



# Goodwin College of Professional Studies Online Course Evaluation Report

Term	Course	Number	Section	Title	Instructor Last	Instructor First	Enrolled	Responded	Response Rate
200525	HRM	150	1	Customer Service	Alleruzzo	Michael	27	13	48.15%

## Course | Instructor Assessment

The following scale has been used in answering the questions in Section A & B: [based on 4.00 scale]  
**Strongly Agree (4)** ----- **Agree (3)** ----- **Disagree (2)** ----- **Strongly Disagree (1)** ----- **Don't Know (0)**

The following scale has been used in answering the questions in Section C: [based on 4.00 scale]  
**Excellent (4)** ----- **Good (3)** ----- **Adequate (2)** ----- **Poor (1)** ----- **N/A (0)**

### Section A: Course Details

1.	The course objectives, requirements, and grading policy were clearly stated.	3.77
2.	The stated objectives were fulfilled.	3.62
3.	The course provided a valuable learning opportunity.	3.54
4.	The course added to my knowledge and/or skills.	3.62
5.	The course content was relevant to my field of studies.	3.85
6.	Compared to other courses, this course was more challenging & demanding.	3.23

### Section B: Instructor Details

1.	The instructor was well prepared for class.	3.85
2.	The instructor was insightful and enthusiastic about the subject.	3.85
3.	The instructor stimulated my interest in the subject.	3.69
4.	The instructor made good use of class time.	3.62
5.	The instructor provided timely and useful feedback about performance on assignments.	3.85
6.	The instructor was available outside the class for assistance.	3.67

### Section C: Overall Course and Instructor Assessment

1.	Overall course rating	3.62
2.	Overall course instructor rating	3.77
3.	Instructional material (including textbooks) rating	3.38
4.	Laboratory (including computers & software) equipment and facilities rating	3.57

### Section D: Open-ended Questions