

**Table 1-1. Evaluation Worksheet**

Level	When to Measure	What to Measure	Instrument Used
1	<ul style="list-style-type: none"> <li>• During the program (end of day)</li> <li>• End of program</li> </ul>	<ul style="list-style-type: none"> <li>• Reactions</li> <li>• Pace and sequence</li> <li>• Relevance (content)</li> <li>• Instrument strategies</li> <li>• Interaction</li> <li>• Facilitators' style</li> <li>• Level of discussion</li> <li>• Objectives met</li> <li>• Environment</li> <li>• Knowledge of facilitator</li> <li>• Participant interaction</li> <li>• Registration process</li> </ul>	<ul style="list-style-type: none"> <li>• Questionnaire</li> <li>• Individual responses in class</li> <li>• Follow-up interviews</li> <li>• Observation checklists</li> </ul>
2	<ul style="list-style-type: none"> <li>• During the program</li> <li>• Before the program</li> <li>• After the program</li> </ul>	<ul style="list-style-type: none"> <li>• learning and extent of learning</li> <li>• Teaching of content</li> <li>• Knowledge of participants</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge tests, which may be paper-and-pencil tests; oral questions and answers</li> <li>• Performance tests, role plays, case studies with evaluation or feedback sheets</li> <li>• Monitored skill demonstrations</li> <li>• Checklists</li> <li>• Product tests</li> </ul>
3	<ul style="list-style-type: none"> <li>• After the program</li> <li>• A few weeks to three months</li> </ul>	<ul style="list-style-type: none"> <li>• On-the-job change</li> </ul>	<ul style="list-style-type: none"> <li>• Performance records</li> <li>• Performance contracts</li> <li>• Action plans</li> <li>• Interviews</li> <li>• Direct observation with checklists</li> <li>• Supervisor interviews</li> </ul>
4	<ul style="list-style-type: none"> <li>• After the program</li> <li>• Three months to one year</li> </ul>	<ul style="list-style-type: none"> <li>• Impact on organization</li> </ul>	<ul style="list-style-type: none"> <li>• Action plans</li> <li>• Interviews</li> <li>• Questionnaires</li> <li>• Focus groups</li> <li>• Performance contracts</li> </ul>