

Education and Training Services Section

Training Evaluation Report January 1 to June 30, 2009

September 2009

**Summary of Education and Training Services Section
Social Services Training Evaluation Reports
Date of Report: September 2009
Reporting Period: January 1, 2009 through June 30, 2009**

Report #1 Keys to Child Welfare Practice Classroom Training Evaluation

A total number of 84 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.80 or higher.

Report #2 Social Services CPS Classroom Training Evaluation

A total number of 82 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.41 or higher.

Report #3 Social Services Foster Care Classroom Training Evaluation

A total number of 84 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.51 or higher.

Report #4 Social Services Adoption Classroom Training Evaluation

A total number of 26 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.81 or higher.

Report #5 Supervisor Evaluation of Social Services Training

Report #5 is feedback collected from supervisors' of new case managers. The surveys were completed three months after the new case manager was certified. A total number of 10 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 2.75 or higher.

Report #6 Social Services Course Completion Date

Report 6 includes a breakdown, by month, of participants who registered and completed social services courses. A graph is also included that displays the same information (course completion by month). Additionally, a chart that displays no shows by course and by month is included in this section.

Average of SS Knowledge Assessments

The chart below shows the average score of all participants that completed the knowledge assessment for CPS, FC, Keys, and Adoption during the reporting period.

Class	Number of participants	Average score of participants
CPS	75	89
FC	79	92
KEYS	56	92
ADOPTION	32	97

Evaluation Report #1

Social Services Keys Classroom Training Evaluation

Date Data Collected: Jan. – June, 2009 Date of Report: September 4, 2009

Rating System: **4**=Agree Strongly, **3**=Agree, **2**=Disagree, **1**=Disagree Strongly, **N/A***=Not Applicable

Total Number of Surveys Collected = 84 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.93	4.00	0.26	100	0	84
2. Showed respect for the participants.	3.94	4.00	0.24	100	0	84
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.92	4.00	0.28	99	1	84
4. Presented training content that was relevant.	3.87	4.00	0.34	100	0	84
5. Used participant activities that reinforced content.	3.89	4.00	0.31	100	0	84
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.89	4.00	0.31	100	0	84
7. Presented and/or interpreted policy correctly.	3.88	4.00	0.42	99	1	84
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.88	4.00	0.33	99	1	84
9. Conveyed the purpose or rationale for the training/topic.	3.89	4.00	0.31	100	0	84
10. Presented the content clearly and concisely.	3.88	4.00	0.33	100	0	84
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.90	4.00	0.29	100	0	84
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.80	4.00	0.43	99	0	84
13. Contained ideas that were relatively easy to understand and implement.	3.85	4.00	0.36	100	0	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.87	4.00	0.34	100	0	84
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.89	4.00	0.31	100	0	84
16. Created a learning environment in which participants were encouraged to actively participate.	3.93	4.00	0.26	100	0	84
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.86	4.00	0.35	100	0	84
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.88	4.00	0.33	99	1	84
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.88	4.00	0.33	100	0	84
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.88	4.00	0.33	100	0	84
21. Managed difficult situations when they arose and maintained control of the class.	3.90	4.00	0.31	92	8	84
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.87	4.00	0.34	100	0	84
23. Established and maintained credibility through personal conduct and professionalism.	3.93	4.00	0.26	100	0	84
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.87	4.00	0.34	100	0	84
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.88	4.00	0.33	99	1	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.89	4.00	0.31	100	0	84
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.88	4.00	0.33	100	0	84
28. Was able to troubleshoot when media problems arose.	3.86	4.00	0.35	95	5	84

Evaluation Report #2 Social Services CPS Classroom Training Evaluation

Date Data Collected: Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: **4**=Agree Strongly, **3**=Agree, **2**=Disagree, **1**=Disagree Strongly, **N/A**=Not Applicable

Total Number of Surveys Collected = 82 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.61	4.00	0.56	96	0	82
2. Showed respect for the participants.	3.68	4.00	0.54	99	0	82
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.61	4.00	0.51	99	0	82
4. Presented training content that was relevant.	3.54	4.00	0.65	96	0	82
5. Used participant activities that reinforced content.	3.49	4.00	0.65	93	1	82
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.62	4.00	0.51	99	0	82
7. Presented and/or interpreted policy correctly.	3.55	4.00	0.57	96	0	82
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.65	4.00	0.53	94	3	82
9. Conveyed the purpose or rationale for the training/topic.	3.57	4.00	0.52	99	0	82
10. Presented the content clearly and concisely.	3.44	4.00	0.70	90	0	82
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.63	4.00	0.56	96	0	82
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.35	3.00	0.71	91	0	82
13. Contained ideas that were relatively easy to understand and implement.	3.44	3.50	0.63	95	0	82

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.41	3.00	0.59	98	0	82
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.57	4.00	0.63	98	0	82
16. Created a learning environment in which participants were encouraged to actively participate.	3.56	4.00	0.61	96	0	82
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.65	4.00	0.55	99	0	82
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.50	4.00	0.63	95	0	82
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.56	4.00	0.63	94	1	82
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.62	4.00	0.58	98	0	82
21. Managed difficult situations when they arose and maintained control of the class.	3.53	4.00	0.60	88	7	82
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.70	4.00	0.51	98	0	82
23. Established and maintained credibility through personal conduct and professionalism.	3.67	4.00	0.59	96	0	82
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.62	4.00	0.58	96	1	82
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.60	4.00	0.54	96	2	82

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.65	4.00	0.48	100	0	82
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.62	4.00	0.54	96	1	82
28. Was able to troubleshoot when media problems arose.	3.64	4.00	0.48	93	7	82

Evaluation Report #3

Social Services Foster Care Classroom Training Evaluation

Date Data Collected: Jan. – June 2009 Date of Report: September 4, 2009

Rating System: **4**=Agree Strongly, **3**=Agree, **2**=Disagree, **1**=Disagree Strongly, **N/A***=Not Applicable

Total Number of Surveys Collected = 84 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.63	4.00	0.55	96	0	84
2. Showed respect for the participants.	3.69	4.00	0.49	99	0	84
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.68	4.00	0.47	100	0	84
4. Presented training content that was relevant.	3.70	4.00	0.48	99	0	84
5. Used participant activities that reinforced content.	3.74	4.00	0.49	98	0	84
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.73	4.00	0.49	98	0	84
7. Presented and/or interpreted policy correctly.	3.65	4.00	0.55	96	0	84
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.70	4.00	0.49	98	1	84
9. Conveyed the purpose or rationale for the training/topic.	3.62	4.00	0.51	99	0	84
10. Presented the content clearly and concisely.	3.62	4.00	0.51	99	0	84
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.67	4.00	0.50	99	0	84
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.55	4.00	0.55	98	0	84
13. Contained ideas that were relatively easy to understand and implement.	3.56	4.00	0.52	99	0	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.58	4.00	0.60	96	0	84
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.60	4.00	0.52	98	1	84
16. Created a learning environment in which participants were encouraged to actively participate.	3.68	4.00	0.47	100	0	84
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.69	4.00	0.46	100	0	84
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.64	4.00	0.48	100	0	84
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.62	4.00	0.49	100	0	84
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.64	4.00	0.51	99	0	84
21. Managed difficult situations when they arose and maintained control of the class.	3.58	4.00	0.50	92	8	84
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.64	4.00	0.53	98	0	84
23. Established and maintained credibility through personal conduct and professionalism.	3.63	4.00	0.53	98	0	84
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.65	4.00	0.50	98	1	84
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.63	4.00	0.51	99	0	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.63	4.00	0.51	99	0	84
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.64	4.00	0.51	99	0	84
28. Was able to troubleshoot when media problems arose.	3.51	4.00	0.57	93	4	84

Evaluation Report #4

Social Services Adoption Classroom Training Evaluation

Date Data Collected: Jan. – June, 2009 Date of Report: September 4, 2009

Rating System: **4**=Agree Strongly, **3**=Agree, **2**=Disagree, **1**=Disagree Strongly, **N/A***=Not Applicable

Total Number of Surveys Collected = 26 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	4.00	4.00	0.00	100	0	26
2. Showed respect for the participants.	4.00	4.00	0.00	100	0	26
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.96	4.00	0.20	100	0	26
4. Presented training content that was relevant.	4.00	4.00	0.00	100	0	26
5. Used participant activities that reinforced content.	3.92	4.00	0.27	100	0	26
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	4.00	4.00	0.00	100	0	26
7. Presented and/or interpreted policy correctly.	3.96	4.00	0.20	100	0	26
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.96	4.00	0.20	100	0	26
9. Conveyed the purpose or rationale for the training/topic.	3.92	4.00	0.27	100	0	26
10. Presented the content clearly and concisely.	4.00	4.00	0.00	100	0	26
11. Demonstrated his-her knowledge of the topic and answered participants' questions	4.00	4.00	0.00	100	0	26
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.81	4.00	0.40	100	0	26
13. Contained ideas that were relatively easy to understand and implement.	3.92	4.00	0.27	100	0	26

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.88	4.00	0.33	96	4	26
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	4.00	4.00	0.00	100	0	26
16. Created a learning environment in which participants were encouraged to actively participate.	4.00	4.00	0.00	100	0	26
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	4.00	4.00	0.00	100	0	26
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.96	4.00	0.20	100	0	26
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	4.00	4.00	0.00	100	0	26
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.96	4.00	0.20	100	0	26
21. Managed difficult situations when they arose and maintained control of the class.	3.96	4.00	0.21	89	11	26
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	4.00	4.00	0.00	100	0	26
23. Established and maintained credibility through personal conduct and professionalism.	4.00	4.00	0.00	100	0	26
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.96	4.00	0.20	100	0	26
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	4.00	4.00	0.00	100	0	26

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	4.00	4.00	0.00	100	0	26
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.88	4.00	0.33	100	0	26
28. Was able to troubleshoot when media problems arose.	3.96	4.00	0.21	100	0	26

Evaluation Report #5

Follow-Up Evaluation of Social Services New Worker Training (Supervisor)

Data Collected From Jan. – June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 10 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The trainee exhibits the ability to work in partnership with families by utilizing the Family Centered Practice Principles.	3.22	3.00	0.44	90	10	10
2. The trainee exhibits the ability to deal effectively with a resistant client by remaining calm, respectful but authoritative, and focused.	2.75	3.00	0.71	50	20	10
3. The trainee demonstrates the belief that the birth family is the best environment for children to develop positive self-esteem and become as independent as possible in adulthood.	3.11	3.00	0.60	80	10	10
4. The trainee is able to engage the client in the interview process.	3.33	3.00	0.50	90	10	10
5. The trainee demonstrates the ability to interact with members of groups other than his/her own (ethnic, racial, religious, sexual orientation, social class, etc.).	3.11	3.00	0.60	80	10	10
6. The trainee demonstrates knowledge of indicators for physical abuse, sexual abuse, emotional abuse, or neglect leading to effective investigative decisions.	2.89	3.00	0.60	70	10	10
7. The trainee can accurately identify indicators of family violence, substance abuse, and mental health issues.	3.00	3.00	0.47	90	10	10
8. The trainee demonstrates knowledge of stages of normal child development and can accurately identify indicators of child maltreatment.	3.20	3.00	0.42	100	0	10
9. The trainee demonstrates the ability to accurately assess safety and develop safety plans that provide protection for the child.	3.13	3.00	0.64	70	20	10

