

TRAINING EVALUATIVE STANDARDS

Training evaluation has a number of purposes: it provides feedback for course improvement, training design, and training structure; it identifies trainee's knowledge, skills, and values; it provides data for individual accountability; and it identifies facilitators or barriers to achieving program goals. At the Academy for Professional Excellence, we use a multiple-level evaluation methodology based on Kirkpatrick's training evaluation schema. While Kirkpatrick used a four-level evaluation schema, we have expanded on his theory to a six-level schema: tracking; formative; satisfaction/opinion; knowledge; behavior; and outcomes.

This training evaluation schema includes evaluation of training at the formative & satisfaction/opinion levels including the evaluation of our Trainers.

The Academy has developed a formal evaluation process for trainings that cover the following areas:

- Management of instructional materials
- Delivery and knowledge of content
- Activities and assignments
- Clarity of objectives
- Up-to-date research
- Interactions with participants
- Response to participants
- Discussion techniques
- Management of transitions
- Quality of questions
- Integration of diversity into curriculum
- Checks for understanding and feedback
- Learning opportunities for a variety of learning styles
- Oral and written language
- Knowledge of participants' skills and experience level

All trainings will be evaluated using two forms: a Satisfaction Survey and a Training Observation Form. The Satisfaction Survey will be filled out individually by each trainee present during the training. This satisfaction survey asks the trainee to rate the training in the following areas: content of the training; inclusion of evidence-based and best practices; fairness & equity; cultural sensitivity and issues of diversity; transfer of learning; and overall ratings. These surveys will be compiled and aggregate results will be sent to the Trainer within two weeks after the completion of the training.

The Training Observation Form is used as a quality control/quality assurance tool. This form is filled out by the On-Site Coordinator and looks at six areas: trainer preparedness; training content; transfer of learning and evidence-based practice; training delivery; strengths and/or

challenges; and overall comments. This form is designed to provide context to the training day and additional information that is not normally observed by the trainees.

Results from both forms should be taken into consideration by the Trainer and any reasonable suggestions should be incorporated into future training deliveries. Trainers may contact the staff person who scheduled their training for assistance in interpreting and incorporating these results.