

Evaluation framework





Kirkpatrick Evaluation Model



What means do *you* apply to your courses to evaluate training?



Use a 4-point Likert scale (no neutral value)

y ns nyl nyl nyl y ns nyl

Repeat the *text labels* next to each response option



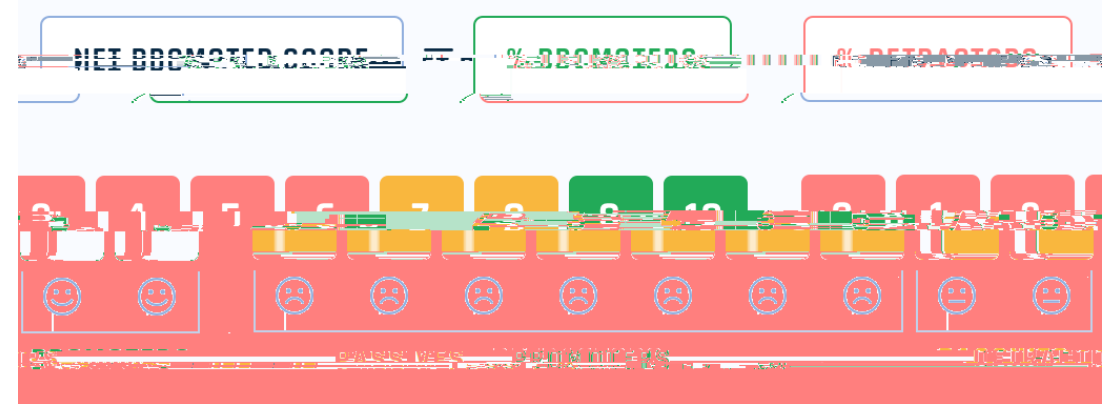
Contains a set of **core** Qs + **methodology-specific** Qs (instructor-led, self-paced)

Introduction of Net Promoter Score metric

Invites more **qualitative** feedback

Sections: Training value, *Training delivery*, Training setup, Training overview

Qs targeting Learning Objectives (clarity, achieved)
delivery skills (not only knowledge)



L1

ITU Academy course evaluation some changes

Evaluation: Mandatory for course completion/certification option

Customizable? (core Qs stay!)

Set up /Assigned to the course by the ITU Academy team!

Informs the End Training Reports

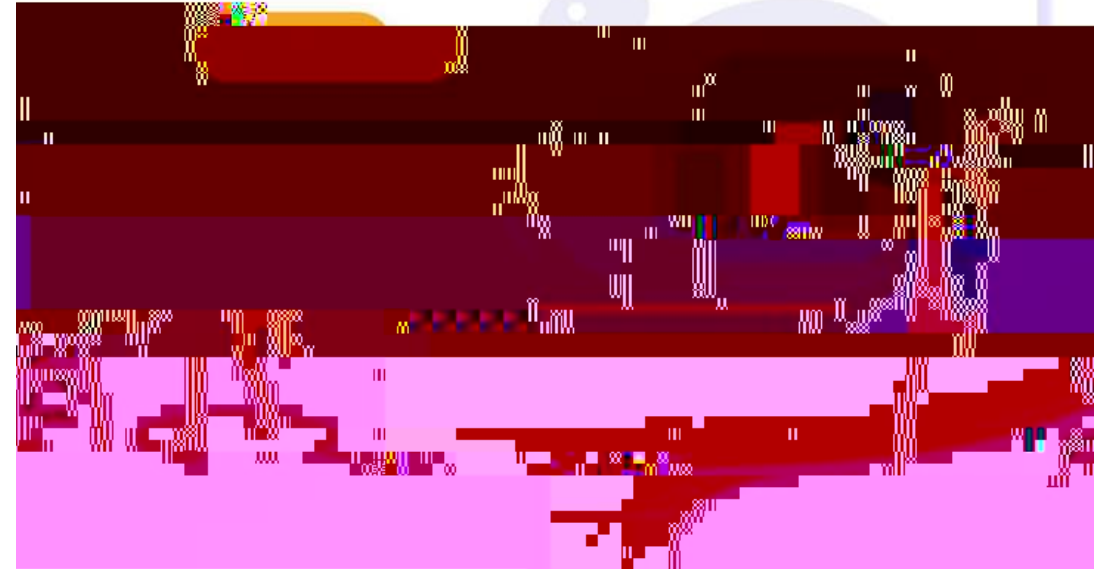
- Strength areas

- Areas of improvement (iterative design)

