

Evaluation of training

- Learning objectives
 - Able to design an evaluation procedure for your own teaching
 - Able to design the evaluation procedure for Assignment 2
- Core literature
 - Mahapatra and Lai (2005) Evaluating end-user training programs
- Auxiliary literature
 - Ngoma, Kaasbøll, Aanestad (2008) From user training to in-service support

1

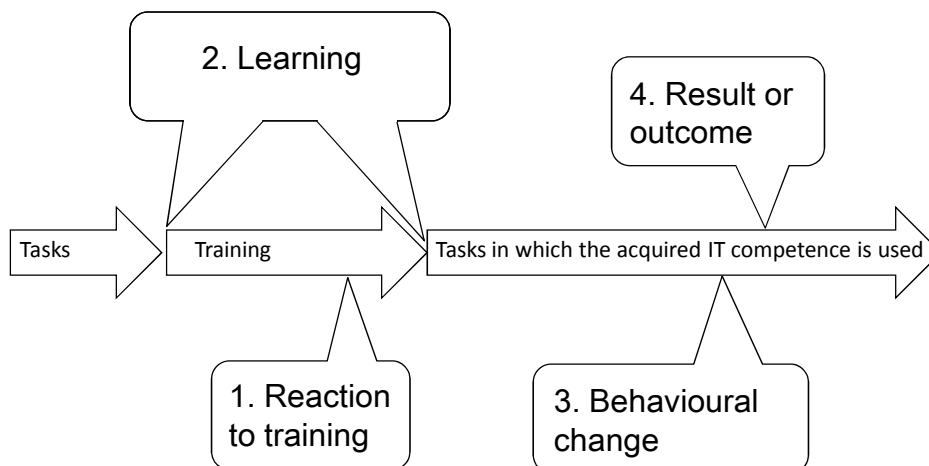
Levels

1. Evaluation of reaction to training
 - Trainee perceptions and opinions on aspects of course design, structure, content and presentation
2. Evaluation of learning
 - Pre and post assessments of competence
3. Evaluation of behavioural change
 - During practice after the teaching
4. Evaluation of result or outcome
 - Changes in organisational performance

Kirkpatrick, D.L., "Techniques for Evaluating Training Programs", Journal of American Society for Training and Development, Vol 13 Nos 11-12, 1959

2

Time of evaluation



3

Example

Training objectives

- improve levels of awareness, understanding and technical skills in relation to data collection, processing, reporting and utilization
- motivate the culture of using data collected for patient and health facility management.

- Clinics
 - 2 hours session
 - 39 participants
 - 12 facilities
 - 6 well attended
 - Supervision monthly



- Districts
 - Also computer skills
 - 2 hours session daily
 - for 2 weeks
 - 11 signed up
 - 4 showed up
 - Supervision weekly

Ngoma, Kaasbøll, Aanestad (2008) From user training to in-service support

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Results, level 1 and 2

1. Training Reaction

- Feedback on training used to modify the training materials and presentation
- “I wish I had known earlier I wouldn’t have been making these mistakes”

2. Learning

- Exercises done indicated improvements
 - skills and knowledge on filling in data collection tools
 - using DHIS software package
 - using the collected data for calculating indicators, drawing tables and graphs.

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Results, level 3 and 4

3. Change of work practice

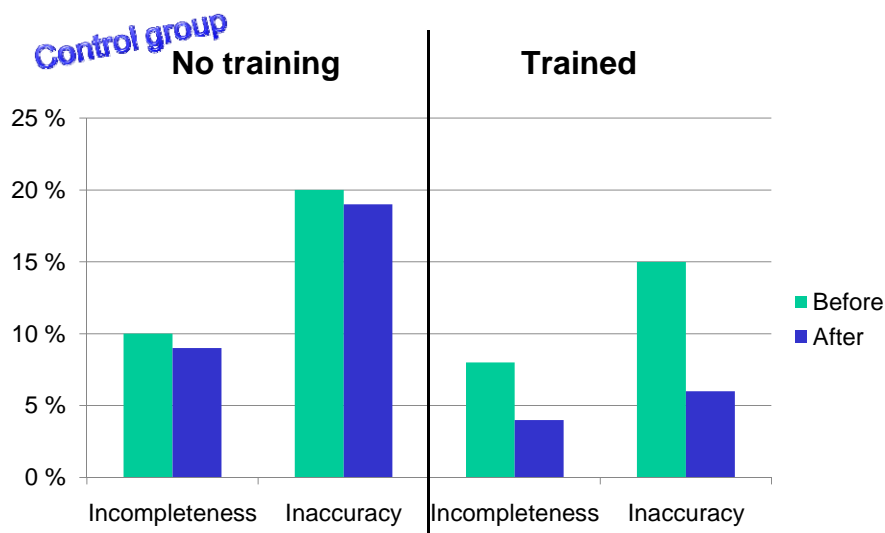
- Application of learned practices in daily activities
- Improvement of teamwork

4. Change of organisational performance

- Districts:
 - Data was entered into the computer system
 - Monthly reports were generated and sent to the zones
 - Data was analyzed and used to prepare quarterly reports
 - » in one district.

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Level 4, compared to clinics not trained



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Assignment 1 Individual oral presentation

Your oral presentation should include
...
4. The assessment method.

At which level does the assessment method for Assignment 1 belong?



Which levels are possible in your Assignment 2?



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