**Level 3 Evaluation: Learner Performance – [Name of Course]**

**Instructions**

This evaluation tool is designed to measure changes in supervisor work performance following training. There are two phases in the evaluation process.

1. The learner will complete a survey containing both Yes/No and free-form questions.
2. The learner’s manager will be interviewed (either in person or by telephone).

*Note: You’ll need to customize the questions to match your course’s learning objectives.*

**Learner Questionnaire**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Course: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Instructions:* Thank you for agreeing to provide feedback on the results of the Washer Customization Training course. The goal of this survey is to determine how your behavior has changed as a result of the training in order to determine the effectiveness of the course. This survey is anonymous, so please answer the questions honestly and frankly. We’ll use this information to make improvements to the course.

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| --- | --- | --- |
| 1. Before taking the course, did you [perform the task in Objective 1]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Do you now [perform the task in Objective 1]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Before taking the course, did you [perform the task in Objective 2]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Do you now [perform the task in Objective 2]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Before taking the course, did you [perform the task in Objective 3]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Do you now [perform the task in Objective 3]?
 | **Yes**  | **No**  |
| If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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1. What changes have you made to your work process as a result of the course?
2. Has anything prevented you from implementing the cleaning practices taught in the course? If Yes, please explain.
3. Please provide any other feedback on the course you wish.

**Section 2: Manager Interview**

*Instructions:* Arrange an interview (either in-person or by telephone) with the learner’s manager. At the beginning of the interview, say the following:

“Thank you for agreeing to provide feedback on the results of the [name] course. The goal of this interview is to determine changes in behavior as a result of the training in order to determine the effectiveness of the course. We’ll use this information to make improvements.”

Next, ask the following questions:

1. What changes in the [course-related] workflow have you observed since [learner] completed the course?
2. What customer feedback have you received on output quality since [learner] completed the course?
3. What other changes in behavior have you observed since [learner] completed the course?