Question 1

COURSE	What was your impression of the course overall? Please be specific
ARB CAL APR 2016	Good introduction to the methods and techniques involved in arbitration.
ARB CAL APR 2016	not bad, some of the exercises were a bit pointless. Need more instruction on actually writing the award considering that what you are graded on.
ARB CAL APR 2016	I thought the course was a good overall introduction to arbitration and the Alberta Arbitration Act. The exercises were appropriate. For the majority of the class which consisted of lawyers, many of whom like me have been practicing for over 35 years, much of the class devoted to the general law and procedures, rules of evidence, etc. was a complete waste of time.
ARB CAL APR 2016	understanding the arbitration process
ARB CAL APR 2016	Very good, especially the communication and discussion amongst the classmates.
ARB CAL APR 2016	The overall course was very helpful. It covered the essentials and was very interesting. I would recommend it to others.
ARB CAL OCT 2016	Excellent!
ARB EDM FEB 2016	Poor compared to the first two courses I took through ADRIA
ARB EDM FEB 2016	The course was challenging. I had to change the way I think and the way I listen in order to even attempt to make an award. I really see the course as a first step with a requirement to practice these skills further before I would feel comfortable doing an actual arbitration.
ARB EDM FEB 2016	I really enjoyed the legal concept training and the overall approach to teaching arbitration. I felt that there was a large gap between teaching law, and theory and putting those into practice. There is a large gap in decision writing training, and identifying issues.
ARB EDM FEB 2016	It was excellent. I thought the instructor was excellent and provided both academic and practical instruction. The role playing assisted in showing how situations could play out in real time.
ARB EDM FEB 2016	Could be better organized. Most of course time was on in- practice aspect. However, the first step is to pass the exam before one goes into practice. Some of the material discussed on "Awards" should have been discussed in Part 1 to assist learning writing awards with sample assignment rather than in Part 2.
ARB EDM FEB 2016	My overall impression is that it is two (or three courses) crammed into one. Also, I got the feeling that most arbitration lists are made up of lawyers who aren't seen -- and don't see themselves -- as needing specialized training. So, why would ADRIC/ADRIA bother with more courses?
ARB EDM FEB 2016	Not good. Should have been broken into a few different pieces 1- Overview arbitration 2- arbitration drills/practice/scenarios 3- report writing. Too much in the course and too geared to lawyers.
ARB EDM FEB 2016	The course did cover the basics one would expect for establishing the base knowledge of Arbitration law and practice.
ARB EDM FEB 2016	I thought that the course was terrific but was too short given all the skills that need to be learned to become effective

Question 2

Course	Please comment on your Instructor for Part 1? Please be specific
ARB CAL APR 2016	XXX was good as an introduction to the course. I occasionally disagreed with his/her responses in terms of the law.
ARB CAL APR 2016	XXX is awesome knows the material cold and can answer any questions.
ARB CAL APR 2016	XXX is a good speaker, was well prepared and organized and has excellent knowledge of the Arbitration Act. His/her knowledge of rules of evidence and general law is that of a lay man and thus much of his/her audience was already operating at a higher level of knowlege than was he/her on these topics.
ARB CAL APR 2016	XXX - provided a non legal perspective
ARB CAL APR 2016	XXX was very good relating to lots of examples of his/her involvement in arbitration and getting the class to participate in discussion.
ARB CAL APR 2016	XXX was very practical and presented very well. He/she seemed both knowledgeable and experienced in his/her field and was very respectful of other's experience. When clarification was required, XXX took the time to fully answer all queries.
ARB CAL OCT 2016	XXX was extremely well informed and experienced, very helpful, and spent as much time as was necessary to explain a point.
ARB EDM FEB 2016	XXX: Very little prep. Course material was new and she/he had not taken time to familiarize herself with it. Much of what she/he read from the material was for the first time. No real lesson plan. Much of it felt improvised. He/she is certainly knowledgeable about the subject matter.
ARB EDM FEB 2016	XXX was well prepared and engaging as an instructor. She/he recognized that this/his/her first part was a repeat of first year law school for the lawyers in the crowd and I think he/she struck a good balance between getting the non - lawyers through this material and also keeping the lawyers interested.
ARB EDM FEB 2016	XXX was excellent and always drew from his/her practical experience as an arbitrator to prepare us for practice.
ARB EDM FEB 2016	He/she was fantastic. Super organized, fair, candid and very knowledgeable. Very professional and She/he did an excellent job. (XXX)
ARB EDM FEB 2016	Knowledgeable (XXX)
ARB EDM FEB 2016	I like XXX and respect that she/he is a C. Arb. and a C. Med., as well as a lawyer. He/she provided excellent feedback on our written awards. She/he did have a tendency to let the lawyers in the class draw us into discussions that were far too detailed, not necessarily on topic, and assumed (see above) that lawyers are inherently more capable of arbitrating.
ARB EDM FEB 2016	Excellent. (XXX)
ARB EDM FEB 2016	The instructor was excellent, but clearly frustrated by the accuracy and/or clarity of the workbook material. (XXX)
ARB EDM FEB 2016	The instructor, XXX, was very professional, thorough and patient

