

Training Assessment Project Plan

Project Name: Training Assessment

Names of Team Members: Wayne Hodges (lead), Linda McCarthy, Cheryl McCraw, and Heather Thuotte-Pierson, Matthea Gans

Date of Content: December 9, 2003

I. Executive Summary

This project is intended to assess the outcomes of the training conducted on the new library management system and to help determine future training needs. The evaluands will be the instructor-led training and the web-based training. A survey will be sent to Administrative Contacts (ACs) via e-mail and to the training participants. Results will be used to set a schedule of existing training in the spring and to develop new web-based and instructor-led training modules and workshops.

II. Product Definition

In Fall 2003, instructor-led, statewide training was completed in the new library management system for all modules in various locations around the state and for Applications Contacts. Many new services were introduced including two new web-based courses offered as prerequisites, a new Online Learning Center with a registration process, a revamped website was introduced, and new training materials were created. In addition, new TCC staff, which have never delivered training at TCC were hired and delivered the training.

This project is being undertaken to assess the new training program delivered in Fall 2003, as outlined in the *July 2003-June 2004 Implementation Plan*, chapter 5.4. The assessment will focus on the outcome of the fall library management system training, which will assist in future training development. The survey results will be used by the LSC workgroup and the Instructional Design Specialist (IDS) to assist in setting a schedule for additional sessions of existing training, and to serve as a guideline for developing additional instructor-led and web-based training courses.

Information Sources that will be used are Administrative Contacts, training participants, Library Services Consultants, Service Desk, and Online Learning Center surveys and the Blackboard statistics. The data collection methods that will be used include two new surveys one for Administrative Contacts and one for trainees and follow-up interviews if needed. The existing online surveys will be reviewed and analyzed. The analysis methods will be descriptive statistics for surveys, and categorical/content analysis for interviews and comments. Heather will offer oversight of the data analysis process, with Linda and Cheryl completing much of the work. The final product will consist of a report of the findings from the assessment completed by Linda and Cheryl. A spring training plan will be created based on the results.

III. **Method of Delivery**

The survey will be delivered electronically via e-mail to the Administrative Contacts and training participants. If follow-up interviews are needed, they will be conducted via phone.

IV. **Assumptions and Prerequisites**

Survey instruments and processes will be developed by the team and be sent out in January. The sophistication of the instrument will depend on available staff resources. The surveys will be tested on two libraries and 5 participants to determine its effectiveness. Adjustments to the survey instrument will be made and the final instrument will be sent out to all Administrative Contacts and trainees. Results will be used to schedule spring training and to develop new training. The prerequisite will be for each Administrative Contact to have functioning e-mail account and Internet access at their workstation.

V. **Budget**

No funds will be needed,

VI. **Service/Product Development Process**

- The team will develop evaluation questions with input from the Library Services Consultants.
- The evaluation questions will serve as a guide for the survey questions, which will be developed, with input from the library service consultants.
- The survey will be pretested on two of the prototype libraries in mid January 2004 and the test ACs and test participants will be interviewed to get input on the instrument.
- Adjustments will be made to the instrument and it will be sent out to all ACs and participants two weeks later
- All materials will be finalized before the survey
- Follow up phone calls will be made to institutions that do not return the survey.
- Follow up interviews may be done if needed.
- Results will be analyzed and compiled in a report to be shared with the LSCs, the Instructional Design Specialist and other interested parties.

VII. **Training Requirements**

The Service Desk will need to be trained on how to answer questions about the survey. Instructions will be sent with the survey to assist the participants.

VIII. **Documentation**

This survey will serve, as a basis for an annual training needs assessment to be conducted.

IX. **User Support**

The Service Desk will support the survey delivery and answer general questions about the survey. Second level support will be provided by the team members.

X. **Statistics**

The survey will provide statistics on satisfaction with the training and registration systems and how many staff need to be trained in which areas.

XI. Communication and Publications

An announcement will be sent out on the AC discussion list and Forum prior to sending out the survey. The survey will be sent and a reminder will be sent on the day surveys are due back. The survey may be mentioned in a Data_LINCC article if deemed appropriate.

XII. Resource Projections

Wayne Hodges	80 hours
Cheryl McCraw	60 hours
Linda McCarthy	40 hours
Heather Thuotte-Pierson	40 hours
Matthea Gans	40 hours

Additional Resources:

Library Services Consultants	3 hours
Service Desk	5 hours

XIII. Key Tasks and Timetable

November 24, 2003	Proposed team met to review project plan
December 2003	Team meets to develop survey
Week of January 19	Finalize materials for test survey
January 26, 2004	Send pilot test to two prototype libraries and five participants
January 30, 2004	Survey pilot tests due back
Week of February 2	Survey changes made
February 9, 2004	Survey sent to all ACs and participants
February 16, 2004	Surveys due back
Week of February 16	Follow up calls made for unreturned surveys from ACs
Week of February 23	Survey analysis and interpretation of results
Week of March 1	Evaluation report completed