- Build on qualitative feedback

- Summarize learner profile

- Capture indicators re quality



Results to date



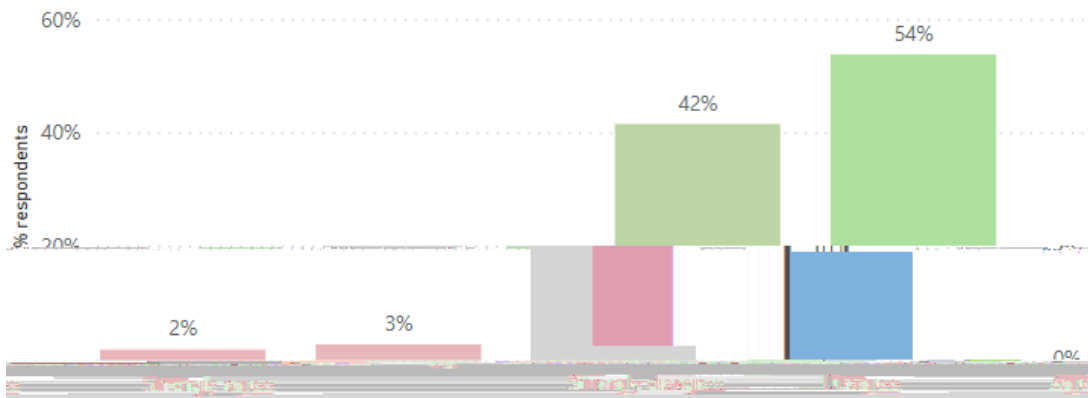
Nov ITU Academy evaluation framework

Nb of respondents

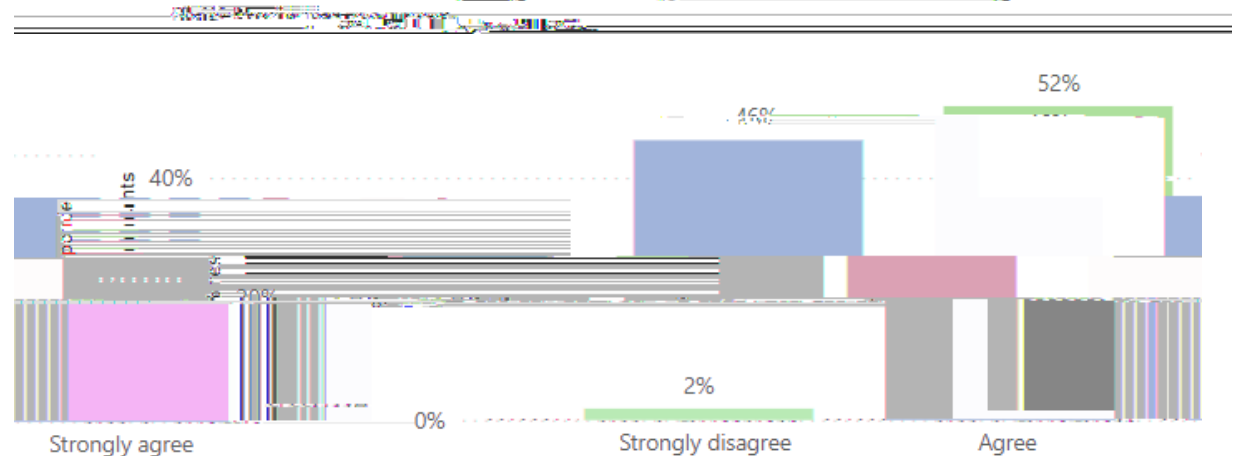
Training value

Nb of courses

The training course content is directly relevant to my work.



