

Course Evaluation & Benefits to Organization

Template

	PROGRAM VALUE
1 REACTION	How best can the knowledge, skills or information be delivered so that people acquire the knowledge they need to change performance in order to improve the business measures, thereby, taking advantage of the payoff opportunity?
2 LEARNING	What knowledge, skills, or information could prepare those charged with the performance change?
3 APPLICATION	What performance change is needed to improve the business measures? (or) What performance needs to be changed using the acquired knowledge and skills?
4 IMPACT	What key business measures, if improved, could solve the problem or take advantage of the economic opportunity? (or) If the job performance changes, how will it impact the business (revenue, productivity, quality, cost, time, customer satisfaction, etc.)
5 ROI	What is the opportunity to make money, save money, avoid costs, or do some greater good? Is this opportunity worth pursuing?



	BROAD OBJECTIVE	MEASURE	DATA SOURCE	DATA COLLECTION METHOD	TIMING	RESPONSIBILITIES
1 REACTION	At the end of course, participants will perceive program content as relevant to their jobs.	80% of participant rate program relevance a 4.5 out of 5 on Likert scale.				
2 LEARNING	At the end of the course, participants will be able to implement Microsoft Word.	<p>Within a 10-minute time period, participant will be able to demonstrate to the facilitator the following applications on Microsoft Word with zero errors.</p> <ul style="list-style-type: none"> • File, Save as, Save as Web Page • Format, including font, paragraph, background, and themes • Insert tables, add columns and rows, and delete columns and rows. 				

	BROAD OBJECTIVE	MEASURE	DATA SOURCE	DATA COLLECTION METHOD	TIMING	RESPONSIBILITIES
3 APPLICATION	Participants will use effective meeting behaviors.	<p>Participants will develop a detailed agenda outlining the specific topics to be covered for 100% of meetings.</p> <ul style="list-style-type: none"> Participants will establish meeting ground rules at the beginning of 100% of meetings. Participants will follow up on meeting action items within three days following 100% of meetings. 				
4 IMPACT	Reduce number of errors on job.	Reduction of error in catheter administration by 90% within one week of course completion.				
5 ROI	<p>TANGIBLE Set slightly above other investments, e.g. 25%</p>		<p>INTANGIBLE Measuring considerations around aspects such as: image, organizational commitment, reputation, engagement, collaboration.</p>			