

Training Evaluation Report

February 2009

Submitted by Education and
Training Services Section

**Summary of Education and Training Services Section
Social Services Training Evaluation Reports
February 2009**

Reports 1 through 5 used a four-point Likert scale to measure feedback. The Likert rating system ranges from a 1 “disagree strongly” to 4 “agree strongly”. Trainer names have been removed from evaluations and replaced with the term “trainer”.

Evaluation Report #1 Keys to Child Welfare Practice Classroom Training

Results of the evaluation of Keys to Child Welfare Practice Classroom Training indicate a very high level of participant satisfaction related to classroom environment, content, participant involvement, and trainers’ presentation skills. All questions received a rating of 3.60 or higher. Twenty-two of twenty-eight questions received a rating of 3.80 or higher.

Activities - Participant comments indicate inconsistent thoughts regarding activities. For example, one participant stated, “We did activities to help us gain a better understanding and put it to use.” Other participants indicated there were “too many activities”. The curriculum development section is aware of participant comments. Trainers have been asked for feedback regarding activities. Additionally, this topic will be discussed at an upcoming joint meeting between trainers and curriculum writers. The Keys training curriculum will be modified as appropriate.

Training Site – Several participants commented that audio was restricted by the training site and it was difficult to hear videos. The trainer adapted by showing videos through the laptop using speakers. She also spoke with the section Training Center Coordinator who in turn contacted the training site. Since then, the volume has been adjusted so videos can be heard.

Content Arrangement - Several participants commented about the flow of content and scrolling between screens. The evaluation data in this report was collected between April through December 2008. Training curriculum has recently been restructured and a pilot was held in December 08 and January 09. Evaluation reports will continue to be monitored for comments about content arrangement. In an effort to reduce paper use, electronic participant guides are used. The guides contain reference material and worksheets that require the participant to scroll between reference material and activity worksheets.

Evaluation Report #2 Social Services CPS Classroom Training

Results of the evaluation of CPS Classroom Training indicate a very high level of participant satisfaction related to classroom environment, content, participant involvement, and trainers’ presentation skills. All questions received a rating of 3.62 or higher. Twenty-three of twenty-eight questions received a rating of 3.70 or higher. Several comments from one CPS class indicate dissatisfaction with the trainer. These comments and the dynamics of this particular class have been discussed with the trainer.

Evaluation Report #3 Social Services Foster Care Classroom Training

Results of the evaluation of Foster Care Classroom Training indicate a very high level of participant satisfaction related to classroom environment, content, participant involvement, and trainers' presentation skills. All questions received a rating of 3.60 or higher. Twenty-two of twenty-eight questions received a rating of 3.80 or higher. Participant comments in one of the foster care reports raised concern about trainer performance. A professional development plan is in place to address concerns.

Evaluation Report #4 Social Services Adoption Classroom Training

Results of the evaluation of Adoption Classroom Training indicate a very high level of participant satisfaction related to classroom environment, content, participant involvement, and trainers' presentation skills. All questions received a rating of 3.88 or higher. Twenty-three of twenty-eight questions received a rating of 4.00 or higher. Adoptions training feedback was only collected for the time period October through December 2008. Prior to October 2008 participants did not carry tablets to class. Additionally, Adoption Classroom Training is only offered every other month and the class size tends to be small.

Evaluation Report #5 Follow-Up Evaluation of Social Services New Worker Training

Report 5 is a follow-up evaluation completed by the participants' supervisor. The surveys are completed three months after the participant is certified. Results of the follow-up evaluation from supervisors indicate a high level of satisfaction related to Social Services New Worker Training. All questions received a rating of 3.00 or higher.

Evaluation Report #6 Social Services Course Completion Date

Report 6 includes a breakdown, by month, of participants who registered and completed courses. A graph is also included that displays course completion by month. Additionally, a chart that displays no shows by course and by month is included in this section.

Average of SS Knowledge Assessments

The chart below shows the average score of all participants who completed the knowledge assessment for Keys, CPS, FC, and Adoptions from April through December 2008.

Class	Number of participants	Average score of participants
Keys	371	92
CPS	286	89
FC	282	90
Adoptions	9	95

Evaluation Report #1

Social Services Keys Classroom Training Evaluation

Date Data Collected: April 1 – Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4=Agree Strongly; 3=Agree; 2=Disagree; 1=Disagree Strongly; N/O, N/A*=Not Applicable

Total Number of Surveys Collected = 480 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.82	4.00	0.44	98	0.6	480
2. Showed respect for the participants.	3.86	4.00	0.39	98	0.6	480
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.81	4.00	0.42	99	0.4	480
4. Presented training content that was relevant.	3.81	4.00	0.43	98	0.6	480
5. Used participant activities that reinforced content.	3.82	4.00	0.42	98	0.4	480
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.84	4.00	0.38	99	0.4	480
7. Presented and/or interpreted policy correctly.	3.83	4.00	0.39	99	0.6	480
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.81	4.00	0.40	98	1.5	480
9. Conveyed the purpose or rationale for the training/topic.	3.81	4.00	0.43	98	0.4	480
10. Presented the content clearly and concisely.	3.80	4.00	0.46	98	0.4	480
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.85	4.00	0.39	99	0.4	480
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.60	4.00	0.64	93	0.4	480
13. Contained ideas that were relatively easy to understand and implement.	3.70	4.00	0.48	98	0.4	480

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.75	4.00	0.48	98	0.4	480
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.83	4.00	0.41	98	0.6	480
16. Created a learning environment in which participants were encouraged to actively participate.	3.83	4.00	0.43	98	0.4	480
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.85	4.00	0.37	99	0.4	480
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.80	4.00	0.43	98	0.4	480
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.80	4.00	0.44	98	0.4	480
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.84	4.00	0.40	98	0.6	480
21. Managed difficult situations when they arose and maintained control of the class.	3.79	4.00	0.46	95	4	480
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.80	4.00	0.43	99	0.4	480
23. Established and maintained credibility through personal conduct and professionalism.	3.83	4.00	0.40	99	0.4	480
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.81	4.00	0.42	98	0.8	480

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.79	4.00	0.47	98	0.4	480
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.81	4.00	0.42	99	0.6	480
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.81	4.00	0.40	99	0.4	480
28. Was able to troubleshoot when media problems arose.	3.70	4.00	0.51	96	2	480

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Preparation & Classroom Environment: The Trainer:</i>		
1. Was responsive to participant concerns.	""For the sake of time"" he wanted to strongly stay on schedule and not discuss issues we may have within our counties"	21
	"Initaly Trainer One entered the class and was not much welcoming of questions. Yet, over time Trainer One seem to become more comfrontable with the class. Trainer Two was all ways responsive to comments, concerns, and questions. Yet, she arranged the conversation in a way to dis-encourage conflict and encouraged class members to always "take care of your self."	
	"She was very concerned, active, and addressed issues immediately"	
	"Very concern and caring, did a marvelous job being able to help all, including staff."	
	Addressed all concerns with openness and ensured that others could benefit from the question and answer.	
	Always addressed everyone equally	
	Always allowed questions and responded as best as possible.	
	Answers were on target to training group need.	
	Asked and addressed any concerns on a consistent basis throughtout training.	
	Awesome interaction with students!	
	Both trainers were very responsive to to the students concersns.	
	Both.	
	could be a little more aware of all of the students concerns rather than just some.	
	Kept us warm	
	Made me feel comfortable	
	Trainer addressed concerns and questions of participants. He also answered questions in a timely manner.	
	She always tried to answer questions.	
	She was very attentive to and showed great concern for the classes well being (our personal concerns)	
	Trainer was available outside of classroom for me to express my personal concerns.	
	Very professional and patient	
	very responsive and willing to explain information	
2. Showed respect for the participants.	"Made sure to acknowledge those that has questions, concerns, or insight and also made sure to acknowledge those that he could not give time to speak as to keep the class moving."	16
	Actually seemed like she is very passionate about the material	
	Allowed participants to ask several question	
	Both trainers were repectful to all of the students in the classroom.	
	Both.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
2. (Cont'd.)	could be a little more sociable with all of the students rather than just a few.	
	Extremely Respectful!	
	Gave equal opportunity and recognition.	
	Great working environment that help us excel as a team go above and beyond.Instrutor(s) did a magnificent job.	
	I entered every morning she greeted me with a smile and warm welcome	
	If a person made a comment he would come up with a positive responce to support their comment.	
	Trainer was very respectful and valued the input from the entire training class.	
	Trainer consistently treated participants as mutual adults and not students.	
	Very interested in what we had to say. Listened and responded without to each of us while relating our thoughts and concerns to our work.	
	Very respectful and complimentary towards students.	
	very respectful and she was consistant with it.	
<i>Training Content: The Trainer:</i>		
3. Presented an overview of the course and introduced each topic.	appeared to be very knowledgable and she was able to convey the information in a fashion which the material was understood.	12
	awesome	
	Both.	
	Did this at the beginning of each day.	
	excellnet teaching skills	
	Exceptionally well.	
	Trainer One was excellent and on a great pace as well as informative with the trainees. Trainer Two gave so much heart felf emotions during her training which made this training more meaningful.	
	Trainer One is very a a great trainer who presented the overviews with details needed for that block of triainig. Trainer Two presented timely overviews.	
	Trainer was detailed in his presentation and overview of the course.	
	Trainer covered materials thorough	
	Posters on the walls and overhead each day.	
	We definitely needed more than just 9 days to retain a plethora of information.	
4. Presented training content that was relevant.	All content was relevant to policy and practice.	8
	Both trainers presented relevant information and presented some real world experinces that provided insight.	
	Both trainers.	
	Everything was presented with real life scenarios to show relevance towards our work.	
	Gave examples along with the training material. Great instructor!	

Question	Comments (From April, July, October and December 2008)	Valid Counts
4. (Cont'd.)	great	
	Made sure that what we were able to relate what we learned to our daily job duties.	
	Too many activities	
5. Used participant activities that reinforced content.	again way too many activities	12
	All activities reinforced learning of desired content.	
	Both trainers.	
	Did a very good job with getting the class involved and showing how to apply the skills introduced in a real life setting (are as close to real life as possible)	
	Did a wonderful job making sure all participated and work in accordance.	
	Encouraged the class to participate in all activities.	
	made learning fun and interesting	
	Some days I felt that there were too many activities on one topic and this caused me to lose interest and focus.	
	the activities were very helping in remembering the information and helping it stick.	
	Too many	
	We did activities to help us better understand the materials.	
	We were given activities to help us gain a better understanding and put it to use.	
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	Also used current and past public cases to strengthen topic scenarios.	12
	Both trainers were very detailed and clear.	
	demonstrated excellent teaching techniques	
	did a wonderful job!	
	Gave several real and practical examples to link content to practice.	
	Had several personal experiences that were very beneficial	
	I liked the real like examples he gave in class.	
	Trainer always made sure to relate content to real life situations.	
	That particular small group work and more help everybody explore and broaden their horizon.	
	The examples and analogies that Trainer used helped me to better understand the curriculum. Trainer also connected examples to workers future work experience.	
	They done a GREAT job relating concepts to real life.	
	Used experiences to provide examples for clarification for students. Excellent!	
7. Presented and/or interpreted policy correctly.	"Over emphasize, but you can never learn to much. So it was great to have that information available at all times."	8
	Both trainers.	
	Instructor was very knowledgable about DFCS policy and practice.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
7. (Cont'd.)	Trainer was up to date with policy and always solicited trainees experiences to enrich the groups learning.	
	read aloud and visually put up on the screen.	
	Referred to pages in Policy Manuel	
	Was also comfortable asking for clarification when he was not sure how the policy would work in real world.	
	Was very knowledgable of policy and materials presented	
8. Used manuals/resources appropriately when unable to answer policy questions directly.	Answered questions or would get an answer and get back to us immediately.	
	Both trainers	3
	Instructor taught from manual and slides and used examples for students.	
9. Conveyed the purpose or rationale for the training/topic.	Both trainers	
	Great instructor.	3
	Made sure that no more was read into the scenerios than absolutely needed but was also open to looking at them differently.	
10. Presented the content clearly and concisely.	"Trainer wiuld tell us to write something down, then not give us enough time to write it down. When asked to repeat, he would state things a totally different way than he said it the first time as if we didn't understand. Simply asked him to repeat what he said."	
	"Yes, the instructors did a fanastic job in explaining the content clearly and concisely. The course should be extended alot of retaining information that needs more time. I think the time constraint stressed our instructors at times. But with hard work they all made sure we learned the material no matter how much time we were able to have.	11
	Always clarified until understood.	
	Both trainers.	
	excelent teaching/demonstartion skills	
	Great instructor.	
	if he did not no something he found the answer the same day or next day to question the class asked of him.	
	not concisely	
	Re-emphasized important points and made sure everyone understood the content and was on the same page.	
	She allowed questions to get a complete understanding	
	very concise	
11. Demonstrated his/her knowledge of the topic and answered participants' questions.	"ALL of our instrutors are veterans at heart,mind, soul, and knowledge. They all performed extremely well when presenting information."	
		7

Question	Comments (From April, July, October and December 2008)	Valid Counts
11. (Cont'd.)	Able to reflect back on past experiences to show how the policy works in real life.	
	Each trainer provided their own experiences to incorporate their understanding and help us to understand facts more clearly.	
	Gave real life examples to assist in participants understanding	
	Obvious that she know the material presented and showed a passion for what she does	
	Trainer was very aware of topics related to field.	
	Very knowledgable.	
<i>Training Content: The Course:</i>		
12. Was arranged in a way that was conducive to learning.	at times structure inwhich infomation was given was a bit confusing	15
	awesome	
	Awsome	
	Choppy. jumped from topic to topic in different areas of the participant guide.	
	Could not hear audio in the classroom. The room itself was fine.	
	I Had to scroll back and forth between curriculum items	
	Interviewing should be near the begining of course-very important module. Attention span began to wear down by the end of the course.	
	Learner had to scroll to find subjects	
	new workers would benefit from an overview/outline of all trainings(online and classroom that are expected) There was conflicting and misunderstood information and there was alot of training to be completed in a short time.	
	specific areas could be difficult to locate.	
	The class room disruption and changing of the seating arrangement of the tables was unpleasent and served as a distraction when the initial changing of teachers occured. JB expalined that he had not changed the desk as well the he had no prolem changing them back during the next break.	
	The content presented did not flow with the participant guide and was difficult to follow along.	
	The course was very condusive to learning.	
	The topics presented did not follow along in participant guide and was confusing to try to follow along.	
	we jumped all over the place	
13. Contained ideas that were relatively easy to understand and implement.	"Trainer sometimes used technical terms that were confusing. Yet, as stated he was stating the material as it was stated in policy."	3
	Examples were given in each area to tie key points together for the class.	
	Perhaps concepts were too easy. Many peers expressed having received this type of information in college.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
14. Included exercises/ activities that supported the topic.	"activities supported the topic, but many seemed ineffective b/c they did not provide enough background information to simulate real-world situations. Use of a mock case record would have been more effective."	5
	most of the time	
	Some activities were redundant.	
	Some of the exercises were repetitive.	
	Too many activities	
<i>Participant Involvement; The Trainer:</i>		
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	Both trainers were great and I recommend them for all training sessions.	12
	I enjoyed this part. Getting to know others was a great experience. Trainer is very creative!	
	Lots of activities involving getting to know each other.	
	more time than necessary	
	Participants were given ample time to state what was relevant to that training block.	
	several group activities that assisted in communication and learning	
	the class was open to share their stories and experiences	
	there was a lot of group activities but it was fun	
	too much time	
	Very patient and caring	
	Very sensitive times for those experienced personal issues. Instructors did a great job adapting the environment for all to release and express their emotions. Great job!	
	We had a lot of activities that provided us opportunities to learn about others as well as ourselves	
16. Created a learning environment in which participants were encouraged to actively participate.	"strove to motivate trainees to participate through the use of stickers. I understand the motivational concept behind this, but feel that more age-appropriate items should be used. Paper clips would be a great substitute. They are inexpensive and useful. Also, I feel that giving a sticker to an adult for disclosure of personal information is insulting	5
	Great job of empowering the students to think and allow them to learn from others.	
	Much encouragement to answer questions and give out own opinions.	
	She made it very easy for us to relax.	
	Time was not long enough to actively participate in activities	
17. Made checks for understanding through using techniques such as questions, restating, and reviewing content.		0

Question	Comments (From April, July, October and December 2008)	Valid Counts
18. Managed individual and group dynamics that helped to ensure learner involvement.	Trainer encouraged all types of participation with out hesitation	2
	Whole group and small groupactivities were observed and monitored.	
19. Was flexible and adjusted the training to accommodate participants/ needs, without ignoring the stated content.	"Loved Trainer's ""you,you.. then me."" referring to everyone who's hands were raised and then herself. It allowed everyone to present their ideas, opinion, experieance, and concerns."	4
	They were very flexible. Great Job!	
	Took time to make sure points were understood before moving on.	
	Very flexible and understanding of the needs of others.	
20. Solicited participant comments, questions, and concerns frequently to further enhance learning and verify understanding.	Always encouraging feedback.	4
	And sometimes without any response from class	
	Encouraged feedback and others views and opinions.	
	Made it clear htat we needed to stay on schedule.	
21. Managed difficult situations when they arose and maintained control of the class.	He confronted any inappropriate behaviors exhibited by class members	6
	NO	
	Our class worked well together and did not encounter any difficult situatiions in class.	
	Our cohort contained several individuals who exhibited emotional maturity levels below that expected for their age. Instructor managed their behavior effectively for the most part but on at least one occassion seemed to be drawn in to the drama of their choice!	
	Very precise of what they expected of us.	
	Very sensitive to difficult subject matter and kept the class in tune and focused.	
<i>Presentation Skills: The Trainer:</i>		
22. Used time well (begin/end time and break/lunch periods observed).	"Trainer used time well, and was very concsie"	4
	excellent time managemnet skills	
	Great job Guys!!!!	
	Very punctual!	

Question	Comments (From April, July, October and December 2008)	Valid Counts
23. Established and maintained credibility through personal conduct and professionalism.	"I feel that some credibility was lost when, on tuesday of the second week of class, the trainers stated that they wanted to be honest and upfront with us by letting us know that they would be sending personal assessments of our conduct to our supervisors. I feel that informing us of this after a week in the class had passed was not being honest and up front.	3
	"They both carried themselves in a very professional manner, but were very approachable."	
	Always professional and courteous.	
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	great job in presenting material	3
	Monotone throughout training	
	Trainer used her enthusiasm for profession to engage participants especially after lunch when there was a lull in energy.	
25. Selected and used reinforcements and motivational incentives that met the learners' needs and supported instructional aims.	Loved getting stickers for participation.	4
	see stickers comment	
	stickers not appropriate for adults. use cheap office supplies instead. maybe paper clips	
	verbal nd non-verbal encouragers	
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	Trainer used time well and summarized.	2
	She made sure she reiterated all the material that we reviewed for our learning purposes.	
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.)	"Macon State placed a restriction the projection volume, which was a barrier."	2
	Some items not made available by the college	
28. Was able to troubleshoot when media problems arose.	good	6
	Had to ask someone else	
	Trainer One was great in fixing many random issues. Computers were not used as much when Trainer Two was teaching the class.	
	NO	

Question	Comments (From April, July, October and December 2008)	Valid Counts
28. (Cont'd.)	Some items not available from college	
	there were a lot of media troubles but they worked through it very well.	
General Comments	"Both trainers were GREAT! I learned a lot. Although some of the information was dry, they tried to make it interesting. I enjoyed Trainer very much!"	110
	"Fantastic Trainer!!!!!!!!!!!!!! I enjoyed having the opportunity to learn from Trainer. I like her style of teaching and the friendly, positive attitude that she projected. I hope that I am able to be in one of her trainings in the future. She is very approachable, knowledgeable and created a very calm stress free teaching environment."	
	"Great attitude, very polite, very knowledgeable."	
	"I believe that the content provided could have been organized so that it flowed better...for instance, put all ""abuse"" information together instead of talking about physical one day, then sexual the next...I also feel that using an actual case plan per group/table during the two weeks to use as a reference to take pretend documentation, etc. with would have been more helpful versus using brief two sentence annotations that were in need of more information. I feel that some of the content was inconsistent, many grammar errors and the trainers had much difficulty trying to coordinate the information provided by the state curriculum into an understandable learning environment. I know I had a lot of trouble trying to organize my notes to study because we had to jump around so much...and the activities were just too much...and I really don't feel that I learned a lot from them!! I don't think I learned anything that I didn't already know, or that was not common sense. I felt as if I was in middle school again. The curriculum needs to be altered for better training purposes and overall understanding."	
	"I enjoyed both trainers thoroughly. They were both unique in the way they presented the information, and both were equally effective."	
	"I feel that a trainer should not have a ""Type A"" personality. A trainer should be able to loosen up some and accept if the class is not exactly on schedule. Also, a trainer should not take everything someone says so literally."	
	"I had a good time, though, I sometimes I did feel a little rushed. Changing from a 3 week course to only having 2."	
	"I really enjoyed Trainer the last week of Keys!! She really enjoys what she is doing! You can tell she really loves interacting with her students and that she wants her students to succeed in class! She really helped with the assessment by reviewing with us! Overall the last week was excellent, even though at first I was unsure because of the teacher change."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"I really enjoyed the class. Somedays the activities seemed to take up a lot of learning time, but now I feel that the activities helped in the application and understanding. I appreciate Trainer 1, Trainer 2 and Trainer 3 for making the class a fun, learning experience. Thanks!"	
	"I thoroughly enjoyed Trainer as a facilitator for the classroom training. He always remained professional and respectful of the individual, as well as the class as a whole. He spoke clearly and with passion about the material that was presented and made learning easy and fun!"	
	"I thoroughly enjoyed Trainer as an instructor. Her personality is one of patience and I believe that instructors must have this quality in order to effectively gain respect from the students. I respect Trainer for her experiences as well. She has had a very full life and doesn't hesitate to share her experiences. She also engrained in us that we also have much to give from our experiences, she helped me to realize that I am worthy of being heard. I will always remember Trainer and be fond of the memories that I have drawn from this class. I learned a great deal over the past three weeks, and I will take most of what I learned with me throughout my life, even if I don't have Social Work be a lifetime profession.	
	"I thought they were both very good trainers! They were very ""real"" and personable. They were fun and taught the class in a way that was interesting."	
	"I want to add that Trainer 2, was also very helpful, friendly and knowledgeable. Trainer 1 is very knowledgeable and it was great to have the chance to meet her."	
	"I would like to commend Trainer 1 on what a great job she did in making our training experience fun, interesting, and informative. She did a wonderful job at teaching us the material, capturing our attention, and engaging us so that the the class was never boring. Trainer 2 was very knowledgeable of the material and presented it in a manner that was easy to understand. He did a stand-up job also."	
	"Trainer is an excellent trainer. I enjoyed the learning process, she was informative, knowledgeable, and made the learning activities fun."	
	"Trainer was an excellent trainer and was familiar with the course content. She provided good opportunities for involvement, and maintained a good level of participation. Trainer also included stories that assisted in supporting the content, and was very personable. My only suggestion would be for the manual that she uses (paper format) to be synchronized with the on-line participant manual, to allow for consistency of information and knowing the page the material can be located on.	
	"Learning environment could have been better due to problems with audio. My understanding the college would not allow it to be louder. Trainer 1 did a great job with his presentations and contributions, however; I found Trainer 2 to be a distraction."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"Trainer was such an inspiration and a person that I will never forget. She had such energy and passion to the materials that she taught, and the stories that she told. I feel very fortunate to have had Trainer as a trainer, and I plan to be as thorough and passionate in my job as she is!"	
	"Trainer 1 is a wonderful and energize trainer, very effective. Trainer 2 was also a trainer and was also a contribute the class! Trainer 3 also gave possible feedback."	
	I never got bored in the class and he kept it interesting and positive. i would like to have him again	
	Trainer is a tremendous trainer. It's very obvious that he ""lives"" what he teaches and this can only facilitate the learning and growing process. He is very good at maintaining approachability and presenting professionally. It would benefit DFCS/DHR employees immensely, especially new and seasoned supervisors, to model their behavior and interaction with others around Trainer's style."	
	"Trainer was a very kind, informative and patient trainer. He made sure that all participants had a grasp of the information."	
	"Trainer was a wonderful trainer, I learned a lot and he reinforced already obtained knowledge and skills. I specifically enjoyed learning about the counties he has worked in. His experience in the field and other areas of child welfare helped a lot with reinforcing the knowledge."	
	"Trainer was very thorough, knowledgeable about all content areas, and extremely helpful in clarifying information when asked."	
	"Trainer presented the course well. He was honest, respectful, and professional throughout the class. I learned what is necessary to be an effective case manager. The course is imperative and relevant to the work I will be doing as a case manager."	
	"Trainer is one of the BEST Instructors that I have ever had in my years of training and education, she provide us with the essential knowledge to understand and apply what was taught in the classroom setting to the field. I would like to Thank You Trainer for the wonderful experience and I will never forget you. GOD BLESS!"	
	"Trainer was an outstanding example of DHR values, principles, and practices. We was capable keep me engaged during times of lack of interest, and be motivating during times of sensitive subjects. She IS the embodiment of a seasoned professional that is capable of captivating audiences with her humor, addressing problematic situations with finesse, and providing a learning environment conducive to eager new hires. Thank you for your confiden	
	"Trainer, I also enjoy getting to know you only if it was for just a week. You taught me a lot in that week and I enjoyed you being my instructor. Thanks and May GOD BLESS"	

Question	Comments (From April, July, October and December 2008)
General Comments (Cont'd.)	"Trainer did an excellent job teaching and making learning fun. I would like her to be the trainer for my CPS track training class in Macon beginning on July 21, 2008. Thanks Trainer for taking the time to care."
	"Trainer was very personable and approachable, yet maintained her professionalism. She provided personal examples from her experience as a child welfare worker that was appropriate and helpful during the training. She seems to sincerely care about us as students and new workers."
	"Trainer 1 and Trainer 2 did an excellent job teaching the keys to Child welfare training. They made training exciting, fun and easy to learn. Thanks for caring."
	"Trainer 1 was our "foster" trainer, and I believe that it was somewhat of a difficult transition. She was a good trainer, but after having Trainer 2 for the first two weeks, it was not an easy transition. I enjoyed her stories about her experiences, and could see the dedication in her eyes when she spoke. She was very knowledgeable about the material and appeared to be very enthusiastic."
	"Trainer is very knowledgeable and it was also, a pleasure to get the chance to meet her."
	"Trainer was a very good instructor, and was willing to answer any questions asked."
	"Overall she is very good at her job. Anyone could learn the information, everyone can not teach."
	"Overall this training was excellent. Trainer 1, Trainer 2, Trainer 3 and Trainer 4 were excellent. They encouraged participation and made the environment comfortable for all to share experiences whether good or bad. I really enjoyed KEYS and look forward to another classroom training with these trainers in the future."
	"Overall, informative and useful in providing basic tools to get started in the job."
	"Overall, my biggest complaint involves course content. I feel that not enough emphasis was placed on interviewing skills. The participant guide should have contained a larger variety of scenarios, scripts, and examples of this subject. Also, I believe that a mock case record that each trainee fills out as training progresses would be an excellent supplement to the curriculum. As trainees learn about a new concept, corresponding forms could be located and completed w/i this mock case record. See above comments concerning stickers."
	"Overall, the instruction was great. She prepared us well for the assessment. However, I sometimes felt ignored."
	"Overall, the training was excellent; however, there could have been less and shorter activities. I enjoyed it and learned a lot."

