Short Report on
The Value of
Learner Evaluations

Prepared By

The Value of Learner Evaluation Forms

Introduction

MONERE Development Services has been in operation since 2011 as a training and development company, and since then we have had the opportunity to engage with over 150 clients and 30,000 learners in a wide variety of training interventions, both in-person and virtually.

Training and Development is an integral part of any company or organisation, and when done well, brings immense value to the company and to the employees who engage fully in the training process. According to Unboxed Training and Technology*, "individualized, quality training and development makes employees feel more rationally and emotionally committed to their jobs. Additionally, training helps employees feel more confident in their work by up-levelling their skill sets. In most cases, employees are more inclined to stay with companies that invest in their learning and development. Improving retention rates means saving your company from high onboarding costs."

In order to understand the positive impact a training course can bring to a company or organisation, evaluation forms are the primary method used to capture learner feedback from training courses that are attended. MONERE understands the vital importance of learner evaluation forms for the trainer, the company, and the learner. While trainers can use in-session tools and methods to evaluate the transfer of information to the learner, there is critical information that can be gained from using formal evaluation tools to measure the impact of a training course.

Kirkpatrick's Model of Evaluation ** is an industry standard in the evaluation process, which uses the following four levels to evaluate training:

- Reaction – do learners find the training engaging, relevant and positive?
- Learning – have learners acquired the knowledge, skills, attitudes and confidence needed based on their participation in the training?
- Behaviour – how will this training be applied when the learner returns to work?
- Results – did the learning outcomes match the training delivered?

There are a few key questions that are important to bear in mind:
- How do the learners **feel** when in the training session?
- Is the **learning environment** conducive for openness, sharing, discussion?
- Were the **logistics** of the training seamless?
- Is the **trainer** confident and competent?

Trainers, Human Resource and Learning and Development departments understand the useful information that can come from evaluation forms, but the learners do not always have the same understanding as to the value of completing these forms. This is the greatest challenge of the evaluation process: **How do we get the learner to actually complete the form?**

MONERE Recommendations

In this section we will review some tips and strategies that could be considered for your workplace in improving the completion of evaluation forms of your employees.

1. **Allow time for participants to complete the evaluation form before signing off from the training.** Send the link through the chat and while the trainer is sharing final thoughts and asking participants to share, the evaluation forms could be filled out at that time. This can be a challenge; however, if the evaluation process is an integral part of the training, then budgeting time for this process will yield positive results.

2. **Consider using evaluation forms from the training vendor rather than internal evaluation forms.** There may be hesitancy to share honestly if participants feel that there is a chance of their answers being linked to their identity.

3. **Make the forms simple to fill out.** A combination of closed-ended and open-ended questions are ideal, such as 4-5 multiple choice questions and 1-2 open ended questions. Evaluations should take no longer than 5 minutes to complete.

4. **Create a culture of valuing feedback.** Is there past evidence that the feedback given on evaluation forms is implemented? Do the learners feel heard when they share a concern or a complaint regarding a training course? Learners can become discouraged if they feel that their voice is not being heard in the evaluation process and disengage from future evaluation opportunities.

5. **Consider incentivising evaluation forms through a draw for a voucher, etc**. This may work more easily if a general evaluation form is sent out 1-2 times per year to gain perspective from learners on the various training vendors your company uses, the courses being offered and the benefits. It can also give learners a chance to request new topics for training for future courses. As mentioned earlier, it is important to keep the evaluation form anonymous, yet to be able to collect general user information to contact the winner of the draw.

6. **Post regular updates on training course evaluations**. Examples such as: "87% of participants strongly agree that they would recommend the Emotional Intelligence course to their colleagues" or "100% of participants agree or strongly agree that this course on Presentation Skills will benefit them in their day-to-day work."

We hope these suggestions offer you some inspiration of thought. We are happy to discuss any of the above points in detail if you feel you need further clarity, please let us know.

Thank you for being a MONERE Customer.

Kind Regards,

The MONERE Management

References:

* *https://www.unboxedtechnology.com/blog/why-is-evaluation-of-training-effectiveness-necessary/*

** *https://www.kirkpatrickpartners.com/Our-Philosophy/The-Kirkpatrick-Model*