

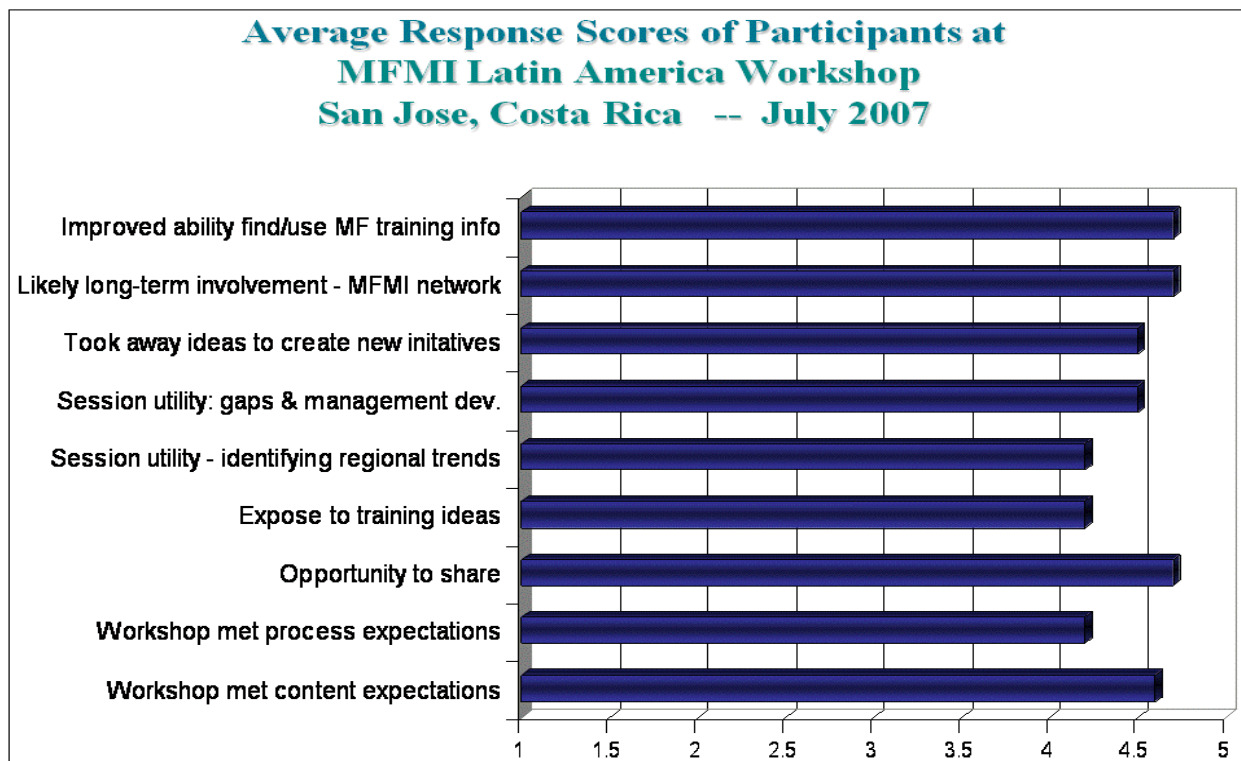
# Summary of Participant Evaluation Results from the MFMI Latin American Regional Workshop, at INCAE, Costa Rica, July 27 2007



At the end of the four-day MFMI-organized, INCAE-hosted Latin-America regional workshop, in Costa Rica, on microfinance training and capacity-building, a sixteen-question evaluation survey was given to participants, filled out anonymously. Twenty-three (23) surveys were completed and tabulated, of which the results follow. (Several participants left before the forms were handed out)

## Quantitative scores

The first nine questions were quantitative and mostly asked the participant to rank how well the workshop fulfilled his or her expectations, ranking from zero-as-lowest to 5-as-highest. The mean scores, averaged per question, were each above 4. One of the lowest scores (4.2, high in absolute terms) was for the break-out sessions on regional trends, even though participants also expressed a desire for more group work when queried during the workshop. One of the highest scores (4.7) was for the long-term implications of the workshop, both to access information about microfinance training and an intention to continue participation with MFMI and the MFMI network. The scores of the nine quantitative questions are charted below.



