

# KIRKPATRICK BLENDED EVALUATION FORM SAMPLES

You may pull items from the following sample evaluation forms to build your own Blended Evaluation form for your program.

## Participant Survey

**Instructions:** Thinking about the course you just completed, please indicate to what degree you agree with each statement using this rating scale:

0   1   2   3   4   5   6   7   8   9   10
Strongly Disagree <span style="float: right;">Strongly Agree</span>

Please provide comments along with your rating to help us to improve this course in the future.

	Strongly Disagree	Strongly Agree
The class environment helped me to learn.	0 1 2 3 4 5 6 7 8 9 10	
There were no major distractions that interfered with my learning.	0 1 2 3 4 5 6 7 8 9 10	
I was engaged with what was going on during the program.	0 1 2 3 4 5 6 7 8 9 10	
The activities and exercises aided in my learning.	0 1 2 3 4 5 6 7 8 9 10	
I was given adequate opportunity to practice what I was learning.	0 1 2 3 4 5 6 7 8 9 10	
I will be able to immediately use what I learned.	0 1 2 3 4 5 6 7 8 9 10	
The program material will contribute to my future success.	0 1 2 3 4 5 6 7 8 9 10	
I would recommend this program to my co-workers.	0 1 2 3 4 5 6 7 8 9 10	

Comments:

From what you learned, what will you be able to apply on your job?

What assistance or resources will you need to successfully apply what you learned on the job?

How confident are you that you will be able to apply what you have learned back on the job?  
(Circle one rating)

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not at all confident Extremely confident

Comments:

How committed are you to applying what you learned to your work? (Circle one rating)

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not at all committed Extremely committed

Comments:

What outcomes are you hoping to achieve as a result of your efforts?

What other feedback would you like to share?

## Delayed post-training survey for (provide course name)

**Instructions:** Thinking about the course you completed 3 months ago, please indicate to what degree you agree with each statement using this rating scale:

**1 = Strongly Disagree    2 = Disagree    3 = Agree    4 = Strongly Agree    n/a = Not Applicable**  
Please use "Comments" to provide a brief explanation or provide further feedback.

### The course itself:

- |  |   |   |   |   |     |
|--|---|---|---|---|-----|
| 1. I was clear about the purpose of the course before I attended     | 1 | 2 | 3 | 4 | n/a |
| 2. I was clear about what was expected of me after taking the course | 1 | 2 | 3 | 4 | n/a |

Comments:

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### Practical application

- |  |   |   |   |   |     |
|--|---|---|---|---|-----|
| 3. I am successfully applying what I learned in the course | 1 | 2 | 3 | 4 | n/a |
|--|---|---|---|---|-----|
4. If you answered "Agree" or "Strongly Agree" to Question 3, what are the most significant reasons? (check all that apply)
- My past experience
  - The course itself
  - Extra help from course instructors
  - Help from my co-workers
  - Help from my immediate supervisor
  - A good system of accountability
  - Formal or informal recognition for my efforts
  - My own efforts and discipline to apply what I learned
  - Referring back to the course materials
  - Additional training

Comments:

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5. If you answered “Disagree” or “Strongly Disagree” to Question 4, what are the main reasons? (check all that are true)

- What I learned is not useful for my job
- I have been told not to use it
- I don't remember what I learned
- I have too many other things to do
- I got stuck and did not know how to find help
- It is too difficult to apply
- I have not been encouraged to apply it
- There are no incentives for me to apply it

**Comments:**

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**Overall**

- |   |   |   |   |   |     |
|---|---|---|---|---|-----|
| 6. The course was a worthwhile use of my time                     | 1 | 2 | 3 | 4 | n/a |
| 7. I am already seeing positive results from this course          | 1 | 2 | 3 | 4 | n/a |
| 8. I am expecting positive results from this course in the future | 1 | 2 | 3 | 4 | n/a |

**Comments:**

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9. What suggestions do you have that would make you better able to apply what you learned?

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10. Please provide a specific example of how the course has helped you achieve positive results in your area.

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We would like to conduct a short interview with a number of you to get more details. If you are willing to help us, please provide your email address so we can contact you to make convenient arrangements. Thanks.

Name: \_\_\_\_\_

Email: \_\_\_\_\_



Supervisors can use this type of checklist while listening to customer service calls in order to rate the performance of customer service representatives (CSRs) after they have completed training.

**Rating Scale**

- 1 = Effective use of targeted behavior
- 2 = Moderately effective use of targeted behavior
- 3 = Ineffective use of targeted behavior

Coaching comments may include specific observations that support the rating, and coaching notes to help the associate to be more effective.

Target Behavior	Rating	Coaching Comments
CSR made good initial connection with the callers' needs to create a rational exchange.		
CSR used relevant, open-ended questions to gather initial information about the callers' needs.		
CSR asked follow-up questions to gain further clarification of the callers' needs.		
CSR presented relevant possible solutions to the callers' concerns.		
CSR offered ongoing support to address the callers' needs while considering the best interests of the company.		
CSR closed the meeting with a clear course of problem resolution.		