

Training Evaluation
Report
May 2008

Submitted by Education and
Training Services Section

**Summary of Education and Training Services Section
Social Services Training Evaluation Reports
May 2008**

Keys to Child Welfare Practice Classroom Training Evaluation Report #1

Quarterly evaluation report #1 includes data collected from January 1 through March 31, 2008. A total number of 146 surveys were collected during the quarter. 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 3.76 or higher.

Keys to Child Welfare Practice Field Practice Evaluation Report #2

Evaluation report #2 includes data that was collected from January 1 through March 31, 2008. A total number of 65 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). Only items 7 and 8 received a mean (average) of below 3.0. Questions 7 and 8 relate to how field practice was implemented in the county.

Social Services CPS Classroom Training Evaluation Report #3

Evaluation report #3 includes data that was collected from January 1 through March 31, 2008. A total number of 99 surveys were collected during the quarter. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). For this quarter, none of the questions received a mean (average) lower than 3.13.

Social Services Foster Care Classroom Training Evaluation Report #4

Evaluation report #4 includes data that was collected from January 1 through March 31, 2008. A total number of 76 surveys were collected during the quarter. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). For this quarter, none of the questions received a mean (average) lower than 3.78.

Follow-Up Evaluations of Social Services New Worker Training Report #5 and #6

Reports 5 and 6 are included in this section: Report 5 is a follow-up evaluation completed by the participant and Report 6 is a follow-up evaluation completed by the participants' supervisor. The surveys were completed three months after the participant was certified. The evaluation reports include data that was collected from January 1 through March 31, 2008. Sixty one case managers completed surveys. All items were rated 3.26 or higher by case managers. Twenty two surveys were received from supervisors. The following areas were rated lower than 3.0 by supervisors:

- The trainee can accurately identify indicators of family violence, substance abuse, and mental health issues.
- The trainee demonstrates the ability to articulate the case process from intake to case closure.

Education and Training will address the bulleted areas noted above by developing improvement strategies and making enhancements to our training program.

Average of SS Knowledge Assessments

The chart below shows the average score of all participants that completed the knowledge assessment for CPS, FC, and Keys during the first quarter of 2008 (January – March).

Class	Number of participants	Average score of participants
CPS	126	89
FC	78	91
KEYS	161	93
ADOPTIONS	24	95

Evaluation Report #1 (Quarterly)

Keys[†] to Child Welfare Practice Classroom Training Evaluation

Dates Data Collected: Jan. 1 – Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 146 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Arrived prior to the participants' arrival.	3.82	4.00	0.45	99	0	146
2. Made sure that AV equipment was operating, visual package was opened, seating was arranged to accommodate the participants and other materials were readily available.	3.85	4.00	0.60	100	0	146
3. Was responsive to participant concerns.	3.84	4.00	0.39	99	0	146
4. Showed respect for the participants.	3.86	4.00	0.35	100	0	146
<i>Training Content. The trainer:</i>						
5. Presented an overview of the course or day and introduced each topic.	3.86	4.00	0.38	99	0	146
6. Presented training content that was relevant.	3.86	4.00	0.34	100	0	146
7. Implemented participant activities that reinforced content.	3.83	4.00	0.43	98	0	146
8. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.85	4.00	0.36	100	0	146
9. Presented and/or interpreted policy correctly.	3.84	4.00	0.40	99	0	146
10. Used manuals/resources appropriately when unable to answer policy questions directly.	3.83	4.00	0.47	98	1	146
11. Conveyed the purpose or rationale for the training/topic.	3.86	4.00	0.35	100	0	146
12. Presented the content clearly and concisely.	3.86	4.00	0.34	100	0	146

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
13. Demonstrated his-her knowledge of the topic and answered participants' questions.	3.86	4.00	0.37	99	0	146
<i>The content:</i>						
14. Was arranged in a way that was conducive to learning.	3.79	4.00	0.42	99	0	146
15. Contained ideas that were relatively easy to understand and implement.	3.79	4.00	0.43	98	1	146
16. Included exercises/activities that supported the topic.	3.79	4.00	0.46	98	0	146
<i>Participant Involvement. The trainer:</i>						
17. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.85	4.00	0.43	97	1	146
18. Created a learning environment in which participants were encouraged to actively participate and appeared comfortable in doing so.	3.83	4.00	0.43	98	0	146
19. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.85	4.00	0.36	100	0	146
20. Managed individual and group dynamics that helped to ensure learner involvement.	3.85	4.00	0.38	98	1	146
21. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.86	4.00	0.35	99	1	146
22. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.83	4.00	0.40	98	1	146
23. Managed difficult situations when they arose and maintained control of the class.	3.79	4.00	0.44	98	1	146
<i>Presentation Skills. The trainer:</i>						
24. Used time well (begin/end time and break/lunch periods observed.)	3.84	4.00	0.38	99	0	146

