



Evaluation and Assessment

Four areas of assessment and measurement will be included in this program. Feedback will be provided to the Cabinet for each one.

- I. Program Reactions – provides feedback on initial participant reactions at the end of the program. Satisfaction with the training and applicability of skills on the job will be measured at this level. Feedback will also help the presenter(s) make adjustments to the program content.
- II. Improved Proficiency – Assesses the amount of learning (cognitive or behavioral) that occurred during the training program. Participant's knowledge and skill levels will be measured before and immediately after training.
- III. Behavior and Performance Changes – Assesses whether participants are applying the skills and knowledge learned. This will be measured through self assessment.
- IV. Organizational Impact and Return on Investment – Assesses changes in one or more critical success factors that are directly linked to the training. A cost-benefit analysis may be used to quantify the outcomes of the program in terms of dollar value.