

DATA COLLECTION INSTRUMENTS

TYPES

1. REACTION SURVEY (Level 1)

A questionnaire used to determine learners' perception of course effectiveness and confidence in applying the skills after the training.

2. IMPACT SURVEY (Level 3 or 4)

A questionnaire that requires managers/supervisors and/or employees to rate job performance and application of knowledge and skills on the job.

3. REACTION INTERVIEW (Level 1)

A one-on-one session with learners used to determine learners' perception of course effectiveness and confidence in applying the skills after the training.

4. FOLLOW-UP INTERVIEW (Level 3)

A one-on-one session during which managers/supervisors and/or employees answer questions about job performance and application of knowledge and skills on the job.

5. REACTION FOCUS GROUP (Level 1)

A small group session during which learners answer questions about their perception of course effectiveness and confidence in applying the skills after the training.

6. FOLLOW-UP FOCUS GROUP (Level 3)

A small group session during which managers/supervisors and/or employees answer questions about job performance and application of knowledge and skills on the job.

7. RECORDS (Level 4)

Detailed information about employee performance measured in terms of output, quality, costs, or time. This data collection instrument is sometimes called "performance data monitoring."

8. OBSERVATION (Level 3)

A method used to assess how well employees are applying knowledge and skills on the job. Observation can be conducted using checklists, audio, video, or computer monitoring.

9. WORK SAMPLES (Level 3)

A portion of the output or result produced by employees who received training. A sample is taken to determine the application of knowledge and skills on the job.

10. TESTS (Level 2)

A method used to assess employee knowledge and skill before and during a course. Tests can be either performance or non-performance.