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"Trainer was a joy to have in class. She shared personal experiences that helped us to relate to the field of social work, and I will not forget her. She has a willingness to help others. Early in the training, I had been looking at my work email account while class was in session. During the following break, she had politely asked me to refrain from checking my email during lecture, and to keep up with it during breaks. I thought that she was very classy and gentle as she guided me to get the most out of my training."	
	"The instructors were very informed, patient and very knowledgeable of the class materials presented to our class. They were EXCELLENT Instructors."	
	Best instructor thus far!!!!	
	"Very passionate about work, and caring attitude to trainees"	
	Trainer 1 was a wonderful instructor	
	"The teachers, Trainer 1 and Trainer 2, are excellent teachers. They were extremely respectful, helpful and presented the material in a clear manner. I would recommend the teachers to anyone who wants to learn more about the child welfare system. This was a very helpful class."	
	"The trainers were wonderful! Most of the entire classroom experience was great. The only thing I would change is maybe not so much easy paper work. Also, some of the topics were overly simple and unnecessary (Personal vs. Professional relationships). However, most of the info was very helpful and the trainers could just not have been better. Thank you for showing so much respect to the attendees. Thanks also for the chocolate and the gift. Thanks for letting us out a bit early if we were finished."	
	"This is the best instructor out of any training I have ever attended within DFCS and outside of DFCS. She had an overall concern and care for each trainee, which made me want to be here even more. She seemed very passionate about our work; therefore, her passion motivates me to be a better caseworker. I also liked her because she was the same person outside of class that she was in class. That says a lot about a person. I am truly looking forward to having her again in Foster Care Training."	
	"This was THE BEST training I have received while working at Gwinnett and Fulton County. Trainer was very professional, supportive, and engaging. He made training interesting and fun!!!!!!"	
	"Very passionate, knowledgeable and friendly"	
	"Without a doubt all of our instructors: Trainer 1, Trainer 2, Trainer 3) did a great job helping the new class of future social services workers adjust and learn. They created and provided a safe haven that was definitely conducive to each individual learning ability. Thanks to all for making our learning process fun, intriguing, and most importantly craving for more knowledge."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	After adjusting to Trainer 1 she taught alot like Trainer 2 . She made the material very clear and gave the class time to ask questions.	
	All the trainers were wonderful and very knowlegeble about the information. Trainer One's and Trainer Two's input were very benefial also.	
	All Trainers were energetic and informative. The only suggestion i would have is to condense some of the material so you are not fatigued when it is time for documentation and policy(very important parts).	
	Trainer 2 was WONDERFUL. He gave me a great idea of what it will take to be successful in this position. I completely enjoyed.	
	Audio equipment was not allowed by college to be loud enough for others to hear. Effective contributionsfrom Trainer 1 and Trainer 2.	
	during training we did alot of jumping from subject to subject. there should be a better flow for the information given. for ex we may be on page 40 and for the next subject we are asked to stroll down to page 310. Everything should flow together and behind one another	
	He did a great job i really enjoyed it!	
	I enjoyed the class!!!	
	I enjoyed this course.	
	I felt that Trainer 1 and Trainer 2 did a great job with presenting the material and in engaging the class in participating. They did a great job of keeping the class from being boring by having plenty of group activities and used their sense of humor to keep things fun but yet still covering heavy topics such as child abuse.	
	I felt that the Keys training was very helpful and the trainers kept it real with each individual and let us know what we have to look forward to. I feel prepared and look forward to the future. Thank you very much.	
	I REALLY ENJOYED THIS TRAINING CLASS. NOT ONLY DID WE HAVE FUN BUT I LEARNED SO MUCH. THIS CLASS WAS AN EYE OPENOR FOR ME NOT ONLY AS A CM BUT PERSONALLY. THE INFORMATION WAS VERY INTERESTING AND REMINDED ME WHY I CHOSE THIS FIELD. THE TRAINERS WERE EXCELLENT AND SHOWED PASSION IN THERE WORK. KEEP UP THE GOOD WORK.	
	I thoroughly enjoyed my enrollment in Keys Training due to Trainer's dedication and mastery of the course.	
	I thought that overall the training was very well presented but it was really difficult having training for two weeks back to back. Back to back training was very exhausting and this too made it easy to lose interest and focus. I think that it would be best for future employees if DHR would split the training.	
	I very much enjoyed Trainer. She is very passionate about this profession and wants us to be as well.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	I would like to say that I was very impressed with the learning and teaching by Trainer. She is awesome in her job!	
	It has been a pleasure being in training with Trainer. He is knowledgeable in the information and is able to teach in a way that encourages learning and excitement for this type of work.	
	Trainer 1 is an excellent trainer as well as Trainer 2. I've learned more tools/skills to take back to my county as a Case Manager.	
	Trainer did an excellent job of presenting the information in a way that was easy to understand. The activities built into the curriculum also allows participants to engage in the learning process.	
	Trainer is cool. I wish I had a instructor in college like him. He was able to calm us down with some of his life experiences and that really made me feel comfortable. He treated us with respect and was one of us. I like Trainer cause he became our friend and talked to us directly instead of talking to us from an authoritative position. I give Trainer an A plus.	
	Trainer was a very personable instructor. He was very experienced and conveyed this experience appropriately. He kept good control of the class and exhibited concern for his trainees. The curriculum was a little dry at times and covered subjects many of us received in prior training and college courses.	
	Trainer was an exceptionally great trainer!!!	
	Trainer was a great trainer and made training very meaningful.	
	Trainer was an excellent instructor!	
	Trainer was an excellent trainer who was both knowledgeable and experienced. She remained professional at all times but was also approachable with a sense of humor which made the experience more pleasant. She did an extraordinary job!	
	Loved Trainer as a trainer. She was great overall for the two weeks.	
	Trainer is a very thorough trainer and his teaching style is greatly appreciated in my learning process.	
	Trainer is one of the best trainers that I have had. He did a wonderful job and made the training beneficial and interesting.	
	Trainer was a wonderful trainer	
	Trainer's presentation and knowledge of the material conveyed the necessary skills and knowledge needed to participate successfully in our individual roles.	
	Trainer 1 and Trainer 2 provided effective learning opportunities. It was uncomfortable scrolling back and forth in the tablet. I was not always on the same page in my tablet as the instructor. I felt it would have been helpful having an agenda or syllabus.	
	Trainer was a great instructor. I look forward to having him again in the future.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	Trainer did a good job teaching Keys! You can really tell she loves what she does! She brought alot of experience to the class that she shared with us that helped make connections with the material!	
	Trainer was always very positive and emphasized a strength based approach to the job.	
	Trainer exhibited a sincere note of professionalism in our class' transition of trainers. She is a veteran in the field of social services and her history of knowledge is quite evident in her training techniques.	
	Overall the training was great. Trainer 1 and Trainer 2 made the class fun and interactive which made the material easier to understand. It was a good refresher course since I have not been in college for a couple years. I enjoyed the videos we watched. It made the class material more real and relevant to the work we will be doing as case managers.	
	Overall this training was the best. The trainers kept me awake and interested.	
	Overall this was a good learning experience. The trainer was very approachable and concerned with the flow of the class and ensured that everyone felt respected.	
	Presented a realistic understanding of life in the field. Trainer was personable and stepped in comfortably to take over the final week of training. Good Job!	
	Trainer was sincere and genuine in her approach to training. She appeared to care about the participants and our future as caseworkers. She shared her personal experience while maintaining her professionalism. I appreciated her as a trainer.	
	She has general knowledge of the material and well rounded.	
	Social Services Keys to Child Welfare Practice Classroom Training was excellent and well prepared.	
	The classroom was too cold at times.	
	the media problems were th result of macon state college policy. it was not possible to hear the videos.	
	The training overall was very intersting and effective. The trainer seemed to be very informative and confident about the information that was presented. He presented in ways that were easy to understand and answered any questions that we had.	
	The training was very helpful. I know that I have a better understanding of the Keys to Welfare. Would have liked less group activites and more individual assignments.	
	The training was very helpful. I learned a lot about myself! Trainer was fantastic! I really enjoyed him.	
	The videos that were provided to the trainers by curriculum were at a volume setting that was too low for anyone to hear. There were repeats in the training manual provided and misspellings. The trainers dealt with these issues as best as they could. Any errors that occurred were due to equipment problems beyond the trainers' control. They did a very good job in catering to needs of participants.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	There was an overall problem with the audio in this room. You could not hear the videos very well.	
	This course training was great. The instructors did a fantastic job of conveying the material.	
	this class was too long. It could have been done in only two weeks or even shorter.	
	This class was very good. I am leaving with a wealth of information that will provide me with the tools to be an effective case manager. Thank You!!	
	this class was way too long. It could have been done in two weeks. We had time on our hands. Again three weeks is way too long.	
	This was a wonderful learning experience for me. I learned a lot during the course of this time. They were both great trainers.	
	Thoroughly enjoyed each trainer's insight and input into our training. They each brought unique learning experiences and well as working together. Felt I learned a lot. Thanks	
	Training is very helpful.	
	Very approachable and humorous	
	Very knowledgeable about the course an excellent teacher and makes each person feel comfortable. Trainer makes the learning process smooth. Very good	
	When I first arrived in this class I really thought it was beyond my knowledge but Trainer helped to encourage me that this was material I already knew and use it everyday.	

Evaluation Report #2

Social Services CPS Classroom Training Evaluation

Date Data Collected: April 1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: **4** = Agree Strongly, **3** = Agree, **2** = Disagree, **1** = Disagree Strongly, **N/A*** = Not Applicable

Total Number of Surveys Collected = 321 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Was responsive to participant concerns.	3.87	4.00	0.35	98	0	321
2. Showed respect for the participants.	3.86	4.00	0.35	97	0.3	321
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.79	4.00	0.45	98	0	321
4. Presented training content that was relevant.	3.83	4.00	0.49	97	0	321
5. Used participant activities that reinforced content.	3.72	4.00	0.50	97.5	0	321
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.74	4.00	0.53	97.5	0	321
7. Presented and/or interpreted policy correctly.	3.74	4.00	0.53	98	0	321
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.76	4.00	0.51	97	1.6	321
9. Conveyed the purpose or rationale for the training/topic.	3.76	4.00	0.49	97.5	0	321
10. Presented the content clearly and concisely.	3.78	4.00	0.48	96	0	321
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.76	4.00	0.49	98	0	321
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.74	4.00	0.57	93	0.3	321
13. Contained ideas that were relatively easy to understand and implement.	3.79	4.00	0.51	97	0.3	321

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.62	4.00	0.65	97	0.3	321
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.67	4.00	0.56	97	0.9	321
16. Created a learning environment in which participants were encouraged to actively participate.	3.70	4.00	0.56	96	0	321
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.73	4.00	0.53	97	0.3	321
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.74	4.00	0.56	97.5	0.3	321
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.76	4.00	0.50	96	0.3	321
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.74	4.00	0.51	98	0	321
21. Managed difficult situations when they arose and maintained control of the class.	3.74	4.00	0.54	92	4.7	321
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.79	4.00	0.48	99	0	321
23. Established and maintained credibility through personal conduct and professionalism.	3.75	4.00	0.55	98	0	321
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.79	4.00	0.45	97	0.3	321

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.79	4.00	0.53	97.5	0	321
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.77	4.00	0.50	99	0	321
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.75	4.00	0.51	98	0	321
28. Was able to troubleshoot when media problems arose.	3.78	4.00	0.47	92	4.7	321

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Preparation & Classroom Environment: The Trainer:</i>		
1. Was responsive to participant concerns.	Trainer answered questions as promptly as possible.	6
	Trainer made sure to address all of our concerns and did her best to answer all of our questions.	
	Trainer was condesending when students questioned what she said	
	She ignored participants when they would ask for clarification or explanation. She would also be hostile when a participant would correct her when she had misspoken about something	
	She was very good at listening to participant's concerns	
	was very knowledgable of all areas discussed	
2. Showed respect for the participants.	"Tremendous amount of respect, even for some responses that did not deserve it, and incredibly tactful. Superb!"	9
	Called certain students sir and ma'am but not others. Called individuals out in front of class.	
	He was very professional and respectful toward participants.	
	Trainer seemed to speak to participants in a way that belittled their intelligence. He also called people out by name for no reason saying they weren't paying attention when they really were.	
	Trainer sent a letter to be discussed by a third party about things she was not happy with. I thought this was very disrespectful of her towards the class and very unprofessional.	
	See above	
	She was very condesending towards any questions that were asked. She also would roll her eyes and ignore certain questions when it wasn't convenient to answer	
	She was very respectful	
	Used surnames to show respect to all participants.	
<i>Training Content: The Trainer:</i>		
3. Presented an overview of the course and introduced each topic.	Don't recall ever being presented the over at teh begining of a day -- did do the overview of a part by having us read the objectives.	3
	materail did not reflect current practice	
	the participant guide wasnt as structures as the Keys course but the trainer managed to make it flow	
4. Presented training content that was relevant.	"Not at all times, too much policy, not enough practical information helpful to the track training."	5
	Never did any SHINES even though we are up and running SHINES	
	Sometimes I felt like the policy numbers that we were reviewing were not relevant to the overall content of the course.	
	The material was very pertinent and provided a great foundation.	
	within reason by considering the GA Shines eleviates alot of what was in the participant guide	

Question	Comments (From April, July, October and December 2008)	Valid Counts
5. Used participant activities that reinforced content.	"Only had a couple activities and they were just reading policy and explaining it to the class, pretty boring."	7
	"went over info once, not much review"	
	activities reinforced material lectured on	
	Did only one physically moving participant activity.	
	he did well with this because even though policy is important explaining it is difficult	
	I hate group activities but these were limited and very easy to do.	
	silly	
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	"Each one was a dangerous, negative explain. We don't need to only hear about how people died while working, did not do their work properly or the mistake we make."	3
	"Some of the time the analogies would make sense, but a lot of the time she would ignore any clarification that was needed"	
	I think that Trainer's realy life examples were very helpful and thought provoking.	
7. Presented and/or interpreted policy correctly.	Definitely understood and knew policy very well.	3
	He did know his policy. Did not always present it effectively	
	Knows the policy manual forward and backward!	
8. Used manuals/resources appropriately when unable to answer policy questions directly.	Trainer became put out when questioned about policy. She seemed insulted and became testy. Her answer was the only answer and there was no disputing it.	2
	Showed how the policy manual is a flexible document and should be consulted with the supervisor when in question.	
9. Conveyed the purpose or rationale for the training/topic.	"Was very negative when presenting the material and presented it in a way that made me feel like DFCS was only following rules and regulations in order to pass the federal survey, instead of for the best intrest of the families and children"	1
10. Presented the content clearly and concisely.	"She would ramble on about things when there was no need to talk about them, and she would make activities twice as long as they needed to be"	3
	It was very confusing and he went through things extremely quickly.	
	material was read from the book presenter did not seem knowledgeable.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
11. Demonstrated his/her knowledge of the topic and answered participants' questions.	"He definitely made it known how much he knew, almost in an arrogant fashion at times."	6
	"there were know questions in the ""parking lot"""	
	did not demonstrate knowledge due to reading material from book. Would have been more engaging if presenter could have detached himself from the book.	
	He is extremely knowledgeable and a tremendous teacher.	
	She usually was very condescending when answering participant's questions.	
	Sometimes	
<i>Training Content: The Course:</i>		
12. Was arranged in a way that was conducive to learning.	"Hard to learn, very confusing."	5
	"This course needs to be updated to include SHINES. Learning to READ the old forms is beneficial, but that is it. The rest was a waste of our time."	
	"very fast class, info seemed rushed and just given to us to figure out on our own."	
	I felt totally lost about what we were suppose to learn and or how it fit into what we are suppose to do as a case manager.	
	the policy is written well	
13. Contained ideas that were relatively easy to understand and implement.		0
14. Included exercises/ activities that supported the topic.	Lacking greatly in this area.	5
	only did one once.	
	The majority of the exercises were excellent learning tools.	
	To many activities that over explain concepts.	
	Lacking greatly in this area.	
<i>Participant Involvement; The Trainer:</i>		
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	"npt many group activities, once again I think it was because of the amount of time in the class"	3
	"Too brief, just said name and where we worked, too systematic."	
	the class was made up of the same people from Keys course so that part was easy	
16. Created a learning environment in which participants were encouraged to actively participate.	"Again, she was condescending and wanted to just ""get through the material"""	5

Question	Comments (From April, July, October and December 2008)	Valid Counts
16. (Cont'd.)	"Called out student in front of the class -- used the same refrain all the time, "I hear what you are saying but...." is not going to get us to speak up."	
	As long as you agreed with Trainer everything was fine.	
	People didn't want to speak out because of the way he spoke to everyone.	
	We were basically told we were not allowed to disagree with each other or the instructor- that creates an environment that hinders participation.	
17. Made checks for understanding through using techniques such as questions, restating, and reviewing content.	the alphabet exercise was very helpful	1
18. Managed individual and group dynamics that helped to ensure learner involvement.	Multiple times in classes I hear many many people complain about the style and how they felt like 4th graders.	2
	she allowed others to interrupt and belittle others in the class	
19. Was flexible and adjusted the training to accommodate participants/ needs, without ignoring the stated content.	Trainer was new as being a solo trainer; she did a great job!	1
20. Solicited participant comments, questions, and concerns frequently to further enhance learning and verify understanding.	she only acknowledged a few comments and that was from the people that she deemed the most experienced in the field	1
21. Managed difficult situations when they arose and maintained control of the class.	"Although Trainer obviously felt the need to address us about behaviour, I did not see any concerns in this area, so this was no applicable."	4
	"She decided that she would manage her "difficult situation" by writing a letter and having a third party present it to the class instead of speaking to the class directly"	
	Trainer was so much better at this than other trainers I have encountered during new worked training.	
	unbelievable patience!	
<i>Presentation Skills: The Trainer:</i>		
22. Used time well (begin/end time and break/lunch periods observed).		0

Question	Comments (From April, July, October and December 2008)	Valid Counts
23. Established and maintained credibility through personal conduct and professionalism.	"She continued to make comments about people's behavior in the class, but never directly spoke to anyone about their behavior, which in my point of view is very unprofessional because if you are the trainer you should talk to the participants when it is needed"	3
	LOL-Trainer sent a scathing letter via a third party describing howw unprofessional we were as a class. I found this to be very unprofessional and it show her true character. I also believe that this put the trainer in an awkward position. The new trainer was visibly uncomfortable conveying Trainer's message.	
	See #2	
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.		0
25. Selected and used reinforcements and motivational incentives that met the learners' needs and supported instructional aims.	"Too much, really. The stickers made me feel like we were back in kindergarten and that we were really not appreciated at all. It felt like more of an insult than a reward to ""give yourself a sticker."" the sticker thing was very condescending; i felt like she thought we were in preschool The stickers were childish.	3
26. Summarized or concluded the topics by restating (or having the participants state) the key points.		0
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.)	"some tools used were somewhat unclear, such as, videos where some information was unclear." just slide show	2
28. Was able to troubleshoot when media problems arose.	did not deal with technology problems Got IT people in here to look at the problem How hard is it to call I.T.	3

