



Job Aid: Learner-Centered Question Bank

Questions For Use Immediately Following Training

This template includes a variety of sample questions for each dimension of Levels 1 and 2, and predictive Level 4. Select as few questions as possible from each dimension (i.e., engagement, relevance, customer satisfaction) to meet your information needs. Ideally, only one or two questions per category should be used unless the initiative is a mission-critical pilot program.

These questions are samples that are designed for you to modify and customize to match your program's content, audience, culture, and desired results.

Timing: Typically measured immediately after the program/learning event. Include questions from all levels/dimensions within the same evaluation tool to maximize your investment.

Format: A survey is most common, but questions can also be used for interviews and focus groups. To convert the questions for interview or focus group use, just add "to what degree" to the beginning and modify the wording slightly.

Rating Scale: We recommend the following rating scale:

0 = Strongly Disagree 1 2 3 4 5 6 7 8 9 10 = Strongly Agree

Tip: To obtain the richest possible data, provide a comment field for as many questions as possible. Keep in mind the time and resources required to tabulate hand-written responses.

Level 1: Reaction

Engagement

Rating Scale Questions

- I took responsibility for being fully involved during this program.
- I was engaged with what was going on during the program.
- The class environment helped me to learn.
- My learning was enhanced by the facilitator.
- This program held my interest.

Open-ended Questions

- Was there anything about your experience that interfered with your learning? If so, what?
- What suggestions do you have that would have increased your involvement?

Relevance

Rating Scale Questions

- I understand how to apply what I learned on the job.
- The course material will be helpful for my future success.
- I will be able to use what I learned immediately.
- What I learned in this class will help me on the job.
- I understand why this program was offered.
- During class, we discussed how to apply what we learned on the job.
- I am clear about what is expected of me on the job as a result of taking this class.

Open-ended Questions

- What additional information do you suggest being added to the program?
 - Which modules did you find the most relevant to your job?
 - Which modules did you find the least relevant to your job?
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Satisfaction

Rating Scale Questions

- I received helpful information prior to the session.
- Taking this program was worth my time.
- I will recommend this program to my co-workers.
- I would be glad to help others with what I learned.
- I would like follow-up to help me apply what I learned.
- The presentation style of the instructor contributed to my learning experience.

Open-ended Questions

- How could this program be improved?
- Please share any other comments you may have.

Level 2: Learning

Knowledge

Knowledge is measured primarily with formative exercises during the session or a quiz near the end. At the end of the session (or shortly thereafter), you also may choose to ask a few of the following open-ended questions.

Open-ended Questions

- What are the major concepts that you learned during this session?
- What were the most meaningful concepts you learned?

Skills

Skill is measured with activities and demonstrations during the session that show that participants can perform the skill. With the exception of writing skills, written questions cannot measure skill level accurately.

Attitude

Rating Scale Questions

- I believe this course's content is important to succeeding on the job.
- I believe it will be worthwhile to apply what I learned on the job.

Open-ended Questions

- Why do you think this course was offered?
- Explain the importance of applying what you learned on the job.
- What are your thoughts about applying what you learned?

Confidence

Rating Scale Questions

- I understand what resources are available to me on the job as I apply this new knowledge.
- I feel confident about applying what I learned back on the job.

(Optional add-on) If you circled six or below, check all that apply. My confidence is not high because:

- I do not have the necessary knowledge and skills.
 - I do not have a clear picture of what is expected of me.
 - I have other, higher priorities.
 - I do not have the necessary resources to apply what I learned.
 - I do not have the human support to apply what I learned.
 - The training didn't give me confidence to apply what I learned.
 - I don't think what I learned will work.
 - There is not an adequate system of accountability to ensure the application of what I learned.
 - Other (please explain):
- Instructions:** For each objective (listed below), rate yourself after the training using the following scale:
 - 1 - Little or no understanding of the objective
 - 2 - Basic understanding of the objective, but cannot perform it
 - 3 - Understands the objective and can perform it with assistance

- 4 - Can perform the objective without assistance
- 5 - Can perform the objective and teach others to do it

Provide the appropriate rating **before** the training, and **now** (after the training).

