



Close the Loop: Using Evaluation to Improve Your Course in Real Time





Notes

- ✓ We will be monitoring the chat for questions and discussion points.
- ✓ Our next Silver/Gold Member Webinar will be December 4th @ 2:00pm EST.
- ✓ Questions about webinars or your membership? Contact Customer Success Manager, Margaret Gray mgray@td.org

Today's Speaker

- Darryl Wyles
- Senior Facilitator and Master Trainer, ATD Education
- Co-Author, "Facilitation in Action: Finding Your Authentic Training Style"
- Certified Professional in Talent Development (CPTD)





Today's Agenda

- ✓ Introduce pre-course and formative evaluation strategies
- ✓ Demonstrate real-time learner feedback methods to show how engagement is enhanced
- ✓ Illustrate how iteration is informed through post-course evaluation tools
- ✓ Questions & Answers

How is
feedback
collected?





Purpose of the Pre-Course Evaluation

- Identify learner needs, expectations, and readiness
- Tailor content and delivery to participant goals
- Anticipate barriers (time, technology, confidence)



Pre-Course Evaluation Methods

- Online surveys and questionnaires
- Knowledge or skills pre-assessments
- Readiness checks (tech check, baseline knowledge, confidence ratings)
- Interviews or focus groups with stakeholders

