



KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

#### A. INSTRUCTION

- |  |   |
|--|---|
| 1. The instructor's professional experience and qualifications are appropriate to teach this course.   | 4 |
| 2. The instructor made certain that the course objectives were understood.                             | 4 |
| 3. The instructor maintained focus on learning objectives set out in the curriculum                    | 4 |
| 4. The instructor established clear criteria for evaluating student performance.                       | 4 |
| 5. The instructor provided detailed constructive feedback on assignments / tests.                      | 4 |
| 6. Overall, the instructor was effective in helping me achieve the learning objectives of this course. | 4 |

#### B. COURSE CONTENT/LEARNING OBJECTIVES

- |  |   |
|--|---|
| 7. The learning objectives of this course were clearly defined.                    | 4 |
| 8. The learning objectives focused knowledge that is relevant to the workplace.    | 4 |
| 9. The learning objectives provided a balance between theory and practice.         | 4 |
| 10. The assignments and activities helped me achieve the learning objectives.      | 4 |
| 11. The textbook (s) and other materials helped me achieve the learning objectives | 3 |

#### C. OUTCOME/IMPACT

- |  |   |
|--|---|
| 12. I have improved my theoretical understanding of the subject. | 4 |
| 13. I have improved my practical understanding of the subject.   | 4 |
| 14. I can apply what I learned to the work environment.          | 4 |
| 15. I would recommend this course to another student.            | 4 |
| 16. This course was valuable to my educational experience.       | 4 |

#### D. ENVIRONMENT

- |   |   |
|---|---|
| 17. Textbook and curriculum materials were available when I needed them.  | 4 |
| 18. Administrative and support services met my needs.                     | 3 |
| 19. How many hours per week did you spend in preparation for this course? | 5 |
| 20. How many days were you absent during this course?                     | 1 |
| 21. What grade do you expect to receive in this class?                    | A |

#### E. MISCELLANEOUS

- |   |   |
|---|---|
| 22. The instructor was available for conference outside of scheduled class time.    | 4 |
| 23. The pace at which course material was covered was adequate.                     | 4 |
| 24. The instructor made good use of the allotted class time.                        | 4 |
| 25. The instructor helped students share professional knowledge with the class.     | 4 |
| 26. The physical facilities and equipment met the needs of the learner.             | 4 |
| 27. Other students had the skills/ preparation necessary to succeed in this course. | 4 |



KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

#### A. INSTRUCTION

1. The instructor's professional experience and qualifications are appropriate to teach this course. 4
2. The instructor made certain that the course objectives were understood. 4
3. The instructor maintained focus on learning objectives set out in the curriculum 4
4. The instructor established clear criteria for evaluating student performance. 4
5. The instructor provided detailed constructive feedback on assignments / tests. 4
6. Overall, the instructor was effective in helping me achieve the learning objectives of this course. 4

#### B. COURSE CONTENT/LEARNING OBJECTIVES

7. The learning objectives of this course were clearly defined. 4
8. The learning objectives focused knowledge that is relevant to the workplace. 4
9. The learning objectives provided a balance between theory and practice. 4
10. The assignments and activities helped me achieve the learning objectives. 4
11. The textbook (s) and other materials helped me achieve the learning objectives. 3

#### C. OUTCOME/IMPACT

12. I have improved my theoretical understanding of the subject. 4
13. I have improved my practical understanding of the subject. 4
14. I can apply what I learned to the work environment. 4
15. I would recommend this course to another student. 4
16. This course was valuable to my educational experience. 4

#### D. ENVIRONMENT

17. Textbook and curriculum materials were available when I needed them. 4
18. Administrative and support services met my needs. 4
19. How many hours per week did you spend in preparation for this course? 8
20. How many days were you absent during this course? 1
21. What grade do you expect to receive in this class? B

#### E. MISCELLANEOUS

22. The instructor was available for conference outside of scheduled class time. 4
23. The pace at which course material was covered was adequate. 4
24. The instructor made good use of the allotted class time. 4
25. The instructor helped students share professional knowledge with the class. 4
26. The physical facilities and equipment met the needs of the learner. 4
27. Other students had the skills/ preparation necessary to succeed in this course. 4



KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

**A. INSTRUCTION**

- |  |   |
|--|---|
| 1. The instructor's professional experience and qualifications are appropriate to teach this course.   | 4 |
| 2. The instructor made certain that the course objectives were understood.                             | 4 |
| 3. The instructor maintained focus on learning objectives set out in the curriculum                    | 4 |
| 4. The instructor established clear criteria for evaluating student performance.                       | 4 |
| 5. The instructor provided detailed constructive feedback on assignments / tests.                      | 4 |
| 6. Overall, the instructor was effective in helping me achieve the learning objectives of this course. | 4 |

