



Friday 7th December 2018

Online Event – Session 2 (14:30–15:45)
Discussion: Evaluation of Training



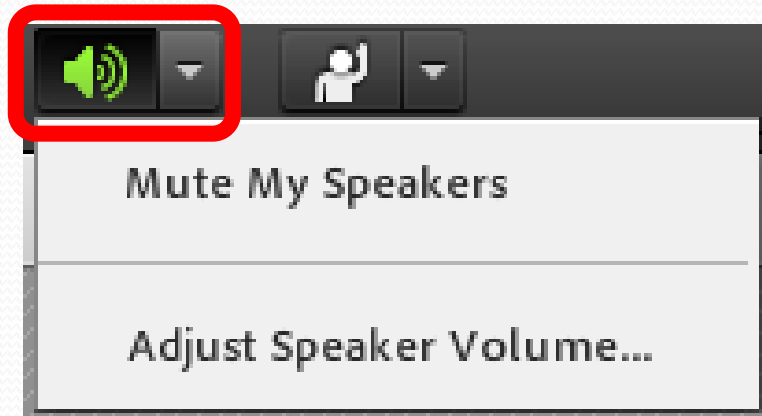
Adobe[®] Connect[™]



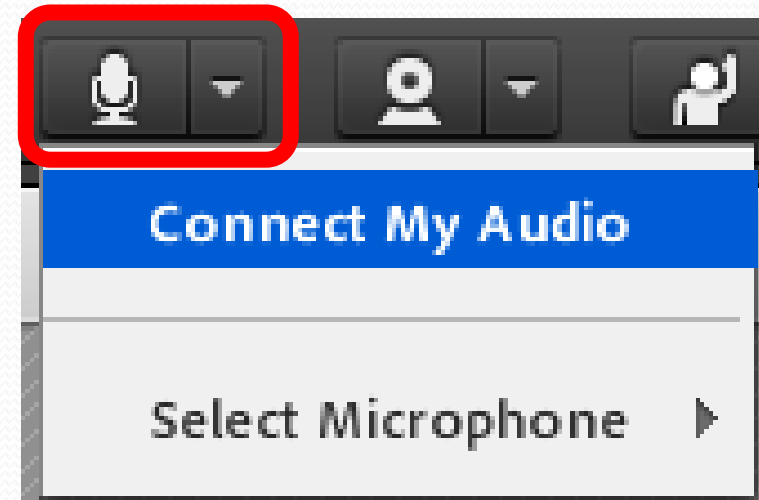
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Setting up Audio & Webcams

Speakers/Headphones

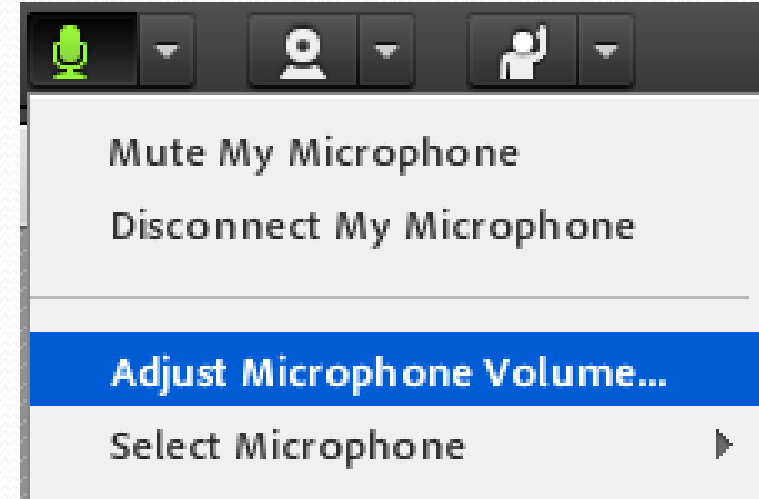
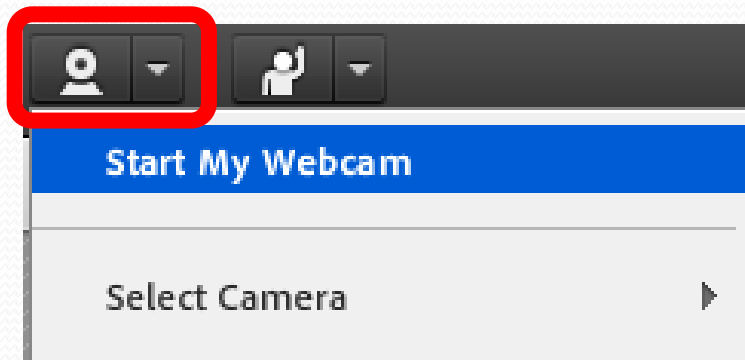