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments	"He was a great instructor, and knew the information very well. I learned something out of this class, and I cam leave with a great understanding of how to be an effective social worker."	76
	"I appreciated Trainer. She will make a great trainer! Very Attentive as a trainerbbbbbbbbbbbbbbbbbbbb, and was able to redirect the class when we as participants (individually and collectively) would stray off course."	
	"I appreciated the trainer, Trainer because she is a no nonsense kind of person. when their were difficulties that arose with classroom participants, she addressed the situations accordingly. Though it may seem as if she was not, at times, fully tuned in with the classroom participants she ws still there to assist us when we needed the aid."	
	"I believe Trainer was a good trainer. However, I think the course needs to be reviewed. I felt that I did not have enough time to learn the information I was asked to learn in the time allowed. There was way too much information to learn within a week. Trainer did the best he could. I wish there was a computer tech with us in class this week like keys. It would have eliminated alot of problems."	
	"I believe Trainer at one point was a very effective trainer, but at this point in time she seems to be burned-out and unwilling to be flexable. If DFCS wants to change its image and the attitudes of it's employees maybe they need to update some of their trainers."	
	"I enjoyed this instructor. I look forward to training with her again. Trainer was very positive, energetic and flexible to each students' needs and inquiries."	
	"I learned the information in class, opposed to the key's class."	
	"I thoroughly enjoyed Trainer and this class. I learned so much from not only her personal experiences, but through the encouraged class discussions. I look forward to getting into the field and using the information and knowledge that I gained through this training."	
	"It was not a fun week, not nearly as fun and enjoyable as keys training. I feel like I didn't learn nearly as much as I could have in this class. We did get out early every day which was a positive."	
	"Trainer was very good at instructing his students. It is very evident through his teach methods and insight, that he is very passionate about children and helping his students to become the best case managers they can be."	
	"Trainer did a wonderful job instructing the class for the first time as a solo instructor. She presented ideas well, gave us relevant examples, and answered questions when asked. Great class!"	
	"Trainer has done a great job within the short time that was placed on her. She is a type of person that you feel comfortable talking to."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"Trainer was knowledgeable, understanding and when presented with a problem or issue would discuss it until a resolution was reached."	
	"Trainer is an outstanding scholar and trainer. Not only was he knowledgeable of the material, but he also has an uncanny command of current events and social history of the United States."	
	"Trainer is a wonderful instructor. I have a lot of respect for her experience, knowledge and leadership as a trainer and have enjoyed my time spent in the classroom."	
	"Trainer did an excellent job of her ""first time solo"" training. She will definitely make a positive difference in workers' that attend her trainings. Trainer has the knowledge and skills required for this position."	
	"Trainer was a wonderful instructor to work with. There were some issues which were already addressed to the class, but still even after they were addressed, there were some individuals who were rude. For instances, certain individuals in the class: continued to talk while Trainer was talking, carried on side conversations during group activities, and at times I was hesitate to speak out loud because various individuals were rude. Honestly, I am thankful these people are not in my county because it would be very difficult. I understand that this course is now over and I do not want to cause harm to anyones job, but I think it is worth bringing attention to. There were times I felt sorry for Trainer because of these rude individuals. For example, one student challenged Trainer's reasoning for doing something. To me that is not professional. Again, I do not want to start anything but I want it known that Trainer conducted herself accordingly with the behavior in the class. Thank you	
	"Trainer Two was thrown into this situation with no warning. Trainer Two was absolutely wonderful and in my opinion, did a better job of keeping the class interested and awake than Trainer One did. Trainer Two was a bit nervous, but she did a FANTASTIC job and shold be rewarded."	
	"Overall, the training was good but some of the information was repeated too many time. The classes really don't have to be as long as it was."	
	"Pilot Class was excellent. Trainer was awful, rude, disrespectful, and treated us like first graders."	
	"Sadly, Trainer was not available throughout the CPS training."	
	"She is one of the best instructors in the training. She's very polite, sociable, and interesting. You need to give her a raise!!!"	
	"The material presented in this class was very useful and, while the emphasis on theory was maintained, the content was concrete in important areas. Trainer displayed a realistic knowledge of content and a passion about the work without talking down to the class."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"The training materials were revelant to my job duties and was very helpful. The trainer needs to improve his overall presentation when adressing the class and individual class participants in a manner this is projected as an ""adult to adult"" dialog more so than a 'trainer-adult'" dialog to a 'participant-child'" dialog. Overall the trainer was very pleasant and I enjoy the training."	
	"The training was not a pleasant experience, because i felt very uncomfortable the entire time. I wanted to speak up but didn't want to be belittled by others in the class and the trainer, so i didn't speak up."	
	"There were a few individuals in this course that were extremely rude, and they made the learning experience less than what it could have been. I really feel bad for the clients that they will be working with."	
	"This is the best training I have been to, Trainer is very captivating and motivating, very educated on policy. I was never bored."	
	"This was a wealth of information for someone with no background in social services and to combine the shines with was even more over whelming. As far as remebering a lot of this material, it will not happen, but with pratice this information hopefully will come in to play. intstructor was good just needs to get away from the book or allow students to have access the information read."	
	"very good instructor, he was very knowledgable and helpful."	
	building location has offensive odor.	
	Could have better activities to support content learned	
	Trainer presented the material well to the class and it was apparent that he was extremely knowledgeable about what he was teaching. He is a great instructor.	
	Trainer is a nice guy. But in my opinion he is not a teacher/trainer. He is unable to convey knowledge of the course information. It was a struggle.	
	Effective Trainer	
	Excellent trainer!!!	
	great instructor	
	He deserves a raise and should be advanced further up the ladder. I believe Trainer is one of the best instructors I have ever had in any training with 15 years of case management experience.	
	he is an excellent trainer	
	He was very good at helping us understand our roles as CPS workers.	
	I thoroughly enjoyed this class and feel as if I've learned a lot to take back with me to do a good job when I start working on cases.	
	I was glad when Trainer took over this course.	
	I was overall very pleased with the training. The instructor was very knowledgeable and a natural teacher. He was very informative and willing to assist with any questions.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	I would have to say that Trainer's trainings are the best I have ever attended in my 12+ years in the Social Service Field. She has the initiative to make her classes interesting and it is obvious she is dedicated to the work she does.	
	Trainer was a great instructor and very informed on all of the new steps to GA SHINES.	
	Trainer was a great instructor and very interesting. He made the class very enjoyable and easy to learn environment. He was very caring and interested in any concerns the class was having.	
	Trainer was a wonderful instructor. He showed alot of humor and respect to the class participants. He helped us in learning what was necessary for us to know in our job fields and not just the test.	
	Trainer is a really good teacher. The man knows his stuff. The class was very lively.	
	Trainer is an exceptional person. He really helped clarify issues of policy.	
	Trainer was a excellent teacher just wiche he had reviewed the assessment with us before we took it.	
	Trainer was a great instructor. It seemed as if the week went by very quickly!	
	Trainer was a great instructor. He was very timely and prompt with beginning class. Trainer was very knowledgeable in the subject matter and did an excellant job in presenting it to the class.	
	Trainer was straight to the point. A good instructor. He used his experience to show us what is good practice.	
	Trainer was very knowledgeable and made the class feel comfortable in learning.	
	Trainer presents the information in a very through manner. He manages to keep the class on track. The set up of the class and the amount of information that must be presented is at time overwhelming. The class schedule may need to be modified to allow for more processing from class participants.	
	Trainer was a very competent instructor. His experience in the field was helpful.	
	Trainer will be an amazing instructor. I appreciate all she did!	
	Trainer was great in keys and she was great in CPS.	
	Trainer did a good job given the circumstances in which she had to train the class in. I believe that with more practice and training she will become an even better training.	
	Trainer did a great job her first time training. She will make a great trainer!	
	Trainer was thrown into a situation that she was amazing at. When she took over the class it became a true learning environment. I hope that I will be able to take classes with her again. Trainer will be great as a trainer and the state of Georgia is lucky to have her.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	Trainer is a great instructor she will make a great leader for DFACS trainees.	
	Trainer was great. I think she will do well in her new job as a trainer.	
	Trainer was a great trainer. I learned a lot of valuable information while in her class. I have had other trainers recently and I enjoyed her training method the most.	
	needs more upgrade in his way of teaching.	
	OVERALL THE TRAINING WAS RESOURCESFUL... BUT AT TIMES I FELT AS THOUGH I WAS NOT ABLE TO LEARN FREELY IN THE LEARNING ENVIORNMENT... I WISH THAT THE TRAINER AND TRAINEES RELATIONSHIP WAS MORE ON AN ADULT TO ADULT RELATIONSHIP AND NOT AN ADULT(TRAINER) CHILD (TRANIEE) RELATIONSHIP... OTHER THEN RETAINING A LOT OF INFORMATION IN A SHORT PERIOD OF TIME I NOW HAVE THE BASIC INFORMATION TO BEGIN AND PERFORM MY JOB DUTIES EFFECTIVELY.	
	She used very good techniques to get the class involved. She was really professional and did a good job.	
	Since we were the pilot class I feel that Trainer is a good trainer but he needs to understand that the employee's in his training sessions are adult. Trainer needs to be reminded that its up to the class to receive what he is trying to teach not for him to demand that they take in what is being taught. Ultimately its up to the employees to pass this training and do their jobs to the best of their abilities.	
	Some of the activities were not good and not related to what we were doing. Some of the information was out dated and not needed.	
	The activities for this course seemed out dated. It is my recommendation that we have activities that will encourage more participation. Overall the trainer did his best with getting us to understand the activities and the material.	
	The course information needs to be updated to coincide with Shines and some material should be researched again to match with the latest information found in science.	
	The course information needs to be updated. Some of the information needs to be updated with the latest research from science.	
	This class was extremely helpful to me. The trainer was knowledgeable and tried to meet the needs of the participants.	
	This training was very helpful. I feel that I learned a large amount of material. I would register with for another class with the same trainer.	
	Too much information in short time. This should be more than a week's training.	
	Very excellent trainer...learned alot from Trainer.	
	Very professional and gave examples and interacted well with the class	

Evaluation Report #3

Social Services Foster Care Classroom Training Evaluation

Date Data Collected: April 1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 4=Agree Strongly; 3=Agree; 2=Disagree; 1=Disagree Strongly; N/O, N/A*=Not Applicable

Total Number of Surveys Collected = 228 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment.</i>						
<i>The trainer:</i>						
1. Was responsive to participant concerns.	3.76	4.00	0.48	98	0	228
2. Showed respect for the participants.	3.79	4.00	0.44	97	0	228
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.67	4.00	0.52	97	0.4	228
4. Presented training content that was relevant.	3.73	4.00	0.48	99	0	228
5. Used participant activities that reinforced content.	3.71	4.00	0.52	97	0	228
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.74	4.00	0.48	98	0	228
7. Presented and/or interpreted policy correctly.	3.72	4.00	0.55	97	0	228
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.72	4.00	0.54	97	0.4	228
9. Conveyed the purpose or rationale for the training/topic.	3.72	4.00	0.49	99	0	228
10. Presented the content clearly and concisely.	3.67	4.00	0.62	94	0.4	228
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.72	4.00	0.51	97	0	228
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.61	4.00	0.58	96	0.4	228
13. Contained ideas that were relatively easy to understand and implement.	3.66	4.00	0.54	97	0	228

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.71	4.00	0.46	99	0	228
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.70	4.00	0.48	99	0.4	228
16. Created a learning environment in which participants were encouraged to actively participate.	3.73	4.00	0.51	98	0	228
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.71	4.00	0.51	98	0	228
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.71	4.00	0.52	97	0.4	228
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.71	4.00	0.52	98	0	228
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.73	4.00	0.48	98	0	228
21. Managed difficult situations when they arose and maintained control of the class.	3.67	4.00	0.61	93	3.5	228
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.67	4.00	0.58	96	0.4	228
23. Established and maintained credibility through personal conduct and professionalism.	3.74	4.00	0.51	97	0	228
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.73	4.00	0.48	99	0	228

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.71	4.00	0.54	97	0	228
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.70	4.00	0.52	97	0.4	228
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.73	4.00	47.00	99	0.4	228
28. Was able to troubleshoot when media problems arose.	3.65	4.00	0.56	93	4	228

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Preparation & Classroom Environment: The Trainer:</i>		
1. Was responsive to participant concerns.	Trainer was the FC trainer for the first week; and Trainer was the trainer for the last half.	3
	Trainer answered questions and gave examples to help clarify it was great.	
2. Showed respect for the participants.	"Sometimes, but not at all times"	4
	Both trainers were appropriate.	
	Classroom participants opinions were not respected. He was forceful about his opinions and his views.	
	Respectful to everyone.	
<i>Training Content: The Trainer:</i>		
3. Presented an overview of the course and introduced each topic.	Confusing most of the time.	3
	He often moved on to different material after beginning a topic without completing in its entirety.	
	This applies to both trainers.	
4. Presented training content that was relevant.	"The class seemed to focus more on furlough days, rather than foster care."	5
	"Yes, Both trainers discussed practical experience as well as theory."	
	All material was releveant to being case managment in FC.	
	Allowed class members to change the subject at hand and talk about subjects that were irrelevant and confusing.	
	At times though seemed to not know all of the material.	
5. Used participant activities that reinforced content.	Activities and reviews were extremely helpful!	5
	Not enough materials that reinforced the content. At times I was very confused.	
	some activities were more of a distraction from the course content	
	The class did participate in activities but few were allowed to present after completion.	
	We had several actitives that were fun and helped us to comprehend the material.	
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	"Again, would be very confused"	3
	personal experience was helpful in relating back to course material	
	Used example where Cm actually had to calm the Bmo down. This was great and will help in real circumstances	

Question	Comments (From April, July, October and December 2008)	Valid Counts
7. Presented and/or interpreted policy correctly.	Had to be corrected by others.	2
	There are some policy that was interpreted wrong and later had to be corrected by other class members.	
8. Used manuals/resources appropriately when unable to answer policy questions directly.	Students in the class corrected him on many occasions after giving false information.	1
9. Conveyed the purpose or rationale for the training/topic.		0
10. Presented the content clearly and concisely.	content could be more concise	4
	He was all over the place at times and did not seemed to be knowledgeable with the material he was teaching.	
	Very well!!	
	Would go off on tangents and would have the classroom confused.	
11. Demonstrated his/her knowledge of the topic and answered participants' questions.	He didnt seem to be knowledgeable in the material and was often corrected by students in the class.	3
	Very knowledable and she motivated me to read more policy on my own.	
	Would go off topic and had a hard time getting the class back on topic.	
<i>Training Content: The Course:</i>		
12. Was arranged in a way that was conducive to learning.	Shines was out of place. Diffucult to remember material after getting a week back at the office in between and then having the Shines training at the very end. Too much information to process	2
	Very organized	
13. Contained ideas that were relatively easy to understand and implement.	some areas could be more well developed-	1
14. Included exercises/ activities that supported the topic.	Activities were very fun.	2
	The activities were a good tool for learning.	
<i>Participant Involvement; The Trainer:</i>		
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	fewer introductions and more content would be favorable	1

Question	Comments (From April, July, October and December 2008)	Valid Counts
16. Created a learning environment in which participants were encouraged to actively participate.	Every one participated in the activities and in conversations	2
	When students were participating in a discussion he often seemed irritated and argumentive when opinions differed.	
17. Made checks for understanding through using techniques such as questions, restating, and reviewing content.	Did them too quick and other people would be talking throughout.	4
	reviews were excellent and very beneficial to understanding the material	
	Reviews were very helpful.	
	Trainer did a good job in reviewing daily to check understanding of material.	
18. Managed individual and group dynamics that helped to ensure learner involvement.	Alot of times the class seemed out of control. There was a lot of talking and side bar goig on.	3
	somewhat of a social time between many participants that had taken previous trainings with him.	
	Would lose control of the class at times.	
19. Was flexible and adjusted the training to accommodate participants/ needs, without ignoring the stated content.		0
20. Solicited participant comments, questions, and concerns frequently to further enhance learning and verify understanding.		0
21. Managed difficult situations when they arose and maintained control of the class.	"He did keep control of the class, but did so in an uncalled for manner. He singled people out when in some situations were trying to get clarifaction from a neighbor about the training topic."	3
	Class would get off hand and rowdy at times.	
	There weren't any difficult situations that arose but I am confident that all trainers would have handled appropriately.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Presentation Skills: The Trainer:</i>		
22. Used time well (begin/end time and break/lunch periods observed).	"Trainer tried to do this, but we had several class members who were NEVER on time. He didn't want to leave them behind, so we always had to wait for them before starting."	4
	"The classes were great, however, I believe all of this information could be presented in a shorter period of time. It became redundant and cumbersome at times."	
	please don't cut breaks short	
	Would start the class very late and let us out at 3:30 every day.	
23. Established and maintained credibility through personal conduct and professionalism.	too much socializing and inside jokes	2
	Totally unprofessional at times.	
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	"appreciated enthusiasm, your voice carries really well"	2
	Very good instructor! able to capture her audience. Just a natural	
25. Selected and used reinforcements and motivational incentives that met the learners' needs and supported instructional aims.		0
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	Sometimes the restating was different from what was stated earlier.	1
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.)		0
28. Was able to troubleshoot when media problems arose.	Did not exactly know how to fix technical problems himself but he did use other people to help out.	1

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments	"For this class there were to trainers, The first trainer of the class was horrible, Trainer did not know the information that was being presented. Furthermore the trainer would make Idle threats saying that ""people should watch what he says because he knows people.""	41
	"Generally speaking, the instructor was unable to stay focused on the learning materials. He allowed the class venture off and discuss several topics that were off topic or irrelevant to the topic at hand. His control of the classroom was poor as far as allowing people to speak about whatever they wanted whenever they wanted and therefore prohibiting the class to move on to the next topic. He had difficulty explaining various policies and had to be corrected on several occasions by the classmates in the class. The way he presented was confusing and he seemed to lack empathy towards the clients in general."	
	"He seemed like a nice guy, just a bit unclear and confusing at times. The instructor we had on our second week of training was so much clearer in presentation."	
	"I felt VERY discouraged by his comments pertaining to making a difference in the organization. He stated that we do not need to come in thinking we will make a change. If we are not here to make a change, what are we all doing here? I was very glad there was a more positive trainer the second week."	
	"I really enjoyed having Trainer as a trainer, she was very entertaining and made sure we had a clear understanding of each module before moving forward."	
	"It's my opinion that the foster care track training should be condensed into one course. Meaning that we were required to attend two days of track training, return to county for a week and then come back two weeks later to finish the course. This was very difficult as the information that we learned during the two days of training was lost. All in all the content and information provided during the training was necessary was helpful and relevant."	
	"Trainer One was a very good instructor, I really enjoyed her. Trainer Two was my instructor the first week of Trac and he was also a good instructor."	
	"Trainer was wonderful, and explained the material very well. Wished the training classes were longer!"	
	"The information was valuable, but was repeated A LOT! Maybe a shorter timeframe would be beneficial."	
	"These teachers were great, they used various teaching styles. This was very helpful to me. ."	
	"This class was very helpful. The material was covered well, but maybe we could have covered more material? At times I felt as if we were merely trying to waste time in order to stay in class until the end of the day. This class definitely could have handled more material."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"This trainingb contained so much information and within the amount of time we had, Trainer covered all of the material and that was indeed very helpful and good! thanks"	
	"Trainers were extremely personable, friendly, and open to comments, questions, and feedback from class. They made the material enjoyable and easy to learn and remember."	
	All trainers were great. They were able to offer real world experiences and present material in such a way that made more interesting. I enjoyed each trainer and appreciated their humor.	
	Both trainers did a very good job in teaching the curricullum.	
	Class was facilitated in an excellent manner.	
	Trainer One and Trainer Two are both great instructors.	
	Excellent trainer!!! Very knowledgeable about all material and policies. I thoroughly enjoyed Trainer.	
	For a pilot training it was well organized.	
	Great Trainer!!	
	He is a good trainer.	
	I really appreciate the helpful reviews and activities.	
	I really enjoyed the class and Trainer was very engaging. I feel that she prepared us for Foster care case management and effectively caring for our children.	
	I really enjoyed the class. Trainer taught the class from aperspective like he was one of us. He talked to us from our level instead of talking from a position above us.	
	Trainer One and Trainer Two were both good trainers who drew from practical experience and theory.	
	Trainer did an overall excellent job training the class. I feel that he has really prepared us not only for the test but in our career as Placement CMs	
	Trainer was a wonderful instructor!	
	Trainer was very knowledgeable about the program of foster care and shared stories about her experience when she was a case manager and was in the field. Her approach and dedication is greatly admired. Trainer was a trainer in training and was a very good speaker. She also shared stories of her field work and she will be a great trainer once she comes on board. I look forward to having her as a trainer in the future and wish her great success. She has a lot of experience to bring to the classroom.	
	Trainer is an excellent trainer I now feel confident and prepare to carry out my duties as a Foster Care Case Manager.	
	Trainer was a really great trainer who taught our class a lot about being family centered case managers	
	Overall Trainer was an excellent instructor that interacted with the class during learning and activities. His class was very enjoyable and informative.	
	she is a wonderful teacher and very knowledgeable about the subject that she is teaching.	
	She was a great trainer!!!	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	Thank you	
	The training was tooo long and Shines should have been done at another time. The video at the end was good and really tied everything together	
	This comment has nothing to do with the trainer. I felt this course could have been presented in five or six days.	
	This training was very helpful to me. I enjoyed the trainers	
	This was a very good class. Trainer was also present and she did a wonderful job also. They know the material inside and out and with thier knowledge children in care they're and awesome team.	
	Thought the class was very informative. Thought that some of the activities were alittle repetitive though. Great job overall.	
	Very understanding of a unique situation and made extra effort to assist me in anyway she could. I was very appreciative of her understanding. Great Class.....	
	Wonderful Trainer enjoyed the class and the material was very informative!	

Evaluation Report #4

Social Services Adoption Classroom Training Evaluation

Date Data Collected: Oct. 1 – Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4=Agree Strongly; 3=Agree; 2=Disagree; 1=Disagree Strongly; N/O, N/A*=Not Applicable

Total Number of Surveys Collected = 8 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Was responsive to participant concerns.	4.00	4.00	0.00	100	0	8
2. Showed respect for the participants.	4.00	4.00	0.00	100	0	8
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	4.00	4.00	0.00	100	0	8
4. Presented training content that was relevant.	4.00	4.00	0.00	100	0	8
5. Used participant activities that reinforced content.	3.88	4.00	0.35	100	0	8
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.88	4.00	0.35	100	0	8
7. Presented and/or interpreted policy correctly.	4.00	4.00	0.00	100	0	8
8. Used manuals/resources appropriately when unable to answer policy questions directly.	4.00	4.00	0.00	100	0	8
9. Conveyed the purpose or rationale for the training/topic.	4.00	4.00	0.00	100	0	8
10. Presented the content clearly and concisely.	4.00	4.00	0.00	100	0	8
11. Demonstrated his-her knowledge of the topic and answered participants' questions	4.00	4.00	0.00	100	0	8
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	4.00	4.00	0.00	100	0	8
13. Contained ideas that were relatively easy to understand and implement.	4.00	4.00	0.00	100	0	8

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	4.00	4.00	0.00	100	0	8
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	4.00	4.00	0.00	100	0	8
16. Created a learning environment in which participants were encouraged to actively participate.	4.00	4.00	0.00	100	0	8
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	4.00	4.00	0.00	100	0	8
18. Managed individual and group dynamics that helped to ensure learner involvement.	4.00	4.00	0.00	100	0	8
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	4.00	4.00	0.00	100	0	8
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	4.00	4.00	0.00	100	0	8
21. Managed difficult situations when they arose and maintained control of the class.	4.00	4.00	0.00	88	12	8
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	4.00	4.00	0.00	100	0	8
23. Established and maintained credibility through personal conduct and professionalism.	4.00	4.00	0.00	100	0	8
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.88	4.00	0.35	100	0	8

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.88	4.00	0.35	100	0	8
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	4.00	4.00	0.00	100	0	8
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.88	4.00	0.35	100	0	8
28. Was able to troubleshoot when media problems arose.	4.00	4.00	0.00	100	0	8

Question	Comments (from October–December 2008 due to small sample size)	Valid Counts
<i>Preparation & Classroom Environment: The Trainer:</i>		
1. Was responsive to participant concerns.	Trainer was very interactive with class and showed genuine concern for participants to learn	1
2. Showed respect for the participants.		0
<i>Training Content: The Trainer:</i>		
3. Presented an overview of the course and introduced each topic.		0
4. Presented training content that was relevant.		0
5. Used participant activities that reinforced content.		0
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.		0
7. Presented and/or interpreted policy correctly.		0
8. Used manuals/resources appropriately when unable to answer policy questions directly.		0
9. Conveyed the purpose or rationale for the training/topic.		0
10. Presented the content clearly and concisely.		0
11. Demonstrated his/her knowledge of the topic and answered participants' questions.		0
<i>Training Content: The Course:</i>		
12. Was arranged in a way that was conducive to learning.		0
13. Contained ideas that were relatively easy to understand and implement.		0

Question	Comments (From October - December 2008)	Valid Counts
14. Included exercises/ activities that supported the topic.		0
<i>Participant Involvement; The Trainer:</i>		
15. Gave participants the opportunity to learn about each other during the introduction part of the training.		0
16. Created a learning environment in which participants were encouraged to actively participate.		0
17. Made checks for understanding through using techniques such as questions, restating, and reviewing content.		0
18. Managed individual and group dynamics that helped to ensure learner involvement.		0
19. Was flexible and adjusted the training to accommodate participants/ needs, without ignoring the stated content.		0
20. Solicited participant comments, questions, and concerns frequently to further enhance learning and verify understanding.		0
21. Managed difficult situations when they arose and maintained control of the class.		0
<i>Presentation Skills: The Trainer:</i>		
22. Used time well (begin/end time and break/lunch periods observed).		0

Question	Comments (From October - December 2008)	Valid Counts
23. Established and maintained credibility through personal conduct and professionalism.		0
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.		0
25. Selected and used reinforcements and motivational incentives that met the learners' needs and supported instructional aims.		0
26. Summarized or concluded the topics by restating (or having the participants state) the key points.		0
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.)		0
28. Was able to troubleshoot when media problems arose.		0
General Comments	"Other than the actual location of the training, I really enjoyed this training very much and feel it was beneficial to my employment tasks."	2
	Great class I strongly recommended.	

Evaluation Report #5

Follow-Up Evaluation of Social Services New Worker Training (Supervisor)

Data Collected From April - December 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 34 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The trainee exhibits the ability to work in partnership with families by utilizing the Family Centered Practice Principles.	3.28	3.00	0.46	94	6	34
2. The trainee exhibits the ability to deal effectively with a resistant client by remaining calm, respectful but authoritative, and focused.	3.19	3.00	0.47	91	6	34
3. The trainee demonstrates the belief that the birth family is the best environment for children to develop positive self-esteem and become as independent as possible in adulthood.	3.03	3.00	0.60	82	9	34
4. The trainee is able to engage the client in the interview process.	3.16	3.00	0.37	94	6	34
5. The trainee demonstrates the ability to interact with members of groups other than his/her own (ethnic, racial, religious, sexual orientation, social class, etc.).	3.26	3.00	0.45	100	0	34
6. The trainee demonstrates knowledge of indicators for physical abuse, sexual abuse, emotional abuse, or neglect leading to effective investigative decisions.	3.16	3.00	0.45	91	6	34
7. The trainee can accurately identify indicators of family violence, substance abuse, and mental health issues.	3.15	3.00	0.44	94	3	34
8. The trainee demonstrates knowledge of stages of normal child development and can accurately identify indicators of child maltreatment.	3.09	3.00	0.46	91	3	34
9. The trainee demonstrates the ability to accurately assess safety and develop safety plans that provide protection for the child.	3.21	3.00	0.49	82	15	34
10. The trainee demonstrates the ability to assess the risk of future maltreatment and is able to develop a case plan aimed at assisting the family with making changes that will reduce risk.	3.15	3.00	0.46	76	21	34

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
11. The trainee can gather the appropriate participants for a Family Team Meeting in order to co-develop, with the family, timely Case Plans that address pertinent change that needs to take place in order to reduce risk to the child(ren).	3.07	3.00	0.53	76	15	34
12. The trainee demonstrates the ability to access and utilize resources, including agency and community resources, to assist families.	3.06	3.00	0.42	94	0	34
13. The trainee demonstrates the ability to effectively interact with other case managers and partners involved in moving the family toward targeted outcomes.	3.18	3.00	0.46	94	3	34
14. The trainee demonstrates the ability to articulate the case process from intake to case closure.	3.03	3.00	0.55	85	9	34
15. The trainee demonstrates the ability to execute policy and good practice in his/her program area.	3.00	3.00	0.57	85	6	34
16. The trainee demonstrates the ability to assess a client's progress in meeting case plan goals so as to accurately recommend case closure.	3.08	3.00	0.57	71	26	34
17. The trainee demonstrates the ability to assess a client's progress related to reduction in risk to the child so as to accurately recommend case closure.	3.16	3.00	0.37	74	26	34

Question	Comments (From April – December 2008)	Valid Counts
1. The trainee exhibits the ability to work in partnership with families by utilizing the Family Centered Practice Principles.	none	2
	She is just now certified so I have not been able to observe her working with families.	
2. The trainee exhibits the ability to deal effectively with a resistant client by remaining calm, respectful but authoritative, and focused.	na	3
	She is just now certified so I have not been able to observe her working with families.	
	She is still working on maintaining focus and being authoritative.	
3. The trainee demonstrates the belief that the birth family is the best environment for children to develop positive self-esteem and become as independent as possible in adulthood.	"believes that the birth family is the best for children only if they are capable of providing for that child. In the end, what is in the best interest of the child is what is best. Some birth families do not hold nor do they demonstrate the ability to or the means to raise a child that will develop positive self-esteem and become as independent as possible in adulthood"	4
	Not applicable as the cases she will be receiving have termination on the parents's rights.	
	still see problems here	
	We have not had a situation to occur like this.	
4. The trainee is able to engage the client in the interview process.	none	2
	She is just now certified so I have not been able to observe her working with families.	
5. The trainee demonstrates the ability to interact with members of groups other than his/her own (ethnic, racial, religious, sexual orientation, social class, etc.).	"CM demonstrates the ability to interact with several clients with different, racial, religious, and sexual preference than her own."	2
	none	
6. The trainee demonstrates knowledge of indicators for physical abuse, sexual abuse, emotional abuse, or neglect leading to effective investigative decisions.	none	2
	She is just now certified so I have not been able to observe her working with families.	

