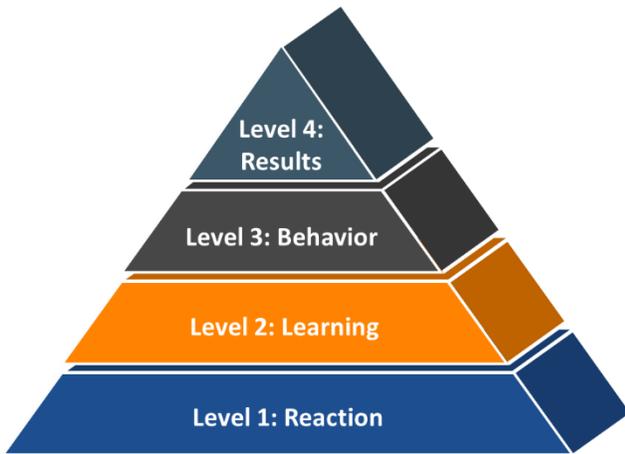


Evaluation Services



A well-designed evaluation process serves as an integrating element for the entire cycle of a training program or workshop. Timely evaluation provides both qualitative and quantitative feedback to ensure the relevance and usefulness of knowledge transfer. Properly executed, the evaluation process is much more than scorekeeping after the fact. Rather, it validates the transfer and application of knowledge and guides the development, delivery, and modification to best serve the needs of learners.

Philosophy and Approach

Dering provides evaluation and analysis of training programs and workshops within the framework of the Kirkpatrick Four Levels of Evaluation. Dering works with each client to determine which levels of evaluation are appropriate for the type of training program or workshop and how frequently summary reports should be compiled.

The Level 1 form, is used to determine participants' reaction (on a scale of 1 [low] to 5 [high]) to course content, instructor effectiveness, and the facility.

The Level 2 training evaluation captures information on the transfer of knowledge, as indicated by performance on pre- and post-course quizzes.

A follow-up survey, the Level 3 form is distributed to participants approximately three to six months after the training. The questions are designed to help measure how learning has been applied on the job and what quantifiable results have been realized.

Level 4 evaluation serves to further define the quantifiable benefits received from training or to better understand the barriers to their implementation. Based on response to the Level 3 form, Dering interviews participants by phone and captures their narrative feedback.

All evaluation outcomes are documented in a summary report and provided to the client.

Benefits

- Evaluation helps ensure your training programs and workshops are relevant and useful your participants.
- Receiving participants' reactions immediately following a training program or workshop allows you to make any needed modifications before future sessions are held.
- Pre- and post-quizzes can help you measure the effectiveness of the training.
- Follow-up surveys and interviews help you further understand how training has been applied on the job, or discover barriers to implementation.