

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. When your level 1 instrument asks questions to help you to achieve these purposes, it will become more than just a perfunctory “smile sheet.”

Select from the questions below to create a more robust level 1 evaluation:

To improve the program	To maximize transfer of learning	To market / demonstrate 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? • The level of challenge was: Too easy/just right/too hard. • What do you wish had been covered in this program that wasn't? • What was covered that you didn't need? • This program should continue to be offered in [4] sessions. If not, what other format might you suggest? • Each session should remain [90 minutes]. If not, how long should sessions have been? • The right amount of interaction with peers was included in the program. If not, would you suggest more or less interaction? • Which of the resources shared in this program might you use on-the-job? 	<ul style="list-style-type: none"> • How relevant was this program to you and your work? • Examples provided reflected real-life situations I face. • How likely are you to have an immediate opportunity to apply skills from this program on-the-job? • What percentage of your total work time requires the knowledge and skills learned for this program? • What percent of new knowledge and skills from this program do you estimate you will demonstrate on the job this month? • How much did you know about this topic coming into the program? How much do you know now? • What is one key takeaway from this program? • 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? • I feel confident in my ability to use the knowledge and skills from this program in my job. • What obstacles may keep you from applying what you learned? • How likely is your manager to engage you in discussion of the new information? • I put in my best effort during the course of this program. 	<ul style="list-style-type: none"> • Would you recommend this course to a colleague? Why, or why not? • How likely are any of your department's tracked crucial business metrics to improve as a result of applying the information from this program? • This program was a worthwhile investment of my department's money. • This program was a worthwhile investment in my personal development. • This program will improve my job performance. • What was the greatest benefit of this program? • How many stars would you assign this course out of 5? • Add your name if you would care to write a testimonial about your experience in this program.

Remember these best practices when creating your evaluation:

- For every question you include, ask yourself: How will I use the information I collected, and can the information collected be used to predict on-the-job behavior?
- Avoid double-barreled questions (that ask more than one thing at a time).
- Your level 1 should include a maximum of 8-10 questions covering all of the three purposes stated above. An exception is for a pilot program where you may wish to have a few more “to improve the program” questions than usual.
- The goal is to make it easy for participants to complete with mostly multiple-choice options, and a few open-ended questions.
- One of the most common response scales – a Likert scale that measures how strongly people agree or disagree with a statement – is not always reliable (different people define the points on the scale differently) or actionable and should be avoided where possible.

Example:

- The level of challenge for this program was: ___ Too easy ___ Too difficult ___ Just right
- What do you wish had been covered in this program that wasn't?
- Which statement describes the likelihood that you will use knowledge and skills from this program?
 - I will have an immediate opportunity to use new knowledge or skills in my work
 - I may use new knowledge or skills in the next two months
 - I'm not yet sure how I might use new knowledge or skills in my work
 - It is unlikely I will use new knowledge and skills in my work
- What is one key takeaway from this program?
- What might get in the way of you applying knowledge or skills from this program on the job? *(NOTE: This question can be open-ended or multiple choice, with options including: No time, lack of manager support, lack of peer support, lack of resources, other)*
- How confident are you in your ability to use the knowledge and skills from this program on-the-job?
 - I am ready to integrate my new knowledge and skills quickly and without support
 - I will be able to integrate knowledge and skills with some job aids or resources
 - I will require additional training/a refresher before I can integrate new knowledge or skills
 - I am not confident I will be able to use the knowledge or skills from this program
- How motivated are you to use the knowledge and skills from this program on the job?
 - I am eager to get back to work and put this into practice!
 - I'm somewhat looking forward to seeing how I can use the knowledge and skills back at work
 - I am not motivated to use knowledge or skills from this program
- How likely are any of your department's tracked crucial business metrics to improve as a result of applying the information from this program?
 - This program will have an immediate positive impact on our crucial business metrics
 - It's possible our crucial business metrics may improve because of this program
 - There will be no impact on our crucial business metrics as a result of this program
- How many stars would you assign this course out of 5? ☆☆☆☆☆
- What additional comments do you have on your experience in this program? Consider timing, format, content, facilitator, navigation, enrollment, communications, resources, etc.