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
10. The trainee demonstrates the ability to assess the risk of future maltreatment and is able to develop a case plan aimed at assisting the family with making changes that will reduce risk.	2.89	3.00	0.60	70	10	10
11. The trainee can gather the appropriate participants for a Family Team Meeting in order to co-develop, with the family, timely Case Plans that address pertinent change that needs to take place in order to reduce risk to the child(ren).	3.00	3.00	0.50	80	10	10
12. The trainee demonstrates the ability to access and utilize resources, including agency and community resources, to assist families.	3.00	3.00	0.33	90	10	10
13. The trainee demonstrates the ability to effectively interact with other case managers and partners involved in moving the family toward targeted outcomes.	3.11	3.00	0.60	80	10	10
14. The trainee demonstrates the ability to articulate the case process from intake to case closure.	2.88	3.00	0.64	60	20	10
15. The trainee demonstrates the ability to execute policy and good practice in his/her program area.	3.00	3.00	0.50	80	10	10
16. The trainee demonstrates the ability to assess a client's progress in meeting case plan goals so as to accurately recommend case closure.	3.00	3.00	0.50	80	10	10
17. The trainee demonstrates the ability to assess a client's progress related to reduction in risk to the child so as to accurately recommend case closure.	3.00	3.00	0.50	80	10	10

Social Services Completion Data Report #6
January 1, 2009-June 30, 2009

Course Name/ID	Data	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	June 2009	Grand Total
OCP 103 - Keys to Child Welfare Practice	Sum of Total Registered	20		5	11	2		38
	Sum of Completed	19		5	10	2		36
OCP 104 - Centralized Keys to Child Welfare Practice	Sum of Total Registered	19	9					28
	Sum of Completed	19	9					28
OCP 105 - Keys Waived	Sum of Total Registered		1	1	54	5		61
	Sum of Completed		0	0	28	0		28
OCP 201 - Child Protective Services: Process, Practice, and Policy	Sum of Total Registered	9	33	8	15	10		75
	Sum of Completed	8	32	7	14	10		71
OCP 202 - Foster Care Services	Sum of Total Registered	10	21	15	0	8		54
	Sum of Completed	0	18	15	0	5		38
OCP 206 - Child Protective Services Re-take/ Waived I	Sum of Total Registered		1					1
	Sum of Completed		0					0
OCP 209 - Foster Care Re-take/Waived II	Sum of Total Registered		1					1
	Sum of Completed		0					0
OCP 211 - CPS SHINES Classroom Training Instructor Led	Sum of Total Registered	59	41	75	14	72	82	343
	Sum of Completed	49	21	18	0	53	64	205
OCP 212 - Foster Care SHINES Classroom Training Instructor Led	Sum of Total Registered	98	34	50	25	17	111	335
	Sum of Completed	66	11	0	0	17	89	183
OCP 318 - Adoptions	Sum of Total Registered		13		9	7		29
	Sum of Completed		10		7	7		24
Total Sum of Total Registered		215	154	154	128	121	193	965
Total Sum of Completed		161	101	45	59	94	153	613

Social Services Completion Data Report #6
January 1, 2009-June 30, 2009



Social Services No Shows Report #6
January 1, 2009 – June 30, 2009

Course	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 May	2009 Jun
OCP 103 - Keys to Child Welfare Practice	1	0	0	1	0	0
OCP 105 - Keys Waived	0	0	0	1	0	0
OCP 201 - Child Protective Services: Process, Practice, and Policy	1	1	0	1	0	0
OCP 202 - Foster Care Services	0	3	0	0	3	0
OCP 211 - CPS SHINES Classroom Training Instructor Led	10	0	2	0	1	3
OCP 212 - Foster Care SHINES Classroom Training Instructor Led	4	1	2	0	0	12
OCP 318 - Adoptions	0	3	0	2	0	0

**Summary of Education and Training Services Section
Office of Family Independence (OFI) Training Evaluation Reports
Date of Report: September 2009
Reporting Period: January 1, 2009 through June 30, 2009**

Report #1 Food Stamps (administered after Phase II)

A total number of 59 surveys were collected during the reporting period. The rating system for items 1 through 11 ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). Each item (1 through 11) received a rating of 3.53 or higher. For Items 12.1 through 12.27, participants are asked to indicate an understanding of the basic functions related to policy and SUCCESS by answering “yes” or “no”. For each item (12.1 through 12.27), ninety-three percent (93%) or more of the participants indicate understanding the basic functions related to policy and SUCCESS. On the majority of items (12.1 through 12.27), one hundred percent (100%) of the participants indicate understanding the basic functions related to policy and SUCCESS.

Report #2 Family Medicaid (administered after Phase II)

A total number of 62 surveys were collected during the reporting period. The rating system for items 1 through 10 ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). Each item (1 through 10) received a rating of 3.31 or higher. For Items 11.1 through 11.45, participants are asked to indicate an understanding of the basic functions related to policy and SUCCESS by answering “yes” or “no”. For each item (11.1 through 11.45), ninety-two percent (92%) or more of the participants indicate understanding the basic functions related to policy and SUCCESS. On the majority of items (11.1 through 11.45), one hundred percent (100%) of the participants indicate understanding the basic functions related to policy and SUCCESS.

Report #3 OFI Course Completion Date

Report 3 includes a breakdown, by month, of participants who registered and completed social services courses. A graph is also included that displays the same information (course completion by month). Additionally, a chart that displays no shows by course and by month is included in this section.

Report #4 Food Stamps (FS) Online Training

FS training may be completed either in the classroom or online with an instructor. A total of 30 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). Each item received a rating of 2.86 or higher.

Report #5 Family Medicaid (FM) Online Training

New FM case managers may complete training either in the classroom or online with an instructor. A total number of 29 surveys were collected during this period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). Each item received a rating of 3.00 or higher.

Report #6 TANF Online Training

New TANF case managers may complete training either in the classroom or online with an instructor. A total number of 14 surveys were collected during this period. Each item received a rating of 3.00 or higher.

Report #7 TANF Employment Services (ES) Online Training

A total number of 16 surveys were collected during this period. Each item received a rating of 2.80 or higher.

Report #8 Food Stamps, Family Medicaid, TANF Online Score Report

Report 8 displays score report information for participants who completed Food Stamps Case Manager Policy, Family Medicaid Policy, and TANF Policy online training during this reporting period.

Report #9 TANF Employment Services Online Score Report

Report 9 displays score report information for participants who completed TANF Employment Services online training during this reporting period.

Report #10 Food Stamps for ABD Case Managers Online Score Report

Report 9 displays score report information for participants who completed Food Stamps for ABD Case Managers online training during this reporting period.

Evaluation Report #1
Office of Family Independence Evaluation of Food Stamps
(Administered after Completion of Phase II)
Data Collected January – June 2009 Date of Report: August 31, 2009

Rating System: **4** = Strongly Agree (SA), **3** = Agree (A), **2** = Disagree (D), **1** = Strongly Disagree (SD)

Total Number of Respondents = 59 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or SA	% No Response	Valid Counts
<i>General Questions</i>						
1. The combination of Phase I Policy Training and Phase II SUCCESS training helped prepare me to do my job.	3.59	4.00	0.50	100	0	59
2. Phase II training has helped me to have a stronger understanding of policy.	3.73	4.00	0.45	100	0	59
3. The Phase II content included exercises/activities that supported the topics.	3.76	4.00	0.43	100	0	59
4. The overall pace of the Phase II training was appropriate.	3.59	4.00	0.59	95	0	59
5. The information covered in training met the key learning points/objectives outlined for each module.	3.73	4.00	0.45	100	0	59
6. The time spent in training was sufficient to cover the material presented.	3.53	4.00	0.73	90	0	59
7. The course materials (Participant Guide, handouts, etc.) helped me in my learning.	3.69	4.00	0.46	100	0	59
8. My exam scores accurately reflected my level of program knowledge at this time.	3.63	4.00	0.55	96	0	59
9. The exams adequately covered the material presented.	3.73	4.00	0.45	100	0	59
10. The exam questions were clearly written (not vague).	3.63	4.00	0.64	95	0	59
11. Upon completion of Phase II training my comfort level about my job has increased.	3.56	4.00	0.53	98	0	59

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>I understand the basics for the following functions related to policy and SUCCESS:</i>					
SUCCESS:					
12.1. Questions I had during Phase I about how policy and SUCCESS merge were answered in Phase II training.	59	100	0	0	59
12.2. Signing onto and off of SUCCESS.					59
12.3. Accessing and navigating ODIS.	58	98	1	2	59
12.4. Utilizing the Function Keys as a resource.	59	100	0	0	59
12.5. Identifying the types of SUCCESS screens.	59	100	0	0	59
12.6. Navigation of the SUCCESS screens.	59	100	0	0	59
12.7. Screening and registration of an applicant.	59	100	0	0	59
12.8. Organizing a case record according to policy standards.	59	100	0	0	59
INITIALS					
12.9. Entering basic information for an Initial Application.	59	100	0	0	59
12.10. Incorporating good interview techniques and policy information into the interview.	59	100	0	0	59
12.11. Documenting the correct information behind the appropriate screens and on the appropriate ADT if applicable.	58	98	1	2	59
12.12. Requesting the appropriate verification at Initial Application.	59	100	0	0	59
12.13. Identifying the Customer Service Behavioral Standards.	59	100	0	0	59
12.14. Processing an Initial Application following the O, P, and Q sequence.	59	100	0	0	59
12.15. Identifying and completing the required forms for an Initial Application.	59	100	0	0	59
12.16. Putting a case on the Scratch Pad Area (SPA) and accessing another case.	56	95	3	5	59

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
ONGOING:					
12.17. Processing and documenting changes in the size of the AU.	59	100	0	0	59
12.18. Processing and documenting reported financial changes.	59	100	0	0	59
12.19. Processing and documenting new shelter expenses.	59	100	0	0	59
12.20. Processing and documenting changes in shelter expenses.	59	100	0	0	59
12.21. Requesting the appropriate verification for reported changes.	58	98	1	2	59
REVIEWS:					
12.22. Processing Reviews.	59	100	0	0	59
12.23. Identifying and completing the required forms for a Review.	59	100	0	0	59
12.24. Requesting the appropriate verification at Review.	58	98	1	2	59
12.25. Processing an Expedited Case.	59	100	0	0	59
OTHER:					
12.26. Accessing Alerts for the use of effective case load management.	57	97	2	3	59
12.27. I would recommend using this facility again.	56	95	3	5	59

Evaluation Report #2
Office of Family Independence Evaluation of Family Medicaid
(Administered after Completion of Phase II)
Data Collected January - June, 2009 Date of Report: August 25, 2009

Rating System: **4** = Strongly Agree (SA), **3** = Agree (A), **2** = Disagree (D), **1** = Strongly Disagree (SD)

