Evaluation framework

Emil IUGA,
Capacity and Skills Development Officer
BDT, ITU

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Kirkpatrick Evaluation Model



Reaction — Measure if the learners have found the training to be relevant to their role, engaging, and useful.

Learning — Measure whether or not the learner has acquired the knowledge, skills, attitude, confidence, and commitment that the training program is focused on.

Behavior — Measure behavioral changes after learning and see if the learners are taking what they learned in training and applying it as they do their job.

Results — Measure whether or not the targeted outcomes resulted from the training program, alongside the support and accountability of organizational members.

Source: valamis.com

- What means do *you* apply to your courses to evaluate training?

- Use a 4-point Likert scale (no neutral value)

  Strongly disagree – Disagree – Agree – Strongly agree

- Repeat the *text labels* next to each response option

  ~~(1)1   (2)2   (4)4   (5)5~~

- Contains a set of **core** Qs **+ methodology-specific** Qs (instructor-led, self-paced)

- Introduction of Net Promoter Score metric

- Invites more **qualitative** feedback

- Sections: Training value, *Training delivery,* Training setup, Training overview

- Qs targeting Learning Objectives (clarity, achieved)

- Facilitator's *delivery* skills (not only knowledge)


L1
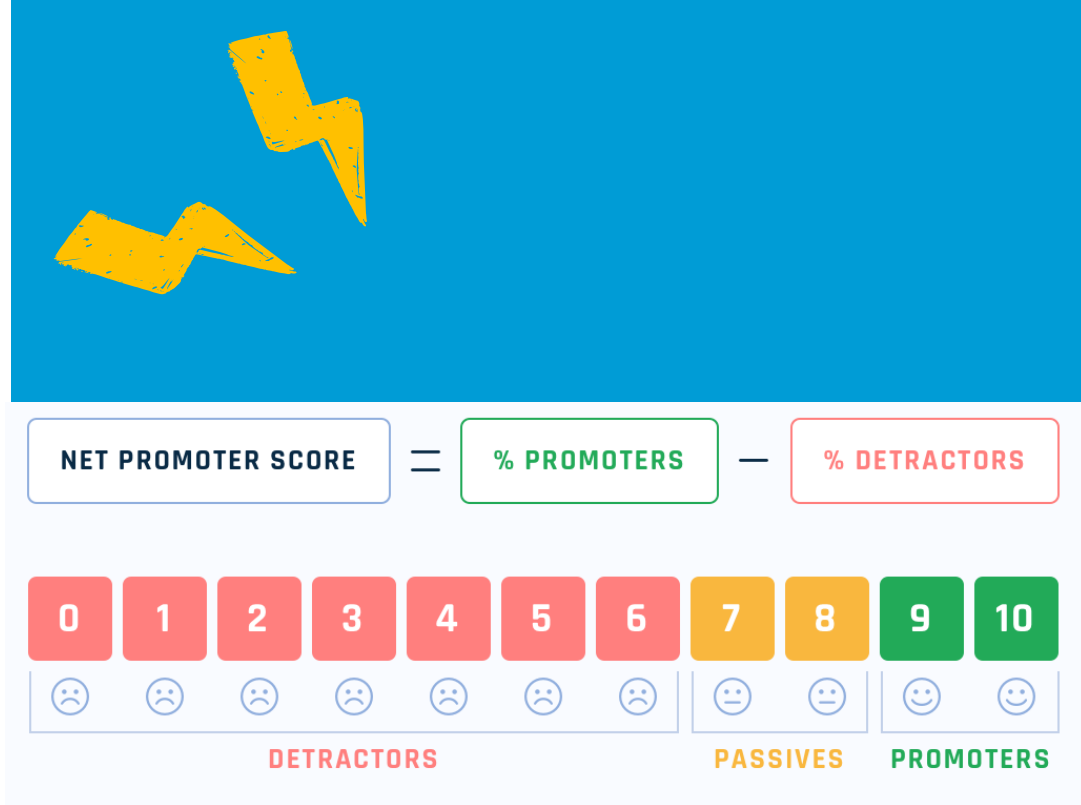
- Knowledge checks (recommended 70-80 passing threshold)

