

EFFECTIVE LAND USE TESTIMONY

IX. TRAINING EVALUATION

Training evaluations by participants and the training sponsors is crucial for improving the training.

The last phase of instructional design, or systematic training, is evaluation. However, the evaluation really should start during the previous phase -- the implementation phase -- because the evaluation is of both the activities of the trainer as they are being implemented and of the results of the training as it nears an end or is finished. Evaluation includes getting ongoing feedback (e.g., from the Effective Land Use workshop participants, sponsors' observers), to improve the quality of the training and identify if the participants achieved the goals of the training.

Perspective on Evaluating Training Evaluation is often looked at from several different levels. Note that the farther down the list, the more valid the evaluation.

1. Reaction - What does the Effective Land Use Testimony workshop, including followup consultations) participant(s) feel about the training?
2. Learning - What facts, knowledge, etc., did the participant gain?
3. Behaviors - What skills did the participant develop, that is, what new information is the participant using to submit land use comments?
4. Results or effectiveness - What results occurred, that is, did the participant apply the new skills to the necessary tasks in the quasi-judicial process and, if so, what results were achieved?

Although level 4, evaluating results and effectiveness, is the most desired result from training, it's usually the most difficult to accomplish. Evaluating effectiveness often involves the use of key performance measures -- measures that are observable and measurable (e.g., faster and more reliable output from the machine after the operator has been trained, higher ratings on employees' job satisfaction questionnaires from the trained supervisor, etc.).

The Effective Land Use Testimony training workshops have a significant road to travel before they arrive at this evaluation stage. This phase will occur in the future sometime after several Effective Land Use workshops have been conducted.

Under construction.

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