

Standard Administrative Procedure (SAP)

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SAP 99.99.99.99-1 – TEEEX Course Evaluations

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Summary

This document provides procedures for the development, delivery, review, and analysis of TEEEX course evaluations and how to use participant feedback to improve TEEEX courses and operations.

Definitions

Assessment: A method of objectively determining a participant’s knowledge, skills, or abilities.

Asynchronous: online learning that is not dependent on a scheduled activity or time and can be completed, at the participant’s pace, within the subscription period.

Blended Course Delivery: A training course where a portion of the course is delivered online and a portion is delivered via face-to-face training.

Core Questions: Questions that TEEEX has standardized and deemed universal across all evaluation instruments. Does not apply to evaluation instruments for Department of Homeland Security (DHS) courses or other sponsored forms.

Delivery type: Training that consists of the following types: face-to-face, online, instructor-led virtual, and webinars.

Evaluation: Paper or electronic questionnaire that requires a participant’s individual response to questions in specific categories to evaluate a given training event.

Evaluation Instrument: A pre-designed tool to elicit feedback allowing students to evaluate learning and improve course delivery.

Evaluation type: Consists of the following types for the purposes of this SAP: Level 1 survey and Level 3 survey.

Face-to-Face Delivery: A training course where the majority of the class hours delivered are in-residence via a traditional classroom, fieldwork, or a combination.

Instructor-led virtual course: A virtual synchronous training event facilitated by a “live” instructor. Typically involves direct peer and instructor interactions.

Level 1 survey: An evaluation technique, typically conducted with an evaluation instrument, designed to obtain a participant’s feedback at the conclusion of a training course.

Level 3 survey: An evaluation technique designed to assess a participant's change in behavior and application of training. Typically assesses performance with an evaluation instrument 3 to 6 months after the completion of a training course.

Online Course Delivery: A training event delivered virtually in either a synchronous or asynchronous format that does not require an in-person component for course completion.

Synchronous: online learning that is date or time dependent and requires participants to interact with the delivery system, instructor, or other participants at a scheduled time.

Technical Assistance: A service that TEEEX delivers in which technical knowledge and/or skills are provided to external customers through a broad range of service-related activities. Activities are documented within the TEEEXApps system as a TA.

TEEX Training: A well-defined unit of instruction which consists of predefined terminal and enabling objectives, an assessment strategy, and published course materials (either hard copy or digital). Course are documented within the TEEEXApps system as a TR.

Webinar: A seminar, or other presentation, delivered online, typically to a live audience or could be recorded and published as a course. These can be technical assistance or training.

1. General Requirements

- 1.1 TEEEX will utilize a level 1 evaluation instrument at the conclusion of a TEEEX training event. Usage of level 3 surveys is optional, except in the case of FEMA-DHS delivered courses. (Level 2 evaluations are end of course assessments and are not within the scope of this SAP)
- 1.2 Course deliveries that utilize an alternative evaluation instrument (e.g., FEMA-DHS, TxDOT, TDEM, or contract-specific classes) are not required to use the standard TEEEX evaluation instrument.
- 1.3 Program training managers are responsible for ensuring evaluations are provided at the conclusion of a TEEEX training event, for reviewing participant feedback, and providing feedback to appropriate parties (e.g., curriculum, instructors, facilities maintenance) when applicable.

2. Evaluation Instrument

2.1 General

- 2.1.1 Section 2.2 does not apply to TEEEX delivered FEMA – DHS sponsored courses which utilize Level 1 and Level 3 evaluation instruments and questions established through the National Domestic Preparedness Consortium (NDPC).

2.2 Standardized TEEEX Evaluation Questions

- 2.2.1 The TEEEX Strategic and Education Services (SES) Department is responsible for coordinating the development and revision of evaluation questions through an evaluation work group.
- 2.2.2 The evaluation work group should:
 - 2.2.2.1 Be comprised of instructors, training managers, and representatives from the curriculum, marketing, and customer support functions within the divisions.
 - 2.2.2.2 Meet every two years unless there is a need to meet sooner.

2.2.3 The evaluation work group is responsible for:

- 2.2.3.1 The review and development of a core set of standardized questions asked to all participants (Level 1).
- 2.2.3.2 Ensuring that evaluation questions meet the *TEEX Course Evaluation Development Guidelines*.
- 2.2.3.3 The review and development of a set of questions that can be used in evaluation instruments corresponding with other TEEX-sponsored events such as technical assistance.
- 2.2.3.4 The review and development of a bank of questions that can be used in specific situations such as instructor feedback of the course delivery, course pilots, and new props/facilities.
- 2.2.3.5 The review and development of a core set of questions than can be used for Level 3 surveys.

2.3 Customized Questions

- 2.3.1 Program training managers will be encouraged to use the evaluation instruments and banks of questions developed by the evaluation work group, however they are permitted to create custom survey questions as needed (e.g., to meet accreditation requirements).
- 2.3.2 Additional customized questions must be developed in consultation with the division curriculum departments to ensure proper structure, program alignment, and compliance with the Course Evaluation Development Guidelines.

2.4 Multiple Instructors for a Class

- 2.4.1 The instrument will be designed to allow for the evaluation of individual instructors when multiple instructors are used to deliver a class.

2.5 Usage of Sponsor Evaluation Instruments

- 2.5.1 The program training manager should try to obtain a copy of the survey responses for review and retention in the course delivery records for courses delivered as part of a contract that requires the use of a sponsor evaluation instrument.
- 2.5.2 When possible, participants should be provided a TEEX evaluation instrument in addition to the survey completed for the sponsoring company.