I was able to develop my knowledge and skills on the subject matter as a result of



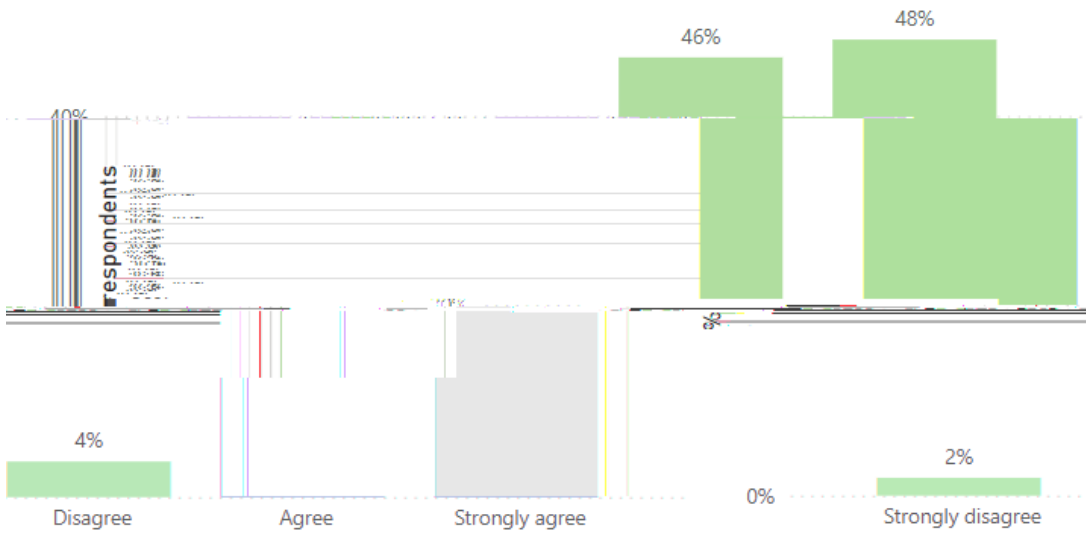
Nov ITU Academy evaluation framework

Nb of respondents

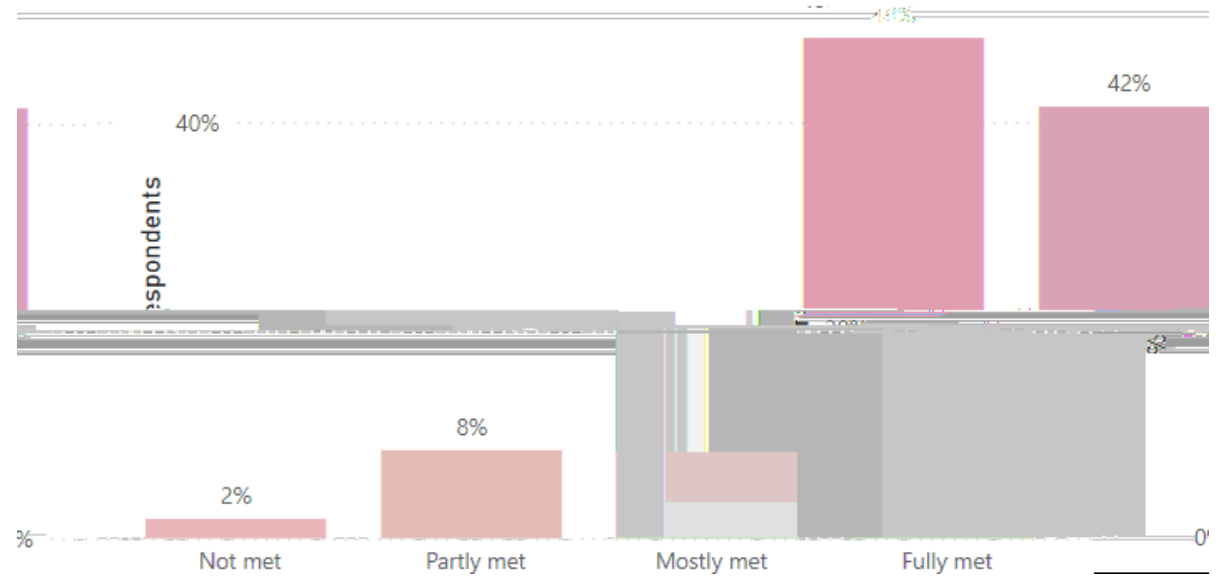
Training value

Nb of courses

The learning objectives of the training course were clear



To what extent do you feel the objectives of the training course were met?

