

This is a short answer - fill in the blank test covering Raiser and Dempsey Part Three. Also, questions will be drawn from the supplementary readings and class discussions. These readings include:

- Kirkpatrick 4 Levels of Evaluation
- 2 Short Articles on Kirkpatrick
- Evaluation Tool Index
- Drucker (94)

Links to these articles are available on the November 7 class agenda page.

Once you begin this examination, you may not quit it and return later. For this reason it is strongly suggested that questions be downloaded and answered using a word processing file. After completing the answers, launch BlackBoard, access the test and cut and paste your answers into the form.

If your computer crashes or you are disconnected, you will need to contact me and I will re-instate you.

Please fill in each question in a succinct but complete manner. This test is open book, though answers may not be quoted directly.

1.

Give a brief description of what is mean by the term human performance technology.

2.

How does a human performance focus differ from the more traditional training focus?

3.

What would an EPSS look like for a small bakery? List and describe the 5 tools involved in an EPSS and give a couple of ways they could be used in our bakery.

4.

It seems to a client that EPSS works against collaborative learning. Is she right, or can you recommend some ways in which EPSS supports group work?

5.

Which of Kirkpatrick's levels of evaluation would be the hardest to measure? Why?

6.

What is the difference between formative and summative evaluation?

7.

When should formative evaluation begin in the ADDIE model? What two unique features does formative evaluation focus on, and how are they measured?

8.

I have a group of new employees starting tomorrow and another starting next week. My boss is greatly concerned about the cost-effectiveness of my training program and has asked me to demonstrate that my treatment actually accomplishes something. What should I do?

9.

After purchasing a new networked computer system from IBM, Company X is finding that it is not really using the system. A few employees have really learned to use it, but the rest seem to be lagging. How can this be explained, and what strategies can be used to get more people to adopt the new system?

10.

Describe a knowledge worker.