Microphone



Note: Host will test delegates Microphones before session commences

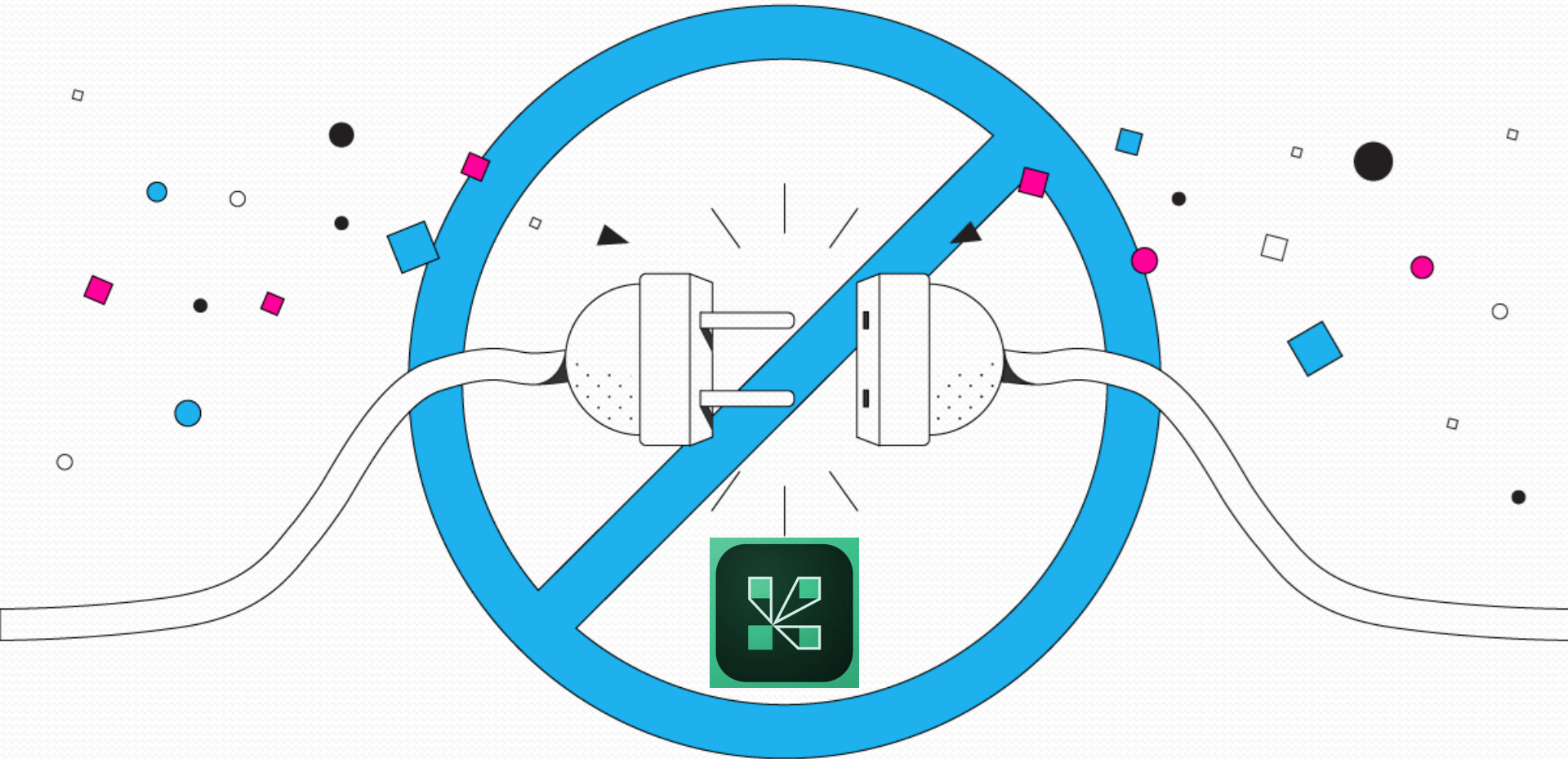
Webcam



Interacting with Presenters



If connection drops, please just re-join



Ready to commence recording...





