**Course Evaluation Tool**

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| **Course Identification** | | | |
| **1. Course number** |  | **2. Course title** |  |

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| **Level 1: Reaction** | |
| **1. Reactions to course components (Check boxes)** | |
| **To instructor** |  |
| **Course content** |  |
| **Facilities** |  |
| **Clarity of objectives** |  |
| **Training time appropriate** |  |
| **Usefulness level** |  |
| **Engagement level** |  |
| **Participation level** |  |
| **Training materials** |  |
| **Relevance/appropriateness of shadowing** |  |
| **Relevance/appropriateness of mentor** |  |

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| **2. Questions to include in post-course survey (List)** |
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| **Level 2: Learning**  **(Trainee Acquisition of Knowledge and Skills)** | | |
| **1. Knowledge (List)** |  | |
| **Skills (List)** |  | |
| **Abilities (List)** |  | |
| **Attitudes & values (List)** |  | |
| **2. Possible metrics**  **(Check all that apply)** | | |
| **Test scores during and after the training** | |  |
| **Evaluation of applied learning projects** | |  |
| **Influence on performance KPI’s** | |  |
| **Course completion and certification** | |  |
| **Supervisor report and feedback** | |  |
| **LTSS clarification request** | |  |
| **Other** | |  |

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| **If other, explain** |
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| **3. Evaluation design** | | |
| **Post-test only** | |  |
| **Pre-test/post-test** | |  |
| **Pre-test/post-test with comparison group** | |  |
| **4. When will the evaluation happen?** |  | |

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| **Level 3: Behavioral and Performance Indicators** | | | |
| **1. Possible methods of evaluation**  **(Check all that apply)** | | | |
| **Self-assessment questionnaires** | | |  |
| **Informal feedback from peers and managers** | | |  |
| **Focus groups** | | |  |
| **On-the-job observation** | | |  |
| **Actual job performance key performance indicators (KPI’s)** | | |  |
| **Customer surveys, comments, or complaints** | | |  |
| **Other** | | |  |
| **If other, explain** | | | |
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| **2. Evaluation design** | | | |
| **Post-test only** | |  | |
| **Pre-test/post-test** | |  | |
| **Pre-test/post-test with comparison group** | |  | |
| **3. When will the evaluation happen?** |  | | |

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| **Level 4: Organizational effectiveness** | | | |
| **1. Key metrics**  **(Check all that apply)** | | | |
| **Improved organizational results** | | |  |
| **Performance utilization** | | |  |
| **Increased quality of work** | | |  |
| **Retention** | | |  |
| **Engagement** | | |  |
| **Customer satisfaction index** | | |  |
| **Other** | | |  |
| **If other, explain** | | | |
|  | | | |
| **2. Evaluation design** | | | |
| **Post-test only** | |  | |
| **Pre-test/post-test** | |  | |
| **Pre-test/post-test with comparison group** | |  | |
| **3. When will the evaluation happen?** |  | | |