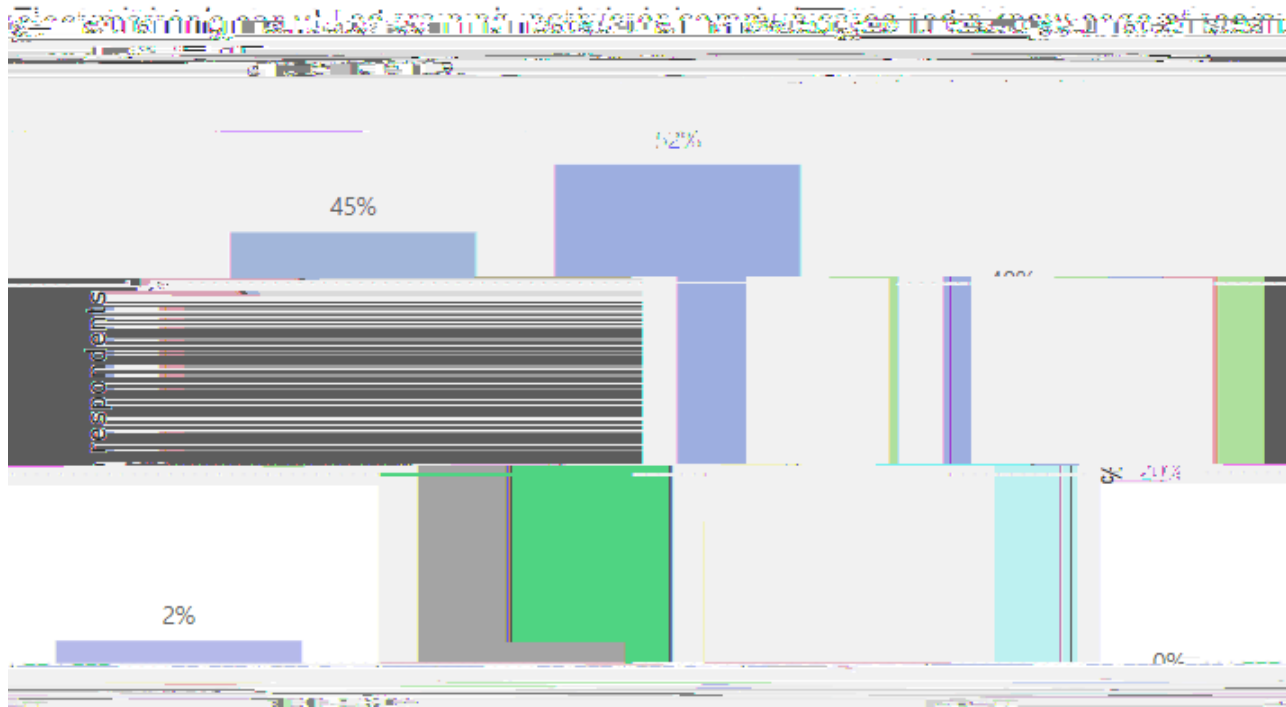
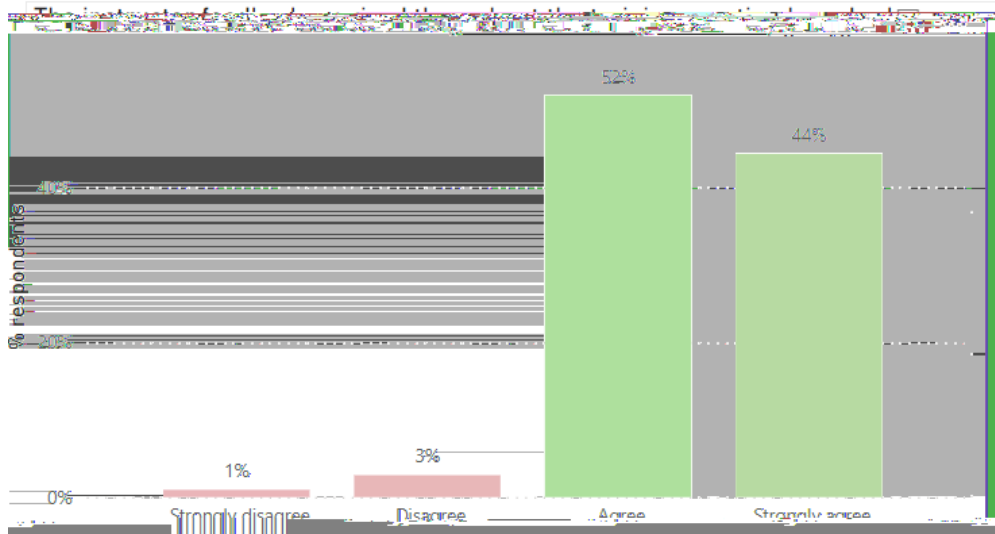
