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IPT 537 – Instructional Design
Formative evaluation – SVTL Basic Training

From this Formative evaluation process I hoped to determine if the training accurately hits upon the most critical elements of the System Validation introductory process without overwhelming a new learner with too much material. I also hoped to ensure that the material is accurate, flows logically, is segmented properly, and does not leave out any crucial material.

5 methods were used to evaluate this instruction:
1. A walkthrough with the department manager prior to presentation
2. A returned hardcopy
3. Discussion with participants directly about evaluation questions after presentation
4. Results from a pre-test/post test evaluation given to participants
5. A survey form for the Imaging Tools portion of the instruction

1. Manager Walkthrough
After meeting with the manager of System Validating and reviewing the materials with him, we decided we needed to know which presentation medium would be best. We decided to start with an instructor-led presentation, then evaluate that method vs. presentation of the material in an electronic form or hardcopy.

2. Presentation Hardcopy
Perhaps the most far-reaching and important evaluation item was a requirement to return a marked up copy of the hardcopy Powerpoint presentation provided with instruction. I asked participants to critique content appropriateness, clarity, conciseness, accuracy, and quality (including grammar, punctuation, etc.). I received back 7 copies. I summarized some excellent feedback in the table on a following page.

3. Conversation
I made a point to converse with each participate after the training. I asked about ideas they might have, suggestions for improved content or clarity, missing content, future goals for content, etc.
I also asked for feedback on presentational method – instructor-led vs. self-study.

The majority opinion about whether to provide this instruction as self-guided or instructor-led by this group led to the conclusion that self-guided is preferred.   With this issue clarified, the instruction can be finalized for a self-guided approach (eliminating open-ended questions suited for an instructor-led approach) that should fully meet the needs of newly hired testers in the future.

4. Pre/Post Test

I obtained feedback from the existing staff of testers. Prior to the instruction, each tester available at the time (there were 6) was asked to complete the "quiz" entitled "SVTL Basic Training Terminology" created for post-training evaluation, as a pre-test.   Of the 6 that were available to participate in both the pre- and post-tests, 50% missed at least something on the pre-test. Of those, the success rate was 70% before instruction and 100% after instruction.

5. Imaging Tools Evaluation Form

Finally, these testers were asked to complete a survey form to help clarify the usefulness of the specific aspects of the Imaging portion of the training material. The Imaging Tools Evaluation results illustrated the need to discuss with the participants about the items that received less than a 5 on the scale. The small size of this group made this possible, where it often would not be. I found I could have been clearer in the presentation portion about what to look for in PQDI and that not everyone has images created by the standards that we currently use. Also, that some confusion occurs because not every PC uses the same location for the location of the files, and that in general, Ghost is less often used in the group and it's benefits may not be made clear in the presentation as much as they could be. Clearer comments will be given in the instruction relating to these items.

SVTL Basic Training Instruction
Feedback Summary

After gathering the feedback from each of these methods of evaluation, I created the following table to summarize the nature of the feedback and whether or not it was likely to be incorporated into the instructional materials. Some of the comments were relatively minor, such as punctuation, spacing, etc., while others cut to the core decision of how to present the material.

Category of feedback	Comment	Implement?
Punctuation	multiple fixes throughout presentation	Yes
Spacing and alignment	several errors	Yes
Terminology content	missing terms that would fit with this material, concept clarification, re-wording and additional wording on some terms to clarify or to broaden point of view	Yes
Presentation method	adding sound bytes, narration to a self-guided presentation that mimics the instructor-led presentation may be beneficial	Maybe
Graphics content	Clarification of the keys used to describe Test Configuration information, addition graphic possibly for Host Controller info	Yes
Wording	Numerous typos, grammatical errors, omissions, and general blunders and re-phrasing opportunities	Yes
Perspective	Comments relating to the issue of self-guided vs. instructor-led. If intent is truly self-guided, several areas left open ended currently need completion	Probably

Finally, as I considered my initial goals for this evaluation through the verbal and written feedback I received, I found that indeed, all the crucial material was included in this Basic Training after incorporating the inclusions by the formative evaluation, that it would not be considered overwhelming and was deemed by all to be a good long-term reference tool with good flow and organization.

The remainder of this document illustrates the evaluation tools used.