Total Number of Respondents = 62 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or SA	% No Response	Valid Counts
<i>General Questions</i>						
1. The combination of Policy and SUCCESS training helped prepare me to do my job.	3.42	3.50	0.67	94	0	62
2. The training included exercises/activities that supported the topics.	3.55	4.00	0.56	97	0	62
3. The overall pace of the training was appropriate.	3.32	3.00	0.70	90	0	62
4. The information covered in training met the key learning points/objectives outlined for each module.	3.56	4.00	0.50	100	0	62
5. The time spent in training was sufficient to cover the material presented.	3.34	3.50	0.77	86	0	62
6. The course materials (Participant Guide, handouts, etc.) helped me in my learning.	3.45	4.00	0.74	92	0	62
7. My exam scores accurately reflected my level of program knowledge at this time.	3.45	4.00	0.64	98	0	62
8. The exams adequately covered the material presented.	3.58	4.00	0.50	100	0	62
9. The Skill Demonstrations adequately addressed the procedures presented.	3.50	3.50	0.50	100	0	62
10. Upon completion of Family Medicaid training, my comfort level about my job has increased.	3.31	3.00	0.69	92	0	62

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>I understand the basics of the following functions related to policy and SUCCESS:</i>					
GENERAL/SUCCESS:					
11.1. Identifying the DHR Mission, Values, and Goals.	62	100	0	0	62
11.2. My responsibility as a mandatory reporter of suspected child abuse or neglect and adult abuse or neglect.	62	100	0	0	62
11.3. Identifying Customer Service Standards.	62	100	0	0	62
11.4. Accessing and navigating ODIS.	62	100	0	0	62
11.5. Signing on and off of SUCCESS.	62	100	0	0	62
11.6. Utilizing the Function Keys as a resource.	62	100	0	0	62
11.7. Identifying the different Family Medicaid Classes of Assistance.	60	97	2	3	62
APPLICATION PROCESSING					
11.8. Identifying the different Medicaid application forms.	59	95	3	5	62
11.9. Defining the concept of Continuing Medicaid Determination (CMD).	61	98	1	2	62
11.10. Screening and registering an application on SUCCESS.	62	100	0	0	62
11.11. Applying the appropriate standard of promptness for Family Medicaid classes of assistance.	62	100	0	0	62
INITIAL APPLICATION					
11.12. Using the information from Form 94 to enter basic information in SUCCESS.	62	100	0	0	62
11.13. Determining who is included and/or excluded in the AU/BG for the appropriate Family Medicaid Class of Assistance.	61	98	1	2	62
11.14. Applying the eligibility requirements for non-financial criteria for the appropriate Family Medicaid Class of Assistance.	61	98	1	2	62
11.15. Applying the correct resource limit and verification requirements to the appropriate Family Medicaid Class of Assistance.	62	100	0	0	62

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
11.16. Determining the countable resource value for the appropriate Family Medicaid Class of Assistance.	62	100	0	0	62
11.17 Applying the correct income limit and verification requirements to the appropriate Family Medicaid Class of Assistance.	62	100	0	0	62
11.18. Applying the correct budgeting procedures for an Initial Application.	61	98	1	2	62
11.19. Completing a manual budget using the appropriate AU/BG size, resources (if applicable), income, and deductions.	62	100	0	0	62
11.20. Documenting the correct information behind the appropriate screens based on the Documentation Standards and applicable ADTs for Family Medicaid.	60	97	2	3	62
11.21. Processing an Initial Application using the O, P, and Q sequence.	62	100	0	0	62
11.22. Identifying applicants who meet the criteria for Emergency Medical Assistance (EMA).	62	100	0	0	62
11. 23. Identifying the steps to approve an EMA application.	62	100	0	0	62
11. 24 Correctly entering information from Form 526 to the ALAS screen for an EMA application.	62	100	0	0	62
RETROACTIVE MEDICAID					
11.25. Determining eligibility for Retroactive Months.	62	100	0	0	62
11.26 Processing and documenting a Retroactive Months Application.	62	100	0	0	62
11.27. Completing a combination Initial Application and Retroactive Months Application.	62	100	0	0	62

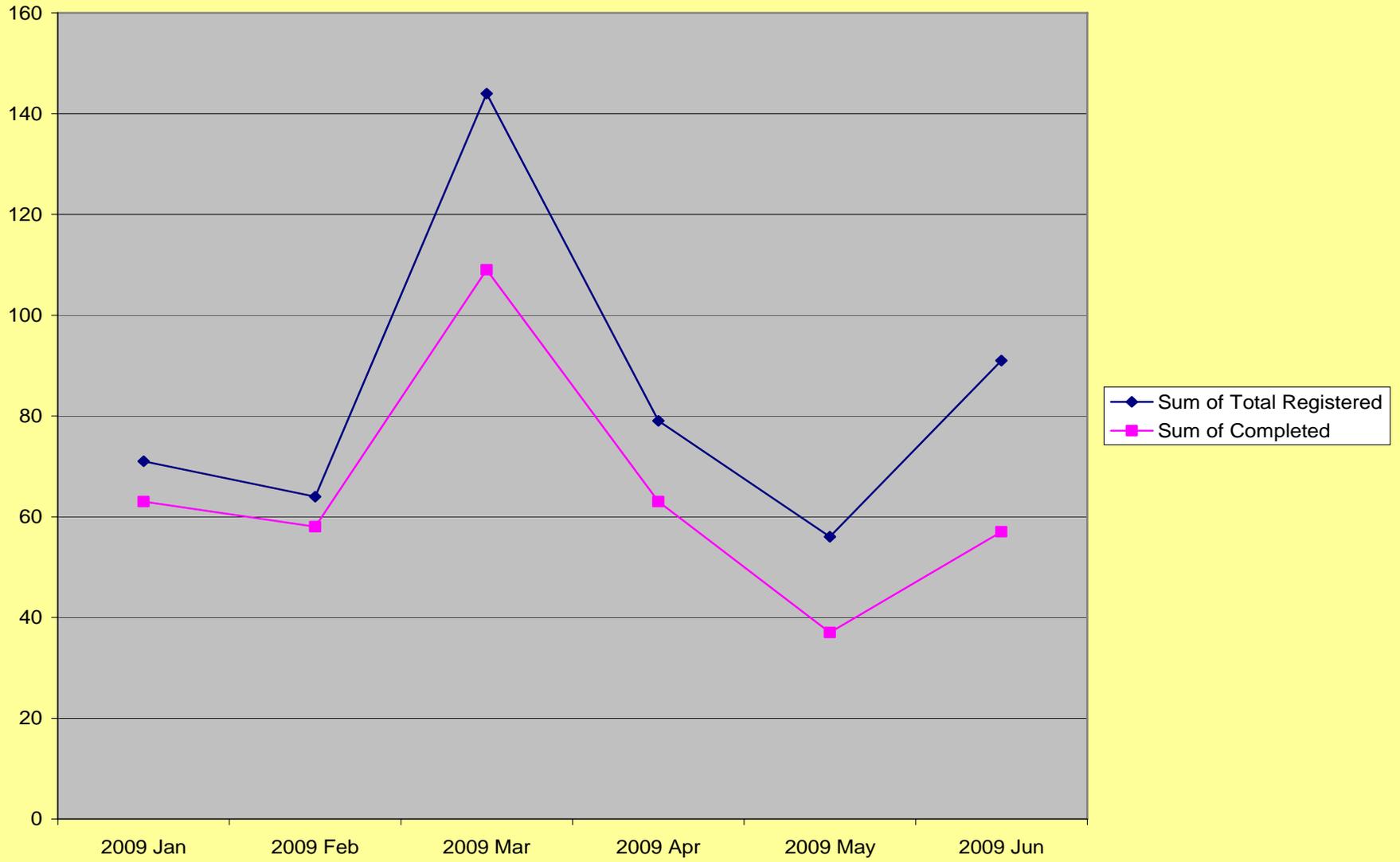
Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
CHANGES					
11.28. Identifying the types of changes AUs are required to report and the verification requirements.	62	100	0	0	62
11.29. Identifying the Case Manager's time frame for taking action and identifying the correct type of notification the AU will receive.	61	98	1	2	62
11.30. Identifying the effective month a person is added to the AU/BG.	61	98	1	2	62
11.31. Adding a newborn to an existing Medicaid case on SUCCESS.	61	98	1	2	62
11.32. Adding a newborn Medicaid case on SUCCESS.	61	98	1	2	62
11.33. Identifying the effective month of reported financial changes.	61	98	1	2	62
11.34. Processing and documenting financial changes on SUCCESS.	62	100	0	0	62
11.35. Determining how a LIM AU becomes eligible for Transitional Medical Assistance (TMA).	62	100	0	0	62
11.36. Accurately coding the MISC screen when a LIM AU becomes eligible for TMA.	59	95	3	5	62
11.37. Entering information from a QR onto the TMAI screen.	57	92	5	8	62
11.38. Determining how a LIM AU becomes eligible for Four Months Child Support Medicaid.	62	100	0	0	62
11.39. Identifying the effective month a person is deleted from an AU.	61	98	1	2	62
11.40. Identifying the criteria to refer children to PeachCare for Kids.	61	98	1	2	62
11.41. Printing a Temporary Medicaid Card from SUCCESS.	61	98	1	2	62

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>REVIEWS</i>					
11.42. Identifying which Family Medicaid Classes of Assistance require reviews and the time frames in which they are due.	61	98	1	2	62
11.43. Identifying forms to be completed at review.	60	97	2	3	62
11.44. Completing a Family Medicaid review on SUCCESS.	62	100	0	0	62
11.45. Incorporating good interviewing techniques and policy information into the interview.	62	100	0	0	62

OFI Instructor-Led Completion Data Report #3
January 1, 2009-June 30, 2009

Course Name/ID	Data	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	June 2009	Grand Total
ES 1110 - TANF Employment Services Case Manager Phase II	Sum of Total Registered		5			8	3	16
	Sum of Completed		4			5	3	12
FM 1220 - Family Medicaid Phase II	Sum of Total Registered	6		15	4	0		25
	Sum of Completed	0		10	1	0		11
FM 1230 - Family Medicaid Integrated	Sum of Total Registered	7	3	16	5	29	3	63
	Sum of Completed	6	3	15	5	24	3	56
FS 1310 - Food Stamp Phase I	Sum of Total Registered	19		37	7	5	38	106
	Sum of Completed	19		23	7	0	21	70
FS 1320 - Food Stamp Phase II	Sum of Total Registered	23	7	11	23	11	24	99
	Sum of Completed	22	3	10	15	7	10	67
FS 1330 - Food Stamp Phase III	Sum of Total Registered	16	39	57	40		19	171
	Sum of Completed	16	39	45	35		16	151
FSABD2 - FS for ABD New Worker Phase II	Sum of Total Registered		10				4	14
	Sum of Completed		9				4	13
TA 1130 - TANF Phase III	Sum of Total Registered			8		3		11
	Sum of Completed			6		1		7
Total Sum of Total Registered		71	64	144	79	56	91	505
Total Sum of Completed		63	58	109	63	37	57	387