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
25. Established and maintained credibility through personal conduct and professionalism.	3.86	4.00	0.35	100	0	146
26. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.81	4.00	0.44	99	0	146
27. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.86	4.00	0.35	99	1	146
28. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.85	4.00	0.36	99	1	146
29. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.85	4.00	0.36	100	0	146
30. Was able to troubleshoot when media problems arose.	3.76	4.00	0.48	95	3	146

Evaluation Report #2 (Quarterly)
Social Services Keys to Child Welfare Field Practice Feedback Form
(All Respondents – Centralized and Non-Centralized Hires)
Data Collected From Jan. 1 – Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 65 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.	3.05	3.00	0.69	82	0	65
2. I received adequate support and guidance during my field experience.	3.02	3.00	0.76	72	0	65
3. The field experience reinforced classroom/university instruction.	3.26	3.00	0.57	94	0	65
4. The field experience helped prepare me for the daily work activities of a case manager.	3.25	3.00	0.61	91	0	65
5. Overall I was satisfied with the field experience.	3.05	3.00	0.74	79	0	65
6. The field experience was a useful learning tool.	3.20	3.00	0.59	94	0	65
7. I was satisfied with the supervision I received during my field experience.	2.91	3.00	0.82	71	0	65
8. My field practice advisor was available to mentor me throughout the experience.	2.95	3.00	0.94	66	0	65
9. My field practice advisor was knowledgeable regarding both policy and practice.	3.23	3.00	0.84	86	0	65

Evaluation Report #3 (Quarterly)

Social Services CPS Classroom Training Evaluation

Dates Data Collected: Jan. 1 – Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 99 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Arrived prior to the participants' arrival.	3.66	4.00	0.64	93	0	99
2. Made sure that AV equipment was operating, visual package was opened, seating was arranged to accommodate the participants and other materials were readily available.	3.66	4.00	0.63	94	0	99
3. Was responsive to participant concerns.	3.23	4.00	1.01	76	1	99
4. Showed respect for the participants.	3.38	4.00	0.90	84	0	99
<i>Training Content. The trainer:</i>						
5. Presented an overview of the course or day and introduced each topic.	3.32	4.00	0.89	75	1	99
6. Presented training content that was relevant.	3.89	4.00	0.81	85	1	99
7. Implemented participant activities that reinforced content.	3.33	4.00	0.86	83	0	99
8. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.43	4.00	0.81	88	0	99
9. Presented and/or interpreted policy correctly.	3.44	4.00	0.76	90	0	99
10. Used manuals/resources appropriately when unable to answer policy questions directly.	3.40	4.00	0.83	88	0	99
11. Conveyed the purpose or rationale for the training/topic.	3.37	4.00	0.86	83	0	99
12. Presented the content clearly and concisely.	3.13	4.00	1.10	72	1	99

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
13. Demonstrated his-her knowledge of the topic and answered participants' questions	3.31	4.00	0.93	81	1	99
<i>The content:</i>						
14. Was arranged in a way that was conducive to learning.	3.20	3.00	0.94	78	1	99
15. Contained ideas that were relatively easy to understand and implement.	3.22	3.00	0.90	79	2	99
16. Included exercises/activities that supported the topic.	3.34	3.50	0.79	86	3	99
<i>Participant Involvement. The trainer:</i>						
17. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.39	4.00	0.86	86	2	99
18. Created a learning environment in which participants were encouraged to actively participate and appeared comfortable in doing so.	3.32	4.00	0.99	77	2	99
19. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.27	4.00	0.94	78	1	99
20. Managed individual and group dynamics that helped to ensure learner involvement.	3.35	4.00	0.89	82	1	99
21. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.24	4.00	0.94	79	1	99
22. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.30	4.00	0.93	81	1	99
23. Managed difficult situations when they arose and maintained control of the class.	3.21	4.00	0.97	76	5	99
<i>Presentation Skills. The trainer:</i>						
24. Used time well (begin/end time and break/lunch periods observed.)	3.43	4.00	0.86	87	1	99

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
25. Established and maintained credibility through personal conduct and professionalism.	3.48	4.00	0.75	89	1	99
26. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.32	4.00	0.93	81	2	99
27. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.24	4.00	0.91	78	1	99
28. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.32	4.00	0.89	83	1	99
29. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.44	4.00	0.76	91	1	99
30. Was able to troubleshoot when media problems arose.	3.34	4.00	0.92	77	10	99

Evaluation Report #4 (Quarterly)

Social Services Foster Care Classroom Training Evaluation Data Collected Jan. 1 – Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 76 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Arrived prior to the participants' arrival.	3.91	4.00	0.29	100	0	76
2. Made sure that AV equipment was operating, visual package was opened, seating was arranged to accommodate the participants and other materials were readily available.	3.86	4.00	0.35	100	0	76
3. Was responsive to participant concerns.	3.86	4.00	0.35	100	0	76
4. Showed respect for the participants.	3.82	4.00	0.39	100	0	76
<i>Training Content. The trainer:</i>						
5. Presented an overview of the course or day and introduced each topic.	3.84	4.00	0.37	100	0	76
6. Presented training content that was relevant.	3.88	4.00	0.32	100	0	76
7. Implemented participant activities that reinforced content.	3.86	4.00	0.35	100	0	76
8. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.87	4.00	0.34	100	0	76
9. Presented and/or interpreted policy correctly.	3.86	4.00	0.35	100	0	76
10. Used manuals/resources appropriately when unable to answer policy questions directly.	3.86	4.00	0.35	100	0	76
11. Conveyed the purpose or rationale for the training/topic.	3.84	4.00	0.37	100	0	76
12. Presented the content clearly and concisely.	3.84	4.00	0.37	100	0	76

