Evaluation of training and learning

These instruments for training and learning evaluation and follow-up were developed by Dr. Hajje, who is an expert in this field, and author of several books about training and learning. These materials are free for personal and organizational use subject to the terms stated (basically, retain the copyright notice, accept liability for any issues arising, and don't sell or publish the materials).

This document contains the essential end-of-programme validation, feedback and follow-up instruments: most ready for use, others for you to develop to suit your own situation.

Instruments such as the ones included here are the most effective way of:

a) determining what the participants have learned
b) giving the learners time to reflect on their learning during the programme prior to their completion of their post-training personal action plan
c) getting useful feedback in an organized manner, to help with future training planning, and
d) ensuring trainees and learners follow-up their training with relevant actions to apply, improve, develop and reinforce learning attained.

The document contains two alternative learning evaluation instruments; two suggested approaches to post-training personal action planning, and four types of 'reactionnaire' for post-training feedback.

tools included:

- Evaluation of Learning Questionnaire (LQ) - ready to use
- Evaluation of Key Objectives Learning Questionnaire (KOLQ) - guide
- Action Plan template and instruction - ready to use
- Four separate and different 'Reactionnaires' - to suit different situations

about 'reactionnaires'

It is often valuable to obtain the reactions of training participants to matters outside the evaluation of the learning itself, eg., domestic arrangements, style and pace of training delivery, training administration, etc.

By using a well constructed and effective 'reactionnaire' (not a tame 'happy sheet', skewed to prompt favourable comments) useful data can be obtained to help plan future training.

It is not necessary to have this type of feedback completed after every course or programme. Use 'reactionnaires' for the first two or three times that a new programme or course is run, to enable fine tuning and to identify problem areas.

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evaluation of learning questionnaire (LQ)

Please consider the learning programme that you have attended and complete the following. Be completely honest in your assessments and answer the questions as fully as possible, continuing on a separate sheet if necessary. You will find your reflections helpful in the completion of your Action Plan.

LQ Part I - Learning

To what extent do you feel you have learned from the programme? (Please ring the score number that you feel most closely represents your views)

Learned a lot	***6***	***5***	***4***	***3***	***2***	***1***	***Learned nothing***

If you have rated 6, 5 or 4 please describe a) what you have learned and b) what you intend to do with this learning on your return to work.

If you have rated 3, 2 or 1, please state as fully as possible the reasons why you gave this rating.

LQ Part II - Confirmation of Learning

To what extent do you feel you have had

training location - ease of travel

Good	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

Why have you given this score?

other: ……..

Good	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

Why have you given this score?

any other comments:

reactionnaire 3 (general)

Comments are required as well as scores please.

For every item place an 'X' in the scoring box that most closely represents how you feel about the programme. Also, please comment briefly on each item about your reasons for giving this score, particularly if your ratings are 3, 2 or 1.

	6	***5***	***4***	***3***	***2***	***1***	
Stimulating	o	o	o	o	o	o	***Boring***

Please comment briefly why you have given this rating

Useful for my work	o	o	o	o	o	o	***Useless***

Please comment briefly why you have given this rating

Relevant to my work	o	o	o	o	o	o	***Irrelevant***

Please comment briefly why you have given this rating

Good discussions	o	o	o	o	o	o	***Limited discussions***

Please comment briefly why you have given this rating

Flexible structure	o	o	o	o	o	o	***Rigid structure***

Please comment briefly why you have given this rating

Well conducted	o	o	o	o	o	o	***Poorly conducted***

Please comment briefly why you have given this rating

Demanding	o	o	o	o	o	o	***Undemanding***

Please comment briefly why you have given this rating

	6	5	4	3	2	1	
Challenging	o	o	o	o	o	o	***Patronizing***

Please comment briefly why you have given this rating

Well spaced out	o	o	o	o	o	o	***Too condensed***

Please comment briefly why you have given this rating

Good use of time	o	o	o	o	o	o	***Poor use of time***

Please comment briefly why you have given this rating

Good level of activity	o	o	o	o	o	o	***Poor level of activity***

Please comment briefly why you have given this rating

My objectives achieved	o	o	o	o	o	o	***My objectives not achieved***

Please comment briefly why you have given this rating

I would recommend the programme to my colleagues Yes o No o

any other comments:

reactionnaire 4 (general - detailed)

Please comment as fully as possible on all relevant items and where scoring ranges are given, circle the score that most closely represents your views.

general

1. To what extent have the objectives of the programme been achieved?

Fully	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

If you have scored 3, 2 or 1, please comment why you have given this rating.

2. To what extent have your personal objectives for attending the programme been achieved?

Fully	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

If you have scored 3, 2 or 1, please comment why you have given this rating.

3. To what extent has your understanding of the subject improved or increased as a result of the programme?

A lot	***6***	***5***	***4***	***3***	***2***	***1***	***Little***

If you have scored 3, 2 or 1, please comment why you have given this rating.