OFI Instructor-Led Completion Data Report #3
January 1, 2009-June 30, 2009



OFI No Shows Report #3
January 1, 2009 – June 30, 2009

Course	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 May	2009 Jun
ES 1110 - TANF Employment Services Case Manager Phase II	0	0	0	0	1	0
FM 1210 - Family Medicaid Phase I	0	0	0	0	0	0
FM 1220 - Family Medicaid Phase II	0	0	0	3	0	0
FM 1230 - Family Medicaid Integrated	1	0	1	0	5	0
FS 1310 - Food Stamp Phase I	0	0	2	0	0	0
FS 1320 - Food Stamp Phase II	1	0	1	7	0	1
FS 1330 - Food Stamp Phase III	0	0	8	4	0	3
FSABD2 - FS for ABD New Worker Phase II	0	1	0	0	0	0
TA 1130 - TANF Phase III	0	0	2	0	2	0

Evaluation Report #4 Office of Family Independence Online Training Evaluation Food Stamps

Data Collected From Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 30 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.30	3.00	0.53	97	0	30
2. The online training navigation system was user-friendly.	3.17	3.00	0.54	90	3	30
3. The level of technical support in the county was adequate.	3.13	3.00	0.76	60	23	30
4. The online training gave me a basic understanding of policy.	3.03	3.00	0.57	83	3	30
5. The online training helped me acquire the knowledge I need to do my job.	2.89	3.00	0.74	70	7	30
6. The technology-computer equipment was adequate.	2.97	3.00	0.91	77	3	30
7. The online training was a good learning tool.	2.86	3.00	0.69	80	3	30
8. The online training gave immediate feedback on my answers.	3.11	3.00	0.69	83	7	30
9. The amount of time given to complete this online course was sufficient.	2.73	3.00	0.94	67	0	30
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.12	3.00	0.86	73	13	30
11. The online instructor facilitated my learning of the content.	2.86	3.00	0.89	70	7	30
12. The online instructor was knowledgeable of the policy.	3.08	3.00	0.89	70	13	30
13. The online instructor responded promptly.	3.00	3.00	0.93	70	3	30
14. The online instructor was familiar with the content.	3.11	3.00	0.88	77	7	30

Evaluation Report #5 Office of Family Independence Online Training Evaluation Family Medicaid

Data Collected From Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 29 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.34	3.00	0.55	97	0	29
2. The online training navigation system was user-friendly.	3.03	3.00	0.68	87	0	29
3. The level of technical support in the county was adequate.	2.93	3.00	0.72	76	3	29
4. The online training gave me a basic understanding of policy.	2.86	3.00	0.74	79	0	29
5. The online training helped me acquire the knowledge I need to do my job.	2.46	3.00	0.92	52	3	29
6. The technology-computer equipment was adequate.	2.79	3.00	0.83	72	3	29
7. The online training was a good learning tool.	2.93	3.00	0.92	52	3	29
8. The online training gave immediate feedback on my answers.	2.93	3.00	0.65	90	0	29
9. The amount of time given to complete this online course was sufficient.	2.75	3.00	1.11	65	3	29
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.17	3.00	0.58	72	21	29
11. The online instructor facilitated my learning of the content.	2.83	3.00	1.01	55	17	29
12. The online instructor was knowledgeable of the policy.	3.37	3.00	0.50	66	34	29
13. The online instructor responded promptly.	3.00	3.00	0.88	66	17	29
14. The online instructor was familiar with the content.	3.45	3.00	0.51	69	31	29

Evaluation Report #6 Office of Family Independence Online Training Evaluation TANF

Data Collected From Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 14 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.57	4.00	0.51	100	0	14
2. The online training navigation system was user-friendly.	3.36	3.50	0.84	93	0	14
3. The level of technical support in the county was adequate.	3.50	3.50	0.52	86	14	14
4. The online training gave me a basic understanding of policy.	3.43	3.50	0.65	93	7	14
5. The online training helped me acquire the knowledge I need to do my job.	3.07	3.00	0.83	86	0	14
6. The technology-computer equipment was adequate.	3.31	3.00	0.48	93	7	14
7. The online training was a good learning tool.	3.07	3.00	1.00	86	0	14
8. The online training gave immediate feedback on my answers.	3.29	3.00	0.61	93	0	14
9. The amount of time given to complete this online course was sufficient.	3.29	3.00	0.61	93	0	14
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.50	4.00	0.67	79	14	14
11. The online instructor facilitated my learning of the content.	3.14	3.50	1.03	71	0	14
12. The online instructor was knowledgeable of the policy.	3.62	4.00	0.65	86	7	14
13. The online instructor responded promptly.	3.00	3.00	1.11	72	0	14
14. The online instructor was familiar with the content.	3.43	4.00	0.76	86	0	14

Evaluation Report #7

Office of Family Independence Online Training Evaluation TANF Employment Services

Data Collected From Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 16 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.13	3.00	0.74	88	6	16
2. The online training navigation system was user-friendly.	3.27	3.00	0.46	94	6	16
3. The level of technical support in the county was adequate.	3.13	3.00	0.52	88	6	16
4. The online training gave me a basic understanding of policy.	3.13	3.00	0.50	94	0	16
5. The online training helped me acquire the knowledge I need to do my job.	2.94	3.00	0.68	75	0	16
6. The technology-computer equipment was adequate.	2.80	3.00	0.67	75	6	16
7. The online training was a good learning tool.	3.06	3.00	0.44	94	0	16
8. The online training gave immediate feedback on my answers.	3.38	3.00	0.62	94	0	16
9. The amount of time given to complete this online course was sufficient.	3.19	3.00	0.66	88	0	16
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.43	3.00	0.51	88	12	16
11. The online instructor facilitated my learning of the content.	3.06	3.00	0.68	81	0	16
12. The online instructor was knowledgeable of the policy.	3.27	3.00	0.59	88	6	16
13. The online instructor responded promptly.	3.23	3.00	0.60	75	19	16
14. The online instructor was familiar with the content.	3.21	3.00	0.58	81	12	16

Score Report for Selected Office of Family Independence Online Courses

Food Stamps, Family Medicaid, and TANF Online Test Averages Report #8

Reporting Period: Jan. 1 - June 30, 2009

Operational Definitions

"Satisfactory Test Average" = Average of 80% or greater on the best attempt of the mid-assessment *and* the best attempt of the final assessment. Maximum of two attempts on each of the assessments. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the mid- *and/or* the final assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Avg." = Individuals with a "Satisfactory Test Average" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the the mid- *and/or* final assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Avg." = Individuals with a test average less than 80% on the best attempt of the mid-assessment *and* best attempt of the final assessment during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts (if needed).

Note: An incomplete test result or unsatisfactory test average does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete test or score sufficiently high on his/her second attempt occurring shortly after the reporting period. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

Food Stamps Case Manager Policy Training

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	62	100%	36	100%	26	100%
Individuals w/ Satisfactory Test Avg.	35	56%	28	78%	7	27%
Individuals w/ Incompletes	16	26%	3	8%	13	50%
Individuals w/ Unsatisfactory Test Avg.	11	18%	5	14%	6	23%

Family Medicaid Policy Training

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	59	100%	35	100%	24	100%
Individuals w/ Satisfactory Test Avg.	36	61%	24	69%	12	50%
Individuals w/ Incompletes	15	25%	4	11%	11	46%
Individuals w/ Unsatisfactory Test Avg.	8	14%	7	20%	1	4%

TANF Policy Training (Phase I)

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	28	100%	25	100%	3	100%
Individuals w/ Satisfactory Test Avg.	24	86%	22	88%	2	67%
Individuals w/ Incompletes	3	11%	2	8%	1	33%
Individuals w/ Unsatisfactory Test Avg.	1	4%	1	4%	0	0%

TANF Employment Services Score Report #9

Reporting Period: 01/01/2009 - 06/30/2009 Self Assessment (only one test for this course)

Operational Definitions

"Satisfactory Test Score" = A test score of 80% or greater on the best of two attempts. A maximum of two attempts is granted. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Score" = Individuals with a "Satisfactory Test Score" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Score" = Individuals with a test score less than 80% on their best attempt during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts within the reporting period.

"Max Score" = The highest score of an individual's attempts.

"Mean of Max Scores" = The arithmetic average of the distribution of max scores.

"Median of Max Scores" = The score that divides the distribution of max scores in half.

"Mode of Max Scores" = Most frequently occurring score in the distribution of max scores.

"Range of Max Scores" = The difference between the highest and lowest scores within the distribution of max scores.

Note: An incomplete or unsatisfactory test score does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete or earn a satisfactory test score on his/her second attempt in a subsequent quarter. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	24	100%	16	100%	8	100%
Individuals w/ Satisfactory Test Score	22	92%	14	88%	8	100%
Individuals w/ Incompletes	1	4%	1	6%	0	0%
Individuals w/ Unsatisfactory Test Score	1	4%	1	6%	0	0%

<u>Descriptive Statistics</u>	<u>All Individuals</u>	<u>Registered</u>	<u>Non-Registered</u>
Mean of Max Scores	87	87	87
Median of Max Scores	87	87	87
Mode(s) of Max Scores	87	87	80,87,93
Range of Max Scores	30	30	13
Lowest Score of Max Scores	70	70	80
Highest Score of Max Scores	100	100	93
Minimum # of Attempts	1	1	1
Maximum # of Attempts	3	3	2
Average # of Attempts	1.5	1.6	1.30

Score Report for Selected Office of Family Independence Online Courses

Food Stamps for ABD Case Managers (online) Report #10

Reporting Period: Jan. 1 - June 30, 2009

Operational Definitions

"Satisfactory Test Average" = Average of 80% or greater on the best attempt of the mid-assessment *and* the best attempt of the final assessment. Maximum of two attempts on each of the assessments. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the mid- *and/or* the final assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Avg." = Individuals with a "Satisfactory Test Average" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the the mid- *and/or* final assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Avg." = Individuals with a test average less than 80% on the best attempt of the mid-assessment *and* best attempt of the final assessment during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts (if needed).

Note: An incomplete test result or unsatisfactory test average does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete test or score sufficiently high on his/her second attempt occurring shortly after the reporting period. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

Food Stamps for ABD Case Managers

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	All Individuals		Registered		Non-Registered	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	17	100%	16	100%	1	100%
Individuals w/ Satisfactory Test Avg.	16	94%	16	100%	0	0%
Individuals w/ Incompletes	1	6%	0	0%	1	100%
Individuals w/ Unsatisfactory Test Avg.	0	0%	0	0%	0	0%

**Summary of Education and Training Services Section
New Supervisor Training Evaluation Reports
Date of Report: September 2009
Reporting Period: January 1, 2009 through June 30, 2009**

Report #1 New Supervisor Classroom Training

A total number of 84 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.57 or higher.

Report #2 New Supervisor Completion Date

Report 2 includes a breakdown, by month, of participants who registered and completed new supervisor courses. A graph is also included that displays the same information (course completion by month). Additionally, a chart that displays no shows by course and by month is included in this section.

Report #3 New Supervisor Online Training

A total number of 40 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.28 or higher.

Evaluation Report #4 New Supervisor Field Practice

A total number of 36 surveys were collected during the reporting period. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). All questions received a rating of 3.72 or higher.

Average of New Supervisor Knowledge Assessments

The chart below shows the average score of all participants that completed the knowledge assessment for New Supervisor Training (OFI and SS) from January 1, 2009 through June 30, 2009.

