

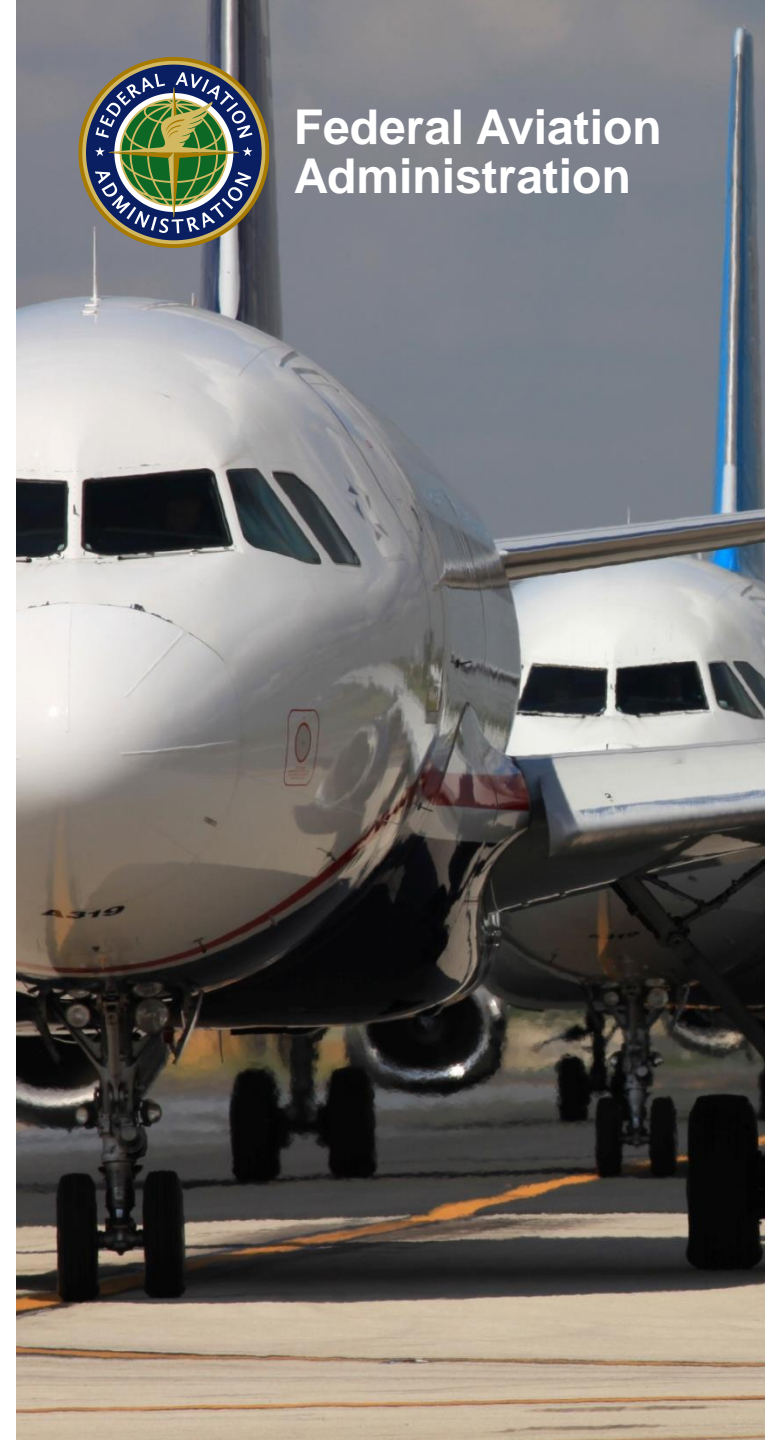
# **Tactic #2: Produce a Thorough Evaluation Plan**

**Using Key Performance  
Indicators (KPIs) in training and  
post-training evaluations.**

Presented to: CDI/STD Meeting, Bogota  
By: Mary Nelson  
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**Federal Aviation  
Administration**



# Produce a Thorough Evaluation Plan

**Challenge:** Using Key Performance Indicators (KPI) in the training and post-training evaluation;

**Issue:** Prior planning for post-training evaluation to measure training impact.



# Evaluation

**Evaluation** - an assessment of the **relevance, effectiveness, efficiency, impact and sustainability** of an activity, project or program.



