POST REVIEW OF OPD SERVICES

Name of Program 

Date of Program 

Answer Yes or No

_____ Course entered into Peopleware with correct information (name, codes, description, location, etc.) when brochure released

_____ Email to Transfer Manager when program ready to be downloaded

_____ Purple checklist given to PA by PC (especially for large programs)

_____ Confirmation letters prepared and ready for PC approval within five days after brochure released

_____ CEU Eligibility Forms correct and completed (with all signatures) twenty working days prior to program start

_____ Names checked prior to start of program — to make sure that spelling, address, etc. is correct (this will ensure nametags are correct)

_____ All speakers, program committee members, etc. entered correctly into Peopleware System — nametags/ribbons provided at registration

_____ Checked need for additional ribbons 30 days prior to program — order through Brenda

_____ Desk plates prepared correctly

_____ Asked questions if unsure of procedure(s)

_____ Nametags in registration box and check-in lists done in advance of program

_____ Check-in lists available to all registration helpers — pens, badge holders, etc. provided

_____ Laptop, labelmaker, etc. signed out prior to program as needed

_____ Signs for registration prepared prior to registration — correct breakdown of alphabet

_____ Send email to employees at least 14 working days prior to program start date asking for help — get written commitment. Assignments given to helpers with instructions (minimum 1 day prior to start date of program)

_____ Clear instructions to registration helpers as to what participants are to receive and where they are to go — any other pertinent information

_____ Registration set up (at least) 30 minutes before start of registration

_____ Confirmation letters and receipts sent out to customer within 48 hours of their registration request

_____ Certificates prepared in advance close of program and made available to participants — done by morning of last day of program

_____ All handout materials prepared as directed — check for accuracy

_____ Evaluations provided to participant

_____ Copy of evaluations with comments given to Sabine, made sure all Approving Managers are entered into Peopleware

_____ Door signs prepared in advance and correct

_____ Change Fund — Cash box obtained, if needed prior to registration

_____ Meal tickets prepared/numbered prior to start date

_____ Prepare statistical report within 5 days after completion of program

_____ Close out program as soon as possible after program complete — checked for errors, etc.

_____ Extra registration forms available at registration for walk-ins

_____ Receipt books provided at registration with pre-written receipts

(see back)
PC recommendations for better service:


PA recommendations for better service:


Comments:


Date completed: 

Program Coordinator signature: 

Program Assistant signature: 

**Submit copy to Associate Director**