**B. COURSE CONTENT/LEARNING OBJECTIVES**

- |  |   |
|--|---|
| 7. The learning objectives of this course were clearly defined.                    | 4 |
| 8. The learning objectives focused knowledge that is relevant to the workplace.    | 4 |
| 9. The learning objectives provided a balance between theory and practice.         | 4 |
| 10. The assignments and activities helped me achieve the learning objectives.      | 4 |
| 11. The textbook (s) and other materials helped me achieve the learning objectives | 4 |

**C. OUTCOME/IMPACT**

- |  |   |
|--|---|
| 12. I have improved my theoretical understanding of the subject. | 4 |
| 13. I have improved my practical understanding of the subject.   | 4 |
| 14. I can apply what I learned to the work environment.          | 4 |
| 15. I would recommend this course to another student.            | 4 |
| 16. This course was valuable to my educational experience.       | 4 |

**D. ENVIRONMENT**

- |   |   |
|---|---|
| 17. Textbook and curriculum materials were available when I needed them.  | 4 |
| 18. Administrative and support services met my needs.                     | 4 |
| 19. How many hours per week did you spend in preparation for this course? | 6 |
| 20. How many days were you absent during this course?                     | 2 |
| 21. What grade do you expect to receive in this class?                    | A |

**E. MISCELLANEOUS**

- |   |   |
|---|---|
| 22. The instructor was available for conference outside of scheduled class time.    | 4 |
| 23. The pace at which course material was covered was adequate.                     | 4 |
| 24. The instructor made good use of the allotted class time.                        | 4 |
| 25. The instructor helped students share professional knowledge with the class.     | 4 |
| 26. The physical facilities and equipment met the needs of the learner.             | 4 |
| 27. Other students had the skills/ preparation necessary to succeed in this course. | 4 |



KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

#### A. INSTRUCTION

1. The instructor's professional experience and qualifications are appropriate to teach this course. 4
2. The instructor made certain that the course objectives were understood. 4
3. The instructor maintained focus on learning objectives set out in the curriculum 4
4. The instructor established clear criteria for evaluating student performance. 4
5. The instructor provided detailed constructive feedback on assignments / tests. 4
6. Overall, the instructor was effective in helping me achieve the learning objectives of this course. 4

#### B. COURSE CONTENT/LEARNING OBJECTIVES

7. The learning objectives of this course were clearly defined. 4
8. The learning objectives focused knowledge that is relevant to the workplace. 4
9. The learning objectives provided a balance between theory and practice. 4
10. The assignments and activities helped me achieve the learning objectives. 4
11. The textbook (s) and other materials helped me achieve the learning objectives 4

#### C. OUTCOME/IMPACT

12. I have improved my theoretical understanding of the subject. 4
13. I have improved my practical understanding of the subject. 4
14. I can apply what I learned to the work environment. 4
15. I would recommend this course to another student. 4
16. This course was valuable to my educational experience. 4

#### D. ENVIRONMENT

17. Textbook and curriculum materials were available when I needed them. 4
18. Administrative and support services met my needs. 4
19. How many hours per week did you spend in preparation for this course? 8
20. How many days were you absent during this course? 0
21. What grade do you expect to receive in this class? B

#### E. MISCELLANEOUS

22. The instructor was available for conference outside of scheduled class time. 4
23. The pace at which course material was covered was adequate. 4
24. The instructor made good use of the allotted class time. 4
25. The instructor helped students share professional knowledge with the class. 4
26. The physical facilities and equipment met the needs of the learner. 4
27. Other students had the skills/ preparation necessary to succeed in this course. 4



KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

#### A. INSTRUCTION

1. The instructor's professional experience and qualifications are appropriate to teach this course. 4
2. The instructor made certain that the course objectives were understood. 4
3. The instructor maintained focus on learning objectives set out in the curriculum 4
4. The instructor established clear criteria for evaluating student performance. 4
5. The instructor provided detailed constructive feedback on assignments / tests. 3
6. Overall, the instructor was effective in helping me achieve the learning objectives of this course. 4

#### B. COURSE CONTENT/LEARNING OBJECTIVES

7. The learning objectives of this course were clearly defined. 4
8. The learning objectives focused knowledge that is relevant to the workplace. 4
9. The learning objectives provided a balance between theory and practice. 4
10. The assignments and activities helped me achieve the learning objectives. 3
11. The textbook (s) and other materials helped me achieve the learning objectives 4