## The purpose of EVALUATION

- a. **To evaluate the effectiveness of the training** by determining if ALL the performance objectives have been accomplished to the required level of competency;
- b. **To diagnose any failures** in meeting the performance objectives and, where failures exist, to determine their causes;
- c. **To revise the training material** as required.



## **Benefits** of an ongoing course evaluation process:

- \* ensure participants are learning the material
- \* ensure training meets customer needs
- \* identify course strengths and weaknesses
- \* provide a basis for course revisions/improvements
- \* measure transfer of learning to workplace performance
- \* ensure training is appropriate and cost effective
- \* ensure training is tied to job duties.



# An Evaluation PLAN is:

a **roadmap** that specifies the kind of data needed to make an informed decision regarding the effectiveness of training.

It identifies ways in which **data** will be collected, **who** will collect it, **when** and **where** will this data be collected, as well as **how** this data will be analysed.



# Evaluation Plan (TDG Form 7)

STP No. & Title:		Methods						Dates:
Factors/ Aspects to be evaluated	Indicators (What is to be monitored)	Observations/ Interviews	Tests or Measurements	Questionnaires	Group Discussions	Reports	Operational Statistics	Who will carry out the evaluation?



# Factors / Aspects to be Evaluated

The list should correspond to symptoms of the performance problem identified during the “Preliminary Study” step;

Examples: Productivity, Quality of Service, Cost, & Time;

**The evaluation is to verify to what extent the factors that led to the training have been overcome.**





# Begin with the END in mind.

Stephen Covey



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# Indicators

The Indicators are the **Measuring Instruments** by which monitoring can be carried out:

- **Examples are:**

- **Work units per day;**
- **Number of reported faults;**
- **Number of reported complaints;**
- **Number of reported delays; etc.**



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# Methods

Indicate which of the methods will be used for monitoring each indicator:

- **Examples are:**

- **Observations**

- **Interviews**

- **Tests**

- **Measurements**

- **Questionnaires**

- **Group Discussions**

- **Reports**

- **Operational Statistics**



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# Who will carry out the Evaluation

Use this section to identify and record who will be responsible for the evaluation

**Examples:**

**Manager, Supervisor, Team Leader, OJTI, etc.**



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# Tactic #2: Produce a Thorough Evaluation Plan

## Group activity: 20 mins

- Discuss the challenges of preparing an evaluation plan based on KPIs
- Define solutions and best practices
- Your spokesperson presents your group's solutions to everyone





# FAA Academy Post-Course Evaluation

## 1. Rating Statements

Question	Yes	No
1. Did you need this training for your present job?	4	1
2. Have you had the opportunity to use the training that you received?	3	0



## Academy Level Rating Statements

Statement	N/A	Negative Response			Positive Response		
	Not Applicable	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. The course has improved my knowledge and skills needed to perform my job.	0	0	0	0	0	2	2
2. I am applying the knowledge and skills I learned in this course.	0	0	0	0	1	2	1
3. The training has improved my job performance.	0	0	0	0	1	2	1
4. The training was worth the time and energy I invested.	0	0	0	0	0	2	2
5. Overall, how satisfied were you with this course?	0	0	0	0	0	1	3
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>9</b>



# Supervisor Questions

The course has improved the job-related knowledge and skills my employee needed.

My employee is applying the knowledge and skills learned in this course.

The training has improved my employee's job performance.

The training was worth the time and energy that my employee invested.

For my department, the training was worth the cost of employee leave time and tuition.

Overall, how satisfied were you with this course?