Question	Comments (From April – December 2008)	Valid Counts
7. The trainee can accurately identify indicators of family violence, substance abuse, and mental health issues.	none	2
	She is just now certified so I have not been able to observe her working with families.	
8. The trainee demonstrates knowledge of stages of normal child development and can accurately identify indicators of child maltreatment.	none	2
	She is just now certified so I have not been able to observe her working with families.	
9. The trainee demonstrates the ability to accurately assess safety and develop safety plans that provide protection for the child.	none	2
	She is just now certified so I have not been able to observe her working with families.	
10. The trainee demonstrates the ability to assess the risk of future maltreatment and is able to develop a case plan aimed at assisting the family with making changes that will reduce risk.	none	2
	She is just now certified so I have not been able to observe her working with families.	
11. The trainee can gather the appropriate participants for a Family Team Meeting in order to co-develop, with the family, timely Case Plans that address pertinent change that needs to take place in order to reduce risk to the child(ren).	none	2
	She is just now certified so I have not been able to observe her working with families.	
12. The trainee demonstrates the ability to access and utilize resources, including agency and community resources, to assist families.	none	1

Question	Comments (From April – December 2008)	Valid Counts
13. The trainee demonstrates the ability to effectively interact with other case managers and partners involved in moving the family toward targeted outcomes.	"There have been some problems in the past with this worker effectively working with other Case Managers; however, corrective action has been taken resulting in positive change."	3
	none	
	She is still struggling with clarifying whose roles complete certain activities on the case.	
14. The trainee demonstrates the ability to articulate the case process from intake to case closure.	none	1
15. The trainee demonstrates the ability to execute policy and good practice in his/her program area.	"She needs to be reminded frequently to refer to policy for direction and ""next steps"" to take with her cases. She does not like to refer to policy and likes to ask veteran workers or me, as her supervisor."	5
	"Trainee not very articulate with policy, has to be encouraged to utilize policy in decision making."	
	CM makes and documents contacts timely and accurately.	
	none	
	She is just now certified so I have not been able to observe her excute polciy and good practice.	
16. The trainee demonstrates the ability to assess a client's progress in meeting case plan goals so as to accurately recommend case closure.	none	4
	She has not been here long enough to experience case closure. She just received 8 cases two weeks ago.	
	She is just now certified so I have not been able to observe her working with families.	
	The worker specializes in adoptions therefore closure occurs when the adoption occurs.	
17. The trainee demonstrates the ability to assess a client's progress related to reduction in risk to the child so as to accurately recommend case closure.	"Not there yet, but I do feel that she has the ability to know when a child is no longer at risk and case closure is an option."	4
	none	
	She is just now certified so I have not been able to observe her working with families.	
	The worker specializes in adoptions therefore closure occurs when the adoption occurs.	

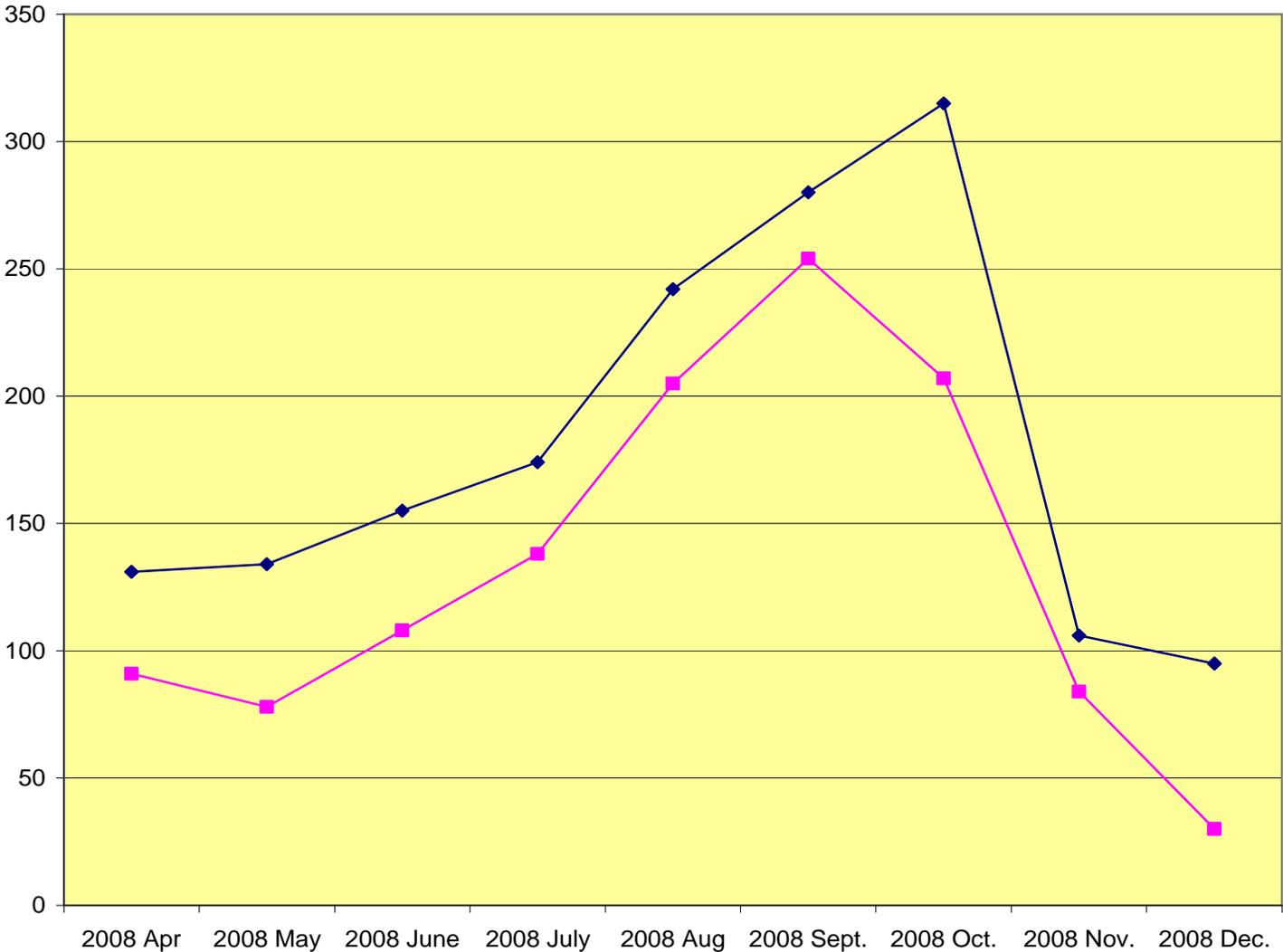
Question	Comments (From April – December 2008)	Valid Counts
General Comments	"I had three new employees to complete the Social Services New Worker Training Series and all three have the skills and abilities to complete the above areas as it pertains to their area of assignment. As in all cases, it will take approximately two years for them to gain a sense of mastery of these skills."	7
	"I just had two CMs to complete training. Although the training is good to begin their preparation as a CM, it is an ongoing process of learning. Field practice work seems to help them incorporate what they have learned."	
	"I still feel there are pieces missing with the training. Not that it needs to be longer but just the content is not preparing them for the true work in the field. I feel like when they come back to us ""fully trained"" that it is like day one on the job and you have to teach them everything all over again. they do not seem prepared at all to take on a caseload. they appear very fearful instead of being excited about their new job. they are hesitant and do not want to take initiative."	
	"This worker completed all certification activities timely. However, she had a difficult start in this job due to her simply failing to follow directives of her supervisor. She now demonstrates that she takes her job seriously by making extra efforts to correct the things of concern that are brought to her attention. Overall, this worker is developing good social worker skills."	
	Good job	
	The keys training has enhanced the worker ability to effective work with family while assessing safety.	
	The trainee has cases for 2 months and is still learning policy and the community. The trainee is able to work independently and is eager to continue to learn.	

Report #6 Social Services Completion Data
April 1, 2008-December 31, 2008

Course Name/ID	Data	2008 Apr	2008 May	2008 June	2008 July	2008 Aug	2008 Sept.	2008 Oct.	2008 Nov.	2008 Dec.	Grand Total
OCP 103 - Keys to Child Welfare Practice	Sum of Total Registered	30	35	46	26	52	50	31	1		271
	Sum of Completed	27	32	20	26	47	48	27	0		227
OCP 104 - Centralized Keys to Child Welfare Practice	Sum of Total Registered				20	24	41	14	14	18	131
	Sum of Completed				19	20	41	0	12	18	110
OCP 105 - Keys Waived	Sum of Total Registered	39	2	3	1		6		7		58
	Sum of Completed	7	0	0	0		6		0		13
OCP 201 - Child Protective Services: Process, Practice, and Policy	Sum of Total Registered	39	19	52	25	36	54	64	32	12	333
	Sum of Completed	36	0	49	22	34	47	58	25	11	282
OCP 202 - Foster Care Services	Sum of Total Registered	23	41	34	25	42	19	76		44	304
	Sum of Completed	21	34	33	8	42	19	60		0	217
OCP 206 - Child Protective Services Re-take/Waived I	Sum of Total Registered		1				1				2
	Sum of Completed		0				1				1
OCP 207 - Foster Care Services Waived/Re-take	Sum of Total Registered									1	1
	Sum of Completed									1	1
OCP 209 - Foster Care Re-take/Waived II	Sum of Total Registered		1								1
	Sum of Completed		0								0
OCP 211 - CPS SHINES Classroom Training Instructor Led	Sum of Total Registered		18	13	43	53	52	57	27	20	283
	Sum of Completed		0	0	43	48	48	36	24	0	199
OCP 212 - Foster Care SHINES Classroom Training Instructor Led	Sum of Total Registered		10	7	34	27	47	63	25		213
	Sum of Completed		6	6	20	7	44	16	23		122
OCP 318 - Adoptions	Sum of Total Registered		7			8	10	10			35
	Sum of Completed		6			7	0	10			23
Total Sum of Total Registered		131	134	155	174	242	280	315	106	95	1632
Total Sum of Completed		91	78	108	138	205	254	207	84	30	1195

Report #6 Social Services Completion Data
April 1, 2008-December 31, 2008

Course Name/ID (All)



Data

- ◆ Sum of Total Registered
- Sum of Completed

Section Dates

Report #6 Social Services No Shows
April 1, 2008 – December 31, 2008

Course	2008 April	2008 May	2008 June	2008 July	2008 Aug	2008 Sept	2008 Oct	2008 Nov
OCP 103 - Keys to Child Welfare Practice	2	3	3		5	1	2	
OCP 105 - Keys Waived	8							
OCP 201 - Child Protective Services: Process, Practice, and Policy	2		2	3	2	7	2	3
OCP 202 - Foster Care Services	1	2	1				2	
OCP 211 - CPS SHINES Classroom Training Instructor Led					5	3	4	3
OCP 212 - Foster Care SHINES Classroom Training Instructor Led		4				2	2	2
OCP 318 - Adoptions		1			1			

**Summary of Education and Training Services Section
Office of Family Independence (OFI) Training Evaluation Reports
February 2009**

General Information: Reports used a four-point Likert scale to measure feedback. The Likert rating system ranges from a 1 “strongly disagree” to 4 “strongly agree”. Trainer names have been removed from evaluations and replaced with the term “trainer”. Online participant surveys are under development for administration after Phase II for the following courses: Call Center, TANF Employment Services, Child Care/MAXSTAR, and SUCCESS Screening and Registration.

Evaluation Report #1 Food Stamps (administered after Phase II)

Results of the evaluation of Food Stamps Classroom and SUCCESS Training indicate a very high level of participant satisfaction related to general questions about the training. All questions received a rating of 3.32 or higher. Ninety-three percent (93%) or more of the participants indicate understanding the basic functions related to policy and SUCCESS.

Evaluation Report #2 Family Medicaid (administered after Phase II)

Results of the evaluation of Family Medicaid Classroom and SUCCESS Training indicate a very high level of participant satisfaction related to general questions about the training. All questions received a rating of 3.25 or higher. Eighty-nine percent (89%) or more of the participants indicate understanding the basic functions related to policy and SUCCESS. Ninety-nine percent (99%) of the participants indicate understanding seventeen of the forty-five basic functions.

Evaluation Report #3 OFI Course Completion Date

Report 3 includes a breakdown, by month, of participants who registered and completed courses. A graph is also included that displays course completion by month. Additionally, a chart that displays no shows by course and by month is included in this section.

Evaluation Report #4 Food Stamps (FS) Online Training

FS training may be completed either in the classroom or online with an instructor. Results of the OFI online training evaluation indicate a high level of participant satisfaction with the FS online training. All questions except one received a rating of 3.07 or higher. Question 9, the amount of time given to complete this online course was sufficient, received a rating of 2.91. The county is given guidelines of 4 hours a day for 2 weeks, to allow sufficient time for staff to complete the training. Unfortunately, this is not a requirement.

Evaluation Report #5 Family Medicaid (FM) Online Training

New FM case managers may complete training either in the classroom or online with an instructor. Results of the OFI online training evaluation indicate a high level of participant satisfaction with the FM online training. All questions except one received a rating of 3.00 or higher. Question 7, the online training was a good learning tool, received a rating of 2.94. We acknowledge that online training is not the best learning environment for every trainee. Unfortunately, staff do not always have the choice of classroom training. Specific tools are in place to support trainees, including an online Participant guide and an online instructor.

Evaluation Report #6 TANF Online Training

New TANF case managers may complete training either in the classroom or online with an instructor. All questions received a rating of 3.13 or higher.

Evaluation Report #7 TANF Employment Services (ES) Online Training

All questions received a rating of 3.00 or higher.

Evaluation Report #8 IV-E Family Medicaid Online Training

All questions received a rating of 3.00 or higher except item 6 (The technology-computer equipment was adequate. The computer equipment is provided by the county. It is recommended that trainees be provided an isolated area, with a newer computer to complete the training. Unfortunately, the equipment in some counties is very limited. The OFI training Unit has recommended telework options be considered as well.

Evaluation Report #9, #10, and #11 Score Reports for OFI Online Courses

Report 9 displays score report information for participants who completed Food Stamps Case Manager Policy, Family Medicaid Policy, and TANF Policy online training during this reporting period. Report 10 displays score report information for participants who completed TANF Employment Services online training during this reporting period. Report 11 displays score report information for participants who completed Food Stamps for ABD online training during this reporting period.

Evaluation Report #1

Office of Family Independence Evaluation of Food Stamps (Administered after Completion of Phase II)

Data Collected Sept. - December, 2008 Date of Report: January 23, 2009

Rating System: **4** = Strongly Agree (SA), **3** = Agree (A), **2** = Disagree (D), **1** = Strongly Disagree (SD)

Total Number of Respondents = 169 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or SA	% No Response	Valid Counts
<i>General Questions</i>						
1. The combination of Phase I Policy Training and Phase II SUCCESS training helped prepare me to do my job.	3.56	4.00	0.53	99	0	169
2. Phase II training has helped me to have a stronger understanding of policy.	3.56	4.00	0.53	98	0	169
3. The Phase II content included exercises/activities that supported the topics.	3.63	4.00	0.48	100	0	169
4. The overall pace of the Phase II training was appropriate.	3.37	4.00	0.70	89	0	169
5. The information covered in training met the key learning points/objectives outlined for each module.	3.57	4.00	0.53	99	0	169
6. The time spent in training was sufficient to cover the material presented.	3.32	3.00	0.78	86	0	169
7. The course materials (Participant Guide, handouts, etc.) helped me in my learning.	3.67	4.00	0.47	100	0	169
8. My exam scores accurately reflected my level of program knowledge at this time.	3.34	4.00	0.78	86	0	169
9. The exams adequately covered the material presented.	3.51	4.00	0.53	99	0	169
10. The exam questions were clearly written (not vague).	3.36	3.00	0.70	87	0	169
11. Upon completion of Phase II training my comfort level about my job has increased.	3.42	3.00	0.60	95	0	169

Question	Comments (from October and December 2008)	Valid Counts
General Questions		
1. The combination of Phase I Policy Training and Phase II SUCCESS training helped prepare me to do my job.	have tests on friday instead of mondays	2
	The trainer was great!	
2. Phase II training has helped me to have a stronger understanding of policy.		0
3. The Phase II content included exercises/activities that supported the topics.	I appreciated the realplays and the video.	1
4. The overall pace of the Phase II training was appropriate.	"i understood, but i felt a little rushed."	5
	"The content helped me to realize how to tie everything alltogether, but the pace was a little fast for me."	
	needed one more week	
	NEEDMORE TRAINING ON THE COMPUTER OUTSIDE OF CLASS	
	THE CLASS COULD HAVE REALLY BEEN CUT DOWN SOME. i THINK FIVE WEEKS WAS TWO LONG.	
5. The information covered in training met the key learning points/objectives outlined for each module.		0
6. The time spent in training was sufficient to cover the material presented.	I thing commuting each day trying to get to training and going home was not beneficial. Some people cannot leave and go home from traing try and study	6
	Needed more computer time.	
	needed more time	
	Phase II is too long and drawn out! It should not be two weeks long!	
	The training should be longer than 3 weeks for Phase2 and shorter in Phase1.	
	There was a lot of info to learn and cover ina short period of time.	
7. The course materials (Participant Guide, handouts, etc.) helped me in my learning.		0
8. My exam scores accurately reflected my level of program knowledge at this time.	"I really don't test well, I know I will do well in my county when I'm actually doing the job."	4

Question	Comments (from October and December 2008)	Valid Counts
8. (Cont'd.)	I didnt do well on one of my tests because of simple mistakes but I knew the policy i just made mistakes	
	I made simple mistakes that do not reflect my understanding of the policy.	
	too much info.	
9. The exams adequately covered the material presented.		0
10. The exam questions were clearly written (not vague).	"The way I answered one of the questions was appropriate, however because it was different from what the answer key stated, it was incorrect."	1
11. Upon completion of Phase II training my comfort level about my job has increased.		0

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>I understand the basics for the following functions related to policy and SUCCESS:</i>					
SUCCESS:					
12.1. Questions I had during Phase I about how policy and SUCCESS merge were answered in Phase II training.	163	96	6	4	169
12.2. Signing onto and off of SUCCESS.	166	98	3	2	169
12.3. Accessing and navigating ODIS.	161	95	8	5	169
12.4. Utilizing the Function Keys as a resource.	168	99	1	0.6	169
12.5. Identifying the types of SUCCESS screens.	167	99	2	1	169
12.6. Navigation of the SUCCESS screens.	165	98	4	2	169
12.7. Screening and registration of an applicant.	166	98	3	2	169
12.8. Organizing a case record according to policy standards.	156	92	13	8	169
INITIALS					
12.9. Entering basic information for an Initial Application.	167	99	2	1	169
12.10. Incorporating good interview techniques and policy information into the interview.	161	95	8	5	169
12.11. Documenting the correct information behind the appropriate screens and on the appropriate ADT if applicable.	164	97	5	3	169
12.12. Requesting the appropriate verification at Initial Application.	166	98	3	2	169
12.13. Identifying the Customer Service Behavioral Standards.	162	96	7	4	169
12.14. Processing an Initial Application following the O, P, and Q sequence.	167	99	2	1	169
12.15. Identifying and completing the required forms for an Initial Application.	166	98	3	2	169
12.16. Putting a case on the Scratch Pad Area (SPA) and accessing another case.	158	93	11	7	169

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
ONGOING:					
12.17. Processing and documenting changes in the size of the AU.	168	99	1	0.6	169
12.18. Processing and documenting reported financial changes.	167	99	2	1	169
12.19. Processing and documenting new shelter expenses.	168	99	1	0.6	169
12.20. Processing and documenting changes in shelter expenses.	168	99	1	0.6	169
12.21. Requesting the appropriate verification for reported changes.	166	98	3	2	169
REVIEWS:					
12.22. Processing Reviews.	167	99	2	1	169
12.23. Identifying and completing the required forms for a Review.	165	98	4	2	169
12.24. Requesting the appropriate verification at Review.	167	99	2	1	169
12.25. Processing an Expedited Case.	157	93	12	7	169
OTHER:					
12.26. Accessing Alerts for the use of effective case load management.	143	85	26	15	169
12.27. I would recommend using this facility again.	158	93	11	7	169

Question	Comments (from October and December 2008)	Valid Counts
<i>I understand the basics for the following functions related to policy and SUCCESS:</i>		
<i>SUCCESS:</i>		
12.1. Questions I had during Phase I about how policy and SUCCESS merge were answered in Phase II training.		0
12.2. Signing onto and off of SUCCESS.		0
12.3. Accessing and navigating ODIS.	"Sometimes a bit confusing online, b/c the"	2
	not enough time	
12.4. Utilizing the Function Keys as a resource.	I still need the print out for function pf17 - pf24.	1
12.5. Identifying the types of SUCCESS screens.		0
12.6. Navigation of the SUCCESS screens.	I still feel like that I need more confidence in maneuvering through the screens.	2
	need more more more	
12.7. Screening and registration of an applicant.		0
12.8. Organizing a case record according to policy standards.		0
<i>INITIALS:</i>		
12.9. Entering basic information for an Initial Application.		0
12.10. Incorporating good interview techniques and policy information into the interview.		0
12.11. Documenting the correct information behind the appropriate screens and on the appropriate ADT if applicable.	"If I am in doubt, I will document."	2
	Will get better with time and practice	
12.12. Requesting the appropriate verification at Initial Application.		0
12.13. Identifying the Customer Service Behavioral Standards.	not sure what this is	1

Question	Comments (from October and December 2008)	Valid Counts
12.14. Processing an Initial Application following the O, P, and Q sequence.		0
12.15. Identifying and completing the required forms for an Initial Application.		0
12.16. Putting a case on the Scratch Pad Area (SPA) and accessing another case.	we did this one time	1
ONGOING:		
12.17. Processing and documenting changes in the size of the AU.		0
12.18. Processing and documenting reported financial changes.		0
12.19. Processing and documenting new shelter expenses.		0
12.20. Processing and documenting changes in shelter expenses.		0
12.21. Requesting the appropriate verification for reported changes.		0
REVIEWS:		
12.22. Processing Reviews.		0
12.23. Identifying and competing the required forms for a Review.		0
12.24. Requesting the appropriate verification at Review.		0
12.25. Processing an Expedited Case.	expedited cases were confusing	3
	struggling with this still. Will work more on this in county.	
	this was brought forth 2 day this is important and should have been done 2 wks ago	

Question	Comments (from October and December 2008)	Valid Counts
<i>OTHER:</i>		
12.26. Accessing Alerts for the use of effective case load management.	"we covered it, but still not clearly."	0
	"we did not have enough space, everyone was cramped. no space for you work book material."	5
	Could use more time on this	
	needed more time for this particular task.	
	we were trained a little on this and it was stated that we would get more training in the office	
12.27. I would recommend using this facility again.	"The facility work area was to small, not enough room to work comfortably"	6
	Needs more space.	
	no room.	
	this was a great facility.	
	to small need more space	
	too small.	
15(A). I would like to have spent <i>more</i> time on:	"in the class in general, i felt a little ruced."	33
	"SRR NON SRR REQUIREMENT,"	
	"The order of how information goes into a case record. It's understood what goes on the left and on the right, however I think it should be better explained about what goes first."	
	ALERTS	
	all the materials	
	changes and reviews	
	computer training on success. No two scenarios are the same. The more you practice the better you get.	
	everything	(2)
	everything was fine	
	everything was good	
	expedited cases	
	in both foodstamp phase one and two	
	less time.	
	more time on policy	
	more time policy	
	n/a	
	N/A	(4)
	nothing	
	on reviews	
	on the computer in success.	
	on the entire course i felt I need more time to get comfortable with the material i had to learn. The Instructors were very knowledgable and helpful.	
	policy	(3)
	Processing Expedite cases	
	role playing	

Question	Comments (from October and December 2008)	Valid Counts
15(A). (Cont'd.)	Studying. It was unfair that some of the class was able to stay overnight while others were forced to drive back and forth everyday even on test days. We were unable to stay for extra help like the other class members were.	
	SUCCESS!!!	
	Verification of changes in SUCCESS	
15(B). I would like to have spent <i>less</i> time on:	"Driving back and forth, and worrying about having money to pay for meals everyday."	20
	change of address	
	everything was good	
	Going through the SUCCESS screens after the second test. A lot of time was wasted.	
	N/A	(5)
	nothing	(2)
	nothing i can think of.	
	Phase1	
	reading the book.	
	sop's	
	taking so much about non related things	
	the whole training could have been condensed.	
	things that were not on test. i think things that were not on the test should have been combined with another week.	
	unnecessary questions and comments that were made by class members. class comments were often off task and disrupting. teachers did a good job of keeping these to a minimal	
	what ifs	
15(C). My suggestion(s) for improving the training program are:	Allow those who live out of town at least one day before the test to stay overnight for extra help or studying time.	24
	everything was great.	
	give more to on each section of the manual.	
	Give us credit for what we know. By that after we took our first SUCCESS test I felt like we didn't have the independence we needed.	
	HAVE A WEBSITE OUTSIDE OF CLASS WHERE YOU CAN DO MORE TRAINING OUSTSIDE THE CLASS ROOM	
	I definitely found it very difficult to come in on Monday mornings and test. I spent the one day home with my family and the material was not fresh on my mind after a weekend. My grades show that I did 100% better testing on a Friday.	
	Longer time in Phase2	
	Make tests on fridays all the time. Get better test results. Also everything that is on a test should be taught in that week and all the material that was not on the test should be taught in another week.	
	making sure each student understands policy.	
	More class time on success	

Question	Comments (from October and December 2008)	Valid Counts
15(C). Cont'd.	More of the trainers need to incorporate the teaching skills of Trainer 1 and Trainer 2. They kept training lively and positive for learning.	
	N/A	(4)
	none	(3)
	none at this time	
	nothing i can think of.	
	nt sure	
	SHORTEN THE TIME	
	spread the computers apart. No room to work.Can not open the book and use the keyboard at the same time.	
	testing on fridays and not mondays	
16. General Comments	"great time. things went fairly smoothly, although at some points it seemed to drag a little bit."	21
	"I feel like it would have been better if I could have stayed overnight for the training. So I could have studied with my group in the afternoons, after training. I also feel like since I had to drive back and fourth everyday, they should have paid for my lunch and breakfast. The class was very enjoyable, but the driving back and fourth everyday made me extremly tied!!!!!"	
	"it was alot of material to cover in a short period of time, both phases should have been extended an additional week."	
	"Trainer 1 is very polite, understanding, patient and easy to understand! Trainer 2 is great at her instructing skills however, has a tendency to allow disruptions from her hand picked students to interupte and slow down the learning pace!"	
	"The whole training was good, because we had a really good class and two excellent trainers. I feel that the people who had to drive back and forth out of town were short changed. We should have at least have had the night before the test to study. The mileage was good, but we should have been allowed to have our meal reimbursed since we were not allowed to stay over night. I feel that our scores would have been better if the Monday test were done on Fridays, after information was presented."	
	"Trainer was the best. she was a great person to learn from, and someone i would love to keep in contact with."	
	EXCELLENT JOB BY THE TRAINERS. WORKED REALLY WELL THE PEOPLE AND SHOWED AWESOME PEOPLE SKILLS.	
	good training learned alot.	
	Great trainers.	
	I enjoyed the role playing. I wish we could have had more role plays. They made the situations seem more real to me.	