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Overview of Session

- Techniques used to obtain and analyse feedback from SITS/SID training.
 - Approaches used.
 - Analysis of feedback.
 - Using feedback to validate and improve training.
- **Discussions:**
 - Techniques explored & lessons learned.
 - Planning evaluations for **new** SITS/SID projects.
- Our facilitators welcome contributions and experiences from other trainers.

Agenda

- **Whiteboard: Introductions**
- **Poll: Collecting Feedback**
- **UoL Case Study: SITS Training Evaluation**
 - Donald Kirkpatrick's Four Levels of Evaluation
 - Online Feedback Form & Examples of Results/Analysis
 - Post Go-Live Quality Reviews
- **Discussions: Planning Evaluations For New Projects**
 - **Thomas Undy**, Canterbury Christ Church University
 - **Jason Parry**, University of Portsmouth
- **Whiteboard: Training - current, relevant, useful, effective**
- **Q&A and Summary**



Introductions

STN Committee



Dr. Richard Clark
University of London



Luke Austin
Wrexham Glyndŵr University



Richard Block
Aston University



John Crofts
University of Surrey

Presenters



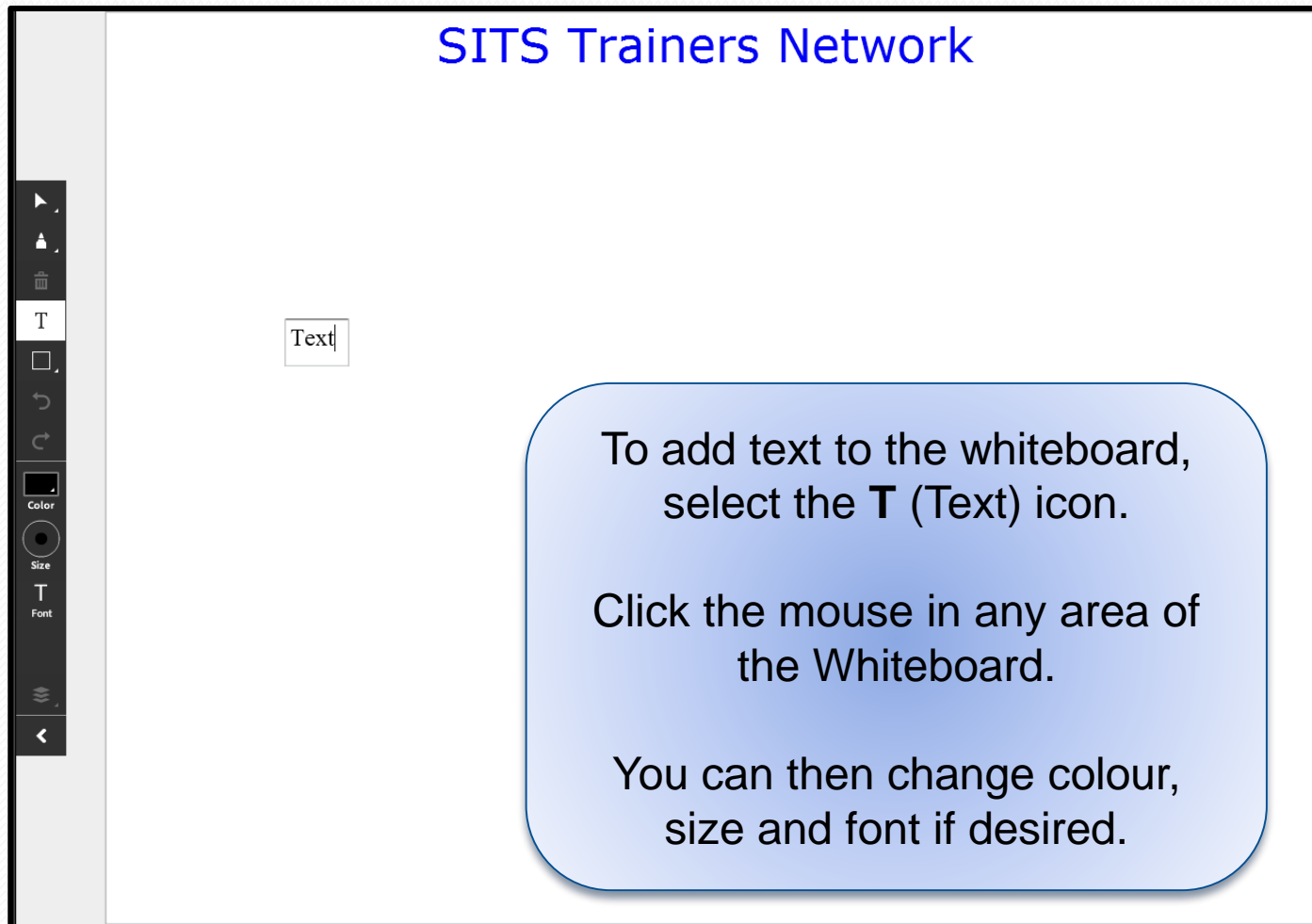
Thomas Undy
Canterbury Christ
Church University



