**Level 4 Evaluation: Organizational Impact**

**[Name of Course]**

**Data Collection**

This evaluation tool is designed to measure the benefits to [Name of Course] training. There are two sources of data gathered in the Level 4 evaluation process.

1. Support/Helpdesk metrics will be collected. These data will be collected from the Help Ticket System.
2. We will ask the Sales team to provide historical data on sales of equipment.

**Data Analysis**

Some of the goals of the training initiative are to reduce support costs and to increase employee effectiveness and customer satisfaction. We will use historical support metrics to analyze support call trends before and after training. We will collect historical sales data to determine if sales have increased following training. While we cannot conclusively prove a relationship between training and changes in organizational effectiveness, we hope to provide evidence of improvement as a result of training.

**Support/Helpdesk Data**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| # of support calls |  |  |  |  |  |  |  |  |  |  |  |  |
| # of Washer support calls |  |  |  |  |  |  |  |  |  |  |  |  |
| # of Washer support calls related to [course goal or particular objective] |  |  |  |  |  |  |  |  |  |  |  |  |
| # of customer complaints |  |  |  |  |  |  |  |  |  |  |  |  |
| # of customer complaints related to [course goal or particular objective] |  |  |  |  |  |  |  |  |  |  |  |  |

**Sales Data**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| **Equipment units sold** |  |  |  |  |  |  |  |  |  |  |  |  |
| Machine 1 |  |  |  |  |  |  |  |  |  |  |  |  |
| Machine 2 |  |  |  |  |  |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |  |  |