

JOB AID: Creating a Meaningful Level 1 Evaluation

There are three basic reasons to conduct an evaluation of training at level 1 (participant satisfaction) – To improve the program, to maximize transfer of learning, and to be able to market the program more broadly. Your level 1 instrument should ask questions to help you to achieve these purposes; then it will become more than just a perfunctory “smile sheet.”

Select from the questions below to create a more robust level 1 evaluation. An example of what that might look like follows the chart. When making your selections, keep these best practices in mind:

- For every question you ask, you need to ask yourself: How will I use the information I collected and can the information collected be used to predict on-the-job behavior?
- Your level 1 should include a maximum of 9-10 questions (one page, if printed) coming from each of the three columns. The exception is for a pilot program where you may wish to have a few more “To improve the program” questions than usual.
- While questions below are often listed as “yes/no,” almost any question can be re-formatted. The goal is to have about a 50/50 mix of open-ended and multiple choice/Likert scale questions.

To improve the program	To maximize transfer of learning	To market the program / demonstrate its value
<ul style="list-style-type: none"> • What about this program was most useful to you? • What about this program was least useful to you? • How can we improve this program? • How can we improve the Resource Guide? • Yes/No - The Resource Guide will be useful to me on the job. • Yes/No - I felt this program was at an appropriate level of challenge for me. • The level of challenge was: Too easy/just right/too hard. • Yes/No - I think this program should continue to be offered in [4] sessions. <i>If not</i>, what other format might you suggest? 	<ul style="list-style-type: none"> • Yes/No - The examples presented helped me understand the content. • Yes/No - The examples provided reflected real-life situations I face. • Yes/No - The content presented was relevant to my job. • Yes/No - I will be able to apply the knowledge and skills from this class to my job. • What percentage of your total work time requires the knowledge and skills learned for this training? • What percent of new knowledge and skills from this training do you estimate you will directly apply to your job? • Yes/No - This training will improve my job performance. • I am motivated to (<i>or I intend to</i>) apply what I learned in this program. • What was one meaningful piece of feedback you received during this program? 	<ul style="list-style-type: none"> • Yes/No - Would you recommend this course to a colleague? • Why would you recommend, or why wouldn't you recommend, this course to a colleague? • Yes/No - This class was a worthwhile investment of my department's money. • Yes/No - This class was a worthwhile investment in my personal development. • What was the greatest benefit of this program?

To improve the program	To maximize transfer of learning	To market the program / demonstrate its value
<ul style="list-style-type: none"> • Yes/No - I think each session should remain [90 minutes] in length. <i>If not</i>, how long do you think sessions should have been? • What do you wish had been covered in this program that wasn't? • Yes/no - The right amount of interaction with my peers was included in the program. <i>If not</i>, would you suggest more or less interaction? 	<ul style="list-style-type: none"> • Yes/No - I feel confident in my ability to use the knowledge and skills from this program in my job. • What might get in the way of your applying learning from this program once back on the job? • Yes/No - I will be provided adequate resources (time, money, equipment) to successfully apply this training on my job. • Yes/No - I put in my best effort during the course of this program. • How much did you know about this topic coming into the program? How much do you know now? (Nothing-Some-A lot) 	<ul style="list-style-type: none"> • How many stars would you assign this course out of 5? • Would you care to write a testimonial about your experience in this course that could be used in future marketing efforts? <i>If so</i>, please provide your name.

Sample Level 1 Using Job Aid

<ul style="list-style-type: none"> • I think each session should remain [90 minutes] in length – Not really 1 2 3 4 5 Definitely. <ul style="list-style-type: none"> ○ <i>If you answered 1 or 2</i>, how long do you think sessions should have been? • The right amount of interaction with my peers was included in the program – Not really 1 2 3 4 5 Definitely. <ul style="list-style-type: none"> ○ <i>If you answered 1 or 2</i>, would you suggest more or less interaction? • What do you wish had been covered in this program that wasn't? • How can we improve this program?
<ul style="list-style-type: none"> • The content reflected real-life situations I face in my job – Not really 1 2 3 4 5 Definitely • I feel confident in my ability to use the knowledge and skills from this program in my job - Not really 1 2 3 4 5 Definitely • How might this training improve your job performance?
<ul style="list-style-type: none"> • How many stars would you assign this course out of 5? ☆☆☆☆☆ • Why would you recommend, or why wouldn't you recommend, this course to a colleague? • Would you care to write a testimonial about your experience in this course that could be used in future marketing efforts? Yes/No. <i>If yes</i>, please provide your name.
<ul style="list-style-type: none"> • Do you have any additional comments on your experience in this program?