



Questionmark Case Study

Level 1, 2 and 3 Assessments at The Regence Group

Background

The Regence Group is the largest affiliation of health-care plans in the Pacific Northwest/Mountain State region, serving nearly 3 million people in four states.

Gathering Evaluation Data

In 2003, Organizational Development (OD) at Regence gathered training evaluation data of an information technology skills training program for Regence Information Technology Services (RITS) using Questionmark™ Perception™ online assessments. This training evaluation was required in the work-force and capacity-building training program administered by the Oregon Department of Community Colleges & Workforce Department (CCWD).

The CCWD requested that training participants and their supervisors assess the training both immediately afterwards and following several weeks. The evaluation tool was developed by the American Society for Training & Development (ASTD) and based on Kirkpatrick's four-level model. The responses about training, learning and performance could be compared with other benchmark measures at Regence, and at other organizations.

Using Perception browser-based assessment forms and SQL Server database system, OD conducted online training evaluations of 17 classes, which instructors delivered in a classroom setting. OD and RITS Professional Development established a timeline for the information technology skills classes with both immediate and follow-up evaluations.

Heading

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Dual Evaluations

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Immediately after each class, participants launched a "Part A" online assessment of Level 1 and Level 2. Part A questions consisted of a 1-5 scale to measure reactions to statements about administration and logistics; content; design; instruction; perceived impact; and overall satisfaction from the class.

Several weeks after each class, participants took a "Part B" assessment answering questions about their:

- use of skills from training
- confidence in ability to perform
- barriers and enablers of transfer
- measures of impact

Besides the online Part B follow-up data from participants, RITS gathered follow-up training evaluations from their supervisors as part of the ASTD evaluation tool.

Results

Employees and supervisors evaluated the training for RITS very positively during the Perception assessments. Using Kirkpatrick's model, there was significant consensus that the training was satisfying (Level 1), effective (Level 2), and applicable (Level 3) in improving the performance of the participants.

More information

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