Question 3

Course	Please comment on your Instructor (for Part 2)? Please be specific
ARB CAL APR 2016	XXX: Very good. Good understanding of the legal issues involved in arbitration.
ARB CAL APR 2016	XXX: She/he was also pretty good
ARB CAL APR 2016	XXX: He/she presented the materials well and was focused on ensuring the elements necessary for successful completion of the course by her/his students was front and center. Again, much of the material was elementary.
ARB CAL APR 2016	XXX - provided a legal perspective
ARB CAL APR 2016	XXX: Very knowledgeable and willing to give good advice in respect to evidence.
ARB CAL APR 2016	XXX was very prepared for his/her session, had materials that were helpful and engaged more from a legal perspective. I enjoyed her/his examples and presentation. His/her perspectives from a legal point of view were most helpful.
ARB CAL OCT 2016	Again XXX was extremely well informed and experienced, again very supportive and patient, I couldn't fault either of them.
ARB EDM FEB 2016	XXX: Same as part 1. Instructor violated confidentiality of the final exam. She/he examined my booklet after I had filled out my student #. He/she stated that she/he wanted to see if the exam had changed since the last time She/he had delivered the course. I do not hold an opinion with respect to how this impacted the outcome. I do believe it is the responsibility of the instructor to limit the opportunity for even the perception of impropriety to exist. Completely unprofessional.
ARB EDM FEB 2016	I thought this was the meat and potatoes of the course. XXX did a good job working with us through the problems. I thought his/her review of the problems were very helpful as "practice". It took a long time to understand the process/steps but I think that was less XXX and more the need for us as students to change how we were thinking and listening.
ARB EDM FEB 2016	XXX: Same as above
ARB EDM FEB 2016	XXX: Same as above. Excellent.
ARB EDM FEB 2016	XXX: Same as above
ARB EDM FEB 2016	XXX:
ARB EDM FEB 2016	XXX: Well versed in the material, experienced. Helpful
ARB EDM FEB 2016	XXX: The instructor was professional and taught to the course's official standard, and tried to supplement with other material that did not contradict the course material, but aided in understanding it.
ARB EDM FEB 2016	XXX: See above (same instructor)

Question 4

Course	What did you think of the course materials (e.g., manuals, videos, role-plays)? Please give us specific examples
ARB CAL APR 2016	Poor. Videos for the arbitration exercises should be provided to the students free of charge as part of the course.
ARB CAL APR 2016	role-plays were a bit silly and pointless, would rather have had time to learn more about what actually you are looking for in a written award.
ARB CAL APR 2016	The manuals were fine, The videos, outside of being outdated were not bad. The final exam video had some discrepancies between the testimony and the documents. I don't know if this was accidental or purposely done.
ARB CAL APR 2016	spelling errors on the manual and power points - final exam video was not available and caused confusion
ARB CAL APR 2016	manuals were good and will come in hands. unfortunately, the video in the second session did not play. In the first session it was good to act out an arbitration.
ARB CAL APR 2016	The course materials need substantial work, particularly in relation to the compilation and cross-referencing of the slides with the manuals that were provided. Written materials for the case and the final exam as well as communication from the Association contained spelling errors, grammatical mistakes and at times conflicted with verbal instructions given by the instructors. Videos for the final exam were unavailable at the appropriate time resulting in pre-arrangements for course requirements being unattainable within the agreed course outlines and timeframes.
ARB CAL OCT 2016	The manuals are clear logical in their order, the videos are dated but perfectly adequate for training purposes.
ARB EDM FEB 2016	Materials were adequate. Less than expected for the cost of the program.
ARB EDM FEB 2016	The problems were excellent, the test video not so. It was painful to listen to the poor quality and the terrible "reading" of the lines. The first video in part 1 was far better and set the bar for what I would expect for a course of this calibre. Please change that last video!!!
ARB EDM FEB 2016	The manuals are well written, but have some gaps (as identified by our instructor). The videos need some update, and role plays with more structure and learning objectives would be beneficial.
ARB EDM FEB 2016	Course materials were good but the videos were a bit dated and the final exam video was hard to watch and hear.
ARB EDM FEB 2016	Was relevant but not provided on time.

