

## Talent Development Community Sample Only - Metrics Evaluation Plan

Note: Please use this plan as a guide to create your agency evaluations and measures for your agency specific training program.

**PURPOSE:** To evaluate the effectiveness of learning and development program using the Kirkpatrick four levels of evaluation.

Kirkpatrick Level	Evaluation Examples	Measures for Monthly/ Quarterly Report
<p><b>L1 – Assesses reaction defined as the overall satisfaction with the session, facilitator, content:</b></p> <ul style="list-style-type: none"> <li>• Engagement</li> <li>• Relevance</li> <li>• Customer satisfaction</li> </ul> <p><b>L2 – Assesses learning defined as an increase in learner knowledge based on completion of the learning event:</b></p> <ul style="list-style-type: none"> <li>• Knowledge, skills, attitude</li> <li>• Confidence, commitment</li> </ul>	<ul style="list-style-type: none"> <li>• Blended level 1 and 2 for:               <ul style="list-style-type: none"> <li>○ See sample survey (PDF)</li> </ul> </li> <li>• Survey sent within 2 business days of scheduled training date</li> </ul>	<p><b>L1 – Reaction (see survey questions and sample measures)</b></p> <ul style="list-style-type: none"> <li>• Objectives met (#8)</li> <li>• Relevance of the course (#7)</li> <li>• Satisfaction score (#10)</li> </ul> <p><b>L2 – Learning (see survey questions #6 and #8, please compare question #6 to #8; also, see question #9 that supports the sample measures below)</b></p> <ul style="list-style-type: none"> <li>• Average % of increase in learner knowledge</li> <li>• Degree of confidence and commitment to applying new skills and knowledge.</li> </ul>
<p><b>L3 – Assesses behavior as the transfer of learning to critical behaviors on the job:</b></p> <ul style="list-style-type: none"> <li>• Reinforce, reward</li> <li>• Encourage, monitor</li> </ul> <p><b>L4 – Assesses results and impact defined as success as a supervisor for those learners completing yearly certification of Lead Ohio: Inspirational Leaders:</b></p> <ul style="list-style-type: none"> <li>• Leading indicators</li> <li>• Desired outcome</li> </ul>	<ul style="list-style-type: none"> <li>• LEARNERS - Blended level 3 and 4 for ILTs               <ul style="list-style-type: none"> <li>○ Sent 45 days after session date</li> </ul> </li> <li>• MANAGERS - Blended level 3 and 4 for ILTs to learner’s direct managers               <ul style="list-style-type: none"> <li>○ Sent 45 days after session date</li> </ul> </li> <li>• See sample surveys (PDF)</li> </ul>	<p><b>L3 - Behavioral Transfer</b></p> <ul style="list-style-type: none"> <li>• Average degree of application by learners</li> <li>• Average time to apply knowledge gained</li> </ul> <p><b>L4 – Impact (no sample documents available); below are sample measures</b></p> <ul style="list-style-type: none"> <li>• Increase in ability to supervise employees</li> <li>• Increase in ability to impact agency initiatives</li> <li>• Increase in ability to impact agency customer relationships</li> </ul>

Reference DAS/TDC web page for additional information on Kirkpatrick.