Class	Number of participants	Average score of participants
New Supervisor (OFI and SS)	49	95

Evaluation Report #1

New Supervisor Training: 'Tools of the Trade' Evaluation

Date Data Collected: Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: **4**=Agree Strongly, **3**=Agree, **2**=Disagree, **1**=Disagree Strongly, **N/A***=Not Applicable

Total Number of Surveys Collected = 84 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.80	4.00	0.40	100	0	84
2. Showed respect for the participants.	3.82	4.00	0.38	100	0	84
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.73	4.00	0.45	100	0	84
4. Presented training content that was relevant.	3.71	4.00	0.45	100	0	84
5. Used participant activities that reinforced content.	3.80	4.00	0.40	100	0	84
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.77	4.00	0.42	100	0	84
7. Presented and/or interpreted policy correctly.	3.76	4.00	0.43	100	0	84
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.72	4.00	0.45	98	2	84
9. Conveyed the purpose or rationale for the training/topic.	3.75	4.00	0.44	100	0	84
10. Presented the content clearly and concisely.	3.77	4.00	0.45	99	0	84
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.70	4.00	0.41	100	0	84
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.57	4.00	0.61	96	0	84
13. Contained ideas that were relatively easy to understand and implement.	3.62	4.00	0.51	99	0	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.71	4.00	0.45	100	0	84
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.70	4.00	0.46	100	0	84
16. Created a learning environment in which participants were encouraged to actively participate.	3.75	4.00	0.44	100	0	84
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.71	4.00	0.45	100	0	84
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.69	4.00	0.46	100	0	84
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.73	4.00	0.50	98	0	84
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.74	4.00	0.44	100	0	84
21. Managed difficult situations when they arose and maintained control of the class.	3.70	4.00	0.46	92	8	84
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.75	4.00	0.44	100	0	84
23. Established and maintained credibility through personal conduct and professionalism.	3.76	4.00	0.43	100	0	84
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.75	4.00	0.44	100	0	84
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.71	4.00	0.45	100	0	84

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.73	4.00	0.45	100	0	84
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.75	4.00	0.44	100	0	84
28. Was able to troubleshoot when media problems arose.	3.65	4.00	0.48	92	8	84

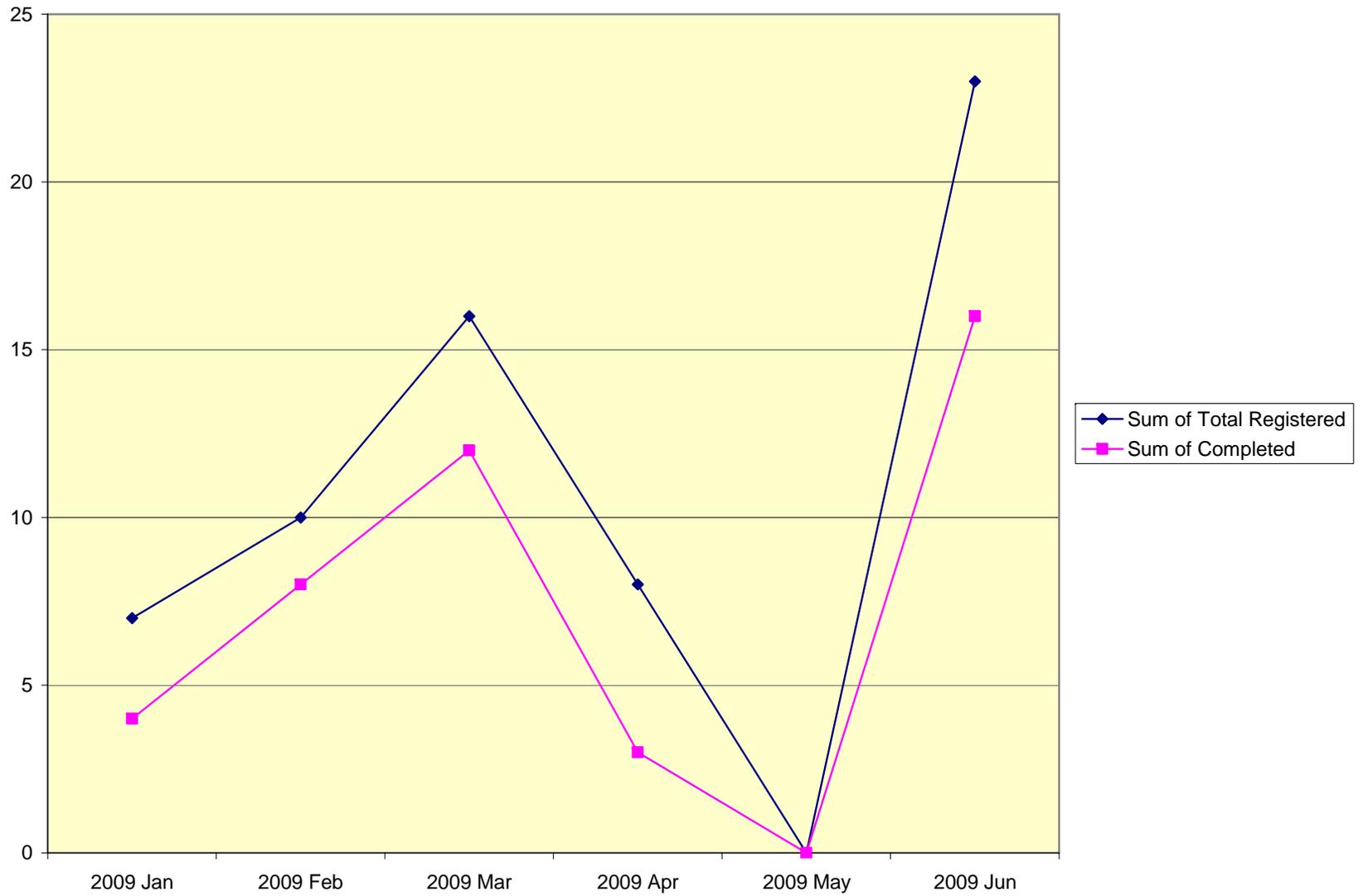
**OFI/SS New Supervisor Tools of the Trade Report #2
January 1, 2009-June 30, 2009**

Course Name/ID	Data	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 Jun	Grand Total
OCP 401 - Social Services New Supervisor Training:Tools of the Trade	Sum of Total Registered	4	8	13	3	12	40
	Sum of Completed	4	8	12	3	6	33
SP 1500 - OFI New Supervisor Training: Tools of the Trade	Sum of Total Registered	3	2	3	5	11	24
	Sum of Completed	0	0	0	0	10	10
Total Sum of Total Registered		7	10	16	8	23	64
Total Sum of Completed		4	8	12	3	16	43

New Supervisor No Shows (January 1 – June 30)

Course	2009 Mar
OCP 401 - Social Services New Supervisor Training:Tools of the Trade	1
SP 1500 - OFI New Supervisor Training: Tools of the Trade	0

OFI/SS New Supervisor Tools of the Trade Report #2
January 1, 2009-June 30, 2009



Evaluation Report #3

Social Services New Supervisor Online Training Evaluation

Data Collected: Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 40 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.48	3.50	0.55	98	0	40
2. The online training navigation system was user-friendly.	3.45	3.50	0.60	95	0	40
3. The level of technical support in the county was adequate.	3.39	3.00	0.56	75	22	40
4. The online training helped me acquire knowledge related to my work as a supervisor.	3.54	4.00	0.51	98	2	40
5. The technology/computer equipment was adequate.	3.33	3.00	0.70	85	2	40
6. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.	3.41	3.00	0.50	68	32	40
<i>7. Online training was a good medium for learning the course material in the following:</i>						
7a. ASFA (Adoption and Safe Family Act of 1997)	3.28	3.00	0.64	95	0	40
7b. CFSR (Child and Family Services Review)	3.35	3.00	0.66	95	0	40
7c. FCP (Family Centered Practice)	3.43	3.00	0.63	97	0	40
7d. IV-E / IV-B, Family Preservation and Wrap Services	3.30	3.00	0.65	95	0	40
<i>8-19. Upon completion of online training, I understand:</i>						
8. The goals, principles, and rationale of ASFA.	3.40	3.00	0.63	98	0	40
9. The supervisor's role in integrating ASFA requirements with DFCS practice.	3.38	3.00	0.63	98	0	40
10. The CFSR outcomes.	3.38	3.00	0.67	95	0	40
11. The importance of supervisory engagement/oversight in achieving safety, permanency, and well being.	3.45	3.50	0.64	98	0	40

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
12. The methods of supervisory engagement/oversight (i.e., reports, case record, reviews, and conferences).	3.43	3.00	0.64	98	0	40
13. The principles of Family Centered Practice.	3.45	3.50	0.64	98	0	40
14. The use of Family Team Meetings as a strategy to utilize Family Centered Practice principles.	3.48	4.00	0.64	98	0	40
15. How to incorporate Family Centered Practice principles into the supervisor-case manager relationship.	3.45	3.50	0.64	98	0	40
16. How IV-E / IV-B funding impacts DFCS programs.	3.35	3.00	0.66	95	0	40
17. Supervisory impact in monitoring IV-E compliance.	3.35	3.00	0.66	95	0	40
18. Family Preservation and Wrap Services programs and their importance in CFSR.	3.30	3.00	0.65	95	0	40
19. The supervisor's ability to guide case managers in the use of Family Preservation and Wrap Services as they relate to safety, permanency, and well-being outcomes.	3.38	3.00	0.67	95	0	40

Evaluation Report #4 New Supervisor Field Practice Feedback Form

Data Collected From Jan. - June, 2009 Date of Report: September 4, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 36 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. Field practice was implemented as intended.	3.75	4.00	0.50	97	0	36
2. I received adequate support and guidance during my field practice experience.	3.89	4.00	0.32	100	0	36
3. The field practice experience reinforced classroom instruction.	3.72	4.00	0.45	100	0	36
4. The field practice experience helped prepare me for the daily work activities of a supervisor.	3.75	4.00	0.44	100	0	36
5. Overall I was satisfied with the field practice experience.	3.78	4.00	0.48	97	0	36
6. The field practice experience was a useful learning tool.	3.75	4.00	0.44	100	0	36
7. I was satisfied with the supervision I received during my field experience.	3.86	4.00	0.35	100	0	36
8. My field practice e-mentor was available to mentor me throughout the experience.	3.89	4.00	0.32	100	0	36
9. My field practice e-mentor was knowledgeable regarding supervisory practice.	3.86	4.00	0.35	100	0	36

**Summary of Education and Training Services Section
Professional Excellence Training Evaluation Reports
Date of Report: September 2009
Reporting Period: January 1, 2009 through March 31, 2009**

Report #1 Interviewing Skill Development and Practice

A total number of 81 surveys were collected during the reporting period. All questions received a rating of 4.13 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #2 Legal Issues 2: In-Court Training

A total number of 40 surveys were collected during the reporting period. All questions received a rating of 3.74 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #3 Interviewing Children and Adolescents

A total number of 84 surveys were collected during the reporting period. All questions received a rating of 4.19 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #4 Observing and Assessing Families