- Encourage:
  - Assignments
  - Mandatory social/peer learning contributions (forums)
  - *Instructor intervention*

- A must: clear LOs, knowledge checks to target these specifically

MEASURABLE RELEVANT

S M A R T

SPECIFIC ACHIEVABLE TIME-FRAMED

L2
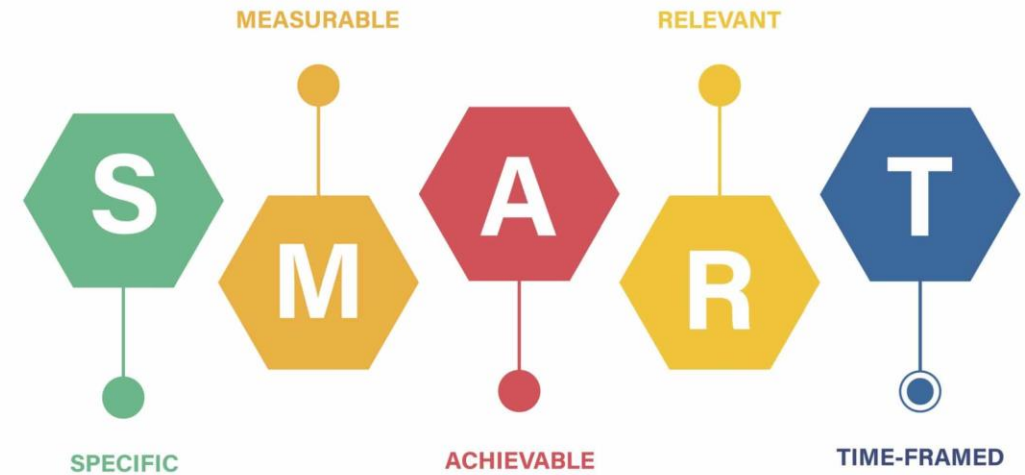
- Evaluation: Mandatory for course completion/certification option

- Customizable? (core Qs stay!)

- Set up /Assigned to the course by the ITU Academy team!

- Informs the End Training Reports
  - Strength areas
  - Areas of improvement (iterative design)
  - Build on qualitative feedback
  - Summarize learner profile
  - Capture indicators re quality
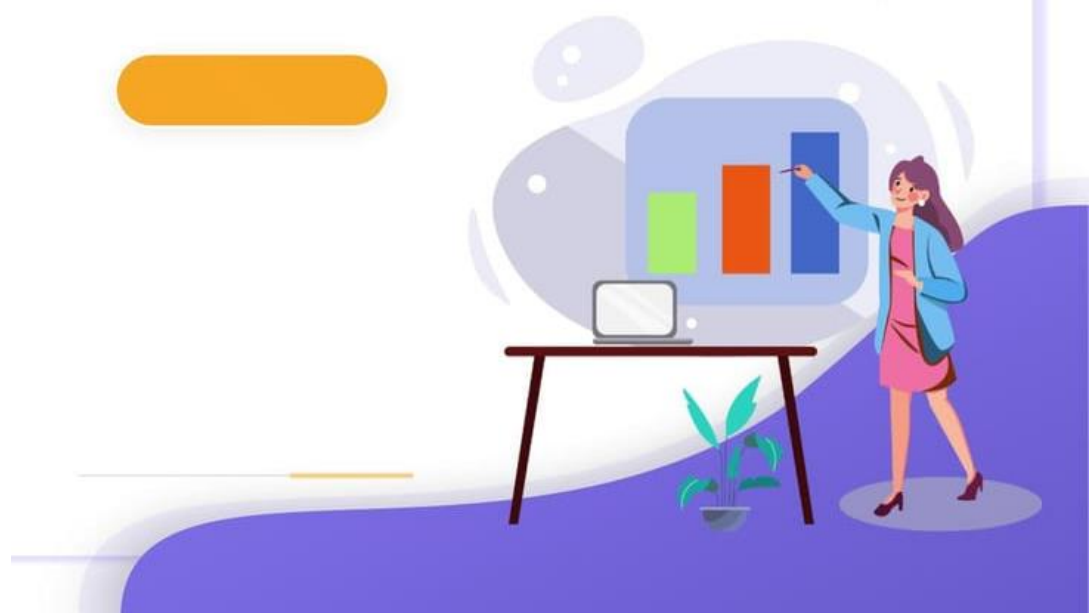
Results to date