3. Delivery of Evaluation Instrument

3.1 Types of Evaluations

- 3.1.1 TEEX utilizes two types of evaluations:
 - 3.1.1.1 Level 1 survey is required to be offered to participants at the conclusion of a training event (unless a sponsor evaluation instrument is being used)
 - 3.1.1.2 Level 3 survey is sent to the participant 3 months following a course. This is an optional evaluation for TEEX programs with the exception of FEMA-DHS delivered courses , for which it is required.

3.2 FEMA – DHS Course Evaluations Considerations

- 3.2.1 For courses delivered as part of the FEMA – DHS contract, evaluations (either Level 1 or 3) are administered in accordance with NDPC requirements. The policies outlined below are applicable to courses using the TEEEX evaluation instrument.

3.3 Survey Delivery: Level 1

- 3.3.1 Utilizing an online evaluation platform, TEEEX will provide questions to participants via QR code, text, email, and/or a posted link at the conclusion of the course that directs them to an online survey. In the event paper TEEEX Evaluation Forms are required (e.g., state authority), a standardized form will be distributed to participants.
- 3.3.2 Participants are not required to complete the feedback form, unless required by an accrediting or authoritative body.

3.3.3 Delivery Types

3.3.3.1 Face-to-Face Deliveries

- 3.3.3.1.1 Sufficient time should be provided while participants are still in class to complete the evaluation.
- 3.3.3.1.2 Participants should utilize their personal device or a device provided by TEEEX (e.g., tablet), when applicable, if the participant does not have one to complete the evaluation. If using paper forms, distribute forms to each participant in the class.
- 3.3.3.1.3 Instructions (Appendix A) should be provided to the participants prior to administering the evaluation.
- 3.3.3.1.4 When there is not sufficient time for participants to complete the evaluation in class, no internet access, or a shortage of devices a link will be emailed (using email address from enrollment) following the class. The participant will have 10 days to complete the survey from the time it is emailed; the survey will close after 10 days. Paper forms are only administered in person at the conclusion of the class.

3.3.3.2 Online, Virtual Instructor-Led, or Webinar Deliveries

- 3.3.3.2.1 A link may be provided to the participants at the conclusion of the class (e.g., embedded in course or sent via email) with instructions to complete the survey.
- 3.3.3.2.2 Evaluation links embedded in the class can be accessed by the participant while the class remains open.
- 3.3.3.2.3 The participant will have 10 days to complete the survey from the time it is emailed; the survey will close after 10 days.

3.4 Survey Delivery: Level 3

- 3.4.1 Level 3 surveys will be set up as part of an automated system designed to send an evaluation to enrolled participants on a specific date, 3 months following the class end date.
- 3.4.2 The automated email will include instructions to complete the evaluation along with a pre-determined response timeframe.

- 3.4.3 Training program managers will have the ability to determine if a class should receive a Level 3 survey.

3.5 Survey Response Documentation

- 3.5.1 All responses from the TEEEX evaluations are recorded into a single system.
- 3.5.2 Survey responses when using sponsor evaluation instruments, e.g., company sponsored, are stored as images in the course delivery records, when possible.

4. Analysis of Evaluation Data

4.1 Access to Response Data

- 4.1.1 Response data, Likert scale ratings, and comments can be accessed through a system that allows for the consolidation of data for all delivery types or evaluation instrument.

4.2 Response Data Analysis

- 4.2.1 Program training managers are responsible for reviewing and analyzing course evaluation data on a regular basis; for each class delivery for which they are responsible.
- 4.2.2 Program training managers are responsible for assessing trends and compiling information to be shared with appropriate parties (e.g., instructors, curriculum, marketing).

5. Using Evaluation Data for Improvement

5.1 Course Improvement

- 5.1.1 Program training managers are responsible for identifying curriculum-related feedback within the evaluation responses and written comments. Specific and actionable enhancement/improvement items should be identified and noted.
- 5.1.2 Curriculum-related feedback should be sent to the division Curriculum Manager along with the program training manager's input on how to address the feedback. The feedback should be associated with the course curriculum files until implemented into the curriculum.
- 5.1.3 The curriculum manager and program training manager should discuss the feedback details and determine an appropriate implementation timeline. Feedback received that could pose a potential safety hazard should be addressed as soon as possible.
- 5.1.4 Curriculum managers are responsible for implementing any curriculum-related feedback from evaluations as part of the course revision process, when appropriate.

5.2 Personnel Performance Feedback

- 5.2.1 Negative or positive feedback received related to personnel performance should be addressed by the program training manager with the individual referenced in the feedback (e.g., instructor, technician, proctor).
- 5.2.2 Verified feedback, whether positive or negative, from course evaluations should be considered part of an individual's (e.g., instructor, test proctor) annual performance evaluation.

5.3 Facility, Equipment, or Training Prop Improvement

- 5.3.1 Feedback related to facilities, equipment, or training props should be provided by the program training manager to the appropriate staff to resolve any issues. In some cases, this will require a work order or replacement of equipment.
- 5.3.2 Facility related feedback for off-site deliveries should be addressed by the program training manager and local point of contact.

Appendix

Appendix A – Evaluation Delivery Instructions (in development)

Related Statutes, Policies, or Requirements

ACCET IX. Institutional Effectiveness Sections A and B
IACET Category 9: Evaluation of Learning Events

Related Forms and Guides

TEEX Course Evaluation Development Guidelines (in development)

Office of Responsibility

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