Please provide comments to explain your ratings.

Before the program	Performance Objective	After the program
	<i>Insert major performance objective #1</i>	
Comments:		
	<i>Insert major performance objective #2</i>	
Comments:		
	<i>Insert major performance objective #3</i>	
Comments:		

Open-ended Questions

- Please comment on how confident you feel about applying what you have just learned on the job.

Commitment

Rating Scale Questions

- I am committed to applying what I learned to my work.



(Optional add-on) If you circled six or below, check all that apply. My commitment is not high because:

- I do not have the necessary knowledge and skills.
- I do not have a clear picture of what is expected of me.
- I have other, higher priorities.
- I do not have the necessary resources to apply what I learned.
- I do not have the human support to apply what I learned.
- I don't think what I learned will work.
- There is not an adequate system of accountability to ensure the application of what I learned.
- Other (please explain):

Open-ended Questions

- How committed are you to applying what you learned back on the job?
- What barriers to applying what you learned do you anticipate? What could be done to remove them?
- What specific skills do you plan to apply when you get back to your job?
- What additional support will you need to implement what you learned?

Predictive Level 4: Results

Rating Scale Questions

- I believe I will see an impact in the following areas as I consistently apply what I learned (check all that apply):
 - Increased productivity
 - Improved quality
 - Increased personal confidence
 - Increased customer satisfaction
 - Stronger relationships with my colleagues
 - More respect from my peers
 - Better organization in my work
 - Other (please explain):

Open-ended Questions

- What specific outcomes are you hoping to achieve as a result of your efforts?
- What initial successes will likely occur as you consistently apply what you learned?
- What types of positive impact do you expect to see as a result of applying what you learned back on the job?

Questions For Delayed Use After Training

This template includes a variety of sample questions for each dimension of the levels that are appropriate to evaluate at some point after the training has taken place. Select a few questions from each dimension (i.e., on-the-job behavior, drivers, etc.) that will provide the data you need to make good decisions and create a chain of evidence for the business value of your training initiative.

These questions are samples that are designed for you to modify and customize to match your program's content, audience, culture, and desired results.

Timing: Post-training event, after the drivers are engaged and enough time has passed for participants to apply the new skills on the job. The timing will vary depending upon the type of knowledge/skills being taught.

Format: Survey, interview, or focus group

Rating Scale: We recommend the following rating scale:

0 = Strongly Disagree 1 2 3 4 5 6 7 8 9 10 = Strongly Agree

Tip: To obtain the richest possible data, provide a comment field for as many questions as possible. Keep in mind the time and resources required to tabulate hand-written responses.

Delayed Level 1: Reaction

Relevance

Rating Scale Questions

- This course provided all the information I need to be able to perform the skills I learned successfully.
- The information provided in this course is fully applicable to my job.
- The timing of this course was appropriate for me.

Open-ended Questions

- What information from this course has been the most relevant to your job?
- Was there any information in this course that is NOT relevant to your job? If so, what?
- What information should be added to this course to make it more relevant to your work?

Satisfaction

Rating Scale Questions

- I would recommend this course to others with jobs similar to mine.
- Taking this course was a good use of my time.

Open-ended Questions

- Looking back, how could this program have been improved?
 - Looking back, what would you change about this course?
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Delayed Level 2: Learning

Knowledge / Skill

If it is important for your chain of evidence, you can re-measure knowledge or skill. These questions will be specific to the content taught.

Open-ended Questions

- Looking back on the training, what content do you remember most?
- Looking back on the training, what content do you wish had been covered that wasn't?

Attitude

Rating Scale Questions

- It is clear why it was important for me to attend this training.

Open-ended Questions

- In your own words, explain why it was important for you to attend this course.

Level 3: Behavior

Rating Scale Questions

- I have successfully applied on the job what I learned in training.
- I have been able to apply on the job what I learned in class.