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New ITU Academy evaluation framework

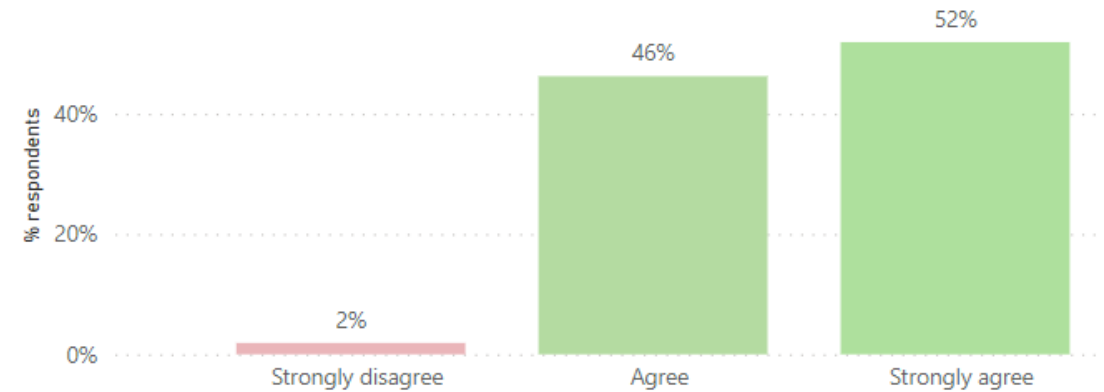| 5	485	104
Nb of courses	Nb of participants	Nb of respondents

The training course content is directly relevant to my work.
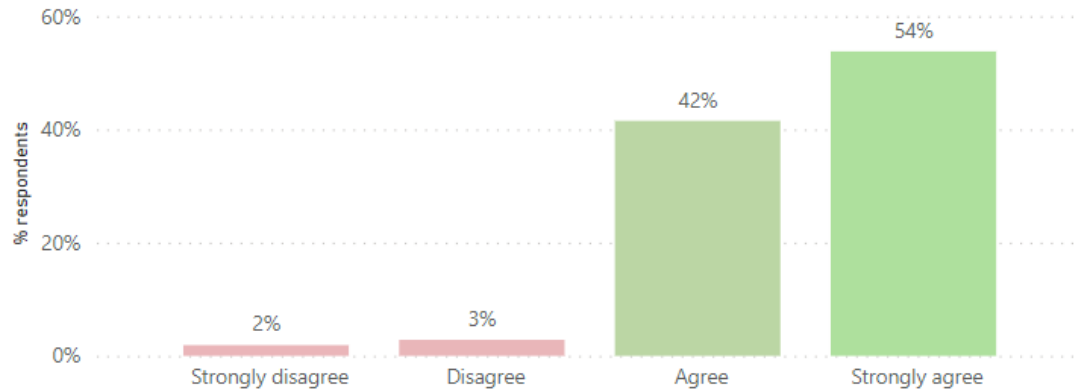
I was able to develop my knowledge and skills on the subject matter, as a result of this training course.

