

Training Principals to Use Adobe Connect:

An evaluation plan for the Waterloo Catholic District School Board

Training opportunity

In an effort to reduce travel costs and increase attendance at principals' meetings, the Waterloo Catholic District School Board is introducing web-conferencing using Adobe Connect software. All 55 principals in the school board require Adobe Connect training to learn how to create and participate in web-conference meetings. The principals will be trained in groups of 10. The three-hour training sessions will be held over the course of three weeks at locations throughout the Region of Waterloo. The first of the five three-hour training sessions will be held one week before the remaining four training sessions; the rationale for the distribution of these sessions will be discussed in detail later in this report.

Business outcomes

The business outcomes of this training opportunity are as follows:

- Reduce travel costs associated with principals traveling to attend meetings with other principals
- Increase the attendance of principals at meetings with other principals

Learning outcomes

At the end of the training, with the use of an Adobe Connect job aid, participants will be able to

- Create an Adobe Connect meeting
- Invite participants to an Adobe Connect meeting
- Accept an invitation to an Adobe Connect meeting
- Join an Adobe Connect meeting

- Delete an outdated Adobe Connect meeting
- Remove connections to meeting rooms that are not required during an Adobe Connect meeting
- Install and activate a camera to display their image during an Adobe Connect meeting

Levels of evaluation

Level 1 evaluation is required to determine the participants' satisfaction with the Adobe Connect training. This level of evaluation provides students an opportunity to provide feedback about the instructor, materials, pace of the training, and course content.

Level 2 evaluation is required to determine whether the participants met the learning objectives. This level of evaluation provides an opportunity to measure the students' performance and determine whether follow-up training is required to help individual students meet the learning objectives.

Level 3 evaluation is required to determine whether students were able to perform the skills, that they learned during training, while on-the-job. This level of evaluation provides an opportunity to assess the transfer of training and identify obstacles that may be impeding students from performing the skills on the job. This information is useful to management who may be able to address these obstacles.

Level 1 evaluation: Participants' satisfaction

The level 1 evaluation will be conducted at the end of the training session, after the post-test, using a questionnaire. The level 1 evaluation will be conducted at the end of the training session to ensure that students have been exposed to all of the

components of the training session such as the activities, the post-test, and the resource materials. The instructor will distribute and collect the questionnaire. In an effort to encourage candid responses, participants will not be required to identify themselves on the questionnaire.

After the first training session, a member of the school board management team will tabulate the results of the questionnaire. The participant feedback from the first session will be used to improve the approach, format, pace, and resource materials of the following four training sessions. This process will contribute to greater participant satisfaction. The results from the questionnaires from the following four training sessions will be tabulated by a member of the school board management team. The results will be used to determine the overall participant satisfaction.

The questionnaire and the tabulation tool for level 1 evaluation are included in the Appendix A: Level 1 Evaluation Tools.

Level 2 evaluation: Learning

The purpose of the level 2 evaluation, a post-test, is to determine the participants' skill level. The post-test will be held during the last hour of the training session. The post-test will include hands-on activities to assess the skills-based learning objectives. The participants must be able to meet all of the learning objectives to meet the performance standards because competency in all of these skills are required to effectively use Adobe Connect on the job.

Participants will be provided the Adobe Connect job aid, a computer with Adobe Connect software, and a camera. A pre-test will not be conducted because the Waterloo Catholic District School Board is already aware that the principals are not

familiar with Adobe Connect software.

During the post-test, the instructor will observe the participants' progress and record whether the participants successfully met each learning objectives on the performance record sheet. The instructor will analyze the post-tests while students complete the level 1 evaluation. Participants who are not able to complete any one of the learning objectives will receive follow-up training to assist them to learn the skills.

The follow-up training sessions will be held no later than two weeks after the initial training session at the office of the participant. The purpose of the time constraint is to reduce the likelihood that participants are unable to recall information from the initial training session. The follow-up training sessions should be conducted at the participants' office to reduce any conflict in scheduling a session within the two week time period. At the end of the follow-up training session, the participants should complete the level 2 evaluation again. In the event that a participant is unable to successfully complete the level 2 evaluation, further follow-up training sessions will be conducted.

The post-test and the performance record sheet for level 2 evaluation are included in Appendix B: Level 2 Evaluation Tools.

