

OFFICER TRAINING BULLETIN 95-05

PROGRAM EVALUATION AND PERFORMANCE MEASUREMENT

Revised – April 25, 2000

This bulletin establishes the procedures for measuring and reporting the level of activity and effectiveness of the GWRRA Leadership Training Program at all levels of GWRRA including individual training events.

WHY:

GWRRA is established and incorporated as a non-profit educational and social institution under Internal Revenue Service Tax Code 501(c)4. As such, providing quality education and training services are integral to its existence as an association. For this and other reasons the Leadership Training Division will monitor and record the level of activity associated with providing training to its leaders and Members.

Specifically, reporting information will support the following activities:

- Assess program direction;
- Assess emerging and continuing needs;
- Report and measure progress and quality improvements;
- Maintain alignment of functions with business/training plan;
- Determine acceptability/usefulness of information/training to users;
- Maintain accessibility of training; and,
- Validate realization of projected benefits

HOW:

Training activity will be recorded using a number of methods. Information requested by local GWRRA officials in any GWRRA division will be included and coordinated with any information routinely requested at the National level, and every effort will be made to avoid redundancies and maximize efficiencies in the collection processes. Region, District, and Chapter Directors are responsible for providing information requested via any official GWRRA communications channel.

Reporting and information collection tools include but are not limited to:

- Surveys
- Seminar and Instructor Evaluations
- Workshop and Event Reports
- Director/Trainer Progress Reviews
- Monitor Levels of Participation
- Periodic Activity & Attendance Reporting
- Electronic Messaging Systems

TRAINING ACTIVITY REPORT:

The attached revised Training Activity Report form will be used to collect and assess information regarding training activities. It will be completed and submitted by District Trainers and/or Region Trainers quarterly, or as requested. The information will be transmitted through the Operations Division channels to the National Leadership Training Director or his/her designee by each Region/District Trainer by the **10th day of each month following the end of a quarter (January, April, July, October)**. The quarterly form should be submitted even if no training was conducted during that quarter. It may be transmitted via surface or electronic mail, faxed, or the information can be telephoned in at the Trainers option. Region/District Directors have the option of delegating responsibility for sending the reports to the National Training Staff to their respective Trainers. Districts should normally report through the Regions who will forward or consolidate the reports for submission to the National Training Staff.

The attached report form should normally be used to provide the information. However, in its absence, other forms will be accepted assuming they provide the following information:

- Region/District identification information;
- Time period covered by the report;
- The number of Training Events conducted - including Workshops, Programs, individual seminars at rallies, staff meetings, officer orientation sessions, training presentations at Chapter meetings, and other similar events.
- The number of individual seminars or programs conducted, how many times it was conducted, and how many people attended each session, and the length of the training session (in minutes).
- Other information that addresses the impact the training program is having on operations;
- Problems encountered;
- Projected activities and needs; and,
- Any other pertinent information that the National Staff should be aware of.

The Annual Training Report reflects the total number of training man hours accomplished at all levels within GWRRA. To accomplish this task it is necessary to report the length, in minutes, of each training session or event conducted. These should be realistic figures. For example, a session that normally would require 50 minutes to complete should not be reported as 120 minutes. The Instructors preparation time is not reported as part of the seminar or training event only the actual time needed to make the presentation.