https://academy.itu.int/

New ITU Academy evaluation framework
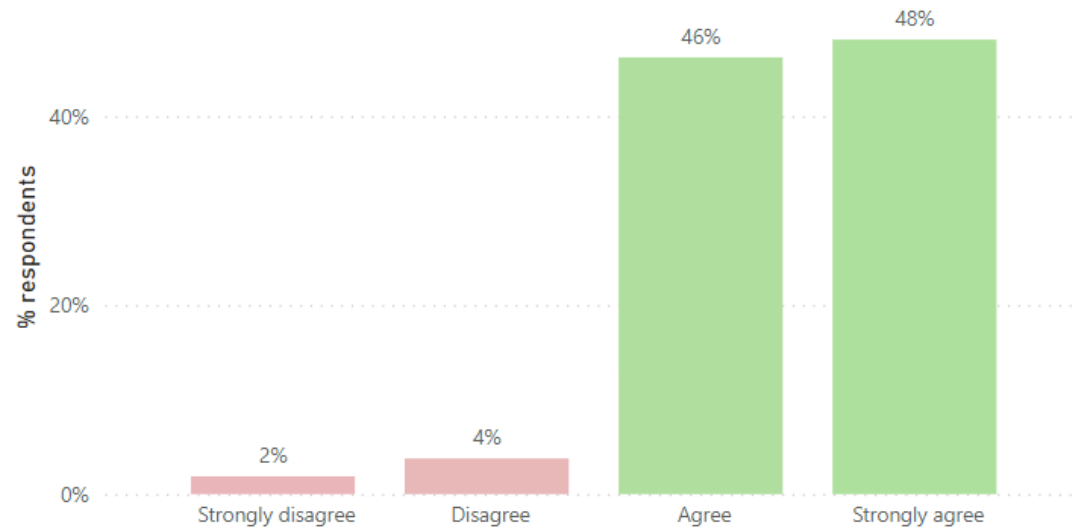
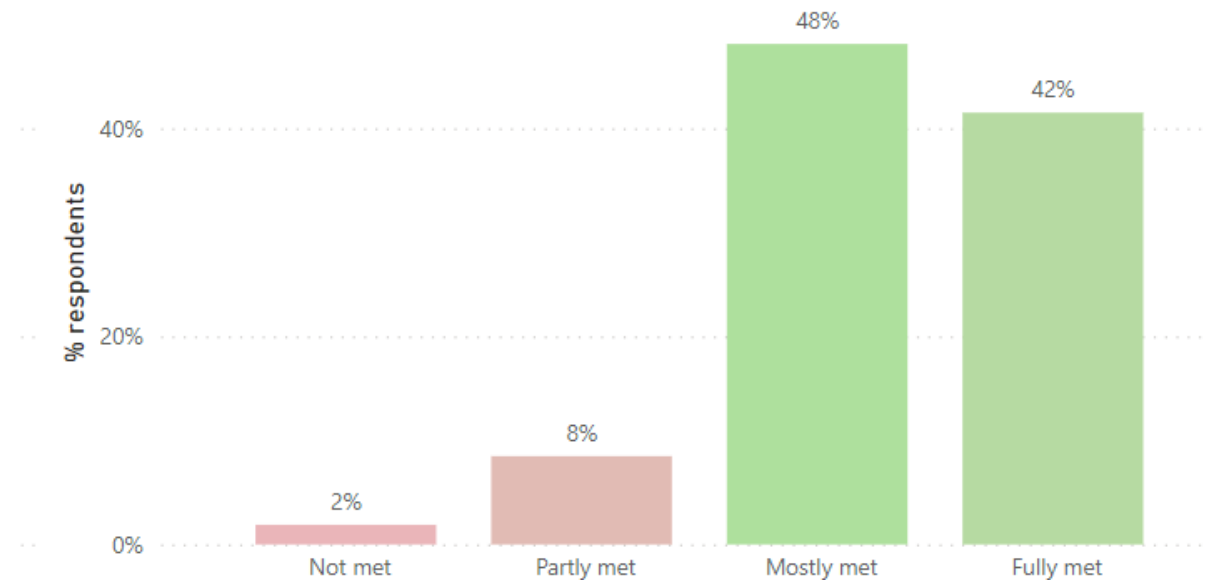| 5	485	104
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The learning objectives of the training course were clear.

To what extent do you feel the objectives of the training course were met?

