

Table 8*Kirkpatrick's Four Levels of Evaluation for the Redesigned Training*

Level	Measurement(s) of Success
Level 4: Results <i>The degree to which targeted outcomes occur as a result of the training and the support and accountability package.</i>	Leading Indicators: 1. Reduction in the time of the current facilitators to deliver the training 2. Reduction in the time that unpaid interns spend completing administrative tasks for their volunteer role Measured By: 1. Recorded time of facilitators to deliver the training 2. Recorded time of interns for completing administrative tasks for their role
Level 3: Behavior <i>The degree to which participants apply what they learned during training when they are back on the job.</i>	Critical Behavior: Department Coordinators utilize mail merge to create monthly timesheets, rotational competency checklists, and send monthly shift request confirmation emails Measured By: • Informal one-on-one check-ins between Department Coordinators and Assistant Directors of Departments • Updated Mail Merge Ready Excel files are in the Department Coordinator's Department Folder on Teams
Level 2: Learning <i>The degree to which the learners acquired the intended knowledge, skills, attitude, or commitment.</i>	Measured By: • Activities outlined on the Learning Experience Map • Assignments and Authentic Assessments on the Learning Experience Map
Level 1: Reaction <i>The degree to which the learners find the training favorable, engaging, and relevant to their jobs.</i>	Measured By: • Assignment/Authentic Assessment for Topic 1: Introduction to Mail Merge for Department Coordinators: answers to reflection questions in Department Coordinator Training Manual • Assignment/Authentic Assessment for Topic 7: Topic 7: Summary and Additional Applications: answer to reflection questions in Department Coordinator Training Manual