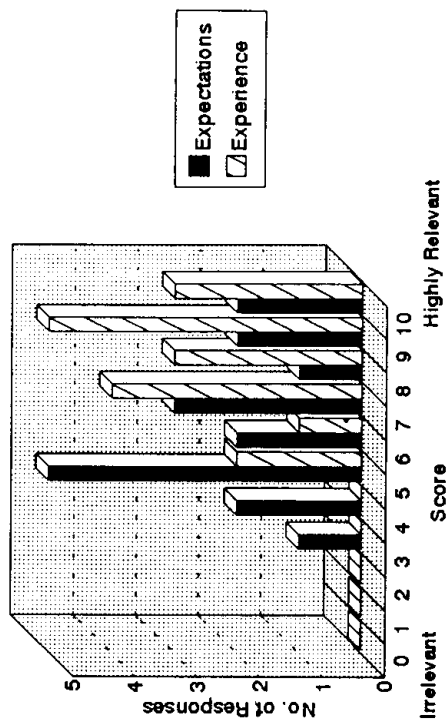


Fig. 10.13 (top) and 10.14 (bottom) - results of evaluation of *Materials and other Resources Made Available During the Workshop* and of *Awareness of New Concepts and Acquisition of New Skills*, respectively.

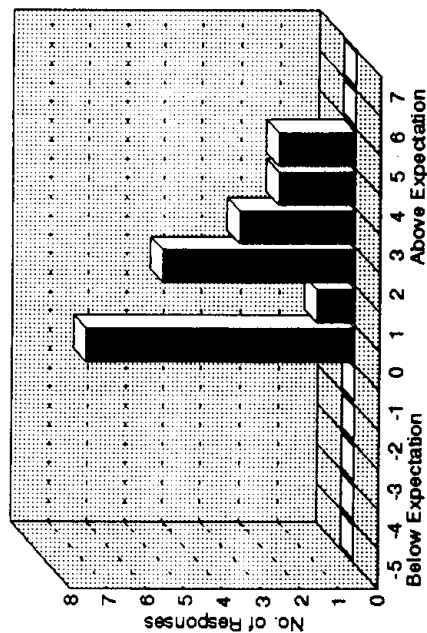
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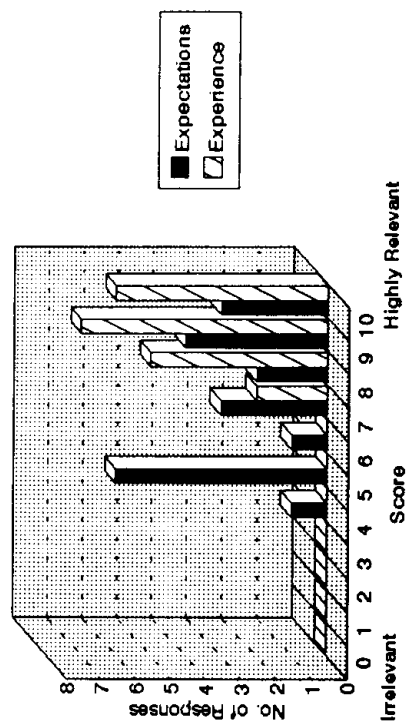


Fig. 10.15 (top) and 10.16 (bottom) - results of evaluation of Impact of Workshop on Future Environmental Training and Education Activities of Participants and Overall Assessment of Workshop Organization, respectively.