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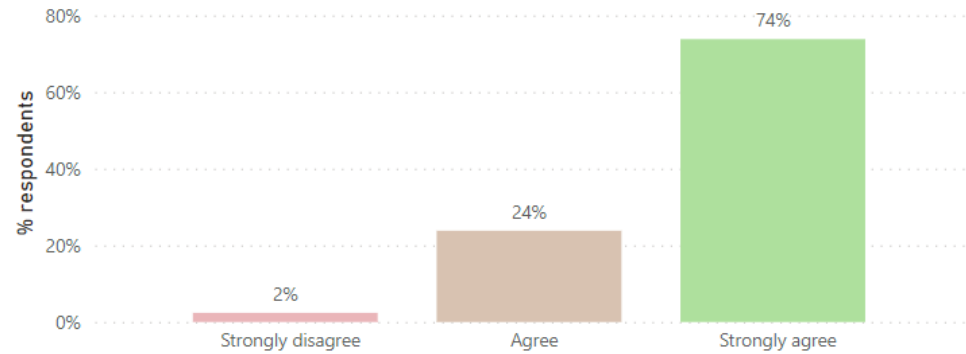
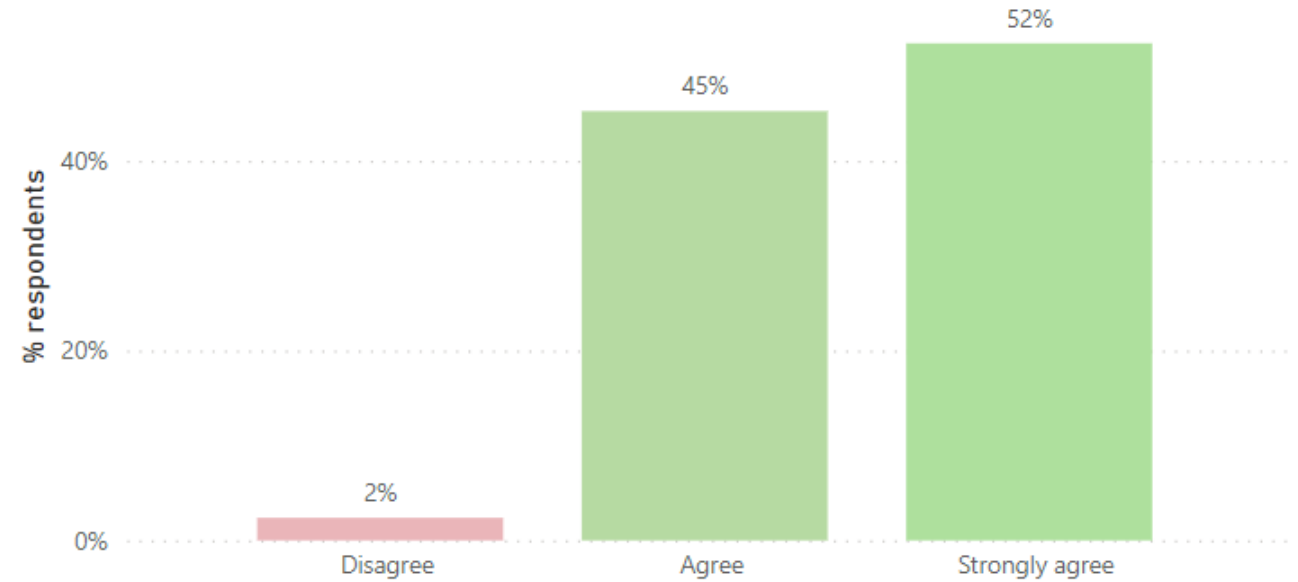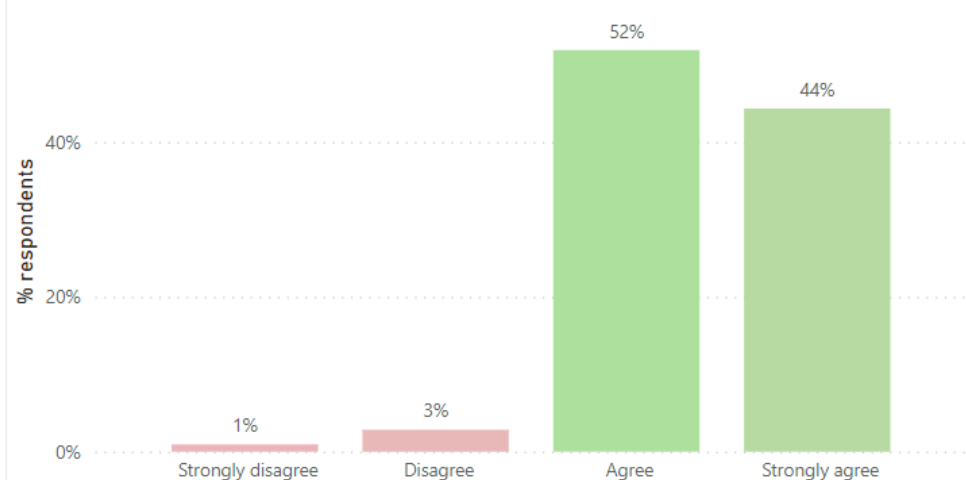| 5	485	104
Nb of courses	Nb of participants	Nb of respondents

