

# SOP: Post-trip Evaluation and Feedback Collection

This SOP details the **post-trip evaluation and feedback collection** process, including steps for gathering participant insights, assessing trip success, identifying areas for improvement, and compiling comprehensive feedback reports. The goal is to enhance future trip planning and ensure continuous improvement by systematically reviewing experiences and incorporating participant suggestions.

## 1. Purpose

To establish a standardized process for collecting and analyzing feedback after each trip to improve future planning and participant satisfaction.

## 2. Scope

This SOP applies to all staff involved in organizing and evaluating organizational or group trips.

## 3. Responsibilities

- **Trip Coordinator:** Collects and consolidates feedback, prepares reports.
- **Team Members:** Assist with distribution/collection of forms and gathering verbal feedback.
- **Participants:** Provide honest and constructive feedback.

## 4. Procedure

1. **Prepare Evaluation Tools**
  - Create or update feedback forms/surveys (digital or paper-based) addressing all key aspects of the trip.
  - Include open-ended questions for suggestions and specific questions for logistics, activities, accommodations, etc.
2. **Distribute Feedback Forms**
  - Send feedback forms to participants within 48 hours of trip completion.
  - Use preferred communication channels (email, messaging apps, physical distribution).
3. **Collect Responses**
  - Allow a minimum of one week for participants to submit feedback.
  - Send reminders as needed to ensure high response rate.
4. **Compile Feedback**
  - Aggregate responses using spreadsheets or survey tools.
  - Organize feedback by category (e.g., transportation, lodging, activities, meals).
5. **Analyze Results**
  - Identify patterns, strengths, and areas for improvement.
  - Calculate overall satisfaction scores if applicable.
6. **Report Findings**
  - Prepare a summary report including quantitative results, qualitative feedback, and actionable recommendations.
  - Distribute the report to stakeholders (management, organizing team, etc.).
7. **Incorporate Feedback Into Future Planning**
  - Document lessons learned and improvement actions for future reference.
  - Review and update trip planning procedures as needed.

## 5. Documentation & Records

- Completed feedback forms/surveys
- Compiled data and summary reports
- Improvement action log

## 6. Sample Feedback Form Outline

Section	Sample Questions
General Satisfaction	How would you rate your overall experience?
Logistics	Were transportation and accommodations satisfactory?

Activities	Which activities did you enjoy most/least?
Meals & Refreshments	Were meal options adequate?
Suggestions	What improvements would you suggest for future trips?

## 7. Review & Revision

This SOP will be reviewed annually or after significant trips to ensure relevance and effectiveness.