Question 4

ARB EDM FEB 2016	ADRIC's materials are shameful. Besides the crummy black-and-white spiral bound books, there was NO SYLLABUS, NO GRADING RUBRIC, and NO SAMPLE AWARD. The materials were filled with grammatical errors and typos. The exam had key mistakes (like referring to one person by different names, assuming March has 30 days, excluding information from the contract excerpts that we were supposed to address). Also, that final exam arbitration case is ancient -- what's with all the white guys and no witnesses besides the parties? What's with the arbitrator letting the lawyers overtly lead their witnesses for most of the way-too-long and repetitive examinations? In any respectable professional organization, $3000 should you four-color, tabbed, complete, correct course materials in three-hole binder.
ARB EDM FEB 2016	Too much in one course. They didn't matter because the assessment was 100% on the written part
ARB EDM FEB 2016	Sadly, the course material was not what I would consider adequate to meet the stated learning goals. Videos were dated or in pure condition. One of the best improvements that could be made is for the ADRIC to purchase the rights to re-print "Commercial Arbitration" by McLaren and Palmer, which is the source of the booklet material and still the seminal academic authority on Arbitration. Fortunately I have one.
ARB EDM FEB 2016	Course materials: on a scale of 1 - 10 I would say perhaps a 7. Some of the material, particularly in regards to the law of contract was outdated or simply wrong. Videos - the video of the landlord /tenant arbitration was excellent. the video of the Economy / Toughsport for the final exam was dull, poor quality and difficult to follow because it involved people reading with next to no expression. That is not what I expect a real arbitration would be like. Even the arbitrator was bad - his instructions were slowly given in a boring monotone such that the audience was 'tuned out' before the substantive video began. Given the cost of the course, something better than that could be delivered. Role plays: ok

Questions 5-8

Course	What motivated you to take this/her course? Please be specific	How did you hear about this/her course? Please be specific	What were your goals in taking this/her course? Please be specific	Were these goals met? (Please specify how your goals were or were not met)
ARB CAL APR 2016	A desire to expand my areas of practice in law.	Online through a Google search of arbitration courses.	Better understanding of the arbitration process and to obtain arbitration designation.	Too soon to say.
ARB CAL APR 2016	i want to be an arbitrator	i found it myself on the internet	become an arbitrator and learn how to write awards	no i didn't really learn how to specifically write a an award
ARB CAL APR 2016	I wish to expand my practice to include arbitration and feel the designation will assist in that expansion.	ADRIA course requirements	1. Learn more about arbitrating disputes and any specific issues associated with the Alberta Arbitration Act. 2. Q.Arb. designation.	The goals were by and large met but a great deal of time was spent on teaching legal and procedural basics, which for the vast majority of the class and particularly those of us who have practiced for decades was a waste of days.
ARB CAL APR 2016	to grow my business	during my mediation course	arbitrate family matters	somewhat
ARB CAL APR 2016	Wanting to expand my practice and getting to know XXX, even though I did not know he was teaching the course until I signed up.	Through our education person at the office.	To be able to be involved in arbitration and understand how it works and write an award.	Yes by participating in the mock arbitration and writing the practice award.