4. To what extent have your skills in the subject of the programme improved or increased as a result of the programme?

A lot	***6***	***5***	***4***	***3***	***2***	***1***	***Little***

If you have scored 3, 2 or 1, please comment why you have given this rating.

5. To what extent has the programme helped to enhance your appreciation and understanding of your job as a whole?

A lot	***6***	***5***	***4***	***3***	***2***	***1***	***Little***

If you have scored 3, 2 or 1, please comment why you have given this rating.

6. What is your overall rating of this programme?

Excellent	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

Make any comments on your ratings that you feel will be of help to the designers of this programme.

7. To what extent would you recommend others with similar needs to your own to attend this programme?

Fully	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

programme administration

8. To what extent was material necessary to the programme provided to you prior to the programme?

Fully	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

9. What was the level of the instructions given to you to, a) attend the programme, b) complete pre-programme material, c) bring relevant material with you to the programme, d) travel to the training location?

a)	***Excellent***	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***
b)	***Excellent***	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***
c)	***Excellent***	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***
d)	***Excellent***	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

Please make any comments you feel would help the designers and administrators of this programme.

10. Did you think that the number of participants on the course was

Too few o ***Just right*** o ***Too many*** o

trainer evaluation

11. Please rate each trainer by placing his/her initials under the relevant score and for each aspect, from (a) to (f).

		Very effective	***Good***	***Not very effective***	***Not effective***
(a)	Knowledge of subject	4	3	2	1
(b)	Organization of sessions	4	3	2	1
(c)	Obvious preparation	4	3	2	1
(d)	Style and delivery	4	3	2	1
(e)	Responsiveness to group	4	3	2	1
(f)	Producing a good learning climate	4	3	2	1

Any other comments:

balance of programme

12. How do you rate the balance between input sessions, activities, discussions, and videos?

Good balance	***6***	***5***	***4***	***3***	***2***	***1***	***Poor balance***

Why do you give this rating?

13. How did you feel about the length of the programme?

Too short o ***Just right*** o ***Too long*** o

14. To what extent was the programme logically sequenced?

Well sequenced	***6***	***5***	***4***	***3***	***2***	***1***	***Poorly sequenced***

In what way?

15. How did you feel about the pacing of the programme?

Too short o ***Just right*** o ***Too long*** o

16. How effective were the practical activities?

Very effective	***6***	***5***	***4***	***3***	***2***	***1***	***Ineffective***

Why do you give this rating?

17. What was the level of time given for (a) the activities and (b) the follow-up discussion?

a)	***Sufficient***	***6***	***5***	***4***	***3***	***2***	***1***	***Insufficient***
b)	***Sufficient***	***6***	***5***	***4***	***3***	***2***	***1***	***Insufficient***

What level of time would you like to have seen?

18. How knowledgeable and/or experienced are you in the techniques and approaches of training?

Very	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

In what way?

programme content

19. What did you like best about the programme?

20. What did you like least about the programme?

21. What did you learn from the programme?

22. What did you not learn from the programme that you were expecting to learn?

23. What do you think should be added to the programme?

24. What do you think should be dropped from the programme?

25 To what extent did the programme duplicate what you had learned previously

26. What are your views on the handouts issued?

Excellent quality	***6***	***5***	***4***	***3***	***2***	***1***	***Poor quality***

Too many	o	***Just right***	o	***Too few***	o
Very relevant	o	***Satisfactory***	o	***Not at all relevant***	o

Any comments on the above ratings?

26. What are your views on the visual aids used?

OHP/Powerpoint slides:

Excellent quality	***6***	***5***	***4***	***3***	***2***	***1***	***Poor quality***

Too many	o	***Just right***	o	***Too few***	o

Well used	***6***	***5***	***4***	***3***	***2***	***1***	***Badly used***

Flipchart:

Excellent quality	***6***	***5***	***4***	***3***	***2***	***1***	***Poor quality***

Too many	o	***Just right***	o	***Too few***	o

Well used	***6***	***5***	***4***	***3***	***2***	***1***	***Badly used***

training location

27. How do you rate the training establishment?

Excellent	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

If you have rated 3, 2 or 1, please state why.

28. How do you rate the training accommodation (training room, etc)?

Excellent	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

29. How do you rate the service (breaks, refreshments, meals, etc)?

Excellent	***6***	***5***	***4***	***3***	***2***	***1***	***Poor***

post-training

30. Has a post-training debriefing meeting been arranged with your line manager?

Yes o ***No*** o

31. If 'No', will you have a post-training debriefing with your line manager?

Yes o ***Don't know*** o ***No*** o

32. To what extent will you be helped to implement your Action Plans: (a) by your line manager (b) by your colleagues?

A lot	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

A lot	***6***	***5***	***4***	***3***	***2***	***1***	***Not at all***

33. If your line manager does not perform post-programme reviews and follow-up of your action plans, do you agree that the Training Department can contact you for this purpose?

Yes o ***No*** o ***Don't know*** o

34. Are there any other comments about the training programme that have not been covered and that you would like to make?