Question	Comments (from October and December 2008)	Valid Counts
General Comments (Cont'd.)	I feel that this training will be very helpful in my performing my new job	
	I HAD A WONDERFUL LEARNING EXPERIENCE AT GMC. THE TRAINERS WERE VERY KNOWLEDGEABLE AND I ENJOYED THEIR TEACHING STYLES VERY MUCH. KEEP UP THE GREAT WORK!!!!!!!!!!!!	
	i loved both of the trainers. they both did a tremendous job.	
	I really enjoyed the games that we played in class they were really really fun even though others may have complained i really enjoyed them	
	Instructors did an incredible job of explaining policy and SUCCESS procedures. I would not change anything in the method that the training is being presented to new workers	
	INSTRUCTORS WERE VERY NICE AND UNDERSTANDING. VERRY GOOD TEACHERS	
	Trainer 1 and Trainer 2 are the BEST EVER.	
	Please consider when employees have to go off to training take into consideration the people are tired when they leave training and have to commute round trip totaling over 125 miles a day.	
	Thanks for choosing the Trainer for our training.	
	The trainers made sure each of us understood the material before moving to another topic. They were both great trainers and my grades reflected their training expertise.	
	Training site is better in Griffin rather than Covington.	

Evaluation Report #2

Office of Family Independence Evaluation of Family Medicaid (Administered after Completion of Phase II)

Data Collected September - December, 2008 Date of Report: January 23, 2009

Rating System: 4 = Strongly Agree (SA), 3 = Agree (A), 2 = Disagree (D), 1 = Strongly Disagree (SD)

Total Number of Respondents = 159 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or SA	% No Response	Valid Counts
<i>General Questions</i>						
1. The combination of Policy and SUCCESS training helped prepare me to do my job.	3.47	3.57	0.62	96	0	159
2. The training included exercises/activities that supported the topics.	3.57	4.00	0.54	98	0	159
3. The overall pace of the training was appropriate.	3.25	3.00	0.80	85	0	159
4. The information covered in training met the key learning points/objectives outlined for each module.	3.46	4.00	0.61	95	0	159
5. The time spent in training was sufficient to cover the material presented.	3.31	3.00	0.76	88	0	159
6. The course materials (Participant Guide, handouts, etc.) helped me in my learning.	3.49	4.00	0.63	95	0	159
7. My exam scores accurately reflected my level of program knowledge at this time.	3.45	4.00	0.63	95	0	159
8. The exams adequately covered the material presented.	3.56	4.00	0.55	98	0	159
9. The Skill Demonstrations adequately addressed the procedures presented.	3.49	4.00	0.60	97	0	159
10. Upon completion of Family Medicaid training, my comfort level about my job has increased.	3.33	3.00	0.63	95	0	159

Question	Comments (from October and December 2008)	Valid Counts
<i>General Questions</i>		
1. The combination of Policy and SUCCESS training helped prepare me to do my job.	I agree but it was also confusing at times when SUCCESS wasn't used.	7
	I dont feel like I will actually be able to do anything with medicaid when I return to the county.	
	I had a very hard time understanding the concept of SUCCESS and what each screen meant for Medicaid.	
	I think it's a crash course but a very good course combo. It would be great to apply them more before moving on.	
	the combination was difficult to learn. i think it should be policy 1st and success 1st	
	the integrated training was mush easier to learn and understand than separation of the two	
	the organization was confusing though. Policy should be first and THEN computer training	
2. The training included exercises/activities that supported the topics.	I would have liked more role play activities	1
3. The overall pace of the training was appropriate.	3 weeks is way too long. There is too much down time. Its ridiculous.	7
	Could have been an additional week	
	our training manuells were late	
	The trainer expected more so the students gave more.	
	too slow	
	Way too slow. Need to allow the trainer to be flexible with the class. Our class was picking the material up quickly.	
	We had to keep a fast pace because of the holidays	
4. The information covered in training met the key learning points/objectives outlined for each module.	"No, I was lost and the module did not follow the agenda."	5
	"Training should involve more focus on programs such as - BB, DataBroker."	
	Each module needs to be seperated so that policy is first and the excersizes are second followed by the work book pages (instead of mixing policy and excersizes together). It is difficult to find the policy information or allow the instructor to go over it efficiently.	
	I felt that we needed more SUCCESS training or we could have reviewed what we entered in SUCCESS as a group.	
	not for each module...the book was so out of order	
5. The time spent in training was sufficient to cover the material presented.	i think if training was done in county you could apply what you were learning as you learned it with clients.	6
	I was very pleased that we were able to cover all the material even though we lost a day of training due to the holiday.	

Question	Comments (from October and December 2008)	Valid Counts
5. (Cont'd.)	In my opinion there was not enough time to cover the material	
	It was way more than sufficient.	
	NEED MORE TIME TO COVER MATERIAL	
	Overly sufficient. We were picking the material up quickly. (I believe having food stamps so near to medicaid helped us pick up medicaid that much quicker)	
6. The course materials (Participant Guide, handouts, etc.) helped me in my learning.	Trainer had excellent materials	6
	Did not fully understand the book	
	I dont feel like the medicaid book was very helpful. We skipped around and around the book so much I have no idea where anything is and I feel that the book is not helpful to me at all.	
	Our training manuals were difficult to follow b/c there were Policy excerpts mixed in with SUCCESS steps. Very confusing	
	the handouts were helpful but the training guide was out of order	
	the participant guide was not organized.	
7. My exam scores accurately reflected my level of program knowledge at this time.	I made a 89.4 on the first one but I dont feel that I know that much information about the subject.	3
	i was emotionally distracted on my first test but over all it shows if I had studied I could make all A's!	
	I will learn more as I work each case.	
8. The exams adequately covered the material presented.	The last exam did not include questions on how to deem/allocate income.	1
9. The Skill Demonstrations adequately addressed the procedures presented.	"Again, when asked questions the instructor seemed disinterested."	3
	I needed more review over what we entered on our Skills demonstrations. It would have been nice to go open the cases and look at them like we did in F/S training.	
	The skills demonstration was very confusing and we had to do it differently than we were taught to do it in the first place.	
10. Upon completion of Family Medicaid training, my comfort level about my job has increased.	I liked the training and I understood the information but I am not comfortable going back to my county and applying information I have learned for Medicaid.	5
	Im not ready to do medicaid at all.	
	more than but not at its full potential until I am applying it directly.	
	No it has not.	
	still a little confused about some things	

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>I understand the basics of the following functions related to policy and SUCCESS:</i>					
GENERAL/SUCCESS:					
11.1. Identifying the DHR Mission, Values, and Goals.	156	98	3	2	159
11.2. My responsibility as a mandatory reporter of suspected child abuse or neglect and adult abuse or neglect.	158	99	1	0.6	159
11.3. Identifying Customer Service Standards.	157	99	2	1	159
11.4. Accessing and navigating ODIS.	158	99	1	0.6	159
11.5. Signing on and off of SUCCESS.	157	99	2	1	159
11.6. Utilizing the Function Keys as a resource.	157	99	2	1	159
11.7. Identifying the different Family Medicaid Classes of Assistance.	156	98	3	2	159
APPLICATION PROCESSING					
11.8. Identifying the different Medicaid application forms.	154	97	5	3	159
11.9. Defining the concept of Continuing Medicaid Determination (CMD).	156	98	3	2	159
11.10. Screening and registering an application on SUCCESS.	156	98	3	2	159
11.11. Applying the appropriate standard of promptness for Family Medicaid classes of assistance.	157	99	2	1	159
INITIAL APPLICATION					
11.12. Using the information from Form 94 to enter basic information in SUCCESS.	155	98	4	2	159
11.13. Determining who is included and/or excluded in the AU/BG for the appropriate Family Medicaid Class of Assistance.	157	99	2	1	159
11.14. Applying the eligibility requirements for non-financial criteria for the appropriate Family Medicaid Class of Assistance.	155	98	4	2	159
11.15. Applying the correct resource limit and verification requirements to the appropriate Family Medicaid Class of Assistance.	157	99	2	1	159

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
11.16. Determining the countable resource value for the appropriate Family Medicaid Class of Assistance.	158	99	1	0.6	159
11.17 Applying the correct income limit and verification requirements to the appropriate Family Medicaid Class of Assistance.	157	99	2	1	159
11.18. Applying the correct budgeting procedures for an Initial Application.	158	99	1	0.6	159
11.19. Completing a manual budget using the appropriate AU/BG size, resources (if applicable), income, and deductions.	156	98	3	2	159
11.20. Documenting the correct information behind the appropriate screens based on the Documentation Standards and applicable ADTs for Family Medicaid.	150	94	9	6	159
11.21. Processing an Initial Application using the O, P, and Q sequence.	158	99	1	0.6	159
11.22. Identifying applicants who meet the criteria for Emergency Medical Assistance (EMA).	157	99	2	1	159
11. 23. Identifying the steps to approve an EMA application.	154	97	5	3	159
11. 24 Correctly entering information from Form 526 to the ALAS screen for an EMA application.	151	95	8	5	159
RETROACTIVE MEDICAID					
11.25. Determining eligibility for Retroactive Months.	157	99	2	1	159
11.26 Processing and documenting a Retroactive Months Application.	156	98	3	2	159
11.27. Completing a combination Initial Application and Retroactive Months Application.	155	98	4	2	159

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
CHANGES					
11.28. Identifying the types of changes AUs are required to report and the verification requirements.	157	99	2	1	159
11.29. Identifying the Case Manager's time frame for taking action and identifying the correct type of notification the AU will receive.	156	98	3	2	159
11.30. Identifying the effective month a person is added to the AU/BG.	154	97	5	3	159
11.31. Adding a newborn to an existing Medicaid case on SUCCESS.	155	98	4	2	159
11.32. Adding a newborn Medicaid case on SUCCESS.	154	97	5	3	159
11.33. Identifying the effective month of reported financial changes.	156	98	3	2	159
11.34. Processing and documenting financial changes on SUCCESS.	156	98	3	2	159
11.35. Determining how a LIM AU becomes eligible for Transitional Medical Assistance (TMA).	156	98	3	2	159
11.36. Accurately coding the MISC screen when a LIM AU becomes eligible for TMA.	147	92	12	7	159
11.37. Entering information from a QR onto the TMAI screen.	141	89	18	11	159
11.38. Determining how a LIM AU becomes eligible for Four Months Child Support Medicaid.	158	99	1	0.6	159
11.39. Identifying the effective month a person is deleted from an AU.	152	96	7	4	159
11.40. Identifying the criteria to refer children to PeachCare for Kids.	153	96	6	4	159
11.41. Printing a Temporary Medicaid Card from SUCCESS.	152	96	7	4	159

Question	Yes Counts	Yes %	No Counts	No %	Total Valid Counts
<i>REVIEWS</i>					
11.42. Identifying which Family Medicaid Classes of Assistance require reviews and the time frames in which they are due.	156	98	3	2	159
11. 43. Identifying forms to be completed at review.	155	98	4	2	159
11.44. Completing a Family Medicaid review on SUCCESS.	157	99	2	1	159
11.45. Incorporating good interviewing techniques and policy information into the interview.	154	97	5	3	159

Question	Comments (from October and December 2008)	Valid Counts
<i>I understand the basics of the following functions related to policy and SUCCESS:</i>		
11.1. Identifying the DHR Mission, Values, and Goals.	I do not fully understand SUCCESS	2
	taught in FS training NOT medicaid training	
11.2. My responsibility as a mandatory reporter of suspected child abuse or neglect and adult abuse or neglect.		0
11.3. Identifying Customer Service Standards.		0
11.4. Accessing and navigating ODIS.		0
11.5. Signing on and off of SUCCESS.		0
11.6. Utilizing the Function Keys as a resource.	I do not know how to use function keys and when to use them	1
11.7. Identifying the different Family Medicaid Classes of Assistance.	"Still working on that, it's kinda of hard to distinguish between the COA's."	3
	I know there are different classes of assistance but I dont really understand the differences or anything specific about them other than they are there.	
	i'm a little confused about a couple coa's	
<i>Application Processing</i>		
11.8. Identifying the different Medicaid application forms.	The different forms were not explained told to read. I still do not understand which forms need to be given to customers	2
	we only saw one	
11.9. Defining the concept of Continuing Medicaid Determination (CMD).	Still unclear of what this means.	1
11.10. Screening and registering an application on SUCCESS.	a little confused about what ADT's to use on some screens and what to document	3
	Do not know how to navigate through SUCCESS	
	I learned how to do this in my county before I even came to training.	
11.11. Applying the appropriate standard of promptness for Family Medicaid classes of assistance.		0

Question	Comments (from October and December 2008)	Valid Counts
<i>Initial Application</i>		
11.12. Using the information from Form 94 to enter basic information in SUCCESS.	Still not comfortable using SUCCESS.	0
11.13. Determining who is included and/or excluded in the AU/BG for the appropriate Family Medicaid Class of Assistance.	Kind of sort of.	3
	Still a little fuzzy.	
	Still a little rusty on who is included in the AU	
11.14. Applying the eligibility requirements for non-financial criteria for the appropriate Family Medicaid Class of Assistance.	Did not fully go over the policies to understand the criteria.	1
11.15. Applying the correct resource limit and verification requirements to the appropriate Family Medicaid Class of Assistance.	However I am nervous about actually completing this on my own.	1
11.16. Determining the countable resource value for the appropriate Family Medicaid Class of Assistance.		0
11.17 Applying the correct income limit and verification requirements to the appropriate Family Medicaid Class of Assistance.		0
11.18. Applying the correct budgeting procedures for an Initial Application.		0
11.19. Completing a manual budget using the appropriate AU/BG size, resources (if applicable), income, and deductions.	I am not completely confident in this area. My supervisor will assist me in this area.	1

Question	Comments (from October and December 2008)	Valid Counts
11.20. Documenting the correct information behind the appropriate screens based on the Documentation Standards and applicable ADTs for Family Medicaid.	DO NOT KNOW HOW TO DOCUMENT BEHIND SCREENS BECAUSE I DO NOT KNOW WHEN TO USE THEM	7
	I sometimes get a little unsure.	
	Just need more practice.	
	not clear on what to document on some screens	
	WAS NOT TOLD EXACTELY WHAT SCREENS TO DOCUMENT AND WHAT SCREENS TO USE THE ADT. WAS TOLD IT DOESN'T MATTER	
	we need to know which adt to use and how it is filled out.	
	With more practice ...	
11.21. Processing an Initial Application using the O, P, and Q sequence.	not clear on what to document on some screens	1
11.22. Identifying applicants who meet the criteria for Emergency Medical Assistance (EMA).		0
11. 23. Identifying the steps to approve an EMA application.	I am still confused about this area.	1
11. 24 Correctly entering information from Form 526 to the ALAS screen for an EMA application.	didn't fully understand	3
	I have no clue about this.	
	Not comfortable in documenting.	
<i>Retroactive Medicaid</i>		
11.25. Determining eligibility for Retroactive Months.	Not clear on how to do it.	1
11.26 Processing and documenting a Retroactive Months Application.	Not clear on how to do it.	1
11.27. Completing a combination Initial Application and Retroactive Months Application.	"Could have used more time in class on this. Can do this, but don't feel confident with it yet."	3
	Not clear on how to do it.	
	though this is a process that requires more hands on training.	

Question	Comments (from October and December 2008)	Valid Counts
<i>Changes</i>		
11.28. Identifying the types of changes AUs are required to report and the verification requirements.	"But we really didn't go over this section too well, it was a fly-by. I suggest going over this more."	2
	Will continue to paractice this as well in order to truely understand the process...	
11.29. Identifying the Case Manager's time frame for taking action and identifying the correct type of notification the AU will receive.		0
11.30. Identifying the effective month a person is added to the AU/BG.	Not real comfortable with determining the effective month.	1
11.31. Adding a newborn to an existing Medicaid case on SUCCESS.	Not comfortable in documenting in SUCCESS.	3
	Still don't know how to do this. The module we did was very confusing.	
	though this is a process that requires more hands on training.	
11.32. Adding a newborn Medicaid case on SUCCESS.	My supervisor and team leader will assist me in this area.	3
	Not comfortable in documenting in SUCCESS.	
	Still don't know how to do this. The module we did was very confusing.	
11.33. Identifying the effective month of reported financial changes.		0
11.34. Processing and documenting financial changes on SUCCESS.	Not comfortable in documenting in SUCCESS.	1
11.35. Determining how a LIM AU becomes eligible for Transitional Medical Assistance (TMA).		0
11.36. Accurately coding the MISC screen when a LIM AU becomes eligible for TMA.	a little confused	5

Question	Comments (from October and December 2008)	Valid Counts
11.36 (Cont'd.)	Don't remember this one.	
	I am still not sure about this. I know where to go for help and reference. It has nothing to do with the teacher. I was ill in class that day.	
	I don't even remember doing this	
	Not comfortable in documenting in SUCCESS	
11.37. Entering information from a QRF onto the TMAI screen.	didn't understand	6
	have no clue what this is!	
	I was ill in class that day.	
	Not comfortable in documenting in SUCCESS.	
	this is a process that was only briefly discussed in training	
	We DIDN'T do this at all.	
11.38. Determining how a LIM AU becomes eligible for Four Months Child Support Medicaid.		0
11.39. Identifying the effective month a person is deleted from an AU.	Did not touch on this.	1
11.40. Identifying the criteria to refer children to PeachCare for Kids.		0
11.41. Printing a Temporary Medicaid Card from SUCCESS.	I don't remember going over this in class.	3
	I missed this section.	
	I remember but it was a fly-by	
<i>Reviews</i>		
11.42. Identifying which Family Medicaid Classes of Assistance require reviews and the time frames in which they are due.		0
11. 43. Identifying forms to be completed at review.	Do not know what forms to use when to complete a review.	1
11.44. Completing a Family Medicaid review on SUCCESS.	I think there should eb more examples of reviews for those who are doing ongoing only....	2
	Not comfortable in using SUCCESSS	

Question	Comments (from October and December 2008)	Valid Counts
11.45. Incorporating good interviewing techniques and policy information into the interview.		0
<i>Regarding Medicaid Training:</i>		
14A. I would like to have spent more time on:	"accessing success skill demonstrations, work up more cases and get more practice."	49
	"All Programs..I feel that each week should be related to the different classes of assistance...I feel like we were rushed, not that it had anything to do with the trainer at all, but there are so many different senerios that you have with each case and I feel it would have been more beneficial to us all to have more time."	
	"prior months medicaid,budgeting"	
	"sucess, processing role playing interviews."	
	"TMA, 4MCS and how to do the QRF's"	
	"tma, rsm"	
	"What and how (ADT/F9) to document behind SUCCESS screens and more time on understanding the budget screens. With multiple cases, it gets confusing. Also it's confusing on when you have to Q multiple times."	
	"Yes, it would have been better if we had more time on SUCCESS."	
	actual application processing and reviews	
	Alerts	
	all aspects of the training	
	changes	(3)
	Covering medicaid policy	
	Data Broker	
	deeming income	
	doing reviews in medicaid vs. doing mostly intake procedures everything	
	Everything was covered and my expectations were met	
	explanations of classes of assistance and SUCCESS	
	Going over activites and exercises instead of just asking did we have questions	
	I think one more week of training would have been helpful. I felt like we crammed so much in one week. More time on the different COAs.	
	I think we should actually go over what medicaid is and what it covers. What the difference between each class of assistance is.	
	knowing what to do when a case trickles	
	lim medicaid	
	more medicaid all fields	
	n/a	(6)
	none	
	nothing	(2)
	nothing. We were adequately informed of the material.	
	on success but computers were messed up!	
	reviews	(2)

Question	Comments (from October and December 2008)	Valid Counts
14A. (Cont'd.)	reviews/combo cases	
	standard of promptness	
	success	(2)
	the computer outside the class room	
	The process of reviews and wrapping the entire Medicaid review.	
	The types of cases that we would actually see.	
	TMA	(2)
14B. I would like to have spent less time on:	"I felt all the material provided was necessary, would have like to seen more audio aids"	31
	"nothing, everything was good."	
	adequate time was spent on each material	
	Budgeting	
	Budgets	(2)
	customer service and silly activities that did not relate to Medicaid	
	customer services skills	
	good customer service	
	intake processing steps	
	n/a	(9)
	newborn	
	none	
	nothing	(7)
	policy	
	sop	
	The overall curricula can be covered in about 7-9 days.	
14C. My suggestion(s) for improving the training program is/are:	"Add a little more SUCCESS practice for cases that end and trickle to a different COA, or when you add a program or person."	40
	"I would suggest that the lab was more prepared in the way of supplying computer that work. Or when the trainer called the help desk they would come out and work on the computer,so that each student would have the same opportunity to see each screen as the trainer was going through the walk through exercises."	
	"Please, Please, Please, be more specific on the material especially SUCCESS."	
	"Reorganizing the manuals to remove the policy excerpts from the SUCCESS steps, and more time to cover the different COAs."	
	"to reconstruct the book so that the information is easier to find. for example, as stated previously, organize the book so that the policy is in front of the excersizes."	
	Don't ever use the Clayton County DFCS office ever again. The people were rude and not friendly. The computer lab was trashy and nasty. The computers were dusty.	
	Ensure all the computers are working properly for each student.	
	extra week	
	having all computers working in lab.	

Question	Comments (from October and December 2008)	Valid Counts
14(C). (Cont'd.)	Incorporate FS & Medicaid at once so you don't forget the FS policy once you get to the end of medicaid	
	incorporating what was learned in food stamp together with medicaid	
	its good.	
	make it shorter	
	Make sure that ALL computers are working! That is the 1st and most important thing. Not having working computers for EVERYONE did not help the training run smoothly. There were several computers out(SUCCESS) the entire class.	
	make sure that all the computers are working and there is sufficient enough to accomodate all class members at one time as a group.	
	make sure the book has up to date information.	
	Making it closer to home.	
	more practice on success	
	More time	
	more time in training	
	more time to practice and cover all material	
	n/a	(7)
	none	
	none at this time.	
	nothing	
	ORGANIZE THE MANUAL. SUCCESS WALK THROUGHS WERE MIXED IN WITH POLICY.	
	Overall it was very informative	
	Please insure that the class has functioning computers.	
	Please provide refreshments	
	re-do the book. have less time overall in training so there is not so much down time and employees can get back into the county quicker.	
	seeing how many people are doing reviews and send more then one day on reviews.	
	Shorten the length for classes that show they are acquiring the material quickly. Allow the trainer to be flexible.	
	stay only with one trainer the whole mayo.	
	the training guide should be put together better and we should learn policy first and success last	
	re-do the book. have less time overall in training so there is not so much down time and employees can get back into the county quicker.	
15. General Comments	-Excellent Teacher!	30
	"All in all, I was expecting to learn the in's and out's of SUCCESS and that did not happen. I am fairly disappointed in this course."	
	"great trainer, very understanding"	
	"Great training. Good location, wonderful trainer."	

