Using Evaluation Results: Case Studies

Situation #1
You are midway through a course that hasn’t been offered during the past year. You observe that participants seem disinterested in the case study exercises. At the end of one exercise, you ask the class for feedback. The majority of the participants tell you that the case studies seem dated and irrelevant. You have several more case study examples coming up.

Questions

• What actions would you take to address the concerns during this training session?

• What actions would you take after this training session ends?
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Situation #2
As a new instructor, you are anxious to see how well your participants did on a section test. Upon reviewing the test results, you notice that a high percentage of the participants missed the same test item. You talk with a more experienced instructor who mentions that participants always seem to have trouble with that item.

Questions

• Why might participants be having trouble with the test item?

• What actions would you take during this training session?

• What actions would you take after this training session ends?
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Situation #3
You are reviewing end-of-course evaluations from a training session held this week. Previous evaluations have been very positive. This time the numerical ratings are high, while the narrative comments are more negative. The comments mention the following:

Instructors rushed through important points.
Instructors failed to answer questions fully.
More exercises are needed.

Questions
• What could explain the inconsistency between the numerical ratings and the comments?

• What additional information should you collect?

• What actions should you take before the next training session?
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Situation #4

You notice that a co-instructor is telling participants whether the topic being presented will be on the final test. You feel that all the content is important and have not been tipping off participants about the test. As a result, the participants seem to be paying less attention to your presentations.

Questions

• What potential impact does this situation have on the learning climate?

• What impact could this situation have on the validity of the test results?

• What actions should you take?