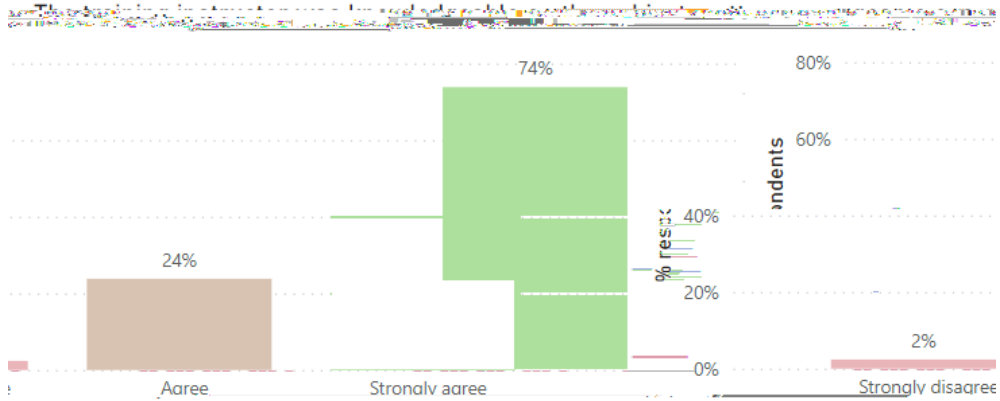