Question	Comments (from October and December 2008)	Valid Counts
General Comments (Cont'd.)	"TRAINER HAS BEEN ONE OF THE BEST TRAINERS, THUS FAR. SHE TAKES HER TIME TO EXPLAIN THE PERCEDURES EFFECTIVELY. SHE IS A DILIGENT PERSON AND A EXCELLENT TRAINER TO HAVE."	
	"Trainer was a great trainer. She was well spoken, prepared, knowledgable. I loved her as a trainer and would love to have her again."	
	"over all I did gain knowledge of medicaid that I believe will help me when I return back to my county, The pace of this training phase appeared to be a bit more fast paced, but over all I do have a better understanding of the course."	
	"Overall I enjoyed the training. However, I better understood it whith an instructor rather than just completing it online. All medicaid training should be instructor led."	
	"The computer lab was not fully equipped. There were many computers that did not work. Some students were unable to logon, access tildes, and access goscreens. We had to share computers which took up a lot of time that could have been spent on reviewing material."	
	a bit rushed the last couple of days. but ok.	
	Trainer was a great instructor and I learned a lot from this class. I really enjoyed this class. I better understand the material from online training through this class.	
	Trainer was the BEST!!!!!!	
	great	
	I enjoyed the training location as well as the professionalism of the instructor. I appreciate the organization on their process in preparing aware and informed workers.	
	I know I will enjoy being a Case Manager for DHR. Trainer was great!!!!	
	I really am nervous to do a medicaid caseload. I feel that I wont be able to do it and that I didnt really learn much at this training.	
	I think Trainer's training pace was a perfect fit to my learning style.	
	Trainer was an excellent trainer. I never felt as prepared after a training session until my experience with Trainer.	
	Trainer is the best trainer she is patient and cares about you learning the information!	
	Trainer was the best trainer.	
	Trainer was successful in teaching the class as a whole and adapting to each students learning technique.	
	Trainer is a great trainer. She provided all information that will hel us further our career.	
	Trainer was an awesome trainer. I am now a MEDICAID EXPERT!! THANK YOU Trainer!	
	Overall great training/trainer	
	overall I feel that I have a good grasp on family medicaid policy and how to apply policy in the county office	

**Report #3 OFI Instructor–Led Completion Data
April 1, 2008-December 31, 2008**

Course Name/ID	Data	2008 Apr	2008 May	2008 June	2008 July	2008 Aug	2008 Sept.	2008 Oct.	2008 Nov.	2008 Dec.	Grand Total
AATANFES - TANF Employment Services Sequence	Sum of Total Registered	5		9			10				24
	Sum of Completed	5		6			7				18
ES 1110 - TANF Employment Services Case Manager Phase II	Sum of Total Registered		5		7			10			22
	Sum of Completed		0		0			0			0
FM 1210 - Family Medicaid Phase I	Sum of Total Registered	25	42	16	32	18					133
	Sum of Completed	9	12	0	9	0					30
FM 1220 - Family Medicaid Phase II	Sum of Total Registered	25	50	36	32	17	8	8			176
	Sum of Completed	5	27	25	25	0	7	6			95
FM 1230 - Family Medicaid Integrated	Sum of Total Registered					17	40	53	58	33	201
	Sum of Completed					13	38	29	19	19	118
FS 1310 - Food Stamp Phase I	Sum of Total Registered	41	39	21	44	93	60	27	6		331
	Sum of Completed	35	20	15	38	23	36	16	6		189
FS 1320 - Food Stamp Phase II	Sum of Total Registered	45	47	20	41	68	96	38	14	6	375
	Sum of Completed	38	36	20	15	59	71	35	9	6	289

**Report #3 OFI Instructor–Led Completion Data
April 1, 2008-December 31, 2008**

FS 1330 - Food Stamp Phase III	Sum of Total Registered	17	25	38	17	38	17	18	32	38	240
	Sum of Completed	16	15	23	13	21	16	13	30	20	167
FSABD2 - FS for ABD New Worker Phase II	Sum of Total Registered			19		13	15		17		64
	Sum of Completed			18		10	15		8		51
IVE 1280 - IV-E Phase II	Sum of Total Registered							12			12
	Sum of Completed							12			12
TA 1110 - TANF Phase I	Sum of Total Registered			7			9				16
	Sum of Completed			6			9				15
TA 1130 - TANF Phase III	Sum of Total Registered						11			12	23
	Sum of Completed						4			8	12
Total Sum of Total Registered		158	208	166	173	264	266	166	127	89	1617
Total Sum of Completed		108	110	113	100	126	203	111	72	53	996

Report #3 OFI Instructor-Led Completion Data
April 1, 2008-December 31, 2008

Course Name/ID (All)



Report #3 OFI No Shows
April 1, 2008 – December 31, 2008

Course	2008 April	2008 May	2008 June	2008 July	2008 Aug	2008 Sept	2008 Oct	2008 Nov	2008 Dec
ES 1110 - TANF Employment Services Case Manager Phase II							3		
FM 1210 - Family Medicaid Phase I		6		7					
FM 1220 - Family Medicaid Phase II	5	2	6	5			2		
FM 1230 - Family Medicaid Integrated					4	2	7		11
FS 1310 - Food Stamp Phase I	1			3		1	2		
FS 1320 - Food Stamp Phase II	1	1		2	3	4	2	4	
FS 1330 - Food Stamp Phase III	1		5	3	8	1	4	2	18
FSABD2 - FS for ABD New Worker Phase II			1		3			4	
TA 1130 - TANF Phase III						7			3

Evaluation Report #4

Office of Family Independence Online Training Evaluation Food Stamps

Data Collected From April 1- Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 102 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.30	3.00	0.69	93	0	102
2. The online training navigation system was user-friendly.	3.25	3.00	0.61	91	0	102
3. The level of technical support in the county was adequate.	3.19	3.00	0.64	84	8	102
4. The online training gave me a basic understanding of policy.	3.20	3.00	0.69	88	0	102
5. The online training helped me acquire the knowledge I need to do my job.	3.07	3.00	0.80	78	1	102
6. The technology-computer equipment was adequate.	3.11	3.00	0.65	89	1	102
7. The online training was a good learning tool.	3.11	3.00	0.79	83	1	102
8. The online training gave immediate feedback on my answers.	3.28	3.00	0.59	86	7	102
9. The amount of time given to complete this online course was sufficient.	2.91	3.00	0.98	72	4	102
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.09	3.00	0.73	73	16	102
11. The online instructor facilitated my learning of the content.	3.08	3.00	0.76	65	22	102
12. The online instructor was knowledgeable of the policy.	3.25	3.00	0.68	71	22	102
13. The online instructor responded promptly.	3.22	3.00	0.64	70	23	102
14. The online instructor was familiar with the content.	3.27	3.00	0.64	74	22	102

Question	Comments (From April, July, October and December 2008)	Valid Counts
1. The online training was easy to access.	"When exiting in the middle of a session, I was taken back to the beginning when I re-entered."	2
	Had trouble accessing on weekend.	
2. The online training navigation system was user-friendly.		0
3. The level of technical support in the county was adequate.	Refer to #1.	1
4. The online training gave me a basic understanding of policy.	"Not having a clue about Food Stamps, I think that this should be a classroom training, with the interaction of an instructor and question and answer during the training. when you are reading by your one is hard to get the concept and not having an instructor in the moment that you need it is frustrating."	4
	I tend to learn better in a class room setting	
	Sometimes the policy wasn't current	
	The online training will not be adequate for new worker.	
5. The online training helped me acquire the knowledge I need to do my job.	"I have the basic concepts, but not all the knowledge."	2
	There is too much complicated policy packed into the modules.	
6. The technology-computer equipment was adequate.	Refer to #1.	2
	some of the questions are using old calculations and deductions.	
7. The online training was a good learning tool.	"For workers have experience between 1 to 5 years. It is a good refreshment training for workers. If you have extensive knowledges, the online training is not a good tool."	
	"Very confusing!! I would answer questions based on info in policy manual, which I consulted constantly, and would still get questions wrong. The policy answer that would be given when the test score was determined to be 0 would not be consistent with the policy in the manual. Therefore, there was no way to win at this!!!!"	
	For me this is not a learning tool on this kind of material that has too much detail and material and information	3
8. The online training gave immediate feedback on my answers.	I have not received any feedback on anything I've submitted since beginning the course. Also very difficult to retake the test or stop in the middle of the test. I had to stop the final assessment twice and each time it took me to questions I had not even yet answered.	2
	should be more timely on feedback.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
9. The amount of time given to complete this online course was sufficient.	"With working from 8am -6/7pm at the agency then coming home to attend to my family needs, having this course completed in a weeks' time wasn't sufficient for me to do a better job. I was also on medication for a medical condition."	4
	Every person has its own pace and they gave us a schedule to follow. due to all the information that you have to write down and study is not enough time.	
	I was unable to complete in the amount of time given.	
	It was stressful to try to work in completion with all other assigned duties.	
10. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.		0
11. The online instructor facilitated my learning of the content.	did not need to contact the instructor.	1
12. The online instructor was knowledgeable of the policy.	did not need to contact the instructor.	1
13. The online instructor responded promptly.	She responded quickly to the evaluations. I did not have to contact her for any questions.	1
14. The online instructor was familiar with the content.	there was a question that was incorrect in the training and the instructor was not aware of it. the were asking for material not been studied.	1
General Comments	"I found the online training is very confusing on some parts of the training. Students should be told to make copy of the important references such as calendar and charts. During the quizzes and exams, the calendar was not accessible and unsure as to which calendar to use. Calendar should be made available with the tests so as to no confusion."	14
	"I think, it would be a lot easier to learn if we had a on-site trainer. Someone to actually teach us the material. Rather than in module form. Some of the things in the modules in the begining you dont learn until the very end of training when the same information could have been useful in the beginning."	
	"On the Completing a FS Budget Module, it came up that my answers were incorrect which is confusing especially if this was a new worker. I reported that these budget sheets were incorrect and they stated they would be changed. I think the on-line training is okay but I feel most new workers would benefit more by in- class training. Some of the questions on the quizzes and tests are vague or tricky and probably would be explained more in detail with an in-class instructor."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"There should be a more detailed list of termanology listed on the resource vocabulary sheet, that is not enough termanology included on that termanology list. Also all the computers in this office that i used to access the online training was not adequate for speed and pace when trying to complete the different modules and not condusive for training. During my readings of the different modules I had to write down as much information as i possibly could because my computer would blank out and kick me out of the module, not log me out of the on-line training but out of the module and I would have to restart that Module."	
	GOOD TO BE FINISHED!!!!	
	Great tool for learning.	
	I did not receive any assistance from online instructors. Also if you had to come out the assessment it would not take you back to the last question you had done prior to leaving the course. I had numerous interruptions on the day I took the final assessment and had to close the program.	
	I found some of the question is a bit tricky and can throw me off for simple policy question.	
	I that that the online training should be in a classroom setting so that we may be able to interact with other classmates.	
	I think the questions were two fold on the exam but other than that the training was good.	
	I took this course after hours therefore the Online support was not available until the next business day - I realize that was necessary - They were very resposive the next business day.	
	Test was lengthy but helpful	
	Throughout the training questions were answered per odis policy manual. Quite often those questions were scored as incorrect. It appeared that the policy feedback given for questions throughout the test did not agree with the policy in odis. This created an environment for case managers to fail.	
	Would be nice to have a voice to go along with the modules.	

Evaluation Report #5

Office of Family Independence Online Training Evaluation Family Medicaid

Data Collected From April 1- Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 66 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.43	3.00	0.61	95.0	1.5	66
2. The online training navigation system was user-friendly.	3.28	3.00	0.62	92.0	1.5	66
3. The level of technical support in the county was adequate.	3.19	3.00	0.61	82.0	12.0	66
4. The online training gave me a basic understanding of policy.	3.14	3.00	0.58	91.0	1.5	66
5. The online training helped me acquire the knowledge I need to do my job.	3.00	3.00	0.68	85.0	1.5	66
6. The technology-computer equipment was adequate.	3.16	3.00	0.65	89.0	3.0	66
7. The online training was a good learning tool.	2.94	3.00	0.77	82.0	1.5	66
8. The online training gave immediate feedback on my answers.	3.05	3.00	0.90	76.0	3.0	66
9. The amount of time given to complete this online course was sufficient.	3.11	3.00	0.50	82.0	4.0	66
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.44	3.00	0.57	83.0	14.0	66
11. The online instructor facilitated my learning of the content.	3.13	3.00	0.71	82.0	6.0	66
12. The online instructor was knowledgeable of the policy.	3.44	3.00	0.53	85.0	14.0	66
13. The online instructor responded promptly.	3.16	3.00	0.82	80.0	8.0	66
14. The online instructor was familiar with the content.	3.43	3.00	0.59	89.0	9.0	66

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
1. The online training was easy to access.	it was easy to access but the pages would not always be available and it would interfere with the flow of the course	1
2. The online training navigation system was user-friendly.	going from page to page was sometimes difficult	1
3. The level of technical support in the county was adequate.	Online Instructor was great. She was very patient with me and gave detailed explanations.	1
4. The online training gave me a basic understanding of policy.	I agree to a certain extent but there is nothing like class room interaction which can help you understand better with the scenario in which you are dealing with.	1
5. The online training helped me acquire the knowledge I need to do my job.	i am not sure until i get a caseload and i am able to compare the education to the actual job but so far it seems very helpful	1
6. The technology-computer equipment was adequate.		0
7. The online training was a good learning tool.	For FS it was good but we really needed an instructor to get a clear understanding of the FM policies.	1
8. The online training gave immediate feedback on my answers.	I think this was due to the holidays though.	2
9. The amount of time given to complete this online course was sufficient.	The immediate feedback was for the quizzes and test. "The amount of time given was not enough time (for me) due to the fact that there is no interaction w/ other people learning the same thing as in training in the classroom atmosphere. The classroom atmosphere allows for discussion, study groups, etc."	2
	When you are trying to complete training in an office there are many distractions and you don't have the complete concentration you need in order to do your best.	
10. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.	Online Instructor was great!	2
	They were great and responded to all of my calls in a timely fashion. Thanks!	
11. The online instructor facilitated my learning of the content.	"Again, Online Instructor was great!"	2
	She was out a lot when I was completing the training and I didn't get a lot of my feedback until after I was past the section or two.	

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
12. The online instructor was knowledgeable of the policy.	Getting it back so late I just am not sure	1
13. The online instructor responded promptly.	I have completed the final and have not received feedback from the instructor since the midterm.	2
	there was some dely in the responses but nothing too bad. it could have been that there were other employees that she was taking care of. she was very helpful overall!	
14. The online instructor was familiar with the content.		0
General Comments	"Due to the technical nature of Medicaid Policy. I think this training would be better if facilitated in a class room setting. A couple of questions I was right on was checked incorrect and on some questions you have there is no immediate feedback. Some questions on the assessments were not covered during the lessons. This is just my opinion, I learned better if I have an instructor."	18
	"Even though I have finished the online training, I feel that I was rushed through it. We were only given a week and one day to complete."	
	"I believe I would have done better in a classroom atmosphere, with the opportunity for discussion, interaction in learning, etc."	
	"I believe I would have received a much better understanding of the material with higher scores, if I had not been under such pressure to complete this course in such a short amount of time."	
	"I enjoy the online for training with the exception of having to wait two days or more to get feedback from the instructor interaction. It should be a way where the instructor is on line with you and can answer any questions immediately, not in a few days."	
	"I enjoyed this instruction, it kept me interested. Sometimes I found discrepancies in the dialogue/lesson versus the quiz/exam questions and sometimes the page wouldn't go to the next page; it would freeze or close out. Overall, I enjoyed the training and was happy to have such a patient on-line instructor. Thanks Online Instructor!"	
	"I would rather be in a classroom setting, overall the online training is ok"	
	"Once again the online instructors have been excellent. Online Instructor 1 was my online instructor for the TANF/ES training and now the MA training and she has helped me out so much. Also, Online Instructor 2 was a huge help in initially understanding the budgeting section of this course."	
	"The online training for Medicaid has many glitches in it. It jumps pages, grades correct answers as incorrect and in a whole just not very user friendly."	

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
General Comments (Cont'd.)	"The server for the training website would mess up at times during the training, even once during my final assessment. But after I was able to log back in, it started me on the question I had left off on. Also, some of the interactive windows do not display properly in some of the modules. The settings on my computer were correct. Most of the interactive windows were fine, but some were not."	
	Online Instructor was awesome in responding to questions.	
	I did not like some of the wordage. I felt that some of the questions were trick questions. The lead you to think one way and then completely went the other way. I ran across one question that gave the wrong response. I emailed the instructor about this and she said she will take care of it. I think the questions should be written more clearly and the wordage needs to be looked at with some of the questions.	
	I did the online Medicaid training last year. This year I have a clearer understanding of policy and was able to learn much better with all of the visual trainings as I am a kinesthetics learner.	
	I love online training within a college setting. this is a poor example of online training if a person has never completed online training before. very disappointing	
	Overall I think the training was okay but I strongly feel that classrooms are much better. You have that interaction with the instructors as well as your peers. Maybe I am just from the old school and classrooms works better for me than online courses. I do understand that online maybe the wave of the future.	
	The only thing that needs work is constantly getting the error page every time I push the next button.	
	This on-line course was very helpful in helping me understand Family Medicaid.	
	Would be nice if modules had a voice to go along with just reading.	

Evaluation Report #6
Office of Family Independence Online Training Evaluation
TANF

Data Collected From April 1- Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 16 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.50	3.50	0.52	100	0	16
2. The online training navigation system was user-friendly.	3.31	3.00	0.60	94	0	16
3. The level of technical support in the county was adequate.	3.50	3.50	0.52	88	12	16
4. The online training gave me a basic understanding of policy.	3.25	3.00	0.45	100	0	16
5. The online training helped me acquire the knowledge I need to do my job.	3.13	3.00	0.50	94	0	16
6. The technology-computer equipment was adequate.	3.19	3.00	0.65	88	0	16
7. The online training was a good learning tool.	3.13	3.00	0.81	88	0	16
8. The online training gave immediate feedback on my answers.	3.47	3.00	0.52	94	6	16
9. The amount of time given to complete this online course was sufficient.	3.13	3.00	0.62	88	0	16
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.46	3.00	0.52	81	19	16
11. The online instructor facilitated my learning of the content.	3.38	3.00	0.50	100	0	16
12. The online instructor was knowledgeable of the policy.	3.47	3.00	0.52	94	6	16
13. The online instructor responded promptly.	3.53	4.00	0.52	94	6	16
14. The online instructor was familiar with the content.	3.53	4.00	0.52	94	6	16

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
1. The online training was easy to access.		0
2. The online training navigation system was user-friendly.	"It was quite easy to use, especially now that we can navigate through the contents by going up to the topic and getting the drop down menu of headings!" my internet kept shutting down and was slow a lot of the time	2
3. The level of technical support in the county was adequate.		1
4. The online training gave me a basic understanding of policy.		0
5. The online training helped me acquire the knowledge I need to do my job.		0
6. The technology-computer equipment was adequate.	Again my computer was too slow and kept shutting down at times	1
7. The online training was a good learning tool.		0
		0
8. The online training gave immediate feedback on my answers.		0
9. The amount of time given to complete this online course was sufficient.	it could have been a little longer.	1
10. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.	"I did not utilize help desk. I did, however, contact my instructor via phone and internet and she was very helpful." Online Instructor was great and responded quickly	2
11. The online instructor facilitated my learning of the content.	"There was one thing that confused me. The policy on qualifying quarters. I'm still unsure about if an alien can have quarters of work counted for years that he or she was in the country illegally. One slide says they can, but a subsequent slide says no."	1
12. The online instructor was knowledgeable of the policy.		0

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
13. The online instructor responded promptly.	all the time	1
14. The online instructor was familiar with the content.	all the time	1
General Comments	"Some of the questions were confusing and not clear because I found that their could be more than one answer to the question asked and when actually it was only one answer to the question but for the most part the questions were specific. Also, more examples of different situations was needed because the quizzes had questions of scenarios that were not covered in detail in the modules. overall the online training was helpful."	3
	I absolutely hate the online training simply b/c i had a lot of disruptions with co-workers & phone calls. I rather have done it somewhere else where I could be totally focus and not disturb so much...	
	Some of the training was misleading. Some of the questions did not make since and were contradictory to what the training stated.	

Evaluation Report #7

Office of Family Independence Online Training Evaluation TANF Employment Services

Data Collected From April 1- Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 18 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.38	3.50	0.72	78	11	18
2. The online training navigation system was user-friendly.	3.50	3.50	0.52	88	11	18
3. The level of technical support in the county was adequate.	3.15	3.00	0.80	67	28	18
4. The online training gave me a basic understanding of policy.	3.25	3.00	0.58	83	11	18
5. The online training helped me acquire the knowledge I need to do my job.	3.00	3.00	0.38	78	17	18
6. The technology-computer equipment was adequate.	3.36	3.00	0.50	78	17	18
7. The online training was a good learning tool.	3.19	3.00	0.65	78	17	18
8. The online training gave immediate feedback on my answers.	3.31	3.00	0.60	83	11	18
9. The amount of time given to complete this online course was sufficient.	3.06	3.00	0.85	73	11	18
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.33	3.00	0.65	61	33	18
11. The online instructor facilitated my learning of the content.	3.14	3.00	0.53	72	22	18
12. The online instructor was knowledgeable of the policy.	3.14	3.00	0.53	72	22	18
13. The online instructor responded promptly.	3.14	3.00	0.53	72	22	18
14. The online instructor was familiar with the content.	3.21	3.00	0.58	72	22	18

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
1. The online training was easy to access.	I had difficulty getting in to the correct screen after logging in to the training module.	2
	My computer did not have adobe on it. I had to wait 4 days before I could start after calling the help desk.	
2. The online training navigation system was user-friendly.		0
3. The level of technical support in the county was adequate.	It should not have taken 4 days to get a call back to get the sytem programmed to start training.	1
4. The online training gave me a basic understanding of policy.		0
5. The online training helped me acquire the knowledge I need to do my job.		0
6. The technology-computer equipment was adequate.	My computer was very slow. It went down @ approximatley 3:30 pm on 2 days. Also my answers on a couple modules were not calculated correctly. I had the correct answer but it said no. ???	1
7. The online training was a good learning tool.		0
		0
8. The online training gave immediate feedback on my answers.		0
9. The amount of time given to complete this online course was sufficient.	"County office had me doing parts, intake, SOP...etc. of my job while trying to complete this training. You are not able to commit yourself soley to training when in home office setting"	1
10. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.		0
11. The online instructor facilitated my learning of the content.		0
12. The online instructor was knowledgeable of the policy.		0

Question	Comments (From April-December 2008 due to small sample size)	Valid Counts
13. The online instructor responded promptly.	I went 3 days before I got the first response	1
14. The online instructor was familiar with the content.	It appeared that no matter if I answered right or wrong I got the whole policy of the correct answer- seemed preformatted to me. Not addressing my individual needs.	1
General Comments	"It would have helped to know ahead of time that I could exist out of a module and go back to where I left off from the beginning, as I had to several times exit and start over due to being in the work place and numerous interruptions."	6
	"Overall, I enjoyed the online training much better than classroom training because I was able to continue at my own pace. I did like the fact that the modules gave examples of questions that might have come up in a training."	
	"The online training was very useful, but I really felt that it was too much material to be taught on line. This much material should be placed in a classroom setting."	
	Online Instructor is great as usual. The county questions/ answers that you require should be done separately.	
	Online Instructor was very helpful during my TANF Employment Services Training.	
	The module test need to be graded like the assessment test so the test taker would get a better understanding on how the assessment will be graded. If during the modules the test taker get a percentage of the answer correct and during the final test its either correct or not. Then all the test through out the modules need graded the same way.	

Evaluation Report #8

Office of Family Independence Online Training Evaluation IV-E Medicaid

Data Collected From April 1- Dec. 31, 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 12 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. The online training was easy to access.	3.42	3.00	0.51	100	0	12
2. The online training navigation system was user-friendly.	3.58	4.00	0.51	100	0	12
3. The level of technical support in the county was adequate.	3.38	3.00	0.51	67	33	12
4. The online training gave me a basic understanding of policy.	3.25	3.00	0.62	92	0	12
5. The online training helped me acquire the knowledge I need to do my job.	3.08	3.00	0.79	75	0	12
6. The technology-computer equipment was adequate.	2.92	3.00	0.67	92	0	12
7. The online training was a good learning tool.	3.25	3.00	0.75	83	0	12
8. The online training gave immediate feedback on my answers.	3.27	3.00	0.90	83	0	12
9. The amount of time given to complete this online course was sufficient.	3.50	3.50	0.52	100	0	12
10. The DFCS Online Training Help Desk staff members' feedback addressed my concerns.	3.40	3.00	0.55	42	58	12

Question	Comments (from April – Dec. 2008 due to small sample size)	Valid Counts
1. The online training was easy to access.	as long as you know which web-site to go to	1
2. The online training navigation system was user-friendly.	extremely slow to update	1
3. The level of technical support in the county was adequate.		0
4. The online training gave me a basic understanding of policy.		0
5. The online training helped me acquire the knowledge I need to do my job.		0
6. The technology-computer equipment was adequate.		0
7. The online training was a good learning tool.	"It was good but, I don't think it should be the main learning tool available. I felt like I need human contact to further explain some of the concepts that I did not grasp quickly."	0
8. The online training gave immediate feedback on my answers.	"I really like the detailed feedback, whether my answer was right or wrong"	1
9. The amount of time given to complete this online course was sufficient.		0
10. The DFCS Online Training Help Desk staff member's feedback addressed my concerns.	They were very helpful and prompt whenever I called for support.	1
General Comments	"assessment 3 was sort of tricky, when asking rep income, wkly, or monthly wasnt specified, and net income wasnt explained fully, son test should be question of test"	4
	"The questions were more detailed indepth of the subject matter, than the online training. The training just gave the basic overview."	
	One of the questions on the assessment #2 that I took was incorrect. One of the questions on the assessment #3 that I took was incorrect. I reported both to the help desk and was told that they would look into correcting the questons for future tests. Also that my score would be adjusted to reflect my correct score. I found the help desk worker to very helpful and prompt. Thank you.	
	This was one of the better on-line courses I have taken.	