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
13. Demonstrated his-her knowledge of the topic and answered participants' questions.	3.86	4.00	0.35	100	0	76
<i>The content:</i>						
14. Was arranged in a way that was conducive to learning.	3.82	4.00	0.39	100	0	76
15. Contained ideas that were relatively easy to understand and implement.	3.78	4.00	0.45	99	0	76
16. Included exercises/activities that supported the topic.	3.83	4.00	0.38	100	0	76
<i>Participant Involvement. The trainer:</i>						
17. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.83	4.00	0.38	100	0	76
18. Created a learning environment in which participants were encouraged to actively participate and appeared comfortable in doing so.	3.86	4.00	0.35	100	0	76
19. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.87	4.00	0.34	100	0	76
20. Managed individual and group dynamics that helped to ensure learner involvement.	3.83	4.00	0.38	100	0	76
21. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.86	4.00	0.35	100	0	76
22. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.88	4.00	0.32	100	0	76
23. Managed difficult situations when they arose and maintained control of the class.	3.83	4.00	0.41	94	5	76
<i>Presentation Skills. The trainer:</i>						
24. Used time well (begin/end time and break/lunch periods observed.)	3.84	4.00	0.37	100	0	76

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
25. Established and maintained credibility through personal conduct and professionalism.	3.86	4.00	0.35	100	0	76
26. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.86	4.00	0.35	100	0	76
27. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.82	4.00	0.39	100	0	76
28. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.87	4.00	0.34	100	0	76
29. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.86	4.00	0.35	100	0	76
30. Was able to troubleshoot when media problems arose.	3.78	4.00	0.50	96	3	76

Evaluation Report # 5 (Quarterly)
Follow-Up Evaluation of Social Services New Worker Training Series
(All Respondents – Centralized and Non-Centralized Hires)
Data Collected From Jan. 1- Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 61 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. Classroom training provided me with basic preparation for my job as a case manager in my program area.	3.39	3.00	0.61	97	0	61
2. The online training helped me acquire knowledge necessary to do my job in my program area.	3.26	3.00	0.60	92	0	61
3. The field practice experience helped prepare me for the daily work activities of a case manager in my program area.	3.28	3.00	0.71	88	0	61
4. Overall, new worker training provided knowledge that prepared me as a case manager in my program area.	3.26	3.00	0.63	93	0	61

Evaluation Report #6 (Quarterly)

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

Data Collected From Jan. 1 – Mar. 31, 2008 Date of Report: April 18, 2008

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

Total Number of Surveys Collected = 22 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.	3.14	3.00	0.35	100	0	22
2. The trainee exhibits the ability to deal effectively with a resistant client by remaining calm, respectful but authoritative, and focused.	3.15	3.00	0.49	86	9	22
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.	3.27	3.00	0.46	100	0	22
4. The trainee is able to engage the client in the interview process.	3.05	3.00	0.50	86	5	22
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.).	3.18	3.00	0.39	100	0	22
6. The trainee demonstrates knowledge of indicators for physical abuse, sexual abuse, emotional abuse, or neglect leading to effective investigative decisions.	3.10	3.00	0.44	91	5	22
7. The trainee can accurately identify indicators of family violence, substance abuse, and mental health issues.	2.95	3.00	0.49	100	0	22
8. The trainee demonstrates knowledge of stages of normal child development and can accurately identify indicators of child maltreatment.	3.10	3.00	0.30	96	4	22
9. The trainee demonstrates the ability to accurately assess safety and develop safety plans that provide protection for the child.	3.00	3.00	0.55	91	4	22

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.	3.00	3.00	0.32	86	9	22
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).	3.06	3.00	0.24	82	18	22
12. The trainee demonstrates the ability to access and utilize resources, including agency and community resources, to assist families.	3.09	3.00	0.29	100	0	22
13. The trainee demonstrates the ability to effectively interact with other case managers and partners involved in moving the family toward targeted outcomes.	3.14	3.00	0.35	100	0	22
14. The trainee demonstrates the ability to articulate the case process from intake to case closure.	2.95	3.00	0.50	91	5	22
15. The trainee demonstrates the ability to execute policy and good practice in his/her program area.	3.05	3.00	0.59	91	5	22
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	0.61	73	23	22
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.	3.05	3.00	0.40	82	14	22

**Summary of Education and Training Services Section
Office of Family Independence (OFI) Training Evaluation Reports
May 2008**

TANF Online Training Evaluation Report #1

New TANF case managers may complete training either in the classroom or online with an instructor. OFI annual evaluation report #1 includes TANF online training data collected from January 1 through March 31, 2008. A total number of 7 surveys were collected during this period. Evaluation results are inconclusive due to the insufficient number of responses.