The training instructor was knowledgeable on the subject matter.

The training instructor communicated their knowledge of the subject matter clearly and efficiently.

The instructor feedback received throughout the training was timely and rel

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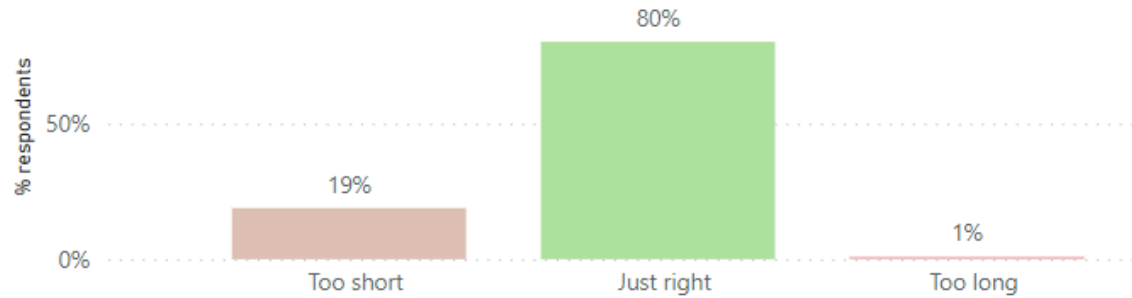
5	485	104
Nb of courses	Nb of participants	Nb of respondents

The duration of the training course was:

- Too short: 19%
- Just right: 80%
- Too long: 1%

The training course registration process was clear and straightforward.

- Strongly disagree: 1%
- Agree: 61%
- Strongly agree: 38%
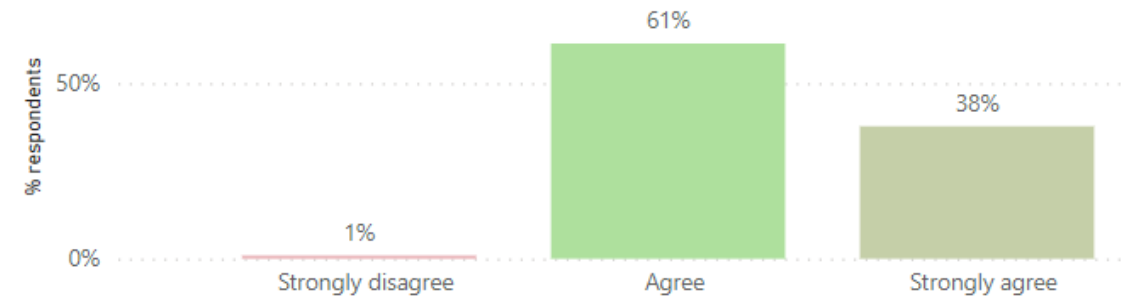
The ITU Academy platform provided a user-friendly environment for effective learning.