A total number of 11 surveys were collected during the reporting period. All questions received a rating of 4.91 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #5 Skills and Strategies for Working with Fathers

A total number of 324 surveys were collected during the reporting period. All questions received a rating of 3.78 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #6 FISH Philosophy

A total number of 49 surveys were collected during the reporting period. All questions received a rating of 3.67 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #7 Working with Immigrant Families

A total number of 16 surveys were collected during the reporting period. All questions received a rating of 4.13 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #8 ECEM Promoting Placement, Stability, and Permanency

A total number of 13 surveys were collected during the reporting period. All questions received a rating of 4.33 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #9 ECEM: CM - Promoting Placement, Stability, and Permanency

A total number of 229 surveys were collected during the reporting period. All questions received a rating of 3.68 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #10 Family Team Meeting I Training

A total number of 35 surveys were collected during the reporting period. All questions received a rating of 3.76 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #11 Family Team Meeting II Training

A total number of 47 surveys were collected during the reporting period. All questions received a rating of 4.00 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #12 Family Team Meeting Training for Facilitators

A total number of 23 surveys were collected during the reporting period. All questions received a rating of 3.23 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #1

PE 507 – Interviewing Skill Development & Practice

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 81 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.88	5.00	.331	100	81
2. The content included exercises/activities that supported the topic.	4.91	5.00	.284	100	80
3. The handouts were helpful in understanding the material.	4.84	5.00	.404	98.8	80
4. I was confident in the subject matter before the training.	4.06	4.00	.925	68.4	79
5. This training was not really applicable to my job.	2.32	1.00	1.77	30.7	78
6. This training increased my knowledge about the subject area.	4.83	5.00	.546	98.7	80
7. The knowledge and skills gained in this training will be useful in my job.	4.79	5.00	.586	97.6	81
8. I would like additional information about the training topic.	4.13	5.00	1.10	71.8	78
9. I would recommend this training to my colleagues.	4.82	5.00	.471	98.8	80
10. The training length was appropriate.	4.69	5.00	.667	95	80
11. Overall the trainer was effective.	4.93	5.00	.264	100	81
12. The trainer presented the content clearly and concisely.	4.91	5.00	.282	100	81
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.91	5.00	.283	100	81
14. Overall the training environment was satisfactory.	4.85	5.00	.359	100	80
15. I feel more confident about the subject matter after this training.	4.81	5.00	.393	100	80
16. Overall this course was useful for my job.	4.90	5.00	.300	100	81

Evaluation Report #2

PE 508 – Legal Issues 2: In-Court Training

Date Data Collected: Jan. 1 - March 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 40 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.85	5.00	.362	100	40
2. The content included exercises/activities that supported the topic.	4.92	5.00	.267	100	40
3. The handouts were helpful in understanding the material.	4.70	5.00	.516	97.5	40
4. I was confident in the subject matter before the training.	3.90	4.00	.982	70.0	40
5. This training was not really applicable to my job.	2.20	1.00	1.68	27.5	40
6. This training increased my knowledge about the subject area.	4.60	5.00	.778	95.0	40
7. The knowledge and skills gained in this training will be useful in my job.	4.70	5.00	.564	95.0	40
8. I would like additional information about the training topic.	3.74	4.00	1.20	55.2	38
9. I would recommend this training to my colleagues.	4.60	5.00	.871	87.5	40
10. The training length was appropriate.	4.78	5.00	.530	95.0	40
11. Overall the trainer was effective.	4.77	5.00	.536	94.9	39
12. The trainer presented the content clearly and concisely.	4.75	5.00	.543	95.0	40
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.82	5.00	.446	97.5	40
14. Overall the training environment was satisfactory.	4.58	5.00	.958	90.0	40
15. I feel more confident about the subject matter after this training.	4.68	5.00	.616	92.5	40
16. Overall this course was useful for my job.	4.68	5.00	.616	92.5	40

Evaluation Report #3

PE 512 – Interviewing Children & Adolescents

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 84 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.74	5.00	.442	100	84
2. The content included exercises/activities that supported the topic.	4.74	5.00	.442	100	84
3. The handouts were helpful in understanding the material.	4.84	5.00	.367	100	82
4. I was confident in the subject matter before the training.	3.20	3.00	1.14	38.1	84
5. This training was not really applicable to my job.	1.61	1.00	1.24	11.9	84
6. This training increased my knowledge about the subject area.	4.85	5.00	.357	100	81
7. The knowledge and skills gained in this training will be useful in my job.	4.83	5.00	.375	100	84
8. I would like additional information about the training topic.	4.41	5.00	.781	86.7	83
9. I would recommend this training to my colleagues.	4.81	5.00	.395	100	84
10. The training length was appropriate.	4.19	5.00	1.17	81	84
11. Overall the trainer was effective.	4.80	5.00	.404	100	84
12. The trainer presented the content clearly and concisely.	4.85	5.00	.364	100	84
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.90	5.00	.295	100	84
14. Overall the training environment was satisfactory.	4.77	5.00	.421	100	84
15. I feel more confident about the subject matter after this training.	4.69	5.00	.465	100	84
16. Overall this course was useful for my job.	4.90	5.00	.295	100	84

Evaluation Report #4

PE 513 – Observing & Assessing Families

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 11 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	5.00	5.00	.000	100	11
2. The content included exercises/activities that supported the topic.	5.00	5.00	.000	100	11
3. The handouts were helpful in understanding the material.	4.91	5.00	.302	100	11
4. I was confident in the subject matter before the training.	3.82	4.00	1.25	54.6	11
5. This training was not really applicable to my job.	1.82	1.00	1.60	18.2	11
6. This training increased my knowledge about the subject area.	5.00	5.00	.000	100	11
7. The knowledge and skills gained in this training will be useful in my job.	5.00	5.00	.000	100	11
8. I would like additional information about the training topic.	4.91	5.00	.302	100	11
9. I would recommend this training to my colleagues.	5.00	5.00	.000	100	11
10. The training length was appropriate.	4.91	5.00	.302	100	11
11. Overall the trainer was effective.	5.00	5.00	.000	100	11
12. The trainer presented the content clearly and concisely.	5.00	5.00	.000	100	11
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	5.00	5.00	.000	100	11
14. Overall the training environment was satisfactory.	5.00	5.00	.000	100	11
15. I feel more confident about the subject matter after this training.	5.00	5.00	.000	100	11
16. Overall this course was useful for my job.	5.00	5.00	.000	100	11

Evaluation Report #5

PE 514 – Skills & Strategies for Working with Fathers

Date Data Collected: Jan.1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 324 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.61	5.00	.531	97.9	323
2. The content included exercises/activities that supported the topic.	4.66	5.00	.553	97.5	324
3. The handouts were helpful in understanding the material.	4.62	5.00	.581	95.6	320
4. I was confident in the subject matter before the training.	3.42	3.00	1.06	42.2	322
5. This training was not really applicable to my job.	1.99	1.00	1.42	17.3	317
6. This training increased my knowledge about the subject area.	4.55	5.00	.680	93.7	319
7. The knowledge and skills gained in this training will be useful in my job.	4.59	5.00	.684	91.6	321
8. I would like additional information about the training topic.	3.78	4.00	1.09	58.3	310
9. I would recommend this training to my colleagues.	4.47	5.00	.776	89.5	324
10. The training length was appropriate.	3.98	4.00	1.27	72.9	321
11. Overall the trainer was effective.	4.70	5.00	.533	97.5	323
12. The trainer presented the content clearly and concisely.	4.73	5.00	.541	98.2	322
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.76	5.00	.519	97.8	322
14. Overall the training environment was satisfactory.	4.52	5.00	.711	94.1	322
15. I feel more confident about the subject matter after this training.	4.54	5.00	.661	93.4	320
16. Overall this course was useful for my job.	4.60	5.00	.679	92.6	320

Evaluation Report #6
PE 518 – FISH Philosophy

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 49 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.76	5.00	.434	100	49
2. The content included exercises/activities that supported the topic.	4.82	5.00	.391	100	49
3. The handouts were helpful in understanding the material.	4.71	5.00	.459	100	48
4. I was confident in the subject matter before the training.	3.33	3.00	1.24	48	48
5. This training was not really applicable to my job.	2.40	2.00	1.58	31.9	47
6. This training increased my knowledge about the subject area.	4.47	5.00	.739	89.8	49
7. The knowledge and skills gained in this training will be useful in my job.	4.57	5.00	.612	93.9	49
8. I would like additional information about the training topic.	3.67	4.00	1.00	52.4	42
9. I would recommend this training to my colleagues.	4.67	5.00	.591	93.9	49
10. The training length was appropriate.	4.67	5.00	.718	95.9	49
11. Overall the trainer was effective.	4.86	5.00	.354	100	49
12. The trainer presented the content clearly and concisely.	4.82	5.00	.391	100	49
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.81	5.00	.445	97.9	48
14. Overall the training environment was satisfactory.	4.73	5.00	.569	98	49
15. I feel more confident about the subject matter after this training.	4.65	5.00	.522	97.9	49
16. Overall this course was useful for my job.	4.69	5.00	.468	100	48

Evaluation Report #7

PE 521 – Working with Immigrant Families

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 16 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.81	5.00	.403	100	16
2. The content included exercises/activities that supported the topic.	4.88	5.00	.342	100	16
3. The handouts were helpful in understanding the material.	4.94	5.00	.250	100	16
4. I was confident in the subject matter before the training.	3.06	3.00	1.57	37.4	16
5. This training was not really applicable to my job.	2.00	1.00	1.51	18.7	16
6. This training increased my knowledge about the subject area.	4.94	5.00	.250	100	16
7. The knowledge and skills gained in this training will be useful in my job.	4.69	5.00	.602	93.8	16
8. I would like additional information about the training topic.	4.33	5.00	.976	80	15
9. I would recommend this training to my colleagues.	4.75	5.00	.577	93.7	16
10. The training length was appropriate.	4.62	5.00	.619	93.8	16
11. Overall the trainer was effective.	4.88	5.00	.342	100	16
12. The trainer presented the content clearly and concisely.	4.88	5.00	.342	100	16
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.81	5.00	.403	100	16
14. Overall the training environment was satisfactory.	4.81	5.00	.403	100	16
15. I feel more confident about the subject matter after this training.	4.88	5.00	.342	100	16
16. Overall this course was useful for my job.	4.75	5.00	.447	100	16

Evaluation Report #8

PE 523 – ECEM: Promoting Placement, Stability & Permanency

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 13 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	3.77	4.00	.832	53.9	13
2. The content included exercises/activities that supported the topic.	3.92	4.00	.760	69.3	13
3. The handouts were helpful in understanding the material.	4.00	4.00	.707	76.9	13
4. I was confident in the subject matter before the training.	4.23	4.00	.725	84.7	13
5. This training was not really applicable to my job.	2.92	3.00	1.19	46.2	13
6. This training increased my knowledge about the subject area.	3.62	4.00	.650	69.2	13
7. The knowledge and skills gained in this training will be useful in my job.	3.77	4.00	.832	69.2	13
8. I would like additional information about the training topic.	3.00	3.00	.913	23.1	13
9. I would recommend this training to my colleagues.	3.46	4.00	1.05	53.9	13
10. The training length was appropriate.	3.46	3.00	.877	38.5	13
11. Overall the trainer was effective.	3.62	4.00	.961	61.6	13
12. The trainer presented the content clearly and concisely.	3.62	4.00	.961	61.6	13
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	3.69	4.00	.855	61.6	13
14. Overall the training environment was satisfactory.	3.23	3.00	.927	38.5	13
15. I feel more confident about the subject matter after this training.	3.62	4.00	.870	53.9	13
16. Overall this course was useful for my job.	3.77	4.00	.832	69.2	13