Food Stamps (FS) Online Training Evaluation Report #2

FS training may be completed either in the classroom or online with an instructor. OFI annual evaluation report #2 includes FS online training data collected from January 1 through March 31, 2008. A total number of 21 surveys were collected during calendar year 2007. 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 3.00 or higher.

Family Medicaid (FM) Online Training Evaluation Report #3

New FM case managers may complete training either in the classroom or online with an instructor. OFI annual evaluation report #3 includes FM online training data collected from January 1 through March 31, 2008. A total number of 23 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). With the exception of Items 2, 5, 6, 7, 8, and 11 all questions received a rating of 3.00 or higher. With respect to items 2, 5, 6, 7, 8, and 11, trainees have not yet completed SUCCESS training; consequently, they may feel more knowledgeable upon completion of SUCCESS training. In the spring of 2008, an online participant evaluation administered after Phase II training will help determine if trainees feel more knowledgeable after SUCCESS training.

TANF Employment Services (ES) Online Training Evaluation Report #4

OFI annual evaluation report #4 includes TANF ES online training data collected from January 1 through March 31, 2007. A total number of 5 surveys were collected during this period. Evaluation results are inconclusive due to the insufficient number of responses.

IV-E Medicaid Policy Online Training Evaluation Report #5

OFI annual evaluation report #5 includes online training data collected from January 1 through March 31, 2008. A total number of 6 surveys were collected during this period. Evaluation results are inconclusive due to the insufficient number of responses.

Evaluation Report # 1 (Quarterly)
Office of Family Independence Online Training Evaluation
TANF

Data Collected From Jan. 1 – Mar. 31, 2008 Date of Report: April 21, 2008

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

Total Number of Surveys Collected = 7 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	0.53	100	0	7
2. The online training navigation system was user-friendly.	3.43	3.00	0.53	100	0	7
3. The level of technical support in the county was adequate.	3.14	3.00	1.07	86	0	7
4. The online training gave me a basic understanding of policy.	2.86	3.00	0.90	86	0	7
5. The online training helped me acquire the knowledge I need to do my job.	2.71	3.00	0.49	71	0	7
6. The technology-computer equipment was adequate.	2.67	3.00	0.82	71	14	7
7. The online training was a good learning tool.	2.57	3.00	0.79	71	0	7
8. The online training gave immediate feedback on my answers.	3.14	3.00	0.38	100	0	7
9. The amount of time given to complete this online course was sufficient.	2.86	3.00	0.38	86	0	7
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.43	3.00	0.53	100	0	7
11. The online instructor facilitated my learning of the content.	3.29	3.00	0.49	100	0	7
12. The online instructor was knowledgeable of the policy.	3.57	4.00	0.53	100	0	7
13. The online instructor responded promptly.	3.43	3.00	0.53	100	0	7
14. The online instructor was familiar with the content.	3.71	4.00	0.49	100	0	7

Evaluation Report #2 (Quarterly)
Office of Family Independence Online Training Evaluation
Food Stamps

Data Collected From Jan. 1- Mar. 31, 2008 Date of Report: April 21, 2008

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

Total Number of Surveys Collected = 21 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	21
2. The online training navigation system was user-friendly.	3.52	4.00	0.51	100	0	21
3. The level of technical support in the county was adequate.	3.26	3.00	0.56	86	9	21
4. The online training gave me a basic understanding of policy.	3.43	4.00	0.68	91	0	21
5. The online training helped me acquire the knowledge I need to do my job.	3.43	4.00	0.68	91	0	21
6. The technology-computer equipment was adequate.	3.33	3.00	0.48	100	0	21
7. The online training was a good learning tool.	3.24	3.00	0.77	90	0	21
8. The online training gave immediate feedback on my answers.	3.40	3.00	0.50	95	5	21
9. The amount of time given to complete this online course was sufficient.	3.22	3.00	0.81	76	14	21
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.50	3.50	0.52	67	33	21
11. The online instructor facilitated my learning of the content.	3.00	3.00	0.97	62	24	21
12. The online instructor was knowledgeable of the policy.	3.17	3.00	0.98	71	14	21
13. The online instructor responded promptly.	3.00	3.00	0.93	67	19	21
14. The online instructor was familiar with the content.	3.18	3.00	1.01	67	19	21

Evaluation Report #3 (Quarterly)
Office of Family Independence Online Training Evaluation
Family Medicaid