#### C. OUTCOME/IMPACT

12. I have improved my theoretical understanding of the subject. 3
13. I have improved my practical understanding of the subject. 3
14. I can apply what I learned to the work environment. 3
15. I would recommend this course to another student. 3
16. This course was valuable to my educational experience. 3

#### D. ENVIRONMENT

17. Textbook and curriculum materials were available when I needed them. 3
18. Administrative and support services met my needs. 3
19. How many hours per week did you spend in preparation for this course? 7
20. How many days were you absent during this course? 1
21. What grade do you expect to receive in this class? B

#### E. MISCELLANEOUS

22. The instructor was available for conference outside of scheduled class time. 4
23. The pace at which course material was covered was adequate. 3
24. The instructor made good use of the allotted class time. 4
25. The instructor helped students share professional knowledge with the class. 4
26. The physical facilities and equipment met the needs of the learner. 4
27. Other students had the skills/ preparation necessary to succeed in this course. 3





KEY: None = 1      Somewhat = 2      Mostly = 3      Completely = 4

#### A. INSTRUCTION

1. The instructor's professional experience and qualifications are appropriate to teach this course. 4
2. The instructor made certain that the course objectives were understood. 4
3. The instructor maintained focus on learning objectives set out in the curriculum 4
4. The instructor established clear criteria for evaluating student performance. 4
5. The instructor provided detailed constructive feedback on assignments / tests. 4
6. Overall, the instructor was effective in helping me achieve the learning objectives of this course 4

#### B. COURSE CONTENT/LEARNING OBJECTIVES

7. The learning objectives of this course were clearly defined. 4
8. The learning objectives focused knowledge that is relevant to the workplace. 3
9. The learning objectives provided a balance between theory and practice. 3
10. The assignments and activities helped me achieve the learning objectives. 3
11. The textbook (s) and other materials helped me achieve the learning objectives 3

#### C. OUTCOME/IMPACT

12. I have improved my theoretical understanding of the subject. 3
13. I have improved my practical understanding of the subject. 3
14. I can apply what I learned to the work environment. 3
15. I would recommend this course to another student. 3
16. This course was valuable to my educational experience. 3

#### D. ENVIRONMENT

17. Textbook and curriculum materials were available when I needed them. 3
18. Administrative and support services met my needs. 3
19. How many hours per week did you spend in preparation for this course? 5
20. How many days were you absent during this course? 2
21. What grade do you expect to receive in this class? D

#### E. MISCELLANEOUS

22. The instructor was available for conference outside of scheduled class time. 4
23. The pace at which course material was covered was adequate. 4
24. The instructor made good use of the allotted class time. 3
25. The instructor helped students share professional knowledge with the class. 3
26. The physical facilities and equipment met the needs of the learner. 3
27. Other students had the skills/ preparation necessary to succeed in this course. 3

National College of Business and Technology

*057 End-of-Course Survey Summary*

Instructor: B. McNamara

Course Number: COM-200

Campus: KNOXVILLE

#### F. Student Comments

"I love Ms. B. McNamara she is a real instructor who cares about what you learn."

F. Student Comments

"Outstanding, Fantastic, Well Done Job, for the instructor."

"Billie is a good and helpful instructor."

"The instructor was great. I really enjoy her."

"Disks were not available till end of semester (No use to us then)."

"She assigned to much assignments, & when she didnt have our assignments graded. She is very unorganized."

"Great Teacher to much homework ☺"

"B. McNamara is a great teacher."

"It's hard to do your homework at home because you have to have a computer with internet."



F. Student Comments

"Miss Billie is a very good teacher. She really knows her computers. I have really enjoyed her."

"This is my 2<sup>nd</sup> time taking this class. Last time I took it w/ a different instructor I was lost the entire term, Ms. Billie has made the course much easier to understand & was always helpful when I needed her."

"She is one of the Best Instructor you have, when I took up keyboard didn't know anything through her instruction I learn all I needed to know. Great she earn teacher of the"

"Great Teacher!!"

"Excellent Teacher!!!"

National College of Business and Technology

*057 End-of-Course Survey Summary*

Instructor: B. McNamara

Course Number: COM-215

Campus: KNOXVILLE

F. Student Comments

"Ms. Billie is great!"

F. Student Comments

"Great teacher 😊"

"The book had to many errors. I would suggest finding a new book."

National College of Business and Technology

*057 End-of-Course Survey Summary*

Instructor: B. McNamara

Course Number: PRE-080

Campus: KNOXVILLE

F. Student Comments

"Mrs. McNamara is a great teacher. Her knowledge of typing is outstanding. She has truley helped me to become a better typer."