

FOUR LEVEL EVALUATION MODEL (KIRKPATRICK)

Level 1 – Reaction

This first level measures the trainee's reactions to and opinions about the training course. This basic level gives feedback to the Training Provider on the learning environment and lets trainees know that their comments and concerns are important. Reaction evaluations are an easy and effective method to identify ways to better motivate trainees and provide the best possible learning environment. This level should be used for all training activities.

Level 2 – Learning

Level 2 evaluations are used by Training Providers to ensure a trainee gains the desired information by the end of the training. Level 2 evaluations include end of course tests, performance tests, and simulations. Measuring learning means determining the extent that the trainee was able to change trainee attitudes, improve knowledge, or increase skills. Mastering course objectives is important since no change in trainee behavior can be expected if learning has not taken place.

Level 3 - Behavior

Level 3 measures the transfer of skills, knowledge, and attitudes to the job. This is where the actual change in behavior is determined and observed. The level 3-evaluation process is more complicated than the first two because it can be difficult to identify root causes of sub-optimal behavior.

Terminal Performance Objectives (TPOs), which refine performance needs into measurable objectives, drives the level 3-measurement process. All levels of training program management should use the results.

Level 4 - Results.

Level 4 evaluations measure the specific influence training has on broader organizational performance goals. Level 3 evaluations identify the extent to which individual training transfers to the job, while level 4 evaluation measures training's overall contribution to unit and Program performance goals. Results-based evaluations, although still in the formative stage, will require an inquiry-based partnership between Coast Guard Programs and (G-WT) that link training activities to organizational outcomes including, personnel, financial benefit and overall unit or system performance improvement. Program business goals, performance indicators, and identification of links to training programs shape Level 4 evaluations.