SVTL Basic Training Evaluation

As we go through this Powerpoint presentation of the SVTL Basic Training document, please go through the hard copy.   Please mark up the hard copy with any comments, corrections, clarifications, or suggestions as you go through the material. I will collect them at the end of the day and incorporate ideas as appropriate. I will provide you with a revised copy soon. As you go through these materials, please be thinking about the following questions. I will ask for your feedback when I collect the hard copy.

Does this document provide the necessary foundation for newly hired employees into the SVTL without being overwhelming? If not, what suggestions do you have to improve it?

Do you think a newly hired employee would learn this material as effectively if the material were self-guided or is it best when presented as we have done today? Do you have any suggestions related to this?

Are the materials clear, accurate, and complete?   If not, what suggestions do you have to improve them?

Do the materials flow logically? If not, what suggestions do you have to improve them?

Thank you for your feedback!

Imaging Tools Evaluation

The goal of this assessment is to determine if, or the extent to which, the training in using imaging tools has helped you be successful at using these tools. Please check the appropriate box to show how you feel about the training with relation to your ability at using these tools. At the end, please write in any comments you might have for improving these instructional materials.

Skills	Degree of Usefulness				
	no help	little help	somewhat helpful	pretty helpful	very helpful
Knowing where to start with PQDI or Ghost (DOS boot, directory, etc).					
In creating a PQDI image, how to navigate the screens.					
In creating a PQDI image, how to properly use names and comments.					
In restoring a PQDI image, how to navigate the screens.					
What to look for when trying to select a PQDI image to restore.					
Where typical locations of PQDI images files and partitions are found.					
In creating a Ghost image, how to navigate the screens.					
In restoring a Ghost image, how to navigate the screens.					
What limitations Ghost has in our testing environment.					
What comments do you have for improving this instructional material?					

Imaging Tools Evaluation (KEY)

The goal of this assessment is to determine if, or the extent to which, the training in using imaging tools has helped you be successful at using these tools. Please check the appropriate box to show how you feel about the training with relation to your ability at using these tools. At the end, please write in any comments you might have for improving these instructional materials.

Skills	Degree of Usefulness				
	no help	little help	somewhat helpful	pretty helpful	very helpful
The following valuation was given to items 1-9 **1.** Knowing where to start with PQDI or Ghost (DOS boot, directory, etc).	1	2	3	4	5
2. In creating a PQDI image, how to navigate the screens.					
3. In creating a PQDI image, how to properly use names and comments.					
4. In restoring a PQDI image, how to navigate the screens.					
5. What to look for when trying to select a PQDI image to restore.					
6. Where typical locations of PQDI images files and partitions are found.					
7. In creating a Ghost image, how to navigate the screens.					
8. In restoring a Ghost image, how to navigate the screens.					
9. What limitations Ghost has in our testing environment.					
10. What comments do you have for improving this instructional material?					
Comments from this section were incorporated into the overall summary table above.					

Results from this form are as follows:

5 participants completed and returned the survey. The scores for each item were averaged and shown below.

1. = 5
2. = 5
3. = 5
4. = 4.8
5. = 4.4
6. = 5
7. = 5
8. = 5
9. = 4.4
10. = Comments from this section were incorporated into the overall summary table above.

SVTL Basic Training Terminology

Please read the following questions and circle (for the multiple choice or True/False) or write in the correct answer.

1. Which of the following are not terms to describe how a hard disk is divided up?
    a) Partition
    b) IDE
    c) FAT
    d) NTFS

2. Hard drives are what class of devices?
    a) FAT32
    b) ATA
    c) ATAPI
    d) Primary

3. The ISD300 is a storage class compliant ASIC. True or False?
    a) True
    b) False

4. The USS725 is storage class compliant for ZIP drives. True or False?
    a) True
    b) False

5. The MX2 is a derivative of the FX2 ASIC. True or False?
    a) True
    b) False

6. Which ASIC was designed as a printer class chip originally and reconfigured for storage applications? _____

7. What type of driver is the Patriot driver? _____

8. What is the purpose of using PQDI software? _____
_____

9. What is the difference between when a drive Enumerates and when a drive Mounts?
_____
_____

10. What is Clear Quest used for? _____