Data Collected From Jan. 1- Mar. 31, 2008 Date of Report: April 21, 2008

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

Total Number of Surveys Collected = 23 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	0.76	91	0	23
2. The online training navigation system was user-friendly.	2.91	3.00	0.79	83	0	23
3. The level of technical support in the county was adequate.	3.05	3.00	0.60	83	13	23
4. The online training gave me a basic understanding of policy.	3.00	3.00	0.43	91	0	23
5. The online training helped me acquire the knowledge I need to do my job.	2.74	3.00	0.75	74	0	23
6. The technology-computer equipment was adequate.	2.91	3.00	0.53	78	4	23
7. The online training was a good learning tool.	2.96	3.00	0.71	83	0	23
8. The online training gave immediate feedback on my answers.	2.91	3.00	0.73	78	0	23
9. The amount of time given to complete this online course was sufficient.	3.26	3.00	0.54	96	0	23
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.15	3.00	0.49	83	13	23
11. The online instructor facilitated my learning of the content.	2.91	3.00	0.29	87	4	23
12. The online instructor was knowledgeable of the policy.	3.24	3.00	0.44	91	9	23
13. The online instructor responded promptly.	3.05	3.00	0.67	74	9	23
14. The online instructor was familiar with the content.	3.14	3.00	0.48	87	9	23

Evaluation Report #4 (Quarterly)
Office of Family Independence Online Training Evaluation
TANF Employment Services

Data Collected From Jan. 1- Mar. 31, 2008 Date of Report: April 17, 2008

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

Total Number of Surveys Collected = 5 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.	3.80	4.00	0.45	100	0	5
2. The online training navigation system was user-friendly.	3.80	4.00	0.45	100	0	5
3. The level of technical support in the county was adequate.	3.60	4.00	0.55	100	0	5
4. The online training gave me a basic understanding of policy.	3.60	4.00	0.55	100	0	5
5. The online training helped me acquire the knowledge I need to do my job.	3.40	4.00	0.89	80	0	5
6. The technology-computer equipment was adequate.	3.80	4.00	0.45	100	0	5
7. The online training was a good learning tool.	3.80	4.00	0.45	100	0	5
8. The online training gave immediate feedback on my answers.	3.80	4.00	0.45	100	0	5
9. The amount of time given to complete this online course was sufficient.	3.20	3.00	0.84	80	0	5
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.67	4.00	0.58	60	40	5
11. The online instructor facilitated my learning of the content.	3.60	4.00	0.55	100	0	5
12. The online instructor was knowledgeable of the policy.	3.60	4.00	0.55	100	0	5
13. The online instructor responded promptly.	3.60	4.00	0.55	100	0	5
14. The online instructor was familiar with the content.	3.80	4.00	0.45	100	0	5

Evaluation Report #5 (Quarterly)
Office of Family Independence Online Training Evaluation
IV-E (Medicaid) Policy Training

Data Collected From Jan. 1- Mar. 31, 2008 Date of Report: April 21, 2008

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

Total Number of Surveys Collected = 6 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.	3.33	3.00	0.52	100	0	6
2. The online training navigation system was user-friendly.	3.00	3.00	1.09	83	0	6
3. The level of technical support in the county was adequate.	2.83	3.00	0.98	83	0	6
4. The online training gave me a basic understanding of policy.	3.33	3.00	0.82	83	0	6
5. The online training helped me acquire the knowledge I need to do my job.	3.00	3.00	0.89	67	0	6
6. The technology-computer equipment was adequate.	3.17	3.00	0.75	83	0	6
7. The online training was a good learning tool.	3.17	3.00	0.75	83	0	6
8. The online training gave immediate feedback on my answers.	3.17	3.50	1.17	83	0	6
9. The amount of time given to complete this online course was sufficient.	2.67	3.00	0.82	83	0	6
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	2.40	3.00	0.89	50	17	6

Score Report for Selected Office of Family Independence Online Courses

Food Stamps, Family Medicaid, and TANF Online Test Averages

Reporting Period: January 1 - March 31, 2008

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	80	100%	33	100%	47	100%
Individuals w/ Satisfactory Test Avg.	52	65%	33	100%	19	40%
Individuals w/ Incompletes	25	31%	0	0%	25	53%
Individuals w/ Unsatisfactory Test Avg.	3	4%	0	0%	3	7%

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	69	100%	44	100%	25	100%
Individuals w/ Satisfactory Test Avg.	43	62%	35	80%	8	32%
Individuals w/ Incompletes	18	26%	7	16%	11	44%
Individuals w/ Unsatisfactory Test Avg.	8	12%	2	4%	6	24%

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	25	100%	11	100%	14	100%
Individuals w/ Satisfactory Test Avg.	20	80%	11	100%	9	64%
Individuals w/ Incompletes	4	16%	0	0%	4	29%
Individuals w/ Unsatisfactory Test Avg.	1	4%	0	0%	1	7%

TANF Employment Services Score Report

Reporting Period: 01/01/2008 - 03/31/2008 Self Assessment (30 items) (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	11	100%	8	100%	3	100%
Individuals w/ Satisfactory Test Score	11	100%	8	100%	3	100%
Individuals w/ Incompletes	0	0%	0	0%	0	0%
Individuals w/ Unsatisfactory Test Score	0	0%	0	0%	0	0%