Jason Parry
University of
Portsmouth

Welcome to All Delegates

- Interactive Whiteboard

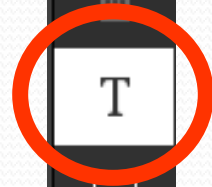


The screenshot shows a whiteboard interface with a title bar at the top that reads "SITS Trainers Network". On the left side, there is a vertical toolbar with icons for navigation, erasing, and text tools. The text tool icon, a capital letter 'T', is highlighted with a red circle. In the center of the whiteboard, there is a small text box containing the word "Text". On the right side, there is another vertical toolbar with icons for erasing, undo, redo, color selection, size selection, and font selection. The 'T' icon in this toolbar is also highlighted with a red circle. A large blue rounded rectangle in the center of the whiteboard contains the following text:

To add text to the whiteboard,
select the **T** (Text) icon.

Click the mouse in any area of
the Whiteboard.

You can then change colour,
size and font if desired.



T

Poll: How do you collect feedback?



Training Evaluation



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-
- Methods used to evaluate SITS (and other) training programmes at the University of London



Dr. Richard Clark
University of London

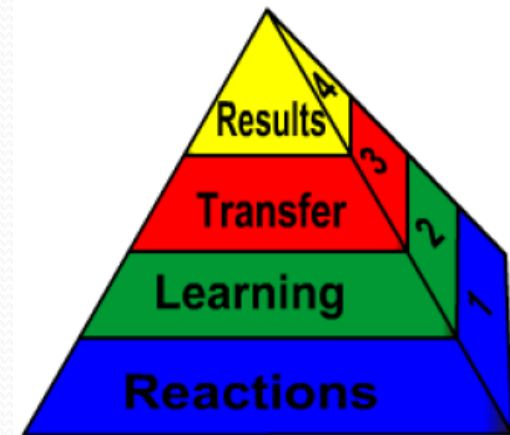
Training Evaluation



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Quality of training - *Donald Kirkpatrick's* four levels of evaluation applied:

- **Reactions** initial feedback obtained from users (i.e. what they thought & felt).
- **Learning** the resulting increase in knowledge or capability (i.e. extent to which users learned from the training).
- **Behaviour** how effectively users have applied their new skills and knowledge in practice “on the job”.
- **Results** the effects on the business or environment resulting from the trainee's performance (i.e. how the overall purpose of the training has been achieved by applying new skills/knowledge and the effect on the performance of the organisation).



Kirkpatrick's Four
Levels of Evaluation

Training Evaluation




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SurveyMonkey.com
because knowledge is everything

Feedback forums also
available via e-learning
courses.

Post Go-Live
Quality Reviews
(*more on this later*).



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SITS Vision Training Feedback/Evaluation

Your comments on the course will be of great value for future planning. Please complete the following in as much detail as possible.

* 1. Please provide the following information:

Course title:

SITS Vision course title:

* 2. Date of course:

This forum allows everyone to choose whether to subscribe or not

[Force everyone to be subscribed](#)

[Show/edit current subscribers](#)

[Subscribe to this forum](#)

Feedback & discussions (Introduction)

Please feel free to use this forum to post any feedback comments with regards to the contents of the **Introductory** section of the course.

Your helpful comments will be used to continually improve course materials

[Add a new discussion topic](#)

Training Evaluation



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7. Which aspects of the course (if any) did you least like and why?

[Download](#)

1. Unfortun...
2. technical
3. Lack of c...
4. Clerance...
5. Restricti...
6. The fact...
7. Letters b...

14. To what extent do you feel that you can implement what you have learned from the course in terms of the 'Go Live' date for the system?