Score Report for Selected Office of Family Independence Online Courses

Evaluation Report #9 Food Stamps, Family Medicaid, and TANF Online Test Averages

Reporting Period: April 1 - December 31, 2008

Operational Definitions

"Satisfactory Test Average" = Average of 80% or greater on the best attempt of the mid-assessment *and* the best attempt of the final assessment. Maximum of two attempts on each of the assessments. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the mid- *and/or* the final assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Avg." = Individuals with a "Satisfactory Test Average" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the the mid- *and/or* final assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Avg." = Individuals with a test average less than 80% on the best attempt of the mid-assessment *and* best attempt of the final assessment during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts (if needed).

Note: An incomplete test result or unsatisfactory test average does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete test or score sufficiently high on his/her second attempt occurring shortly after the reporting period. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

Food Stamps Case Manager Policy Training

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	267	100%	180	100%	87	100%
Individuals w/ Satisfactory Test Avg.	183	69%	139	77%	44	51%
Individuals w/ Incompletes	55	21%	24	13%	31	36%
Individuals w/ Unsatisfactory Test Avg.	29	11%	17	9%	12	14%

Family Medicaid Policy Training

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	146	100%	92	100%	54	100%
Individuals w/ Satisfactory Test Avg.	117	80%	78	85%	39	72%
Individuals w/ Incompletes	18	12%	8	9%	10	19%
Individuals w/ Unsatisfactory Test Avg.	11	8%	6	7%	5	9%

TANF Policy Training (Phase I)

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	68	100%	53	100%	15	100%
Individuals w/ Satisfactory Test Avg.	50	74%	47	89%	3	20%
Individuals w/ Incompletes	12	18%	4	8%	8	53%
Individuals w/ Unsatisfactory Test Avg.	6	9%	2	4%	4	27%

Evaluation Report #10 TANF Employment Services Score Report

Reporting Period: 04/01/2008 - 12/31/2008 Self Assessment (30 items) (only one test for this course)

Operational Definitions

"Satisfactory Test Score" = A test score of 80% or greater on the best of two attempts. A maximum of two attempts is granted. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Score" = Individuals with a "Satisfactory Test Score" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Score" = Individuals with a test score less than 80% on their best attempt during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts within the reporting period.

"Max Score" = The highest score of an individual's attempts.

"Mean of Max Scores" = The arithmetic average of the distribution of max scores.

"Median of Max Scores" = The score that divides the distribution of max scores in half.

"Mode of Max Scores" = Most frequently occurring score in the distribution of max scores.

"Range of Max Scores" = The difference between the highest and lowest scores within the distribution of max scores.

Note: An incomplete or unsatisfactory test score does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete or earn a satisfactory test score on his/her second attempt on January 1. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

<u>Descriptive Statistics</u>	<u>All Individuals</u>		<u>Registered</u>		<u>Non-Registered</u>	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	32	100%	20	100%	12	100%
Individuals w/ Satisfactory Test Score	27	84%	10	50%	10	83%
Individuals w/ Incompletes	2	6%	1	5%	1	8%
Individuals w/ Unsatisfactory Test Score	3	9%	2	10%	1	8%

<u>Descriptive Statistics</u>	<u>All Individuals</u>	<u>Registered</u>	<u>Non-Registered</u>
Mean of Max Scores	81	86	88
Median of Max Scores	87	86	90
Mode of Max Scores	93	86	93
Range of Max Scores	33	30	33
Lowest Score of Max Scores	67	67	67
Highest Score of Max Scores	100	97	100
Minimum # of Attempts	1	1	1
Maximum # of Attempts	5	5	3
Average # of Attempts	1.56	1.65	1.42

Score Report for Selected Office of Family Independence Online Courses

Evaluation Report #11 Food Stamps for ABD Case Managers (online)

Reporting Period: April 1 - December 31, 2008

Operational Definitions

"Satisfactory Test Average" = Average of 80% or greater on the best attempt of the mid-assessment *and* the best attempt of the final assessment. Maximum of two attempts on each of the assessments. Students may repeat the course and receive additional attempts.

"Individuals Attempting" = Individuals attempting the mid- *and/or* the final assessment at least once during the reporting period. Includes "Individuals w/ Incompletes."

"Individuals w/ Satisfactory Test Avg." = Individuals with a "Satisfactory Test Average" as defined above. Does *not* include "Individuals w/ Incompletes."

"Individuals w/ Incompletes" = Individuals with an incomplete test result as their best attempt on the the mid- *and/or* final assessment. These individuals have not completed all items on the test.

"Individuals w/ Unsatisfactory Test Avg." = Individuals with a test average less than 80% on the best attempt of the mid-assessment *and* best attempt of the final assessment during the reporting period. Includes individuals who have completed one attempt but not necessarily two attempts (if needed).

Note: An incomplete test result or unsatisfactory test average does not necessarily equate to unsatisfactory progress in a course. For example, a student may successfully complete an incomplete test or score sufficiently high on his/her second attempt occurring shortly after the reporting period. Such bona fide, satisfactory performance would not be captured within the time frame of this report.

Food Stamps for ABD Case Managers

Mid-Assessment; Final Assessment

<u>Descriptive Statistics</u>	All Individuals		Registered		Non-Registered	
	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Individuals Attempting	74	100%	52	100%	22	100%
Individuals w/ Satisfactory Test Avg.	59	80%	46	88%	13	59%
Individuals w/ Incompletes	12	16%	4	8%	8	36%
Individuals w/ Unsatisfactory Test Avg.	3	4%	2	4%	1	5%

**Summary of Education and Training Services Section
New Supervisor Training Evaluation Reports
February 2009**

Reports 1 and 2 used a four-point Likert scale to measure feedback. The Likert rating system ranges from a 1 “disagree strongly” to 4 “agree strongly”. Trainer/mentor names have been removed from evaluations and replaced with the term “trainer” or “mentor”.

Evaluation Report #1 New Supervisor Classroom Training

Results of the evaluation of New Supervisors Classroom Training indicate a very high level of participant satisfaction related to classroom environment, content, participant involvement, and trainers’ presentation skills. All questions received a rating of 3.61 or higher. Twenty of twenty-eight questions received a rating of 3.70 or higher.

Evaluation Report #2 New Supervisor Field Practice

Results of the evaluation of New Supervisor field practice indicate a very high level of participant satisfaction related to the field practice experience. All questions received a rating of 3.62 or higher.

Evaluation Report #3 New Supervisor Completion Date

Report 3 includes a breakdown, by month, of participants who registered and completed courses. A graph is also included that displays course completion by month. Additionally, a chart that displays no shows by course and by month is included in this section.

Average of New Supervisor Knowledge Assessments

The chart below shows the average score of all participants that completed the knowledge assessment for New Supervisor Training (OFI and SS) from April through December 2008.

Class	Number of participants	Average score of participants
New Supervisor (OFI and SS)	128	96

Evaluation Report #1

Social Services New Supervisors Classroom Training Evaluation

Date Data Collected: April - December, 2008 Date of Report: January 23, 2009

Rating System: 4=Agree Strongly, 3=Agree, 2=Disagree, 1=Disagree Strongly, N/A*=Not Applicable

Total Number of Surveys Collected = 246 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
<i>Preparation & Classroom Environment. The trainer:</i>						
1. Was responsive to participant concerns.	3.80	4.00	0.42	99	0.04	246
2. Showed respect for the participants.	3.80	4.00	0.46	99	0	246
<i>Training Content. The Trainer:</i>						
3. Presented an overview of the course and introduced each topic.	3.76	4.00	0.43	99.6	0	246
4. Presented training content that was relevant.	3.74	4.00	0.47	99	0	246
5. Used participant activities that reinforced content.	3.74	4.00	0.46	99	0	246
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	3.76	4.00	0.44	99	0	246
7. Presented and/or interpreted policy correctly.	3.75	4.00	0.44	99	0.8	246
8. Used manuals/resources appropriately when unable to answer policy questions directly.	3.69	4.00	0.48	92	7	246
9. Conveyed the purpose or rationale for the training/topic.	3.73	4.00	0.46	99.6	0	246
10. Presented the content clearly and concisely.	3.72	4.00	0.48	99	0	246
11. Demonstrated his-her knowledge of the topic and answered participants' questions	3.75	4.00	0.44	100	0	246
<i>Training Content. The Course:</i>						
12. Was arranged in a way that was conducive to learning.	3.62	4.00	0.53	99	0	246
13. Contained ideas that were relatively easy to understand and implement.	3.64	4.00	0.51	99	0	246

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
14. Included exercises/activities that supported the topic.	3.69	4.00	0.48	99	0	246
<i>Participant Involvement. The Trainer:</i>						
15. Gave participants the opportunity to learn about each other during the introduction part of the training.	3.72	4.00	0.47	98	1	246
16. Created a learning environment in which participants were encouraged to actively participate.	3.75	4.00	0.46	99	0	246
17. Made checks for understanding through using techniques such as questioning, restating, and reviewing content.	3.70	4.00	0.48	99	0	246
18. Managed individual and group dynamics that helped to ensure learner involvement.	3.67	4.00	0.52	98	0	246
19. Was flexible and adjusted the training to accommodate participants' needs, without ignoring the stated content.	3.69	4.00	0.48	98	0.8	246
20. Solicited participant comments, questions and concerns frequently to further enhance learning and verify understanding.	3.72	4.00	0.47	99	0	246
21. Managed difficult situations when they arose and maintained control of the class.	3.67	4.00	0.52	89	10	246
<i>Presentation Skills. The Trainer:</i>						
22. Used time well (begin/end time and break/lunch periods observed.)	3.70	4.00	0.48	99	0	246
23. Established and maintained credibility through personal conduct and professionalism.	3.72	4.00	0.48	99.6	0	246
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	3.70	4.00	0.47	99.6	0	246
25. Selected and used reinforcements and motivational incentive that met the learners' needs and supported instructional aims.	3.70	4.00	0.48	99	0	246

Question	Mean	Median	St. Dev.	% A or AS	% N/A	Valid Counts
26. Summarized or concluded the topics by restating (or having the participants state) the key points.	3.73	4.00	0.45	99.6	0	246
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.).	3.70	4.00	0.47	99.6	0	246
28. Was able to troubleshoot when media problems arose.	3.61	4.00	0.54	90	8.5	246

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Preparation & Classroom Environment: The Trainer:</i>		
1. Was responsive to participant concerns.	"Each time a question was asked, the trainers would respond. Always had an answer for any question or concerns."	4
	Exceedingly	
	He demonstrated great concern.	
	Very attentive to the needs of the group	
2. Showed respect for the participants.	"However there were concerns that trainer made comment to my supervisor regarding concerns, but never mentioned concerns to me."	5
	She cared about what I had to say and felt.	
	The trainer shared a lot of her personal experiences that made the class interesting.	
	Very respectful	
	very respectful and kind	
<i>Training Content: The Trainer:</i>		
3. Presented an overview of the course and introduced each topic.		0
4. Presented training content that was relevant.		0
5. Used participant activities that reinforced content.	I liked the reflection times.	2
	The stickers really worked.	
6. Used examples and/or analogies to link training content to practical, real work situations and to policy.	very good examples	1
7. Presented and/or interpreted policy correctly.		0
8. Used manuals/resources appropriately when unable to answer policy questions directly.		0
9. Conveyed the purpose or rationale for the training/topic.		0
10. Presented the content clearly and concisely.	"The information being taught was presented in a manual, however, the manual given to students was very hard to read, the writing was very small and a lot of it was blurry. However, the trainers did have an overhead projector, which helped out."	1
	very good teacher	

Question	Comments (From April, July, October and December 2008)	Valid Counts
11. Demonstrated his/her knowledge of the topic and answered participants' questions.	Excellent	1
<i>Training Content: The Course:</i>		
12. Was arranged in a way that was conducive to learning.	"Overall course was arranged well, however; it was difficult learning new information on the last day of class."	1
13. Contained ideas that were relatively easy to understand and implement.		0
14. Included exercises/ activities that supported the topic.		0
<i>Participant Involvement; The Trainer:</i>		
15. Gave participants the opportunity to learn about each other during the introduction part of the training.		0
16. Created a learning environment in which participants were encouraged to actively participate.		0
17. Made checks for understanding through using techniques such as questions, restating, and reviewing content.		0
18. Managed individual and group dynamics that helped to ensure learner involvement.		0
19. Was flexible and adjusted the training to accommodate participants/ needs, without ignoring the stated content.	Providing breaks when needed.	2
Took breaks when class seemed out of it.		
20. Solicited participant comments, questions, and concerns frequently to further enhance learning and verify understanding.		0
21. Managed difficult situations when they arose and maintained control of the class.		0

Question	Comments (From April, July, October and December 2008)	Valid Counts
<i>Presentation Skills: The Trainer:</i>		
22. Used time well (begin/end time and break/lunch periods observed).	Excellent time management practices.	1
23. Established and maintained credibility through personal conduct and professionalism.		0
24. Used voice, gestures, silence, movement, and posture to support and enhance content presentation.	Very calming voice. Made you want to hear what is being said.	1
25. Selected and used reinforcements and motivational incentives that met the learners' needs and supported instructional aims.		0
26. Summarized or concluded the topics by restating (or having the participants state) the key points.		0
27. Used various learning tools in a manner that met the needs of learners and any situational needs that arose (easel, projector, computer, LCD, etc.)		0
28. Was able to troubleshoot when media problems arose.	Thank you for going to get Classroom Support Technician...especiallly when we could not view the information on the screen. You understood the importance of visual effects.	1
General Comments	"Great trainer, I am actually a little nervous to go back to the office since I have learned so much during these six days, I have a better understanding of what I am facing in the office"	31
	"I really enjoyed the class, great training."	
	"I really enjoyed this class, I would like to be a trainer like Trainer 1 one day. He seemed honest and open and knowledgeable of what's going on. Cared about peoples feelings."	
	"Trainer is a great instructor. She is very cognizant of others needs and feelings. Listens attentively, recognizes one's input and ideas and accepts them even if not her own. Really good at engagement."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	"The class was interesting, and enjoyable. Trainer presented information well and allowed for expression of feelings and experiences."	
	"The class was very informative, the instructors were very well and knowledgeable."	
	Trainer did a good job. She kept the training interesting and was clear and to the point.	
	Trainer was a very knowledgeable trainer who demonstrated respect and patience during the training process.	
	Excellent training that helped me feel much more prepared for my new job responsibilities. No complaints.	
	Great instructor. Kept me active and interested. Keep up the good job.	
	Great Job!!!	
	great spirit in class.learned lots of great ideas to help me perform better on my job.	
	Great Trainer	
	Have review on last day of class instead of teaching new informationn that you will be tested on.	
	Having one training would have better met my learning style. However primary training summarized what was presented by guess trainers.	
	I felt she really wants to help me be a better supervisor. I enjoyed the class.	
	It would be helpful to have the review on the last day of class instead of teaching new material that is on the test.	
	Trainer was a good training. He presented information well and he was a good listener.	
	Trainer shared his knowledge and expertise and was responsive to the class needs. He shows great patience with teaching and coaching new supervisors.	
	Trainer seemed to be able to put our class at ease.	
	Trainer was an excellent trainer. The activities were extremely engaging and fun. Thank you. Keep up the great work.	
	Overall good presenter. Keep up the good work.	
	Thank you. Keep up the good work.	
	The content was not enough. I need more direction on discipline type situations.	
	This training was very useful but I wish that I had taken this training closer to the date that I became supervisor. It would have helped me tremendously to take this training closer to the date that I took this job.	
	This was a very helpful class and helped with my anxiety about being a new supervisor. The only thing that I would change is the pressure of making a 90 or above on the test at the end.	
	this was an excellent training course for new supervisors. I just wish that I had taken it earlier.. it shows a lot of info that i feel like i needed earlier and would have relieved a lot of stress for me in the past 6 mnths	

Question	Comments (From April, July, October and December 2008)	Valid Counts
General Comments (Cont'd.)	very informative..made you think more about how to better do your job...very encouraging	
	Very nice and respectful to all students. Trainer brought in SHINES staff to answer ?'s specific to SHINES to aide w/ the class concerns.	
	Wonderful trainer and material that was presented. I will take other training classes with Trainer.	

Evaluation Report #2

New Supervisor Field Practice Feedback Form

Data Collected From April - December 2008 Date of Report: January 23, 2009

Rating System: 4 = Agree Strongly, 3 = Agree, 2 = Disagree, 1 = Disagree Strongly, N/O* = Not Observed

Total Number of Surveys Collected = 52 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	% N/O or N/A	Valid Counts
1. Field practice was implemented as intended.	3.65	4.00	0.52	98	0	52
2. I received adequate support and guidance during my field practice experience.	3.83	4.00	0.43	98	0	52
3. The field practice experience reinforced classroom instruction.	3.67	4.00	0.55	96	0	52
4. The field practice experience helped prepare me for the daily work activities of a supervisor.	3.62	4.00	0.63	92	0	52
5. Overall I was satisfied with the field practice experience.	3.73	4.00	0.49	98	0	52
6. The field practice experience was a useful learning tool.	3.63	4.00	0.56	96	0	52
7. I was satisfied with the supervision I received during my field experience.	3.75	4.00	0.48	98	0	52
8. My field practice e-mentor was available to mentor me throughout the experience.	3.85	4.00	0.36	100	0	52
9. My field practice e-mentor was knowledgeable regarding supervisory practice.	3.88	4.00	0.32	100	0	52

Question	Comments (From April, July, October and December 2008)	Valid Counts
1. Field practice was implemented as intended.	"it was actually delayed somewhat because of the demands on my time, supervising and covering 2 vacant caseloads. I also was not able to complete it in 15 days which I think is very unrealistic for a new supervisor."	5
	As The supervision training came at a 'good time' for me as I have been a lead worker for almost 2 years with supervisory responsibilities and needed to move 'to the next level' and this training was 'it.'	
	I trust my county to let me know what areas I need to be concerned with. Some of the things in field practice were too in depth for my particular county because I have nothing to do with that aspect.	
	My E-Mentor went over every module with me and gave me beneficial feedback.	
	Not sure if I understand this question. I believe I got out of it what was intended but it was impossible for me to complete the Field Practice in only two weeks. This time frame does not take into account my daily job requirements. It made me feel like an underachiever not being able to complete	
2. I received adequate support and guidance during my field practice experience.	"Both trainers gave opportunities for input, solicited feedback, were clear in directions, but also moved the group on when needed."	5
	"Mentor was fantastic. She recognized that at times, getting away from the day to day demands was a problem, and came up with creative ways and times for us to complete the practice."	
	Mentor is an excellent mentor and you genuinely know she cares. It is a good feeling to have when you know there is someone in your corner.	
	I received excellent support and guidance. It was awesome and I am glad to see that my mentor cared so strongly.	
	Mentor was wonderful!!!	
3. The field practice experience reinforced classroom instruction.	"As a 'new incompetent supervisor' (emphasis on new) I got helpful feedback and assistance for field practice. Otherwise, I still would be trying to complete my modules."	2
	I learned much more from the Field Practice than I did in the classroom. Real hands-on experience.	
4. The field practice experience helped prepare me for the daily work activities of a supervisor.	"All of the pieces came together for me during class. I was immediately able to go back to the job and fill in the blanks. So many of the things I learned in class helped me with my staff, especially in terms of conferences."	5
	"Field practice did little to help me in the daily work activities. Instead, it helped me analyze my workers more and notice certain team actions, but did not help me get my work completed."	

Question	Comments (From April, July, October and December 2008)	Valid Counts
4. (Cont'd.)	"I can see what I need to do, am close to 'doing it' but have not fully made the operational transition. But, all of my agency 'messages' and all of my 'supervisory training 'messages' repeat the same thing--how to get organized and delegate."	
	I actually completed much of these activities before I worked on them for field practice.	
	I learned so much valuable information which will make my job responsibilities easier and more understandable.	
5. Overall I was satisfied with the field practice experience.	Mentor was very helpful with Tips on how to do things and also with encouraging words.	4
	I found it very helpful as I was in a small county with no OFI peers and only 1 Services supervisor. I had no other available mentor.	
	I value the things I learned but it was very unpleasant not being able to have the time needed to focus more on the Field Practice as it is intended. It is an extremely valuable tool and I believe more time would help in the learning process.	
	My e-mentor was very flexible with my schedule which I appreciated.	
6. The field practice experience was a useful learning tool.	Definitely!!!	2
	Yes. It was a lot of information to absorb in a short amount of time but the trainers made it workable and worth while. They were always modeling 'positive' behaviors and that was astounding in the DFCS environment.	
7. I was satisfied with the supervision I received during my field experience.	"Again, Mentorl was more than helpful. A real coach. She was very intuitive, knowing when I needed to say something, but could not formulate the words."	4
	"Very satisfied and was glad that Mentor was the one assigned, she was very helpful."	
	Definitely!!!	
	The biggest challenge for me will be finding and creating on-going support beyond what my direct supervisor can provide to support my practise for the next year.	
8. My field practice e-mentor was available to mentor me throughout the experience.	"Due to my schedule I was beginning to feel like a failure, however, Mentor continued to reassure me that we could work through anything and fit her schedule to mine."	5
	At all times and still is!	
	At anytime also that was very helpful.	
	Mentor was helpful in providing support and providing instruction and focus for me in terms of what I needed to accomplish and by 'when.'	
	Mentor was always available and very flexible when scheduling phone sessions.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
9. My field practice e-mentor was knowledgeable regarding supervisory practice.	I am grateful that I had an advisor that was very patient and attentive. She did a good job of bringing her experience to the table.	3
	Very knowledgeable.	
	Yes.	
10. The <i>most helpful</i> activities from the field practice experience were:	"Learning every unit members' learning style, organizing unit meetings using agendas, productivity files and worker monthly conferences."	24
	"Module 4, 7, 9"	
	"Our phone conferences during which we together traveled to different web sites, looking for resources such as the CAR's in the FPS handbook on the Everything OFI website, looking up reports on infopac, compiling reports and identifying all the resources required to do so, etc."	
	"The modules related to supervision and conferences. This was my least knowledgeable area. My e-mentor provided me with many handouts, guides, etc. that would make the task easier. The actual one on one, being able to talk with the mentor about my fears as a supervisor was extremely helpful."	
	"The most helpful activities that I thought would assist me with supervision was Module 1: Administrative Responsibilities, and Module 4: Roles of Supervision."	
	"The training piece about moving from 'competent worker' to 'incompetent supervisor' or 'new supervisor'. Seeing other colleagues who were making their journey and seeing the diversity of the experience. Being away from the office here. The study requirements and support were made workable so that I did not experience more stress as a result of coming to training. I did not experience 'work stress' and 'training stress' but found the experience to be workable. What was helpful for me, however, was that I already had two years (almost) of supervisory training as a lead worker so all of this 'made sense.'"	
	Being able to call my field practice e-mentor whenever I had a question.	
	E&R review	
	Everything was very helpful. I learned so many things that would assist with my supervisory experience.	
	Helping me to understand the procedures for completing the program	
	I found that the most helpful activities were the reports as well as making sure that I had what I needed to successfully supervise my workers. Mentor was a wonderful e-mentor and worked well with me.	
	I found the section on unit member profiles to be very helpful. Mentor did a great job helping me find ways to turn workers' weak areas into strong areas.	
	I learned a lot from going through each module in the field practice book.	
	Resource identification	

Question	Comments (From April, July, October and December 2008)	Valid Counts
10. Cont'd.	Mentor was available whenever needed and this was more than helpful.	
	talking about real strategies that work with people I supervise	
	The all around support.	
	The consultation and talking through the activities and the importance!!! Mentor was great!!	
	The general discussion of practices of a supervisor was very helpful in my Field Practice Training.	
	The most helpful thing was being able to have dialect with my e-mentor. She allowed my to talk about county specific things and give me advise and examples on how to handle things. She also gave me resources and information on how to find things I may need in the future.	
	The tips and helpful hints to working smarter not harder.	
	Tips on delaing with difficult employees and situations. Keys to satying organized and on top of the work.	
	Unit Profile	
	when mentor came to our county and worked w/ me directly also the modules helped me to connect w/ the different parts of my job	
11. The <i>least helpful</i> activities from the field practice experience were:	"Discussion of the Performance Evaluation Process. Didn't really get a lot of help with those which I was in the middle of, during field practice"	18
	"For me, the five hour drive to and from Athens. There really is the need for e-mentor support or 'field support' over a range of time for new supervisors. I know that this responsibility belongs to our agency and region but 'new supervisors' are going to need a lot of support beyond the start up phase."	
	"Gathering copies of local forms, etc."	
	"I was already working a a supervisor while having to complete this training. *Please note: Although I feel every new supervisor should have to take this training, this should be done as soon as the new supervisor is hired. It is too hard to have to supervise a unit and complete this training all at the same time. As it is possible to do, you can't give 100% to both duties!"	
	"Module 2 since the information didn't apply to me. Module 3 (PMF expectations written at a higher level than me). Module 5, 11, and 12 were already such a big part of standard practice for me, that I didn't take much away from them. Module 10 since our program director pulls all reports, extracts pertinent information, and forwards to applicable supervisors."	
	"The financial module. This is only because most of these duties are assigned to others. However, the module was helpful in guiding me to sites that would be of use to me."	
	"The least helpful activity that I thought really didn't apply to an E&T supervisors job duties was Module 8: Legal, due to the eligibility workers attending the fair hearing process, but the E&T case manager assisting."	
	Can't think of any at the moment.	

Question	Comments (From April, July, October and December 2008)	Valid Counts
11. Cont'd.	I don't think I found anything least helpful because everything made me be a well rounded person.	
	I think some one on one help as opposed to the week of required training would have been more beneficial particularly for veteran workers	
	It is very hard to take the time to complete everything when you also have the full time responsibilities of your job. I did not have as much time to spend on this as I would like.	
	N/A	(4)
	None noted. The training as a whole has been a great asset in my transition from Casemanager to Casemanager Supervisor.	

