



**ST. JOHN'S
UNIVERSITY**

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Client Questionnaire

In order to design the optimal program to meet your needs, we would appreciate it if you would complete the following questionnaire.

Course objectives

- What are your overall objectives for this program?
- Have these objectives been generated by your management team, or have they developed in consultation with your employees?
- What would you like each participant to take away from this program? The more specific you can be, the better.
- How do you expect the participant to apply the knowledge gained through the program to his or her job?
- Does your company or group have a distinctive style of problem solving (for example, teams / individual / consultative)?
- What elements (from a knowledge / skill vantage point) need to be included in the program to make it a success?
- If you are interested in online components, do you currently have a delivery platform in your organization? If so, what formats (e.g., instructor-led or self-paced) do you use?

Course Demographics/Logistics

- How much time should be devoted to questions & answers (Q&A) in the program? Should an instructor limit Q&A if time to complete a segment is running short?
- How many participants do you anticipate will be in the program?

- What is your time frame for the program? How many days of training are you interested in?
- To what extent do you want instructors to relate content to the core business of your organization? Please select one: minimal moderate great
- Would you be interested in expanding the program through the use of case studies or benchmarking activities? If so, how long would we plan for?
- Would you like us to provide additional learning opportunities through suggested reading or online coursework?
- Will the proposed program be shared with employees in the planning phase of the program, or will you provide them with a final program plan?
- Would you like to see biographical material on instructors prior to finalizing the program?

Participant demographics

- What is the educational background / level of the (proposed) participants in the program?
- Have participants been exposed to risk management and insurance concepts on their job, or through any formal educational process? Have they been exposed to general business management concepts?
- Do participants have any management responsibilities?

Please fill in the information below and return this questionnaire to Larry Pistell, Senior Associate Director, Center for Executive Development, by email at pistell@stjohns.edu or fax at (212) 277-5186.

Thank you!

Your name _____

Your title _____

Company _____

Phone _____

Email _____

Date _____