<u>Descriptive Statistics</u>	<u>All Individuals</u>	<u>Registered</u>	<u>Non-Registered</u>
	Mean of Max Scores	84	84
Median of Max Scores	83	82	83
Mode of Max Scores	80	80	83
Range of Max Scores	17	17	3
Lowest Score of Max Scores	80	80	80
Highest Score of Max Scores	97	97	83
Minimum # of Attempts	1	1	2
Maximum # of Attempts	3	2	3
Average # of Attempts	1.7	1.4	2.70

Score Report for Selected Office of Family Independence Online Courses

Food Stamps for ABD Case Managers (online) Reporting Period: January 1 - March 31, 2008

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>	<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%	16	100%	12	100%
Individuals w/ Satisfactory Test Avg.	22	79%	16	100%	6	50%
Individuals w/ Incompletes	4	14%	0	0%	4	33%
Individuals w/ Unsatisfactory Test Avg.	2	7%	0	0%	2	17%

**Summary of Education and Training Services Section
New Supervisor Training Evaluation Reports
May 2008**

New Supervisor Classroom Training Evaluation Report #1

Evaluation report #1 includes data that was collected from January 1 through March 31, 2008. A total number of 37 surveys were collected during the quarter. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). For this quarter, none of the questions received a mean (average) lower than 3.62.

New Supervisor Field Practice Training Evaluation Report #2

Evaluation report #1 includes data that was collected from January 1 through March 31, 2008. A total number of 25 surveys were collected during the quarter. The rating system ranges from a high score of 4 (agree strongly) to a low score of 1 (disagree strongly). For this quarter, none of the questions received a mean (average) lower than 3.36.

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) during the first quarter of 2008 (January – March).

Class	Number of participants	Average score of participants
New Supervisor (OFI and SS)	24	95

Evaluation Report #1 (Quarterly)
New Supervisor Classroom Training Evaluation
“Tools of the Trade”

Dates Data Collected: Jan. 1 – Mar. 31, 2008 Date of Report: April 21, 2008

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

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

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Arrived prior to the participants' arrival.	3.95	4.00	0.23	100	0	37
2. Made sure that AV equipment was operating, visual package was opened, seating was arranged to accommodate the participants and other aterials were readily available.	3.97	4.00	0.16	100	0	37
3. Was responsive to participant concerns.	3.92	4.00	0.28	100	0	37
4. Showed respect for the participants.	3.95	4.00	0.23	100	0	37
<i>Training Content. The trainer:</i>						
5. Presented an overview of the course or day and introduced each topic.	3.86	4.00	0.35	100	0	37
6. Presented training content that was relevant.	3.84	4.00	0.38	100	0	37
7. Implemented participant activities that reinforced content.	3.78	4.00	0.42	100	0	37
8. 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	37
9. Presented and/or interpreted policy correctly.	3.78	4.00	0.42	87	13	37
10. Used manuals/resources appropriately when unable to answer policy questions directly.	3.81	4.00	0.40	73	27	37
11. Conveyed the purpose or rationale for the training/topic.	3.86	4.00	0.35	100	0	37
12. Presented the content clearly and concisely.	3.81	4.00	0.40	100	0	37

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
13. Demonstrated his/her knowledge of the topic and answered participants' questions.	3.92	4.00	0.28	100	0	37
<i>The content:</i>						
14. Was arranged in a way that was conducive to learning.	3.65	4.00	0.48	100	0	37
15. Contained ideas that were relatively easy to understand and implement.	3.62	4.00	0.49	100	0	37
16. Included exercises/activities that supported the topic.	3.81	4.00	0.40	100	0	37
<i>Participant Involvement. The trainer:</i>						
17. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.92	4.00	0.28	100	0	37
18. Created a learning environment in which participants were encouraged to actively participate and appeared comfortable in doing so.	3.89	4.00	0.31	100	0	37
19. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.86	4.00	0.35	100	0	37
20. Managed individual and group dynamics that helped to ensure learner involvement.	3.78	4.00	0.42	100	0	37
21. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.81	4.00	0.40	100	0	37
22. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.76	4.00	0.43	100	0	37
23. Managed difficult situations when they arose and maintained control of the class.	3.88	4.00	0.34	65	35	37
<i>Presentation Skills. The trainer:</i>						
24. Used time well (begin/end time and break/lunch periods observed.)	3.78	4.00	0.42	100	0	37

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
25. Established and maintained credibility through personal conduct and professionalism.	3.84	4.00	0.37	100	0	37
26. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.81	4.00	0.40	100	0	37
27. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.81	4.00	0.40	97	3	37
28. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.73	4.00	0.45	100	0	37
29. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.78	4.00	0.42	100	0	37
30. Was able to troubleshoot when media problems arose.	3.75	4.00	0.44	87	13	37