Questions 5-8

Course	What motivated you to take this/her course? Please be specific	How did you hear about this/her course? Please be specific	What were your goals in taking this/her course? Please be specific	Were these goals met? (Please specify how your goals were or were not met)
ARB CAL APR 2016	I wanted to ensure that any activities relating to my participation in arbitrations were appropriate and in accord with good practice.	I researched the internet and spoke with others to determine the recommended authorities in Canadian/Alberta arbitration.	My goals were as follows: To establish a knowledge base for arbitration engagement. To interact with others who were pursuing arbitration activities. To obtain qualification as an arbitrator.	The first two objectives were met. I await the results of my examination to determine whether qualification is achieved. I appreciated the learning that occurred throughout the course.
ARB CAL OCT 2016	I am currently training to become a mediator, I'm not sure if I will actually be able to secure any arbitration work, but I feel it gives me a better understanding of the process and provided I am able to pass I hope the additional credential will add to my credibility.	Through telephone conversations with Jocelyn and the ADR website.	I am moving into a new career path so I am throwing myself at as much as I can to accelerate my learning.	More than.
ARB EDM FEB 2016	I enjoyed previous courses taken through ADRIA. Interested in arbitration. Interested in personal development.	ADRIA website.	Better understand arbitration process. Develop my skills. Personal development.	Yes

Questions 5-8

Course	What motivated you to take this/her course? Please be specific	How did you hear about this/her course? Please be specific	What were your goals in taking this/her course? Please be specific	Were these goals met? (Please specify how your goals were or were not met)
ARB EDM FEB 2016	I personally thought it would make me a better advocate to understand the process. As the courts get busier and delays longer the decision to find your own " court " is coming up more often .	Some colleagues in the Edmonton bar had taken the course and recommended it.	I wanted to better understand what the arbitrator - the "trier of fact" is looking for and what challenges that role presents. That understanding helps when formulating submissions .	yes- The course gave real insight into the challenges Arbitrators face from irrelevant submissions to missing evidence . I got the sense of what it is like to " walk a mile in the shoes" of the arbitrator.
ARB EDM FEB 2016	There are lateral roles in my organization that require this/her training (DRB/Office of the Appeals Advisors), so I took the course to expand my exposure to this/her skill set.	From co-workers	To develop an additional skill set regarding decision making.	Yes, I already use the skills taught regarding bias, and weighing the evidence in my current role, but this/her training has enhanced my skills greatly.
ARB EDM FEB 2016	I was proposed as an arbitrator for a bid resolution process and so determined that I should get extra training and certifications.	From other members of my firm.	To take steps to become a certified and then qualified arbitrator.	Yes - I passed the course so I am one step closer!
ARB EDM FEB 2016	Interest in Mediation, Arbitration and Mediation	Web	To get certification and apply at workplace	Don't know the results yet.
ARB EDM FEB 2016	I want to be an arbitrator. I took the communications course, which I also liked (despite the horrible course materials).		To be introduced to the major elements of arbitration as a process and as a profession.	This/her course puts the cart before the horse -- a pass/fail course should not ride on writing an award; at the very least, the hearing should come first.

Questions 5-8

Course	What motivated you to take this/her course? Please be specific	How did you hear about this/her course? Please be specific	What were your goals in taking this/her course? Please be specific	Were these goals met? (Please specify how your goals were or were not met)
ARB EDM FEB 2016	Gain more understanding of Arbitration process.	ADRIA	Gain more understanding	kind of. Assessment was not related to the majority of the course.
ARB EDM FEB 2016	I am approaching retirement from my first career and Arbitration appeals to me as a second career and to keep me active in mind.	I have been familiar with the ADRIC and ADRIA for some number of years through my first career.	1. To determine if I had the aptitude to work as an Arbitrator. 2. To determine if Arbitration was a viable career choice.	Yes. I confirmed that this is an erea of practice that is stimulating and I felt I could succeed given some hard work. I also felt that from what I learned of how the industry of Arbitration works, I may have a chance to supplement my pension with Arbitration work.
ARB EDM FEB 2016	I have always been interested in different types of ADR and arbitration is a process which I have referred clients to on numerous occasions	I heard about the course from a colleague who had taken it recently	My goals were to better understand the process and, upon qualification, possibly expand my practice to include arbitration	Yes - I better understand the process. Too early to tell whether I will expand my practice

