

Post-Training Evaluation Tips:

Yardstick has created this tips sheet for you to use after your eLearning course has been developed and implemented. It provides some tips and strategies for evaluating the impact of your course(s). This will help you to: revise the course if necessary, demonstrate the impact of the course on learner and organizational performance, and understand future training and development needs. The goal is to help move beyond the basic levels of evaluation – how did learners feel about the training and are they able to answer correctly on a test – and truly understand how the learning has impacted participants' behaviour and helped your organization achieve your targeted outcomes. This ensures that you are covering all four levels in [The Kirkpatrick Evaluation Model](#).

Think back to the gap analysis that you did before you started the training. What was the organizational result you were aiming for? What were the performance outcomes you wanted to achieve? Who was the target audience? Focus your evaluation on these areas but keep your eyes open for unexpected outcomes.

What do you need to evaluate?

Target audience:

- How much of your target audience was trained?
- Did you discover that additional people needed training as well? Keep watching for this as you do your evaluation and follow-up; untrained personnel may unknowingly be creating barriers for your learners to implement their training.

Performance/Behavioural outcomes:

- Has the training impacted learner performance and behaviour?
 - Gather information from multiple sources such as the learners, their supervisors/managers, customers/volunteers/donors, or even an external reviewer or auditor such as a safety auditor.
 - Examine performance and behavioural outcomes at a number of different times after the training (eg. 1 week, 3 months, 6 months).
 - Tools you can use include: observation checklists, follow up test questions, feedback forms, and organizational records.

EDMONTON

#200, 8616 – 51 Avenue
Edmonton, Alberta

Phone: (780) 409-5606
Toll Free: (866) 793-4820

TORONTO

#1602, 365 Bloor St. East
Toronto, Ontario

Phone: (647) 725-0140
Toll Free: (888) 382-9676

Organizational results:

- Has the training impacted organizational results such as number of safety incidents, productivity, cost of production, profit?
 - Generally speaking results won't show up in the organization immediately. The time scale may be as short as 3 months but will most likely be around six months to a year.
 - Tools you can use include: ongoing reporting standards and organizational audits.

How will you do the evaluation?

Learner Observations:

To gather the necessary information to evaluate your training program it is beneficial to follow up with learners one week, one month, three months, and a year after they complete the training course. Some questions to ask may include:

- What is the greatest benefit of the eLearning program in your work?
- Is there anything that you still find challenging and would like further training on?
- Are there any barriers that are preventing you from implementing your training?
- How has the eLearning program affected your confidence in performing the related tasks?
- Do you feel like you need additional support in order to implement what you learned in the eLearning?

Supervisors and Management Observations:

- Engage supervisors and management in evaluating the training.
 - Have the staff/volunteers who completed the training shown improvements in performance such as increased productivity, fewer safety incidents, improved independence in job duties?
 - Have you noticed other outcomes such as improved morale, decreased incidents of interpersonal conflict, reduced sick days, or other outcomes?

It is helpful if you started the process of developing your training with some of these questions in mind, but it is never too late to start evaluating. Evaluation can help you to maximize the impact of your training, focus future training efforts, and ultimately improve your desired organizational results.

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