New ITU Academy evaluation framework

Nb of respondents

Training value

Nb of courses



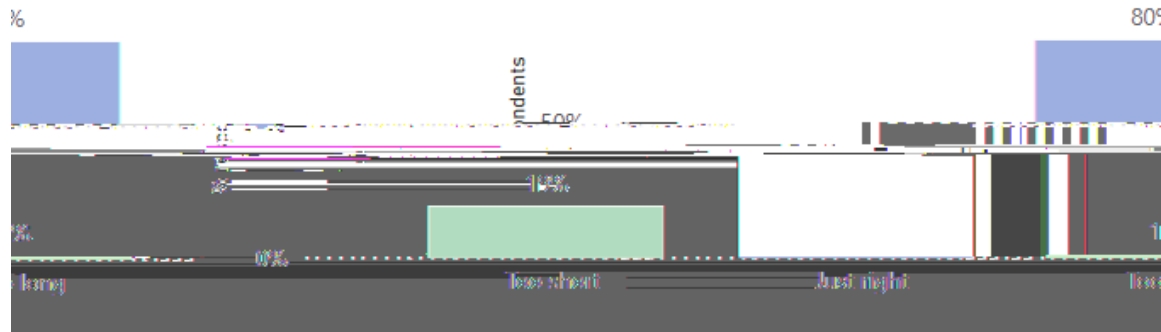
Now ITU Academy evaluation framework

Nb of respondents

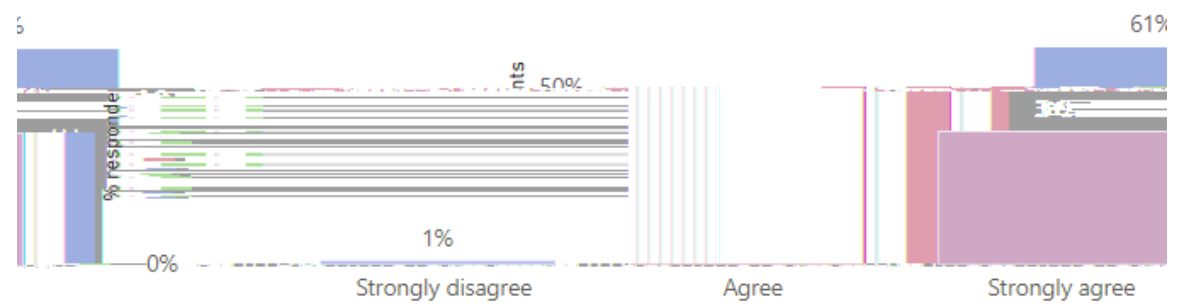
Training value

Nb of courses

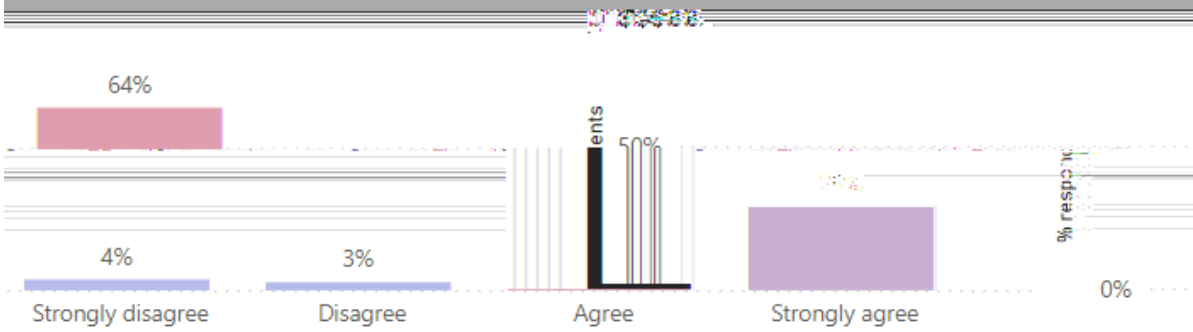
The duration of the training course was:



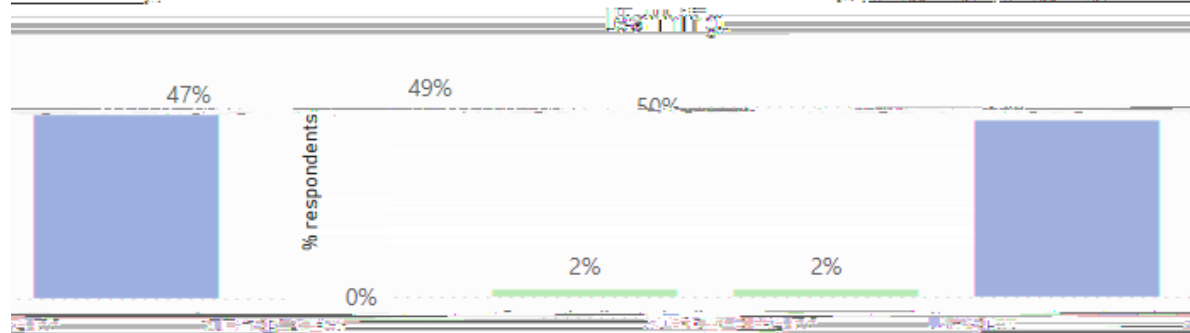
The training course was:



The advice and technical support received during the training course was:



The ITU Academy is:

