

Evaluation of Learning

Without an evaluation of learning programmes it is not possible to identify the successful or unsuccessful elements and therefore improve future provision. Evaluation can be conducted at a number of levels and five are described below (Kirkpatrick, 1994; Phillips 2003):

Reaction:

What is the initial response to the learning programme e.g. feedback sheets

Learning:

This involves what was actually learned from the learning programme e.g. a short multiple choice test of learning programme contents.

Behaviour:

Has the behaviour of programme participants changed in the desired manner e.g. do they operate computer packages correctly?

Outcomes:

Is there an improvement in productivity e.g. Is there improved performance which increases productivity?

Return on Investment:

How does the investment in training compare to the savings made on productivity etc?

Evaluation of the impact of learning interventions may be carried out at a number of levels and involve a variety of factors:

1. Reaction

What did the participants think about the learning interventions? What did the providers think about the training interventions? What were their thoughts about the venue facilities?

2. Learning

What were the main areas which were remembered by the whole group of participants? What were the main areas which were forgotten by the whole group of participants? Which participants remembered the most from the training session? Which participants remembered the least from the training session?

3. Transfer

Which elements of the learning have been applied in the workplace? Which elements of the learning have not been applied in the workplace? Why do the participants apply some of the elements of the learning programme and not others?

4. Results

What were results of the changed work behaviour? What effect did this have on productivity?

5. Return on Investment

What was the return on investment (ROI) of the training? How does the cost of training compare to the financial return on increased (decreased) productivity?

Source: <http://tall.conted.ox.ac.uk/lnat/evaluation.php>