**Report #3 OFI/SS New Supervisor Tools of the Trade
April 1, 2008-December 31, 2008**

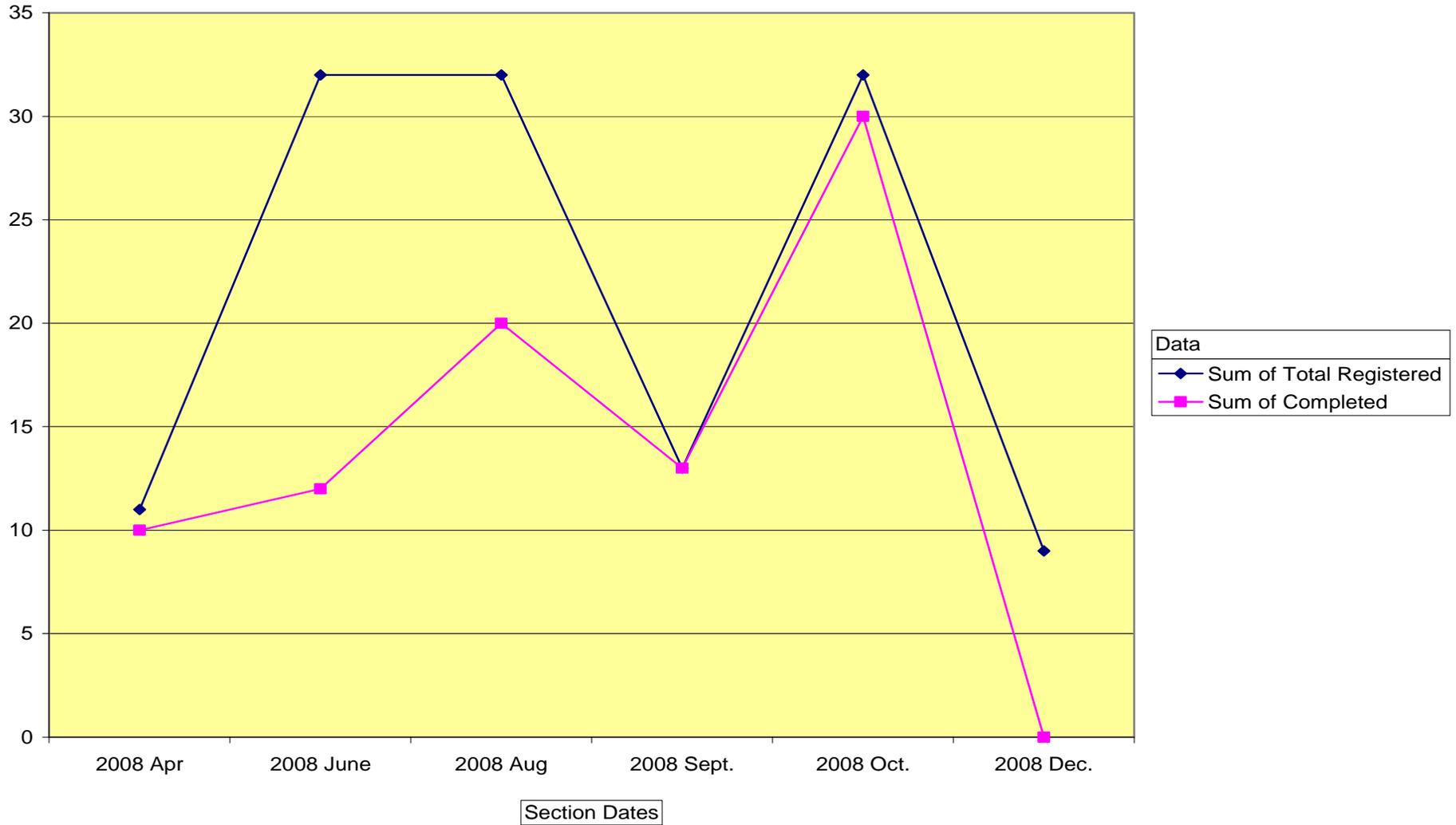
Course Name/ID	Data	2008 Apr	2008 June	2008 Aug	2008 Sept.	2008 Oct.	2008 Dec.	Grand Total
OCP 401 - Social Services New Supervisor Training:Tools of the Trade	Sum of Total Registered	9	17	19	9	21	9	84
	Sum of Completed	8	6	10	9	21	0	54
SP 1500 - OFI New Supervisor Training: Tools of the Trade	Sum of Total Registered	2	15	13	4	11		45
	Sum of Completed	2	6	10	4	9		31
Total Sum of Total Registered		11	32	32	13	32	9	129
Total Sum of Completed		10	12	20	13	30	0	85

New Supervisor No Shows (April 1 – December 31)

Course	2008 April	2008 June	2008 Oct
OCP 401 - Social Services New Supervisor Training:Tools of the Trade	1	1	
SP 1500 - OFI New Supervisor Training: Tools of the Trade			2

Report #3 OFI/SS New Supervisor Tools of the Trade
April 1, 2008-December 31, 2008

Course Name/ID (All)



**Summary of Education and Training Services Section
Professional Excellence (PE) Training Evaluation Reports
February 2009**

Reports used a five-point Likert scale to measure feedback. The Likert rating system ranges from a 1 “strongly disagree” to 5 “strongly agree”.

Evaluation Report #1 Interviewing Skill Development and Practice

Results of the evaluation for the Interviewing Skill Development and Practice course indicate a very high level of participant satisfaction. All questions received a rating of 4.00 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #2 Legal Issues 2: In-Court Training

Results of the evaluation for the Legal 2 course indicate a very high level of participant satisfaction. All questions received a rating of 4.38 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #3 Interviewing Children and Adolescents

Results of the evaluation for the Interviewing Children and Adolescents course indicate a very high level of participant satisfaction. All questions received a rating of 3.92 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #4 Observing and Assessing Families

Results of the evaluation for the Observing and Assessing Families course indicate a very high level of participant satisfaction. All questions received a rating of 3.88 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #5 Skills and Strategies for Working with Fathers

Results of the evaluation for the Skills and Strategies for Working with Fathers course indicate a very high level of participant satisfaction. All questions received a rating of 3.94. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #6 FISH Philosophy

Results of the evaluation for the FISH Philosophy course indicate a very high level of participant satisfaction. All questions received a rating of 3.91 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #7 ECEM Promoting Placement, Stability, and Permanency

Results of the evaluation for the ECEM Promoting Placement, Stability, and Permanency course indicate a very high level of participant satisfaction. All questions received a rating of 3.97 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #8 FTMI Training

Results of the evaluation for the FTMI Training indicate a very high level of participant satisfaction. All questions received a rating of 4.00 or higher. Question four and five are reverse order questions so a low score indicates participant satisfaction.

Evaluation Report #1

PE 507 – Interviewing Skill Development & Practice

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 53 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.77	5	0.422	97.38	53
2. The content included exercises/activities that supported the topic.	4.79	5	0.41	98	53
3. The handouts were helpful in understanding the material.	4.53	5	0.64	96.2	51
4. I was confident in the subject matter before the training.	2.84	3	1.13	69.2	53
5. This training was not really applicable to my job.	1.94	1	1.29	25	53
6. This training increased my knowledge about the subject area.	4.57	5	0.72	94.1	53
7. The knowledge and skills gained in this training will be useful in my job.	4.58	5	0.64	96.1	52
8. I would like additional information about the training topic.	4	4	1.11	71.4	50
9. I would recommend this training to my colleagues.	4.45	5	0.91	96.2	53
10. The training length was appropriate.	4.23	5	1.01	92.2	53
11. Overall the trainer was effective.	4.75	5	0.65	98	53
12. The trainer presented the content clearly and concisely.	4.83	5	0.38	98	53
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.94	5	0.24	98.1	51
14. Overall the training environment was satisfactory.	4.71	5	0.67	98.1	52
15. I feel more confident about the subject matter	4.57	5	0.8	94.2	53

after this training.					
16. Overall this course was useful for my job.	4.65	5	0.62	96.1	52

[PE 507 - General Comments](#)

Need two days
Great training
It was a great class, the teachers were great
The class and training was very helpful and I recommend it to all of my colleagues
Great energy; knowledge about the content
Overall training was great, I really enjoyed both trainers
I learned some skills prior to this class; great training
The trainers were ery skilled and presented very realistic situations; they made the training very interesting and gave good feedback
Great session, both trainers were competent and welcomed questions
use of role play was very helpful
great training
trainers had a lot of energy; great role playing activities
I interview children, not adults
Doing sample interviews was a helpful technique
It was good
Very informative
I think both trainers did an excellent job
Not a dull moment in class; I learned and had fun at the same time
Great job of presenting information
Learned alot from the training and will apply to my knowledge base
Extremely knowledgeable about everything
Very detailed and informative
Would love to see more trainings
Great trainers
By far the best training I have ever attended
I really liked some of the questions that were given as method to use when interviewing
Instructors were well-versed with the topics; directions and classroom number should be indicated at registration
I thought the training was great
Fun and informative class

Evaluation Report #2

PE 508 – Legal Issues 2: In-Court Training

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 13 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.92	5	0.28	100	13
2. The content included exercises/activities that supported the topic.	4.92	5	0.28	100	13
3. The handouts were helpful in understanding the material.	4.92	5	0.28	100	13
4. I was confident in the subject matter before the training.	3.92	4	1.19	61.6	13
5. This training was not really applicable to my job.	2.85	1	2.08	46.2	13
6. This training increased my knowledge about the subject area.	5	5	0	100	13
7. The knowledge and skills gained in this training will be useful in my job.	5	5	0	100	13
8. I would like additional information about the training topic.	4.38	5	0.87	76.9	13
9. I would recommend this training to my colleagues.	5	5	0	100	13
10. The training length was appropriate.	5	5	0	100	13
11. Overall the trainer was effective.	5	5	0	100	13
12. The trainer presented the content clearly and concisely.	5	5	0	100	13
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	5	5	0	100	13
14. Overall the training environment was satisfactory.	4.92	5	0.29	100	12
15. I feel more confident about the subject matter	5	5	0	100	13

after this training.					
16. Overall this course was useful for my job.	5	5	0	100	13

[PE 508 - General Comments](#)

Best training with DFCS
 Loved this training
 Very good training
 I enjoyed this training
 Excellent training
 Fun
 Informative trainers
 great job
 Informative and interesting

Evaluation Report #3

PE 512 – Interviewing Children & Adolescents

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 13 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid
					Counts
1. The content was arranged in a way that was conducive to learning	4.77	5	0.44	100	13
2. The content included exercises/activities that supported the topic.	4.69	5	0.48	100	13
3. The handouts were helpful in understanding the material.	4.92	5	0.28	100	13
4. I was confident in the subject matter before the training.	3.69	4	0.63	61.5	13
5. This training was not really applicable to my job.	1.69	1	1.49	15.4	13
6. This training increased my knowledge about the subject area.	4.77	5	0.44	100	13
7. The knowledge and skills gained in this training will be useful in my job.	4.92	5	0.28	100	13
8. I would like additional information about the training topic.	4.54	5	0.78	84.6	13
9. I would recommend this training to my colleagues.	4.77	5	0.6	92.3	13
10. The training length was appropriate.	3.92	5	1.44	69.2	13
11. Overall the trainer was effective.	4.83	5	0.39	100	12
12. The trainer presented the content clearly and concisely.	4.85	5	0.38	100	13
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	5	5	0	100	13
14. Overall the training environment was satisfactory.	4.69	5	0.63	92.3	13
15. I feel more confident about the subject matter	4.77	5	0.44	100	13

after this training.					
16. Overall this course was useful for my job.	4.92	5	0.28	100	13

[PE 512 - General Comments](#)

excellent job in limited amount of time
 More time needed
 Could have been longer training
 Very informative
 Excellent training!
 Very useful information
 Difficult to cram everything into 3 hours
 Great training

Evaluation Report #4

PE 513 – Observing & Assessing Families

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 33 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.48	5	0.57	97	33
2. The content included exercises/activities that supported the topic.	4.52	5	0.51	100	33
3. The handouts were helpful in understanding the material.	4.61	5	0.61	94	33
4. I was confident in the subject matter before the training.	3.34	3	1.12	46.8	32
5. This training was not really applicable to my job.	2.3	2	1.57	27.3	33
6. This training increased my knowledge about the subject area.	4.56	5	0.62	93.7	32
7. The knowledge and skills gained in this training will be useful in my job.	4.61	5	0.5	100	33
8. I would like additional information about the training topic.	3.88	4	0.94	71.9	32
9. I would recommend this training to my colleagues.	4.39	4	0.56	96.9	33
10. The training length was appropriate.	4.5	5	0.62	93.7	32
11. Overall the trainer was effective.	4.58	5	0.56	97	33
12. The trainer presented the content clearly and concisely.	4.55	5	0.56	97	33
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.7	5	0.47	100	33
14. Overall the training environment was satisfactory.	4.27	4	0.76	93.9	33
15. I feel more confident about the subject matter after this training.	4.36	5	0.74	84.8	33

16. Overall this course was useful for my job.	4.6	5	0.56	96.9	33
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PE 513 - General Comments

Job well done

Email said to go to Richmond County DFCS, when we arrived we were sent to August Tech

Freezing in the classroom

I will purchase child development books

Too cold in room

Too cold

Room was too cold

Freezing in classroom

Room was a little cold

Wonderful presentation; very helpful information

This training was very effective

Very very good

I would like the developmental chart for 0-3

Job well done

Evaluation Report #5

PE 514 – Skills & Strategies for Working with Fathers

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 312 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.48	5	0.72	92.3	311
2. The content included exercises/activities that supported the topic.	4.59	5	0.64	95.8	312
3. The handouts were helpful in understanding the material.	4.63	5	0.64	95	309
4. I was confident in the subject matter before the training.	3.34	3	1.11	40.6	310
5. This training was not really applicable to my job.	2.11	1	1.48	20.7	309
6. This training increased my knowledge about the subject area.	4.45	5	0.75	92.2	308
7. The knowledge and skills gained in this training will be useful in my job.	4.49	5	0.79	90.4	311
8. I would like additional information about the training topic.	3.94	4	1.08	70.7	297
9. I would recommend this training to my colleagues.	4.38	5	0.86	86.7	308
10. The training length was appropriate.	4.05	4	1.14	75.4	305
11. Overall the trainer was effective.	4.65	5	0.64	94.2	310
12. The trainer presented the content clearly and concisely.	4.64	5	0.63	93.9	311
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.66	5	0.65	94.2	310
14. Overall the training environment was satisfactory.	4.51	5	0.7	92.6	311
15. I feel more confident about the subject matter after this training.	4.46	5	0.72	93	312

16. Overall this course was useful for my job.	4.52	5	0.76	92.6	311
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Very good teaching
 Instructor read from book faster than I could take notes; book was excellent
 Content was explained at my level of understanding; handouts were really helpful
 Trainer was very professional, helpful, and provided useful information; participant guide is a great tool
 Most helpful training I've had in a long time
 great job; no vending machines
 I really gained valuable information
 A printed powerpoint would have been helpful
 I could like an electronic copy of training notes; room was cold
 Could be done in one day
 Very informative
 Great presentation
 very well presented
 very effective
 great class, really enjoyed it
 need powerpoint slides
 Trainer was a source of information
 good job
 great trainer
 well done
 good job
 Trainer has an excellent way in conveying course material
 Very good trainer and material
 This was an excellent training
 Trainer was great and very personable
 Would be good to have a copy of powerpoint
 Could have been done in one day
 Very good class
 Not appropriate/professional to change training location day before training
 It would be good to do training early in the career
 Chattooga
 Very good training
 This training enlightened my views about fathers

Room too cold
 Exercises were repetition of class discussion; content superficial and ideas not realistic;
 didn't really learn anything

Trainer was excellent
 Trainer was excellent trainer, engaging and interactive
 Enjoyed training
 Very informative workshop
 Really informative; learned a lot about working with fathers
 Made me feel more confident; like how you get everyone up group and not just lecture
 Activities and exercises were helpful; could understand content information
 Great enthusiasm over course material; great job on encouraging classroom participation
 Trainer was very knowledgeable in course and very enthusiastic
 This training could have been shortened to one day; course was repetitive; exercises needed to be either in gr

or book, not both

A little more group work than I would have liked

The training style and content is extremely helpful

I understand more about why and how to engage fathers

I felt the trainer effectively increased the knowledge of the subject

Participant guide is a great source

Great information; would be helpful to have phone number for programs

Trainer was very knowledgeable

Exercises are good; like the resource list in manual

Room was too cold; training can be shortened; great instructor

Admire trainer's positive outlook

Examples created a visual; crowd participation helped; trainer was very pleasant

Handouts are helpful; examples were helpful; participation and discussion was interesting

Excellent training; increased knowledge base

I liked the way the trainer gave feedback and answered questions

Too cold; use of eco map, definition of paternity, and continuum were helpful; SAAG helpful

Excellent

Excellent training; useful for current requirements/services

One of the best trainers

Great course

Was an eye opener

Made the topic interesting

The training enlightened thoughts and concerns

Very good examples, take aways; additional benefit having male trainer

Very energetic; good job! I learned a lot

Good job presenting the materials, you made class interesting

enthusiastic trainer

Training was too long

Too cold

Great training and presentation

Could be presented in one day

Room was very cold

Extremely easy to follow and learning was natural

Trainer is great

Great trainer

Great

Instructor was excellent; very impressed with teaching method

Bryan

Good job

This should have been done during the 1st or middle part of the month; end of month is a bad time

The training was too long

More information about the father initiative program

Provided great information

Great job

Training shouldn't be done at job site

Wonderful training and trainer

Good job

Really enjoyed and learned a lot

Trainer is very knowledgeable

Great topic and instructor

Really enjoyed class; initially I did not know what to expect; my knowledge has been enhanced
Troy did an excellent job
Good exercises; provided valuable guidance and listened and engaged participants
Fun exercises; very useful information
Had a good group to train with
Class came too late in my employment with DFCS
Trainer was awesome
Didn't open book
Very good teacher; very informative and not boring
Would have helped to have real case scenarios addressed
video was helpful; resource information was also very helpful
Trainer was great
wonderful examples; wonderful instructor
Could be done in one day
Handouts were helpful
Very energetic and enthusiastic
More examples and personal experiences
Exercises with group helped
Book was very useful
Great engagement with participants
Need to have better organization
Trainer made class very friendly
Wish this training was included during keys training; awesome resource guide
learned techniques and resources that will be helpful
Great job
Needed longer for lunch
Very educational and informative for the work we do
The training was good and I would recommend it
Excellent presenter
Great handouts, will use the resources in the back of the book
Enjoyed activities; feel much better about what we can disclose
Good resources
Room too cold
very knowledgeable trainer
Great communication skills
The material was helpful
Could have been done in one day
Wasted 2 days
We need to know how to work with fathers to meet CFSR requirements

Evaluation Report #6

PE 518 – FISH Philosophy

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 26 Valid Counts = Usable Responses for Calculations

					Valid
Question	Mean	Median	St. Dev.	% A or AS	Counts
1. The content was arranged in a way that was conducive to learning	4.77	5	0.43	100	26
2. The content included exercises/activities that supported the topic.	4.77	5	0.43	100	26
3. The handouts were helpful in understanding the material.	4.7	5	0.47	100	26
4. I was confident in the subject matter before the training.	3.32	3	1.18	36	25
5. This training was not really applicable to my job.	2.64	2	1.68	36	25
6. This training increased my knowledge about the subject area.	4.35	4.5	0.75	84.6	26
7. The knowledge and skills gained in this training will be useful in my job.	4.62	5	0.57	96.2	26
8. I would like additional information about the training topic.	3.91	4	1.02	36.4	22
9. I would recommend this training to my colleagues.	4.65	5	0.49	100	26
10. The training length was appropriate.	4.64	5	0.49	100	25
11. Overall the trainer was effective.	4.77	5	0.43	100	26
12. The trainer presented the content clearly and concisely.	4.81	5	0.41	100	26
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.77	5	0.43	100	26
14. Overall the training environment was satisfactory.	4.58	5	0.86	96.1	26
15. I feel more confident about the subject matter	4.5	4.5	0.51	100	24

after this training.					
16. Overall this course was useful for my job.	4.72	5	0.54	96	25

[PE 518 - General Comments](#)

Great
Thanks for the candy
Excellent trainer
this office really needed this training
very enjoyable and informative
excellent trainer

Evaluation Report #7

PE 525 – ECEM Promoting Placement, Stability, & Permanency
 Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 240 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.39	4	0.62	93.3	240
2. The content included exercises/activities that supported the topic.	4.43	4	0.61	96.2	238
3. The handouts were helpful in understanding the material.	4.42	5	0.69	90.6	235
4. I was confident in the subject matter before the training.	3.86	4	0.89	68.2	239
5. This training was not really applicable to my job.	2.01	1	1.34	21.5	233
6. This training increased my knowledge about the subject area.	4.07	4	0.99	79.4	237
7. The knowledge and skills gained in this training will be useful in my job.	4.33	4	0.76	90.4	239
8. I would like additional information about the training topic.	3.54	4	1.21	56.4	227
9. I would recommend this training to my colleagues.	4.03	4	1.03	75.7	239
10. The training length was appropriate.	3.97	4	1.05	75.7	235
11. Overall the trainer was effective.	4.42	5	0.67	92	240
12. The trainer presented the content clearly and concisely.	4.46	5	0.63	93.3	239
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.55	5	0.58	95.8	240
14. Overall the training environment was satisfactory.	4.34	5	0.82	88.6	238
15. I feel more confident about the subject matter after this training.	4.12	4	0.89	80.4	239

16. Overall this course was useful for my job.	4.28	4	0.89	87.1	240
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[PE 525 - General Comments](#)

Too cold

This should be offered to new workers and not mandatory for workers who have been here forever; trainer was great

Trainer did great

Yes, documenting needs permanency

Great instructors; very informative

Training was a review; too cold

Too cold

Room was cold

Too cold

Good training-kept my attention

Too much talking from peers during training

Good training on interviewing and documentation; more information about the policy changes

Seemed more about interviewing than every child every month; curriculum/not trainers

I would like copies of each of the developmental questionnaire sheets

CPS Investigation

Good training, could have been shorter

Could have been shortened

Great

Too cold

I have had too much training on this subject; I don't think we need this; overly trained in this area

New cm's only

This course was very effective

Training could have been 1/2 day

Great trainers

make question handouts available

Too long

Needed to be longer

Good job

Good trainer

Already knew most information provided

Already knew the material

well done; not boring

Class was very helpful in further understanding ways to document

Good job

Excellent trainer, I enjoyed the class

These were great trainers

Really enjoyed the training

very informative

I felt the training was not very useful for veteran cm's

This training was excellent. Trainer was very knowledgeable

Very informative, will use material as a guide

Great trainers

Very informative

I didnt feel this was useful to veteran workers

Excellent training

Very informative- will use material as a guide
Trainers were very informed about child issues
Enjoyed the training; trainers worked well together
Familiar with information already
I feel the training was very helpful and I recommend it to my co-workers
Great training
This course would have served me better as a webct course
I work more with the foster parents not the children
A lot of the information is covered in keys
Old material
Shorten the training
Power Point could have been sent by email and has as much effort; we couldn't keep the handouts;
repetative; no new information
Great trainers
The documentation portion was very helpful to me
Great trainers
Need more time to document
Excellent class

Evaluation Report #8

OCP 312 – FTM I Training

Date Data Collected: Oct.1 – Dec. 31, 2008 Date of Report: January 20, 2009

Rating System: 5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree

Total Number of Surveys Collected = 53 Valid Counts = Usable Responses for Calculations

Question	Mean	Median	St. Dev.	% A or AS	Valid Counts
1. The content was arranged in a way that was conducive to learning	4.77	5	0.422	100	53
2. The content included exercises/activities that supported the topic.	4.79	5	0.41	100	53
3. The handouts were helpful in understanding the material.	4.53	5	0.64	92.2	51
4. I was confident in the subject matter before the training.	2.84	3	1.13	28.3	53
5. This training was not really applicable to my job.	1.94	1	1.29	16.9	53
6. This training increased my knowledge about the subject area.	4.57	5	0.72	90.5	53
7. The knowledge and skills gained in this training will be useful in my job.	4.58	5	0.64	96.2	52
8. I would like additional information about the training topic.	4	4	1.11	72	50
9. I would recommend this training to my colleagues.	4.45	5	0.91	88.7	53
10. The training length was appropriate.	4.23	5	1.01	83	53
11. Overall the trainer was effective.	4.75	5	0.65	98.1	53
12. The trainer presented the content clearly and concisely.	4.83	5	0.38	100	53
13. The trainer demonstrated his/her knowledge of topic and answered participants' questions.	4.94	5	0.24	100	51
14. Overall the training environment was satisfactory.	4.71	5	0.67	98.1	52
15. I feel more confident about the subject matter	4.57	5	0.8	94.3	53

after this training.					
16. Overall this course was useful for my job.	4.65	5	0.62	96.2	52

OCP 312 - General Comments

Great/beneficial training
 Could be done in one day
 Trainer did a wonderful job and was very knowledgable about the subject
 Good training
 Would like to attend Part II; could be one day
 Trainer did an excellent job
 This is an excellent course
 Excellent
 Great
 fun learning experience
 Manual needs to be arranged better
 I needed this course a year ago; I really liked the videos of FTM's
 I never knew how to do a correct CP until now
 Good job
 Excellent training
 The group activities kept me awake
 Trainer clearly has extensive first hand experience