**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** |
|  |
| **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?** |  |