[Create Chart](#) [Download](#)

1. Not at all
2. To some extent
3. To a significant extent
4. To full extent

15. Would you like additional/follow-up training with regards to any aspects of the course?

[Create Chart](#) [Download](#)

		Response Percent	Response Count
No		9.1%	1
Yes		90.9%	10

[Hide replies](#) If so, on what subject? 7

1. Still a lot to be done withi...
2. Only in the extent that i thi...

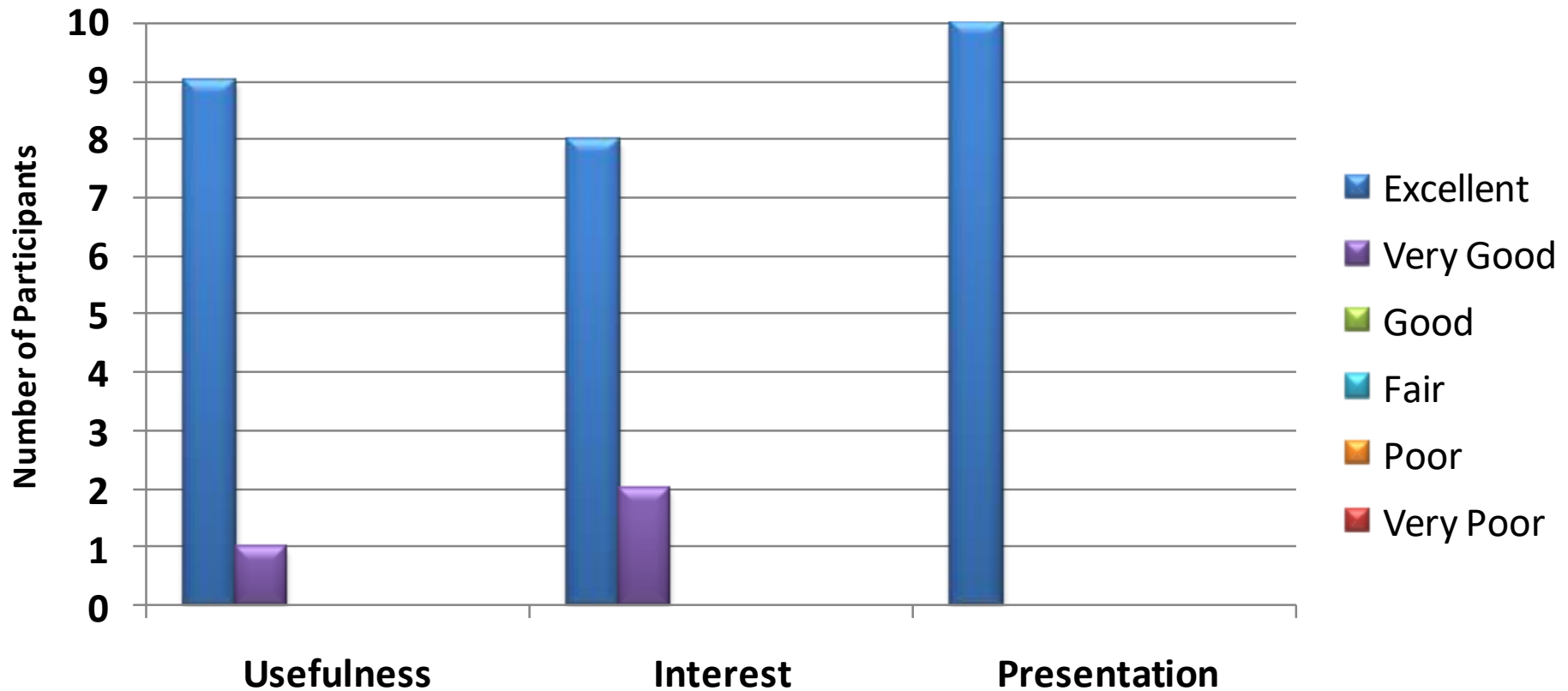
1. Second opportunity for follow up when more aspects have been completed/finalised Thu, Jul 15, 2010 3:41 PM [Find...](#)
2. Going through application from start to finish SAP and QE screens Thu, Jul 15, 2010 3:39 PM [Find...](#)
3. Once the bugs of the system have been ironed out and everything is working I would like a refresher. Thu, Jul 15, 2010 3:39 PM [Find...](#)
4. As above Thu, Jul 15, 2010 3:39 PM [Find...](#)
5. May pop into a drop in session Tue, Jul 13, 2010 3:40 PM [Find...](#)
6. The intray feature which was currently unavailable Tue, Jul 13, 2010 3:37 PM [Find...](#)
7. Letters - just to see how it works for myself. Tue, Jul 13, 2010 3:29 PM [Find...](#)