- Strongly disagree: 2%
- Disagree: 2%
- Agree: 47%
- Strongly agree: 49%
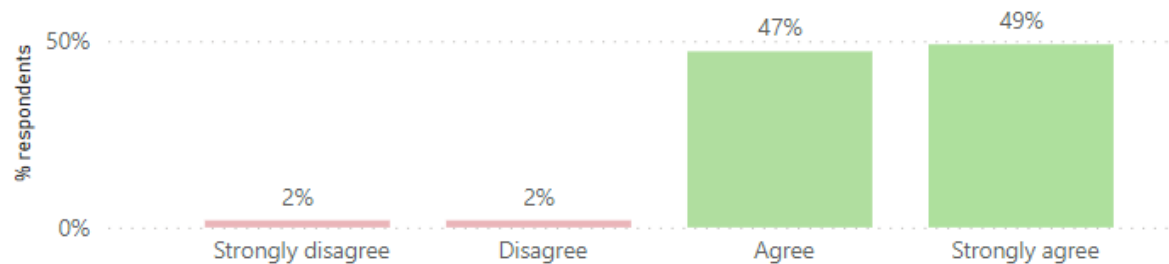
The admin and tech support received during the training course helped my learning process.

- Strongly disagree: 4%
- Disagree: 3%
- Agree: 64%
- Strongly agree: 29%

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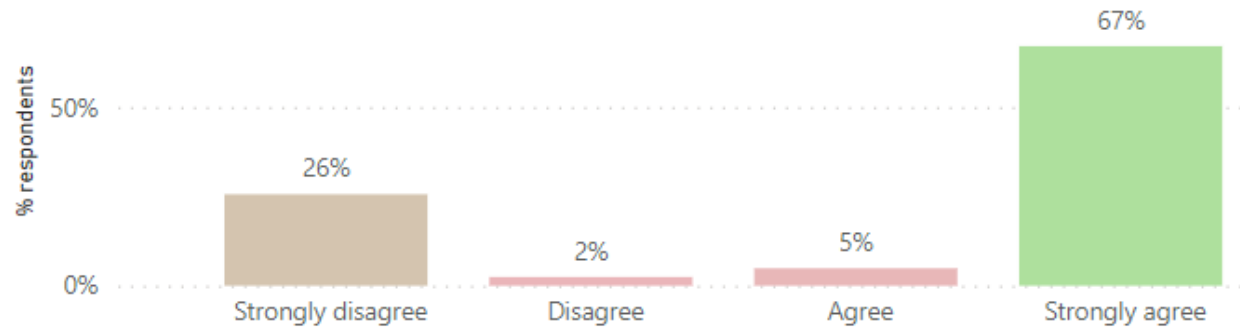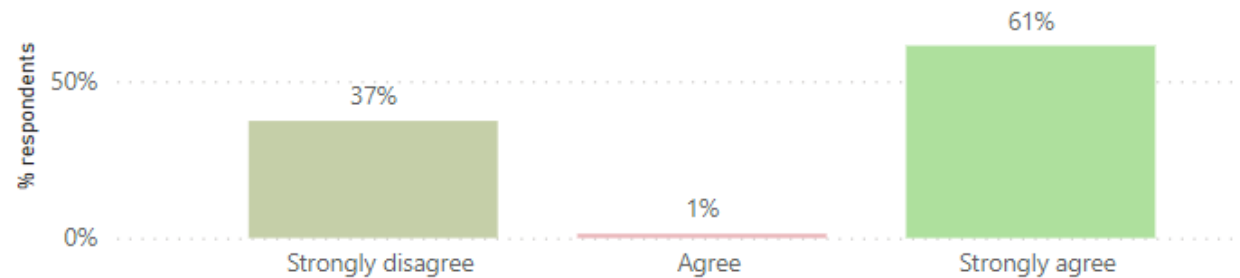| **New ITU Academy evaluation framework**	5	485	104
	Nb of courses	Nb of participants	Nb of respondents

The payment process was clear and straightforward.