Evaluation Report #2 (Quarterly) New Supervisor Field Practice Feedback Form

Data Collected From Jan. 1- March 31, 2008 Date of Report: April 21, 2008

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

Total Number of Surveys Collected = 25 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.	3.60	4.00	0.50	100	0	25
2. I received adequate support and guidance during my field practice experience.	3.68	4.00	0.48	100	0	25
3. The field practice experience reinforced classroom instruction.	3.48	4.00	0.59	96	0	25
4. The field practice experience helped prepare me for the daily work activities of a supervisor.	3.36	3.00	0.70	88	0	25
5. Overall I was satisfied with the field practice experience.	3.44	3.00	0.58	96	0	25
6. The field practice experience was a useful learning tool.	3.48	4.00	0.59	96	0	25
7. I was satisfied with the supervision I received during my field experience.	3.68	4.00	0.56	96	0	25
8. My field practice e-mentor was available to mentor me throughout the experience.	3.76	4.00	0.44	100	0	25
9. My field practice e-mentor was knowledgeable regarding supervisory practice.	3.76	4.00	0.44	100	0	25

**Summary of Education and Training Services Section
Professional Excellence (PE) Training Evaluation Reports
May 2008**

This quarterly evaluation report includes data collected from January 1 – March 31, 2008. A total number of 415 Professional Excellence training feedback forms were collected during the quarter for all Professional Excellence trainings. The rating system ranges from a high score of 5 (strongly agree) to a low score of 1 (strongly disagree). All questions received a rating of 4.42 or higher.

Family Team Meeting (FTM) Classroom Training Evaluation (Results from PE formatted feedback forms)

This quarterly evaluation report includes data collected from January 1 – March 31, 2008. We began receiving the PE formatted feedback forms around February 2008. A total number of 120 PE training feedback forms were collected during the quarter for FTM's, both OCP 312 and OCP 313. The PE rating system ranges from a high score of 5 (strongly agree) to a low score of 1 (strongly disagree). All questions received a rating of 4.42 or higher.

Family Team Meeting (FTM) Classroom Training Evaluation (Results from the DFCS formatted feedback forms)

This quarterly evaluation report includes data collected from January 1 – March 31, 2008. A total number of 106 DFCS classroom training feedback forms (Paper Version) were collected during the quarter. 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 3.8 or higher.

	A	B	C	D	E	F
1						
2	Professional Excellence Trainings Evaluations - Quarterly Report - January 2008 - March 2008					
3						
4	Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
5						
6	1. The content was arranged in a way	4.77	5	0.47	98.3	412
7	that was conducive to learning					
8						
9	2. The content included exercises/activities	4.74	5	0.62	97.3	412
10	that supported the topic.					
11						
12	3. The handouts were helpful in understanding	4.66	5	0.64	95.4	409
13	the material.					
14						
15	4. I was confident in the subject matter	3.83	4	1.14	63	408
16	before the training.					
17						
18	5. This training was not really applicable to my job.	2.31	2	1.62	27.5	397
19						
20	6. This training increased my knowledge	4.52	5	0.75	91.1	404
21	about the subject area.					
22						
23	7. The knowledge and skills gained in this training	4.65	5	0.62	95.8	412
24	will be useful in my job.					
25						
26	8. I would like additional information about	3.87	4	4.46	63.8	404
27	the training topic.					
28						
29	9. I would recommend this training to my	4.59	5	0.7	92.6	410
30	colleagues.					
31						
32	10. The training length was appropriate.	4.6	5	0.67	95.1	407
33						
34	11. Overall the trainer was effective.	4.79	5	0.49	97.3	412
35						
36	12. The trainer presented the content clearly and	4.79	5	0.47	97.8	411

	A	B	C	D	E	F
37	concisely.					
38						
39	13. The trainer demonstrated his/her knowledge	4.78	5	0.47	97.8	411
40	of topic and answered participants' questions.					
41						
42	14. Overall the training environment was satisfactory.	4.65	5	0.63	93.7	410
43						
44	15. I feel more confident about the subject matter	4.6	5	0.67	93.4	409
45	after this training.					
46						
47	16. Overall this course was useful for my job.	4.65	5	0.66	94.4	411

	A	B	C	D	E	F	G
1							
2	FTM Trainings - (DFCS Classroom Training Feedback Format) - Quarterly Report - January 2008 - March 2008						
3							
4	Question	Mean	Median	St. Dev.	% A or AS	Valid Counts	
5							
6	1. Arrived prior to the participants' arrival.	3.87	4	0.5	99.1	106	
7							
8	2. Made sure that AV equipment was operating,	3.83	4	40	99.1	106	
9	visual package was opened, seating was arranged to						
10	accommodate the participants and other						
11	materials were readily available.						
12							
13	3. Was responsive to participant concerns.	3.86	4	0.48	99	106	
14							
15	4. Showed respect for the participants.	3.92	4	0.27	100	106	
16							
17	5. Presented an overview of the course or day and	3.83	4	0.38	100	106	
18	introduced each topic.						
19							
20	6. Presented training content that was relevant.	3.85	4	0.36	100		
21							
22	7. Implemented participant activities that reinforced	3.87	4	0.34	100	106	
23	content.						
24							
25	8. Used examples and/or analogies to link training	3.89	4	0.32	100	105	
26	content to practical, real work situations and						
27	to policy.						
28							
29	9. Presented and/or interpreted policy correctly.	3.7	4	0.67	98.1	105	
30							
31	10. Used manuals/resources appropriately when	3.56	4	1.01	93.2	103	
32	unable to answer policy questions directly.						
33							
34	11. Conveyed the purpose or rationale for the .	3.85	4	0.36	100	106	
35	training/topic						
36							