Questions 9-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
ARB CAL APR 2016	The facilities were fine.	Better coordination with student and improved course materials. See comments re: video.	No
ARB CAL APR 2016	it was fine.	yes all except the grading of the award was good.	Yes
ARB CAL APR 2016	The facility was okay. At times the activities outside the door were distracting.	Registration was good. I am still awaiting results of the final exam two months post course. That could improve. I also think that while it is necessary to have a course geared to those with no legal knowledge, there is no reason why lawyers with decades of experience ought to sit through days of discussion of basic law and procedure. I don't wish to sound uppity but other than the detailed discussions about the Arbitration Act provisions I learned nothing new for most of the course. There should either be a way for lawyers to challenge the exam or to be waived through most of the course materials.	Yes
ARB CAL APR 2016	somewhat	improve the manuals	No
ARB CAL APR 2016	Facilities were fine and easy to get to on public transport.	Kept the teaching simple and to the point. It would be nice to have two mock arbitrations.	Yes
ARB CAL APR 2016	The facilities were marginally appropriate. i.e. Very noisy and drowned out instructors in certain periods throughout the day. I believe this/her was caused by the adjoining safety courses. The location was not central, Parking was almost non-existent even if you arrived 1/2 to 3/4 of an	The instructors for the course were very well prepared and knowledgeable. Materials must be upgraded and coordinated with class presentation materials. Electronic materials would be appreciated vs. paper copies. Communication with students, course materials and exams should be proofed as errors and inconsistencies detract from the	Yes

Questions 9-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
	hour before the course. Training room setup was awkward and required moving computer equipment from desks prior to beginning. IT help to use internal video displays was repeatedly required, but at times unavailable for the instructors. (Not professional)	credibility of the Association. Alternate facilities should be sought and possibly downtown or central location rather than in the industrial parks.	
ARB CAL OCT 2016	I think the facilities are not ideal, the parking is difficult, traffic is terrible during rush hour periods, there is often noise outside of the training room that is distracting. In the current climate I am sure there are more suitable venues available.	Overall impression was constant with other touch points, professional.	Yes
ARB EDM FEB 2016	Instructor struggled with technology. Lack of preparation.	I am a proponent of ADRIA and its Mission and Values. I certainly see opportunity for the principles of ADRIA within my industry/sector. Adult education has been a large part of my career over the last 20 years. I have come to learn that subject matter experts do not always make the best instructors. If ADRIA has criteria/competencies or educational requirements for instructors they should be reviewed. If these do not exist they should be created. I'm a fan of the CACE (Certificate in Adult and Continuing Education, Faculty of Extension) offered through the U of A. I am certain that the courses I have completed through ADRIA have made me better at my job but due to the inconsistency in instructor competency I cannot in good conscience recommend ADRIA courses to my staff or colleagues.	Yes

Questions 9-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
ARB EDM FEB 2016	they were well suited- no change	I had one concern - that some of the material had actual errors in it from a legal point of view. Especially for the lay students that could be very misleading. - better attention to that would be essential.	Yes
ARB EDM FEB 2016	Facilities were OK, but food options were quite far away.	I could better answer this if I was planning on starting my own practice. There should be more framework to shadow an arbitration to get a practical understanding of how arbitration works. At least 2 more in class days on decision writing and issue identification would be very helpful.	Yes
ARB EDM FEB 2016	Very good - good location and parking availability.	I thought they were very good.	Yes
ARB EDM FEB 2016	Location not the best for someone out of town.	Communication needs improvement	Yes
ARB EDM FEB 2016	They're fine. Thanks for letting us invade your break room!	I have been very happy about all my interactions with ADRIA. It's too bad your materials come from ADRIC. I suggest offering a suite of arbitration courses or just doing mediation. It's unclear to me how someone who's not a lawyer could ever become a C. Arb. -- even Q. Arb. will be a stretch.	No

Questions 9-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?	I agree to my comments being used in promotional materials:
ARB EDM FEB 2016	Excellent	Need to rethink this area. The mediation courses were more focused.	No
ARB EDM FEB 2016	The College facilities were fine. The classroom was fine. An improvement might be to have an updated AV IT capacity and expertise by staff.	It appears that ADRIA is a well run organization with very committed people to the professional of Arbitration. Setting a special social hosted by ADRIA solely for people who have just passed the initial course, so they could speak to persons already in the industry.	Yes
ARB EDM FEB 2016	The facilities were fine	ADRIA did well in terms of registration etc. What it has not done particularly well is to really explain what it does as an organization, steps towards qualification etc	Yes