Training Evaluation



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- *Example:* General Reaction to Course/Training



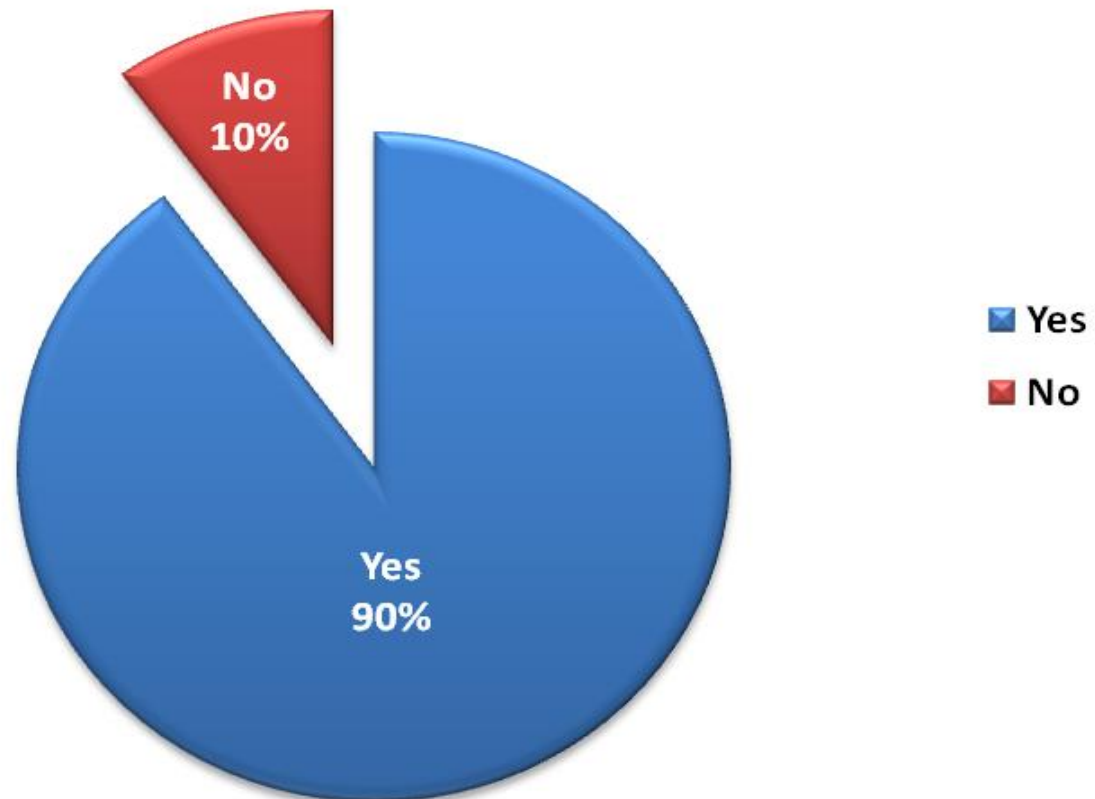
Training Evaluation



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- *Example:* e-Learning

Prior to completing the course, did you make use of the e-learning materials

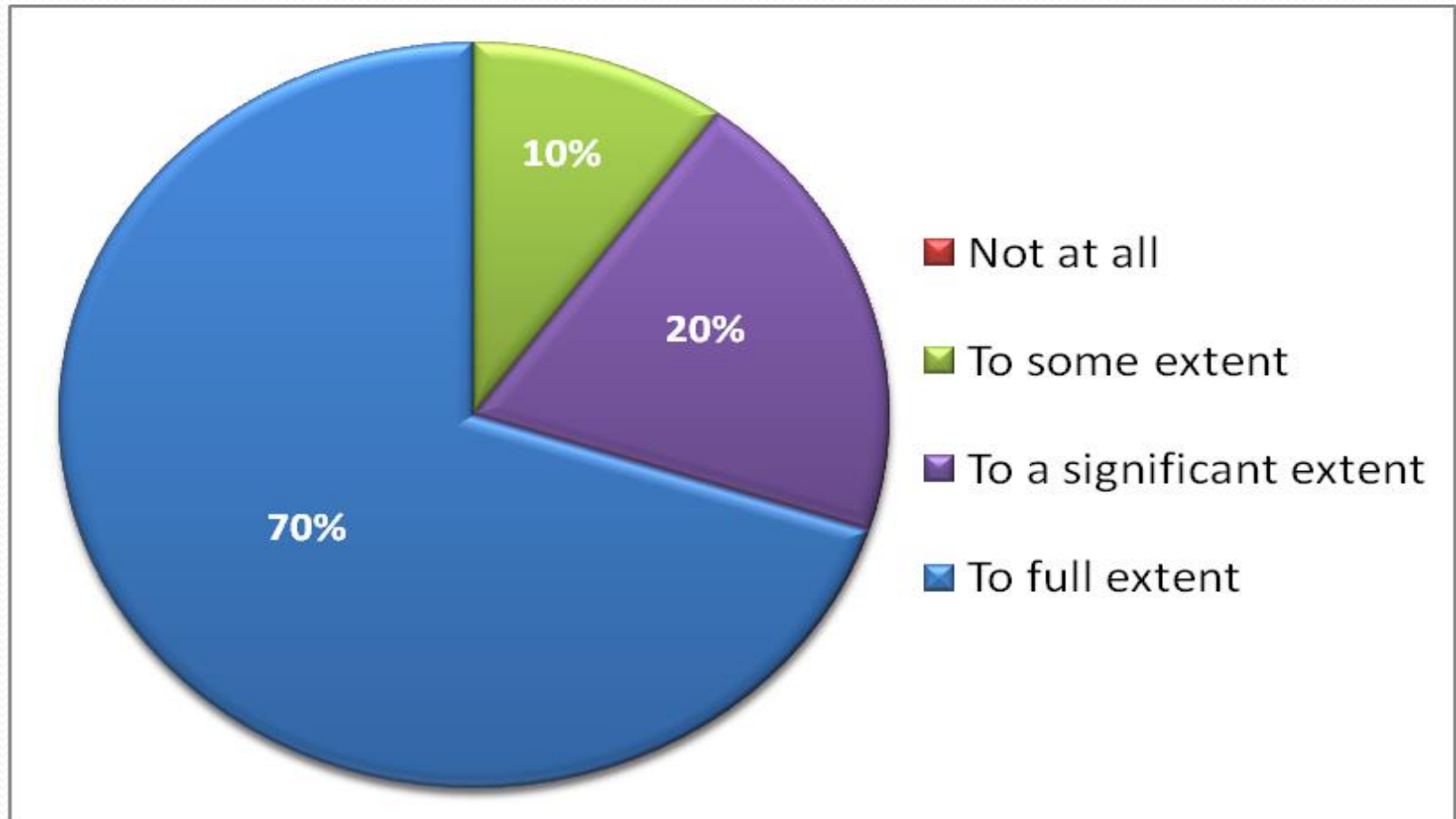


Training Evaluation



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- *Example:* “To what extent do you feel that you can implement what you have learned from the course in terms of 'Go Live'”



Training Evaluation

(Post Go-Live Quality Reviews)



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- Reviews conducted after a product had been in use for a period of time (subsequent to Go Live).
- Functional Compliance
- Usability
- Development process
- Technical Support
- Training:
 - Pre Go Live training.
 - Go Live support.
 - Post Go Live support.
 - Development of further materials.



Pre-meeting
Questionnaire



Meeting and
Discussion

Training Evaluation (Lessons Learned)



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- Stable, maintainable & tested training system with all developments/updates.
- Realistic training data.
- Bespoke examples that apply to business processes.
- Shorter 'workshop' style training sessions received more favourably than full day training courses.
- Attendance of Business Process experts at training sessions have helped assist with user discussions.
- Training near to 'go live' has helped users gain confidence in new systems (i.e. not too far in advance that users won't remember training materials).



Planning Training Evaluation (For new implementation projects)



Thomas Undy
Canterbury Christ
Church University



Canterbury
Christ Church
University



Jason Parry
University of
Portsmouth



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PORTSMOUTH

Training Evaluation



- Methods used for longer term evaluation. Any experience of linking training evaluation to benefits analysis work?
- Experiences of using 'pilot' groups to evaluate training before it is delivered to end users
- The use of change champions to give feedback on training