Instructions: Using this rating scale, circle the rating that best describes your current level of on-the-job application for each listed behavior.

- 1** - Little or no application
 - 2** - Mild degree of application
 - 3** - Moderate degree of application
 - 4** - Strong degree of application
 - 5** - Very strong degree of application and desire to help others do the same
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<i>Insert behavioral objective #1</i>	1	2	3	4	5
<i>Insert behavioral objective #1</i>	1	2	3	4	5
<i>Insert behavioral objective #1</i>	1	2	3	4	5

- I applied what I learned to my work:
 - Within a week
 - Within 2-4 weeks
 - Within 5-12 weeks
 - I have not applied it but plan to in the future.
 - I have not applied it and do not expect to apply it in the future.
- I have applied what I learned to my work.
 - If you circled seven or above for the previous question, rate the contribution of each of the following factors to your effective performance of (*insert major task or objective*):

Coaching, support, or encouragement from my supervisor	Not at all	Low	Medium	High
Effective system of accountability or monitoring	Not at all	Low	Medium	High
Belief that it would help me to be more effective in my work	Not at all	Low	Medium	High
Ongoing training which I received after the initial class	Not at all	Low	Medium	High
Payment of bonus for applying the knowledge	Not at all	Low	Medium	High
Other (please specify):	Not at all	Low	Medium	High

- If you circled 6 or below, please indicate the reasons (check all that apply):



- I do not have the necessary knowledge and skills.
- I do not have a clear picture of what is expected of me.
- I have other, higher priorities.
- I do not have the necessary resources to apply what I learned.
- I do not have the human support to apply what I learned.
- The training didn't give me the confidence to apply what I learned.
- I don't think what I learned will work.
- There is not an adequate system of accountability to ensure the application of what I learned.
- Other (please explain):

Open-ended Questions

- Describe your experience in attempting to apply what you learned in training back on the job.
- To what degree have you applied what you learned?
- Have you struggled with application? If so, to what do you attribute your difficulty?
- What steps do you plan to take in the future to continue your progress?

Required Drivers

Rating Scale Questions

- My supervisor and I set expectations for this training before the class.
 - My supervisor and I determined how I would apply what I learned after training.
 - I have received performance support in order to apply what I learned successfully.
 - I receive support and encouragement for applying my learning to my job.
 - I have the necessary resources to apply what I learned successfully.
 - A system of accountability helps me to apply what I learned.
 - Incentives encourage me to apply what I learned.
 - When I apply what I learned, I am rewarded appropriately.
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Open-ended Questions

- What additional training or support do you need to increase your effectiveness?
- What kind of support have you received that has helped you implement what you learned?

Level 4: Results

Leading Indicators

Rating Scale Questions

- I am already seeing positive results from the training.
- I am expecting positive results from this initiative in the future.
- I have seen an impact in the following areas as a result of applying what I learned (check all that apply):
 - Increased productivity
 - Improved quality
 - Increased personal confidence
 - Increased customer satisfaction
 - Stronger relationships with my colleagues
 - More respect from my peers
 - Better organization in my work
 - Other (please explain):

Open-ended Questions

- What early indicators of positive impact have you noticed from your efforts? How do you feel about those successes?
 - What results have you seen since attending this training?
 - Please give an example of the success you have achieved since attending this training.
 - To what degree have the results you expected actually occurred?
 - What additional outcomes are you hoping to achieve from your efforts?
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Desired Results

Rating Scale Questions

- This training has positively impacted this organization.
- This training has positively impacted organizational profitability.
- This training has positively impacted mission accomplishment.

Open-ended Questions

- What impact is this training having on the organization as a whole?
 - How has your participation in this training benefited the company?
 - How has this initiative benefited the organization overall?
 - Are you seeing any impact on sales and profitability as a result of this training? If so, please describe.
 - Has this training/initiative helped your organization accomplish its mission? If so, please describe.
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