Evaluation Report #9

PE 525 – ECEM: CM - Promoting Placement, Stability & Permanency

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 229 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.49	5.00	.641	95.2	226
2. The content included exercises/activities that supported the topic.	4.56	5.00	.601	96.5	229
3. The handouts were helpful in understanding the material.	4.58	5.00	.585	97.4	228
4. I was confident in the subject matter before the training.	3.84	4.00	.863	66.6	228
5. This training was not really applicable to my job.	1.87	1.00	1.32	16.2	222
6. This training increased my knowledge about the subject area.	4.35	5.00	.810	89	226
7. The knowledge and skills gained in this training will be useful in my job.	4.49	5.00	.673	92.2	229
8. I would like additional information about the training topic.	3.68	4.00	1.14	56.5	223
9. I would recommend this training to my colleagues.	4.27	4.00	.841	84.5	226
10. The training length was appropriate.	4.15	4.00	1.03	81.5	227
11. Overall the trainer was effective.	4.57	5.00	.657	95.6	227
12. The trainer presented the content clearly and concisely.	4.60	5.00	.624	96.5	229
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.64	5.00	.588	96.5	229
14. Overall the training environment was satisfactory.	4.41	5.00	.773	91.2	227
15. I feel more confident about the subject matter after this training.	4.38	5.00	.775	89.8	226
16. Overall this course was useful for my job.	4.51	5.00	.680	92.6	228

Evaluation Report #10

OCP 312 – Family Team Meeting I

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 35 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.71	5.00	.458	100	35
2. The content included exercises/activities that supported the topic.	4.77	5.00	4.26	100	35
3. The handouts were helpful in understanding the material.	4.62	5.00	.551	97.1	34
4. I was confident in the subject matter before the training.	2.63	3.00	1.19	22.8	35
5. This training was not really applicable to my job.	1.69	1.00	1.11	11.5	35
6. This training increased my knowledge about the subject area.	4.80	5.00	.473	97.2	35
7. The knowledge and skills gained in this training will be useful in my job.	4.69	5.00	.530	97.1	35
8. I would like additional information about the training topic.	3.76	4.00	.955	61.7	34
9. I would recommend this training to my colleagues.	4.57	5.00	.608	94.3	35
10. The training length was appropriate.	4.09	4.00	.853	80	35
11. Overall the trainer was effective.	4.83	5.00	.382	100	35
12. The trainer presented the content clearly and concisely.	4.89	5.00	.323	100	35
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.86	5.00	.355	100	35
14. Overall the training environment was satisfactory.	4.59	5.00	.609	94.1	34
15. I feel more confident about the subject matter after this training.	4.69	5.00	.471	100	35
16. Overall this course was useful for my job.	4.66	5.00	.539	97.2	35

Evaluation Report #11

OCP 313 – Family Team Meeting II

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 47 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.85	5.00	.360	100	47
2. The content included exercises/activities that supported the topic.	4.94	5.00	.247	100	47
3. The handouts were helpful in understanding the material.	4.65	5.00	.640	91.3	46
4. I was confident in the subject matter before the training.	2.64	3.00	1.19	21.3	47
5. This training was not really applicable to my job.	1.55	1.00	1.11	6.8	44
6. This training increased my knowledge about the subject area.	4.72	5.00	.540	95.7	47
7. The knowledge and skills gained in this training will be useful in my job.	4.70	5.00	.548	95.8	47
8. I would like additional information about the training topic.	4.00	4.00	1.09	73.3	45
9. I would recommend this training to my colleagues.	4.64	5.00	.640	91.4	47
10. The training length was appropriate.	4.40	5.00	.825	87.2	47
11. Overall the trainer was effective.	4.87	5.00	.397	97.9	47
12. The trainer presented the content clearly and concisely.	4.87	5.00	.397	97.9	47
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.94	5.00	.323	97.8	47
14. Overall the training environment was satisfactory.	4.74	5.00	.491	97.8	46
15. I feel more confident about the subject matter after this training.	4.62	5.00	.610	93.6	47
16. Overall this course was useful for my job.	4.66	5.00	.600	93.6	47

Evaluation Report #12

OCP 325 – FTM Training for Facilitators

Date Data Collected: Jan. 1 – Mar. 31, 2009 Date of Report: April 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 23 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.50	5.00	.673	90.9	22
2. The content included exercises/activities that supported the topic.	4.64	5.00	.581	95.5	22
3. The handouts were helpful in understanding the material.	4.55	5.00	.510	100	22
4. I was confident in the subject matter before the training.	3.35	3.00	1.19	47.8	23
5. This training was not really applicable to my job.	2.35	1.00	1.75	34.7	23
6. This training increased my knowledge about the subject area.	4.36	4.00	.658	91	22
7. The knowledge and skills gained in this training will be useful in my job.	4.52	5.00	.593	95.6	23
8. I would like additional information about the training topic.	3.86	4.00	.941	59.1	22
9. I would recommend this training to my colleagues.	4.35	5.00	.775	82.6	23
10. The training length was appropriate.	3.23	4.00	1.72	54.6	22
11. Overall the trainer was effective.	4.70	5.00	.470	100	23
12. The trainer presented the content clearly and concisely.	4.70	5.00	.470	100	23
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.83	5.00	.388	100	23
14. Overall the training environment was satisfactory.	4.35	4.00	.647	91.3	23
15. I feel more confident about the subject matter after this training.	4.22	4.00	.671	87	23
16. Overall this course was useful for my job.	4.52	5.00	.511	100	23

**Summary of Education and Training Services Section
Professional Excellence Training Evaluation Reports
Date of Report: September 2009
Reporting Period: April 1, 2009 through June 30, 2009**

Report #1 Interviewing Skill Development and Practice

A total number of 18 surveys were collected during the reporting period. All questions received a rating of 4.17 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #2 Legal Issues 2: In-Court Training

A total number of 32 surveys were collected during the reporting period. All questions received a rating of 3.80 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #3 Interviewing Children and Adolescents

A total number of 101 surveys were collected during the reporting period. All questions received a rating of 4.13 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #4 Observing and Assessing Families

A total number of 73 surveys were collected during the reporting period. All questions received a rating of 4.06 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #5 Skills and Strategies for Working with Fathers

A total number of 162 surveys were collected during the reporting period. All questions received a rating of 3.87 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #6 ADM - Skills and Strategies for Working with Fathers

A total number of 46 surveys were collected during the reporting period. All questions received a rating of 3.87 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #7 FISH Philosophy

A total number of 63 surveys were collected during the reporting period. All questions received a rating of 4.38 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #8 Sexual Abuse in Families

A total number of 9 surveys were collected during the reporting period. All questions received a rating of 3.75 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #9 ECEM: CM Promoting Placement, Stability, and Permanency

A total number of 182 surveys were collected during the reporting period. All questions received a rating of 3.60 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #10 Utilizing Psychological Evaluation for Case Planning

A total number of 37 surveys were collected during the reporting period. All questions received a rating of 3.76 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Report #11 Family Team Meeting Training for Facilitators

A total number of 60 surveys were collected during the reporting period. All questions received a rating of 4.24 or higher with the exception of questions four and five. Questions four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #1

PE 507 – Interviewing Skill Development & Practice

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 18 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.83	5.00	.383	100	18
2. The content included exercises/activities that supported the topic.	4.89	5.00	.323	100	18
3. The handouts were helpful in understanding the material.	4.76	5.00	.437	100	17
4. I was confident in the subject matter before the training.	3.67	4.00	1.283	61.1	18
5. This training was not really applicable to my job.	2.44	1.50	1.723	33.3	18
6. This training increased my knowledge about the subject area.	4.50	5.00	.985	94.5	18
7. The knowledge and skills gained in this training will be useful in my job.	4.76	5.00	.562	94.2	17
8. I would like additional information about the training topic.	4.17	4.00	.786	77.8	18
9. I would recommend this training to my colleagues.	4.67	5.00	.767	94.5	18
10. The training length was appropriate.	4.67	5.00	.594	94.4	18
11. Overall the trainer was effective.	4.89	5.00	.471	94.4	18
12. The trainer presented the content clearly and concisely.	4.94	5.00	.236	100	18
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.94	5.00	.243	100	17
14. Overall the training environment was satisfactory.	4.82	5.00	.529	94.1	17
15. I feel more confident about the subject matter after this training.	4.56	5.00	.984	94.4	18
16. Overall this course was useful for my job.	4.89	5.00	.323	100	18

Evaluation Report #2

PE 508 – Legal Issues 2: In-Court Training

Date Data Collected: April 1 - June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 32 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.71	5.00	.588	93.5	31
2. The content included exercises/activities that supported the topic.	4.81	5.00	.471	96.9	32
3. The handouts were helpful in understanding the material.	4.69	5.00	.592	93.8	32
4. I was confident in the subject matter before the training.	3.84	4.00	1.02	65.6	32
5. This training was not really applicable to my job.	2.50	1.50	1.72	31.2	32
6. This training increased my knowledge about the subject area.	4.60	5.00	.86	90	30
7. The knowledge and skills gained in this training will be useful in my job.	4.13	5.00	1.34	74.2	31
8. I would like additional information about the training topic.	3.80	4.00	1.24	60	30
9. I would recommend this training to my colleagues.	4.53	5.00	.879	90.7	32
10. The training length was appropriate.	4.10	5.00	1.33	74.2	31
11. Overall the trainer was effective.	4.71	5.00	.59	93.5	31
12. The trainer presented the content clearly and concisely.	4.78	5.00	.55	93.8	32
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.84	5.00	.448	96.9	32
14. Overall the training environment was satisfactory.	4.56	5.00	.669	90.6	32
15. I feel more confident about the subject matter after this training.	4.41	5.00	.80	87.4	32
16. Overall this course was useful for my job.	4.42	5.00	1.23	87.1	31

Evaluation Report #3

PE 512 – Interviewing Children & Adolescents

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 101 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.68	5.00	.60	98	101
2. The content included exercises/activities that supported the topic.	4.69	5.00	.644	97	101
3. The handouts were helpful in understanding the material.	4.77	5.00	.546	99	101
4. I was confident in the subject matter before the training.	3.37	3.00	1.15	45.5	101
5. This training was not really applicable to my job.	2.11	1.00	1.56	25	100
6. This training increased my knowledge about the subject area.	4.72	5.00	.57	99	100
7. The knowledge and skills gained in this training will be useful in my job.	4.77	5.00	.55	99	101
8. I would like additional information about the training topic.	4.39	5.00	.89	85	100
9. I would recommend this training to my colleagues.	4.65	5.00	.639	96.1	101
10. The training length was appropriate.	4.13	5.00	1.19	76.8	99
11. Overall the trainer was effective.	4.76	5.00	.57	98	101
12. The trainer presented the content clearly and concisely.	4.79	5.00	.54	99	101
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.83	5.00	.530	98	101
14. Overall the training environment was satisfactory.	4.68	5.00	.647	95	101
15. I feel more confident about the subject matter after this training.	4.66	5.00	.59	99	101
16. Overall this course was useful for my job.	4.79	5	.55	98.1	101