Jason Parry
University of
Portsmouth

Training Evaluation



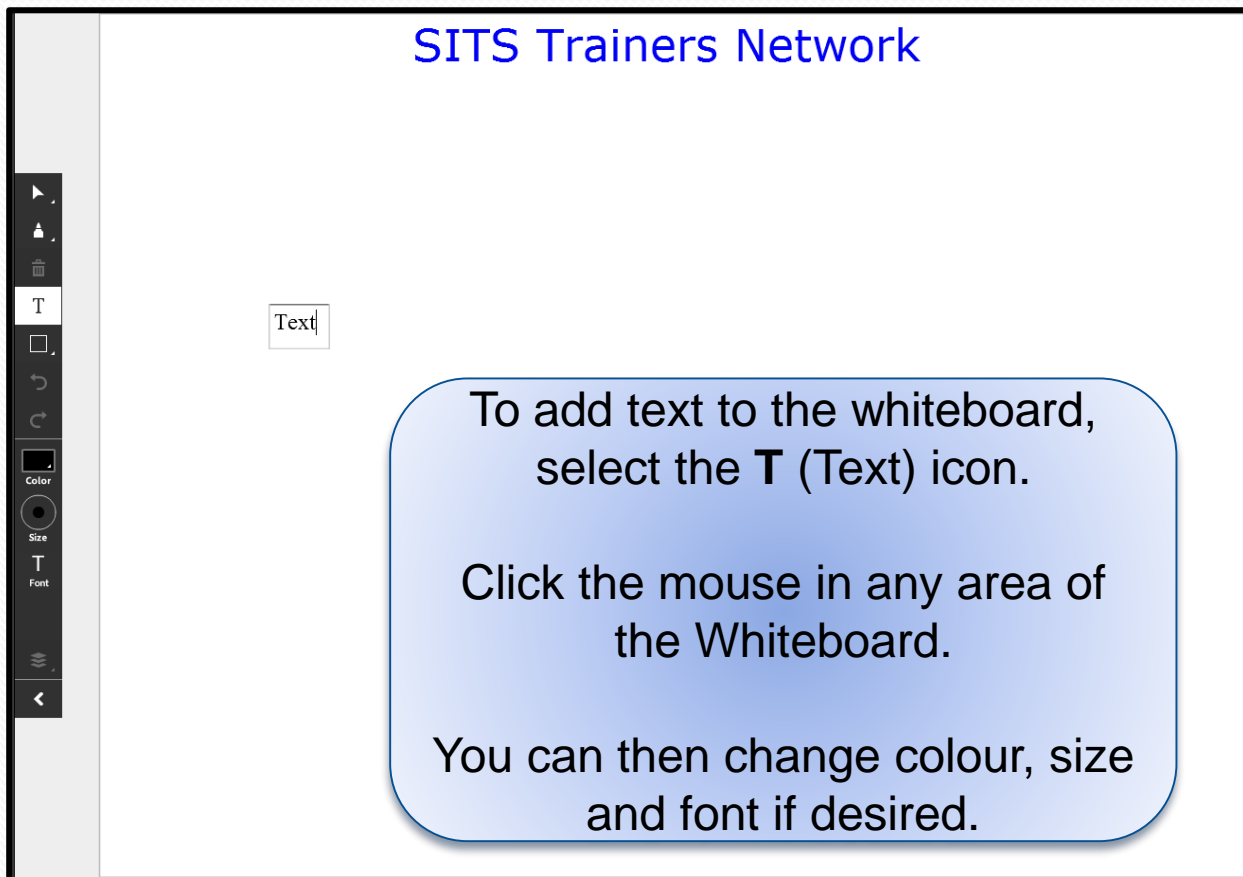
- What KPI's did you measure your training against and how did you collect this information?
- What steps did you take to integrate this feedback into the development of your training approach?
- What steps have you taken to maintain training resources and update them following changes to the SITS environment?



Thomas Undy
Canterbury Christ
Church University

Top 3 tips for ensuring training is

- (i) current,
- (ii) relevant,
- (iii) useful &
- (iv) effective



SITS Trainers Network

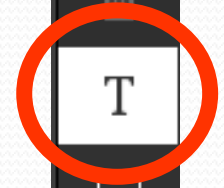
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Q & A

[Empty text area for question and answer]

[Input field] [Send icon]

Enter Question



Thank you Presenters and Delegates



Dr. Richard Clark
University of London



Thomas Undy
Canterbury Christ
Church University



Luke Austin
Wrexham Glyndŵr University



Jason Parry
University of
Portsmouth



Richard Block
Aston University



John Crofts
University of Surrey

And everyone in the
SITS Trainers Network



Thank you for attending the session

Session 2 (14:30–15:45)

Discussion: Evaluation of Training

