

Training Center

Quality Assurance – Course Evaluation Policy

1. Course participants will be given the opportunity to evaluate all AHA Courses.
2. Instructors aligned with UnityPoint Health-Des Moines Training Center (TC) will be expected to provide a tallied summary of their ECC course evaluations to the TC with all post course materials. Original evaluations will be submitted if there were problems with the course.
3. Intermittent review of course evaluation summaries will be conducted. Negative trends of a course may warrant a site visit, which may be announced or unannounced.
4. Course evaluations that point out negative trends in an Instructor’s performance will warrant TC Coordinator or Regional Faculty visit during a scheduled course with written follow-up.

One-on-one Instructor remedial education may be provided by the TC Coordinator or Training Center Faculty with written follow-up if necessary after the site visit.

5. All evaluation summaries will be kept on file for a minimum of three years by the TC.

Instructors, who fail to abide by the above policy, will be issued a written warning for the first offense. If the instructor fails to comply with the above policies after a written warning is issued, the UnityPoint Health-Des Moines Training Center may terminate alignment of the instructor.

Date last review:	3/2008	3/2009	3/2010	11/2011	1/2013	12/2014		
Reviewer initials:	wg	dd	dd	dd	Dd	ctc		
Changes made:	yes	no	yes	no	no	no		