Evaluation Report #4

PE 513 – Observing & Assessing Families

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 73 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.51	5.00	.530	98.7	73
2. The content included exercises/activities that supported the topic.	4.62	5.00	.490	100	73
3. The handouts were helpful in understanding the material.	4.55	5.00	.67	97.3	73
4. I was confident in the subject matter before the training.	3.30	3.00	1.05	38.3	73
5. This training was not really applicable to my job.	2.45	2.00	1.65	35.2	71
6. This training increased my knowledge about the subject area.	4.57	5.00	.552	97.2	72
7. The knowledge and skills gained in this training will be useful in my job.	4.62	5.00	.57	95.9	73
8. I would like additional information about the training topic.	4.06	4.00	.889	73.9	73
9. I would recommend this training to my colleagues.	4.45	5.00	.646	91.8	73
10. The training length was appropriate.	4.33	5.00	.867	84.9	73
11. Overall the trainer was effective.	4.63	5.00	.513	98.6	73
12. The trainer presented the content clearly and concisely.	4.62	5.00	.543	97.3	73
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.64	5.00	.510	98.7	73
14. Overall the training environment was satisfactory.	4.51	5.00	.58	95.9	73
15. I feel more confident about the subject matter after this training.	4.49	5.00	.530	98.6	73
16. Overall this course was useful for my job.	4.59	5.00	.549	97.2	73

Evaluation Report #5

PE 514 – Skills & Strategies for Working with Fathers

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 162 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.60	5.00	.583	97.5	162
2. The content included exercises/activities that supported the topic.	4.60	5.00	.595	96.9	162
3. The handouts were helpful in understanding the material.	4.69	5.00	.514	97.5	162
4. I was confident in the subject matter before the training.	3.25	3.00	1.08	37.9	161
5. This training was not really applicable to my job.	1.94	1.00	1.39	17.2	157
6. This training increased my knowledge about the subject area.	4.54	5.00	.70	95	162
7. The knowledge and skills gained in this training will be useful in my job.	4.56	5.00	.69	91.3	162
8. I would like additional information about the training topic.	3.87	4.00	1.09	66	156
9. I would recommend this training to my colleagues.	4.45	5.00	.781	88.9	162
10. The training length was appropriate.	4.17	4.00	1.04	82.6	161
11. Overall the trainer was effective.	4.75	5.00	.48	98.1	161
12. The trainer presented the content clearly and concisely.	4.75	5.00	.49	98.8	162
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.78	5.00	.43	99.4	162
14. Overall the training environment was satisfactory.	4.62	5.00	.641	95.7	162
15. I feel more confident about the subject matter after this training.	4.54	5.00	.70	93.9	162
16. Overall this course was useful for my job.	4.58	5.00	.64	94.4	161

Evaluation Report #6

PE 514ADM – Skills & Strategies for Working with Fathers

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 46 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.63	5.00	.532	97.8	46
2. The content included exercises/activities that supported the topic.	4.67	5.00	.519	97.9	46
3. The handouts were helpful in understanding the material.	4.65	5.00	.604	97.9	46
4. I was confident in the subject matter before the training.	3.52	4.00	.912	58.7	46
5. This training was not really applicable to my job.	2.02	1.00	4.66	4.4	45
6. This training increased my knowledge about the subject area.	4.70	5.00	.552	95.6	46
7. The knowledge and skills gained in this training will be useful in my job.	4.71	5.00	.502	97.8	46
8. I would like additional information about the training topic.	3.87	4.00	1.13	67.4	46
9. I would recommend this training to my colleagues.	4.63	5.00	.572	95.7	46
10. The training length was appropriate.	4.09	4.50	1.21	78.3	46
11. Overall the trainer was effective.	4.78	5.00	.420	100	45
12. The trainer presented the content clearly and concisely.	4.83	5.00	.383	100	46
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.83	5.00	.383	100	46
14. Overall the training environment was satisfactory.	4.56	5.00	.692	93.3	45
15. I feel more confident about the subject matter after this training.	4.63	5.00	.610	100	46
16. Overall this course was useful for my job.	4.76	5.00	.434	100	45

Evaluation Report #7
PE 518 – FISH Philosophy

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 63 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.79	5.00	.410	100	62
2. The content included exercises/activities that supported the topic.	4.78	5.00	.419	100	63
3. The handouts were helpful in understanding the material.	4.80	5.00	.408	100	63
4. I was confident in the subject matter before the training.	4.27	5.00	1.01	79.1	62
5. This training was not really applicable to my job.	3.43	4.00	1.71	59.7	62
6. This training increased my knowledge about the subject area.	4.63	5.00	.58	95.1	62
7. The knowledge and skills gained in this training will be useful in my job.	4.68	5.00	.504	98.4	62
8. I would like additional information about the training topic.	4.38	5.00	.922	86.6	60
9. I would recommend this training to my colleagues.	4.73	5.00	.485	98.4	62
10. The training length was appropriate.	4.74	5.00	.571	96.7	62
11. Overall the trainer was effective.	4.73	5.00	.514	96.8	63
12. The trainer presented the content clearly and concisely.	4.79	5.00	.481	96.8	63
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.79	5.00	.408	100	63
14. Overall the training environment was satisfactory.	4.76	5.00	.465	98.4	63
15. I feel more confident about the subject matter after this training.	4.73	5.00	.482	98.4	63
16. Overall this course was useful for my job.	4.76	5.00	.465	98.4	63

Evaluation Report #8

PE 524 – Sexual Abuse in Families

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 9 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	5.00	5.00	.000	100	9
2. The content included exercises/activities that supported the topic.	4.89	5.00	.333	100	9
3. The handouts were helpful in understanding the material.	5.00	5.00	.000	100	9
4. I was confident in the subject matter before the training.	2.00	2.00	.71	0	9
5. This training was not really applicable to my job.	1.00	1.00	.000	0	8
6. This training increased my knowledge about the subject area.	4.89	5.00	.333	100	9
7. The knowledge and skills gained in this training will be useful in my job.	5.00	5.00	.000	100	9
8. I would like additional information about the training topic.	4.67	5.00	.707	88.9	9
9. I would recommend this training to my colleagues.	5.00	5.00	.000	100	9
10. The training length was appropriate.	3.75	4.00	1.28	62.5	8
11. Overall the trainer was effective.	4.78	5.00	.67	88.9	9
12. The trainer presented the content clearly and concisely.	5.00	5.00	.000	100	9
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.67	5.00	.500	100	9
14. Overall the training environment was satisfactory.	5.00	5.00	.000	100	9
15. I feel more confident about the subject matter after this training.	4.67	5.00	.500	100	9
16. Overall this course was useful for my job.	5.00	5.00	.000	100	9

Evaluation Report #9

PE 525 – ECEM: CM Promoting Placement, Stability, and Permanency

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 182 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.54	5.00	.572	97.3	181
2. The content included exercises/activities that supported the topic.	4.57	5.00	.58	95.6	182
3. The handouts were helpful in understanding the material.	4.57	5.00	.579	95.6	182
4. I was confident in the subject matter before the training.	3.75	4.00	.95	59.9	182
5. This training was not really applicable to my job.	1.83	1.00	1.31	14.6	179
6. This training increased my knowledge about the subject area.	4.38	5.00	.801	89.4	179
7. The knowledge and skills gained in this training will be useful in my job.	4.55	5.00	.65	94.5	181
8. I would like additional information about the training topic.	3.60	4.00	1.18	54	174
9. I would recommend this training to my colleagues.	4.28	4.00	.881	84.9	179
10. The training length was appropriate.	4.24	4.00	.907	83.9	180
11. Overall the trainer was effective.	4.69	5.00	.570	95.5	180
12. The trainer presented the content clearly and concisely.	4.70	5.00	.59	96.2	182
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.76	5.00	.50	97.8	181
14. Overall the training environment was satisfactory.	4.46	5.00	.75	91.8	181
15. I feel more confident about the subject matter after this training.	4.40	5.00	.77	87.4	182
16. Overall this course was useful for my job.	4.51	5.00	.73	92.9	182

Evaluation Report #10

PE 526 – Utilizing Psychological Evaluations for Case Planning

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 37 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.16	4.00	.800	86.5	37
2. The content included exercises/activities that supported the topic.	3.76	4.00	.955	70.3	37
3. The handouts were helpful in understanding the material.	4.38	4.00	.68	94.5	37
4. I was confident in the subject matter before the training.	2.89	3.00	1.05	29.7	37
5. This training was not really applicable to my job.	2.09	2.00	1.34	20	35
6. This training increased my knowledge about the subject area.	4.22	4.00	.712	89.2	37
7. The knowledge and skills gained in this training will be useful in my job.	4.38	4.00	.594	94.6	37
8. I would like additional information about the training topic.	3.86	4.00	.823	70.2	37
9. I would recommend this training to my colleagues.	4.00	4.00	.717	80.5	36
10. The training length was appropriate.	4.08	4.00	.640	83.8	37
11. Overall the trainer was effective.	4.19	4.00	.66	91.9	37
12. The trainer presented the content clearly and concisely.	4.27	4.00	.693	91.9	37
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.35	4.00	.68	89.1	37
14. Overall the training environment was satisfactory.	4.22	4.00	.750	86.4	37
15. I feel more confident about the subject matter after this training.	4.14	4.00	.751	83.8	37
16. Overall this course was useful for my job.	4.46	5.00	.65	91.9	37

Evaluation Report #11

OCP 325 – FTM Training for Facilitators

Date Data Collected: April 1 – June 30, 2009 Date of Report: July 30, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 60 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.78	5.00	.494	96.7	59
2. The content included exercises/activities that supported the topic.	4.86	5.00	.434	96.6	59
3. The handouts were helpful in understanding the material.	4.78	5.00	.494	96.7	59
4. I was confident in the subject matter before the training.	3.17	3.00	1.14	38.3	60
5. This training was not really applicable to my job.	1.73	1.00	1.24	12.8	55
6. This training increased my knowledge about the subject area.	4.65	5.00	.66	98.3	60
7. The knowledge and skills gained in this training will be useful in my job.	4.83	5.00	.376	100	60
8. I would like additional information about the training topic.	4.30	4.00	.766	85	60
9. I would recommend this training to my colleagues.	4.57	5.00	.722	90	60
10. The training length was appropriate.	4.24	5.00	.99	81.3	59
11. Overall the trainer was effective.	4.90	5.00	.303	100	60
12. The trainer presented the content clearly and concisely.	4.92	5.00	.334	98.3	60
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.95	5.00	.220	100	60
14. Overall the training environment was satisfactory.	4.73	5.00	.69	95	60
15. I feel more confident about the subject matter after this training.	4.67	5.00	.475	100	60
16. Overall this course was useful for my job.	4.78	5.00	.454	98.3	60