Level 3 evaluation: Transfer of training

The purpose of the level 3 evaluation is to assess the transfer of training and identify obstacles that may be impeding students from performing the skills on the job. The level 3 evaluation will be performed two months after the training session using an online questionnaire. It is expected that principals will have been invited to at least one web-conference with another principal within that two-month period.

The participants will be sent an invitation in an email message to complete the

online questionnaire. Participants who complete the online questionnaire within three weeks of its distribution will be provided a \$40 gift certificate for a video or publication that is distributed by the Ontario Principals' Council. The purpose of the gift certificate is to serve as an incentive to provide feedback about the transfer of training.

The online questionnaire data collection method is ideal because it is easy and inexpensive to distribute, it is convenient for principals to provide feedback, and it is easy to tabulate results. In-depth inquiries such as on-the-job observation, follow-up interviews, and performance monitoring are not appropriate because these methods are more resource-intensive and collect more data than is required about the transfer of training. The participants can easily determine whether they have met the learning outcomes of this training; either they are able to set-up and join web-conferences using Adobe Connect software, or not. The questionnaire method provides participants a simple feedback form to indicate whether they have been able to perform these tasks on the job and identify any impediments to performing these tasks on the job.

Upon tabulating and analyzing the results from the level 3 evaluation, management will address obstacles to the transfer of training and determine whether overall improvements to the training are required. Specifically, management should endeavour to provide principals with the tools and support that are requested in the questionnaire.

The questionnaire for level 3 evaluation is included in Appendix C: Level 3 Evaluation Tools.

Summary

The business goals of the Waterloo Catholic District School Board are to

reduce travel costs and increase attendance at principals' meetings. By training principals in Adobe Connect software, the school board is able to use web-conferencing to achieve those business goals. To ensure the success of this initiative, principals will receive formal, in-class training on how to use the software. Level 1, 2, and 3 evaluations will provide the instructor and management the following information:

- Whether the training met the satisfaction of the participants
- Whether the participants met the learning objectives
- Whether the participants were able to perform the desired skills on the job
- What obstacles prevented participants from performing the desired skills on the job
- What tools and support may assist participants in performing the desired skills on the job

This information will be used to support participants in meeting the learning objectives and support the Waterloo Catholic District School Board in meeting its business goals.

Appendix A: Level 1 Evaluation Tools

Adobe Connect Training: Participants' Feedback

Trainer: _____

Location: _____

Date: _____

Describe your level of skill using Adobe Connect software prior to this training session?

- None
- Minimal
- Proficient
- Expert

Circle one rating for each item.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The training objectives were clear.	1	2	3	4	5
The skills I learned in this training are useful to my work.	1	2	3	4	5
The order of the skills I learned made sense to me.	1	2	3	4	5
The pace of the training was good.	1	2	3	4	5
I would recommend this course to others.	1	2	3	4	5
This training is a good investment for the Waterloo Catholic District School Board.	1	2	3	4	5
The Adobe Connect job aid helped me complete the tasks I was instructed to perform.	1	2	3	4	5
The instructor demonstrated an interest in helping me learn the tasks.	1	2	3	4	5

The overall rating I would give this program is

- Not useful
- Useful
- Very useful

Thank you for your feedback. If you have any questions about this training, please contact *Administrator's Name* at <administrator's_email_address >@<domain>.com or (519) 555 – 1234.

Adobe Connect training: Level 1 Evaluation Tabulation Tool

In the chart below, indicate the number of students that indicated their level of skill for each of the four levels.

None	
Minimal	
Proficient	
Expert	
Total number of students	

Rate of satisfaction

For each statement, indicate the number of students that indicated strongly disagree, disagree, neutral, agree, and strongly agree. Complete the calculation for the average rating.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total Number of participants = Average rating
The training objectives were clear.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
The skills I learned in this training are useful to my work.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
The order of the skills I learned made sense to me.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
The pace of the training was good.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
I would recommend this course to others.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
This training is a good investment for the Waterloo Catholic District School Board.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
The Adobe Connect job aid helped me complete the tasks I was instructed to perform.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5
The instructor demonstrated an interest in helping me learn the tasks.	_ x 1 = _	_ x 2 = _	_ x 3 = _	_ x 4 = _	_ x 5 = _	___ / ___ = ___ out of 5

In the chart below, indicate the number of students that indicated the various degrees of the program's utility.