The information provided on the logistics and schedule of the training course was timely and accurate.

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TRAINING CENTRES

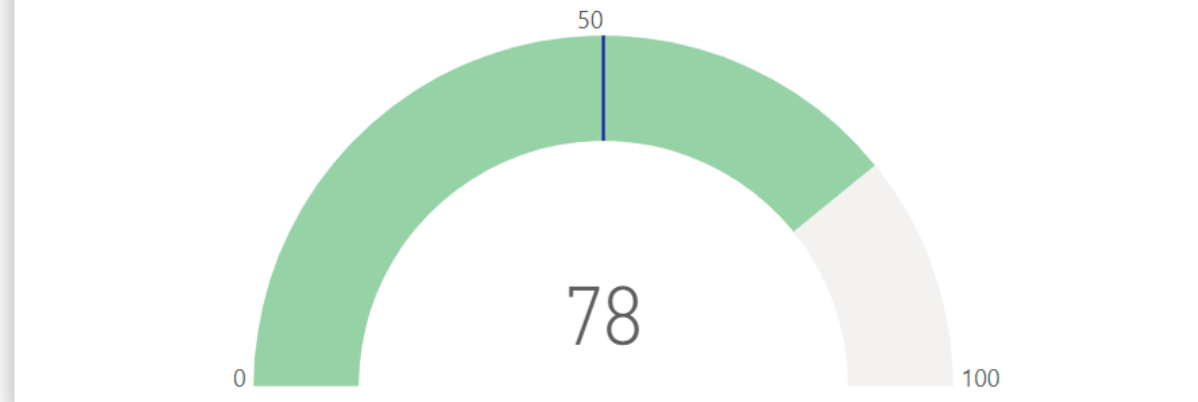| **New ITU Academy evaluation framework**	5 Nb of courses	485 Nb of participants	104 Nb of respondents

Overall, how would you rate the quality of this training course?
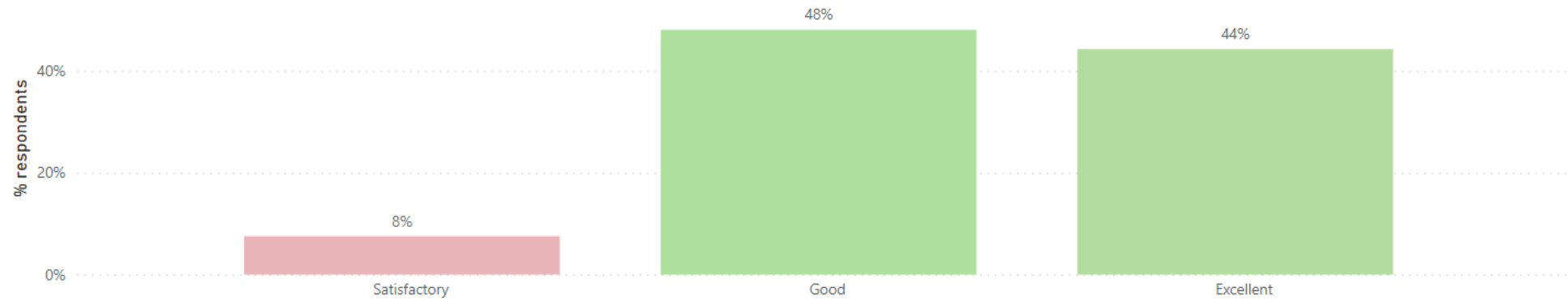
How likely are you to recommend this training course to colleagues in the same professional area?

- How could **we** enhance the training evaluation methodology in the ATC programme (and demonstrate training impact)?

1. Take 2 minutes on your own to reflect and write down 2 ideas/actions on a post-it.

2. Pair up with someone from another table and share your ideas. Any similarities / differences?

3. Join another pair to share and develop the ideas from your pairs. (groups of 4)

4. What is one main idea that stood out in your conversations?