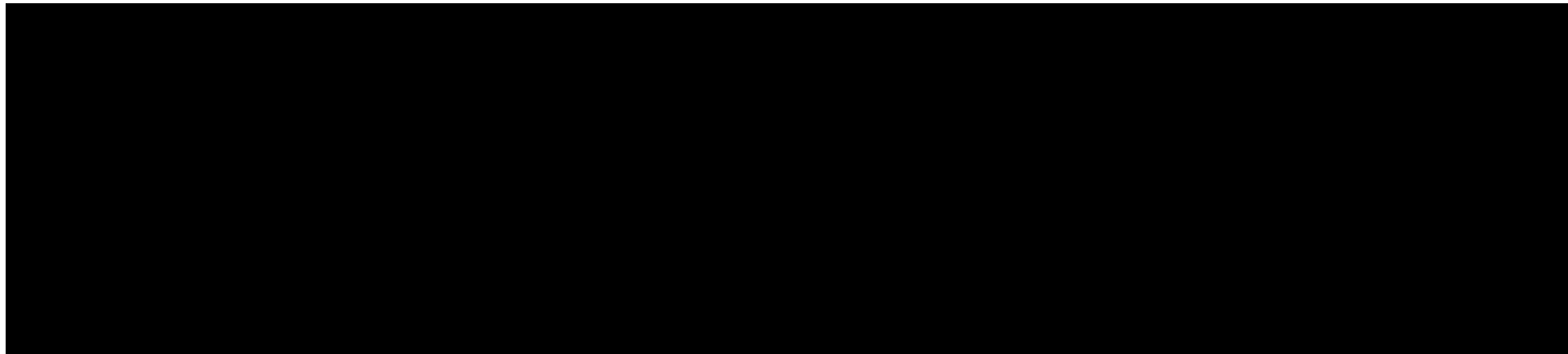


How ITU Academy evaluation framework

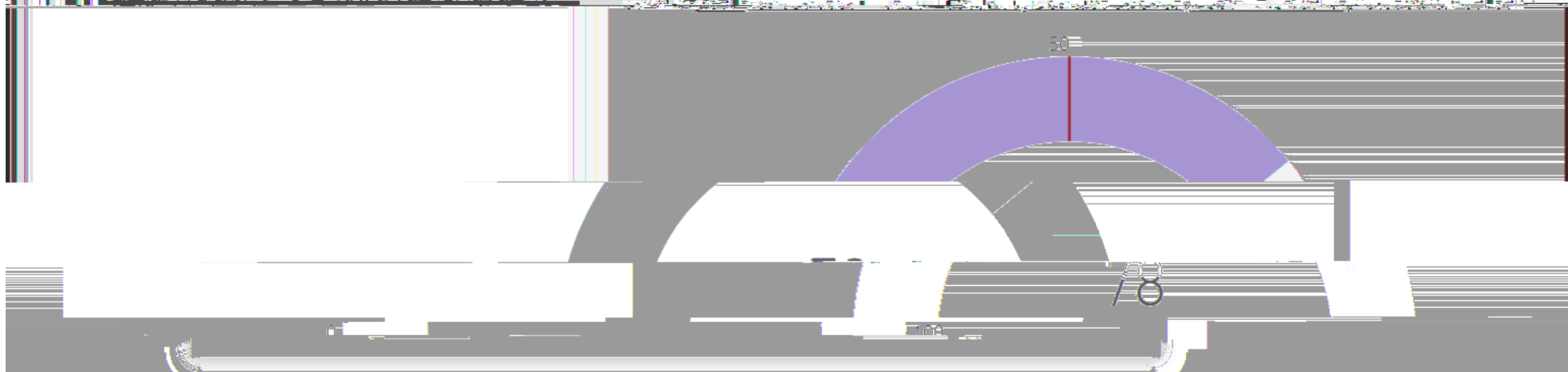
Nb of respondents

Training value

Nb of courses



How likely are you to recommend this training course to colleagues in the same professional area?



ATC course evaluation actions

How could **we** enhance the training evaluation methodology in the ATC programme (and demonstrate