	A	B	C	D	E	F	G
37	12. Presented the content clearly and concisely.	3.88	4	0.36	99.1	106	
38							
39	13. Demonstrated his/her knowledge of topic and.	3.91	4	0.29	100	106	
40	answered participants' questions						
41							
42	14. Was arranged in a way that was conducive	3.84	4	0.4	99.1	106	
43	to learning.						
44							
45	15. Contained ideas that were relatively easy to	3.87	4	0.34	100	106	
46	understand and implement.						
47							
48	16. Included exercises/activities that supported	3.83	4	0.38	100	106	
49	the topic.						
50							
51	17. Gave participants the opportunity to learn about .	3.81	4	0.52	99.1	106	
52	each other during the introduction part of the						
53	training.						
54							
55	18. Created a learning environment in which	3.86	4	0.35	100	106	
56	participants were encouraged to actively						
57	participate and appeared comfortable in doing so.						
58							
59	19. Made checks for understanding through using	3.85	4	0.36	100	106	
60	techniques such as questioning, restating,						
61	and reviewing content						
62							
63	20. Managed individual and group dynamics that	3.88	4	0.33	100	105	
64	helped to ensure learner involvement.						
65							
66	21. Was flexible and adjusted the training to	3.84	4	0.52	98.1	105	
67	accommodate participants' needs, without						
68	ignoring the stated content.						
69							
70	22. Solicited participant comments, questions	3.91	4	0.28	100	105	
71	and concerns frequently to further enhance						
72	learning and verify understanding.						

	A	B	C	D	E	F	G
73							
74	23. Managed difficult situations when they arose	3.58	4	1.03	92	100	
75	and maintained control of the class.						
76							
77	24. Used time well (begin/end time and break/	3.86	4	0.49	99.1	105	
78	lunch periods observed.)						
79							
80	25. Established and maintained credibility through	3.9	4	0.31	100	105	
81	personal conduct and professionalism.						
82							
83	26. Used voice, gestures, silence, movement,	3.89	4	0.32	100	105	
84	and posture to support and enhance content						
85	presentation.						
86							
87	27. Selected and used reinforcements and	3.8	4	0.64	97.2	105	
88	motivational incentive that met the learners'						
89	needs and supported instructional aims.						
90							
91	28. Summarized or concluded the topics by	3.89	4	0.32	100	105	
92	restating (or having the participants state) the						
93	key points.						
94							
95	29. Used various learning tools in a manner that	3.89	4	0.32	100	105	
96	met the needs of learners and any situational						
97	LCD, etc.)						
98							
99	30. Was able to troubleshoot when media problems	3.6	4	0.98	94	100	
100	arose.						

	A	B	C	D	E	F
1						
2	FTM Evaluations (on PE Eval Feedback Format) Quarterly Report - January 2008 - March 2008					
3						
4	Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
5						
6	1. The content was arranged in a way	4.79	5	0.45	98.3	120
7	that was conducive to learning					
8						
9	2. The content included exercises/activities	4.84	5	0.37	100	120
10	that supported the topic.					
11						
12	3. The handouts were helpful in understanding	4.63	5	0.82	95	120
13	the material.					
14						
15	4. I was confident in the subject matter	3.03	3	1.31	33.3	120
16	before the training.					
17						
18	5. This training was not really applicable to my job.	2.03	1	1.43	22.4	119
19						
20	6. This training increased my knowledge	4.74	5	0.57	95	120
21	about the subject area.					
22						
23	7. The knowledge and skills gained in this training	4.72	5	0.61	93.4	120
24	will be useful in my job.					
25						
26	8. I would like additional information about	4.03	4	1.3	74.8	119
27	the training topic.					
28						
29	9. I would recommend this training to my	4.63	5	0.73	94.1	120
30	colleagues.					
31						
32	10. The training length was appropriate.	4.56	5	0.8	90.9	120
33						
34	11. Overall the trainer was effective.	4.91	5	0.29	100	120
35						
36	12. The trainer presented the content clearly and	4.88	5	0.36	99.1	120
37	concisely.					
38						
39	13. The trainer demonstrated his/her knowledge	4.88	5	0.32	100	120
40	of topic and answered participants' questions.					
41						
42	14. Overall the training environment was satisfactory.	4.71	5	0.51	97.4	119
43						
44	15. I feel more confident about the subject matter	4.69	5	0.5	98.3	120
45	after this training.					
46						
47	16. Overall this course was useful for my job.	4.71	5	0.64	93.3	119