## Yes/No

The next three questions began with yes-or-no questions about the content. 59 percent said there were agenda items they wish had been treated in more depth (41% said there was nothing to have added). Among the items the participants listed were training, research, evaluation research, course development, exchange of academic personnel and students, and more details about the courses taught by Ron Chua and Luis Noel Alfaro.

32 percentage said there were topics that were not on the agenda which they wish had been. Among those topics were: the impact of capacity building, competency standards, criteria for the course design.

23 percentage said there were agenda items that should have been given less time during the workshop. These topics included: institutional presentations (the participant's profiles) and the development of new education programs. On the other hand, all participants were eager to present about their organizations, so the space for these presentations was important.

### **Longer Free-Form answers**

Asked which aspects of the workshop they liked least or would have eliminated, half said "nothing," while the other half noted: institutional presentations, the presentation about the MF Gateway, and estimating demand or gaps. Several mentioned that there was too-little time available for interaction among the participants or to follow up on the results of working groups.

In response to question number 13 --- name three things you liked most about the workshop -- they offered:

- learning about past MFMI experiences
- the flexibility of the agenda
- the development of associations/networks
- networking
- prospects for consulting work
- the dynamics among the participants
- systems and methods
- learning about other organizations
- getting to know people working internationally
- trends in the microfinance industry
- presentations by professors Alfaro, Chua & Hansch
- logistics support and openness and professionalism of the coordinators
- the conclusions

Responses to "three interesting things" they learned during the workshop were variations of:

- About the prospects of creating networks
- Learning about the shape of the industry, "the global state of microfinance"
- That there are collaborations
- New technology tools
- Programs of micro-insurance
- The different contexts of microfinance in different countries
- Clarification of subjects and the ways participants participated
- "How to work with the MFMI"

Finally, to question 16, "How well, overall, did the workshop fulfill your expectations?", most respondents said between "mostly" and "totally" including "90%", "95%", and "100%" The most common answer was "100%". One said "super."

## Annex

The full questions in the quantitative portion, and the mean scores:

1. How well did this workshop meet your expectations with regard to its content or subject?	4.6
2. How well did this workshop meet your expectations with regard to its process?	4.2
3. How well did this workshop allow you the opportunity to share experiences, insights, ideas and products that you wanted to communicate to others?	4.7
4. How well did this workshop expose you to ideas and experiences with regard to the creation and sustainability of training and education programs for microfinance?	4.2
5. How useful was the day-one breakout exercise on "identifying regional trends" for the development of capability building programs in your region?	4.2
6. How useful was the day-two breakout exercise on identifying gaps and management development for capability building programs?	4.5
7. How well did this workshop challenge you to consider new initiatives or approaches for your organization in MF education?	4.5
8. How likely is it that this workshop will have long-term implications for your active involvement in the MFMI network?	4.7
9. How likely do you think this workshop has provided added value to your organization's ability to find or use information about microfinance training and education?	4.7

### Individual participant response (scores could range from 1 to 5) from the survey

1. How well meet content expectations?	5	4	5	5	5	3	4	5	4	5	5	5	5	5	4	5	5	5	5	4	4
2. How well meet process expectations?	5	4	5	4	4	3	5	4	4	5	5	4	5	4	4	5	4	4	4	4	4
3. How well allow sharing experiences, insights, ideas?	5	4	4	5	4	5	5	5	4	5	5	3	5	5	5	5	5	5	5	5	5
4. How well expose to ideas and experiences?	5	4	4	4	5	2	5	5	4	3	4	4	4	5	5	5	4	4	5	5	4
5. How useful identifying regional trends group exercise?	4	4	4	4	4	4	4	5	4	5	5	3	5	5	5	5	5	5	5	3	3
6. How useful identifying gaps exercise?	5	4	4	4	3	4	5	4	5	5	5	5	5	5	5	5	5	5	4	4	4
7. Challenge you to consider initiatives	5	4	4	5	5	3	4	5	5	3	5	4	5	5	5	5	4	5	4	5	4
8. Long term likelihood of involvement in MFMI network?	5	4	4	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
9. Value added to organizations ability to find or use information?	5	4	4	5	5	4	4	4	5	5	5	4	5	5	5	5	5	5	5	5	4