Not useful	
Useful	
Very useful	

Appendix B: Level 2 Evaluation Tools

Adobe Connect Training: Performance Evaluation

Read about the resources required and the instructions before you attempt to complete the evaluation.

Resources

Make sure you have the following resources:

- Adobe Connect job aid
- A computer with Adobe Connect software
- A camera

Instructions

Using the resources listed above, complete the following exercises independently by the end of the training session.

Exercise 1

Complete the following tasks. When you have completed this exercise, inform your instructor.

1. Create an Adobe Connect meeting for next Monday that includes connections to meeting rooms A and B.
2. Create an outdated Adobe Connect meeting for the previous Monday.
3. Invite your instructor and a classmate to both Adobe Connect meetings.
4. Inform your instructor that you have completed this exercise.

Exercise 2

Complete the following tasks. When you have completed this exercise, inform your instructor.

1. Accept the Adobe Connect meeting invitation that your instructor has sent you.
2. Join the Adobe Connect meeting that your instructor is hosting.
3. Install and activate the camera to display your image during the Adobe Connect meeting that your instructor is hosting.
4. Inform your instructor that you have completed this exercise.

Exercise 3

Complete the following tasks. When you have completed this exercise, inform your instructor.

1. Delete the outdated Adobe Connect meeting that you set for the previous Monday.
2. Remove the connection to meeting room A for the Adobe Connect meeting that is set for next Monday.
3. Inform your instructor that you have completed this exercise.

You have now completed the performance evaluation.

Adobe Connect: Level 2 Evaluation Performance Record Sheet

Instructor's name: _____

Date: _____

Instructions

Place a check mark beside each task that the participant completed successfully.

Participants' name	e.g. Mina Kas								
Exercise 1		Tasks							
Create an Adobe Connect meeting for next Monday that includes connections to meeting rooms A and B.									
Create an outdated Adobe Connect meeting for the previous Monday.									
Invite your instructor and a classmate to both Adobe Connect meetings.									
Exercise 2		Tasks							
Accept the Adobe Connect meeting invitation that your instructor has sent you.									
Join the Adobe Connect meeting that your instructor is hosting.									
Install and activate the camera to display your image during the Adobe Connect meeting that your instructor is hosting.									
Exercise 3		Tasks							
Delete the outdated Adobe Connect meeting that you set for the previous Monday.									
Remove the connection to meeting room A for the Adobe Connect meeting that is set for next Monday.									

Appendix C: Level 3 Evaluation Tools

Adobe Connect Training: Level 3 Evaluation Tool

The following is questionnaire is the level 3 evaluation tool that will be administered two months after the Adobe Connect training.

Adobe Connect Training

Thank you for taking time to complete this online questionnaire. Please complete the following questions.

o First name: _____

o Last name: _____

o Have you successfully set up a web-conference using the Adobe Connect software?

Yes No

If you answered no, indicate the reason:

- I have not had an opportunity to set up a web-conference
- I was unable to set up a web-conference due to an inability to use the Adobe Connect software
- Other, please specify:

o Do you plan to set up a web-conference in the near future?

Yes No

If you answered no, indicate the reason:

- I am not confident in my skills in using the Adobe Connect software
- Other, please specify:

o Have you successfully joined a web-conference using the Adobe Connect software?

Yes No

If you answered no, indicate the reason:

- I have not had an opportunity to join a web-conference
- I was unable to join a web-conference due to an inability to use the Adobe Connect software

Other, please specify:

Do you plan to join a web-conference in the near future?

Yes No

If you answered no, indicate the reason:

I am not confident in my skills in using the Adobe Connect software

Other, please specify:

If you have indicated that you lack the skills or confidence in using Adobe Connect software, please indicate the tools or support that might assist you in increasing your skill level or your confidence in using Adobe Connect software:

Thank you for completing this questionnaire.

We appreciate your feedback.

Your \$40 gift certificate for a video or publication that distributed by the Ontario Principals' Council will be sent to you within the next two weeks.

If you have any questions or concerns about this questionnaire or the Adobe Connect training session that you attended, please contact *Administrator's Name* at *<administrator's_email_address>@<domain>.com* or (519) 555 – 1234.