Pre-Course Evaluation Examples

Ask

- Ask learners what they hope to gain from the course

Collect

- Collect baseline knowledge data through a short quiz

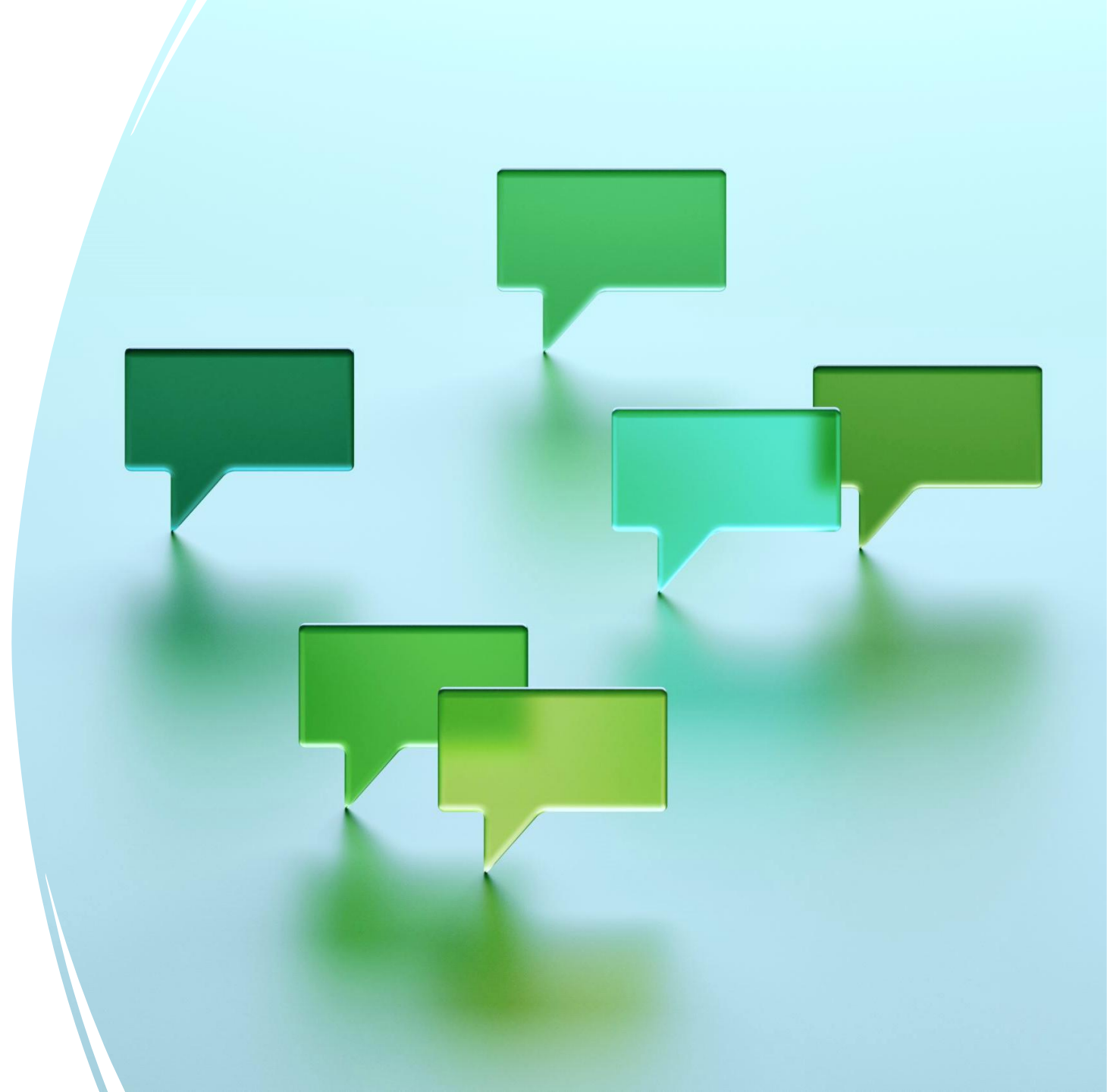
Assess

- Assess confidence levels with Likert-scale ratings (e.g., “I feel confident applying X skill”)

Chat

What's your go-to method for gathering information before a session?

Why does it work best for you?



Formative Evaluation During Delivery



Check understanding

polls, quick quizzes, breakout reflections



Observe engagement

body language, chat participation,
response rates



Adjust delivery

clarify, reframe, or adapt pacing based on
insights



Real-Time Feedback – Interactive Tools

Live polls and
instant
surveys

Chat
questions
and reactions

Breakout
room debriefs
and feedback

Chat Question

“Which tool do you use most often to check in with learners?”

- Live polls/surveys
- Chat questions
- Breakout room debriefs
- I don't usually use these tools

Real-Time Feedback – Observation & Non-Verbal Cues



Non-verbal cues in person: eye contact, posture, energy levels



Virtual cues: emojis, camera use, silence vs. chat activity



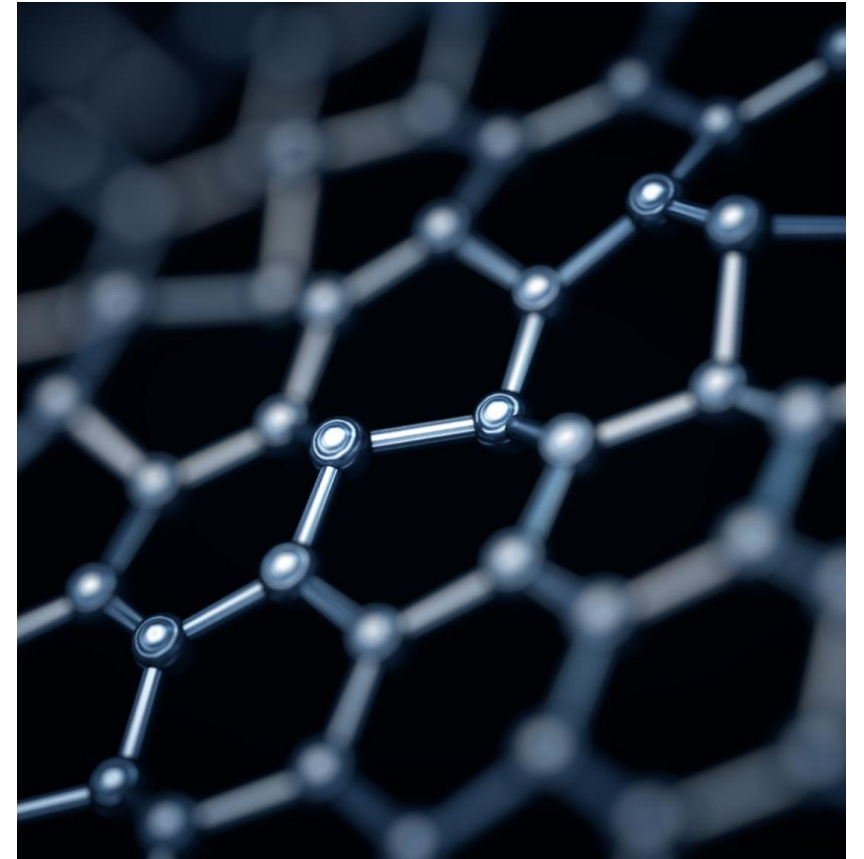
Adapting delivery based on observed patterns

Post-Course Evaluation

Look beyond satisfaction: measure learning, behavior, and results

Methods: follow-up surveys, knowledge checks, self-assessments, observation

Purpose: use results to iterate and improve future courses





Recap

Integrating Evaluation Across the Learning Cycle

- Pre-course: needs and expectations
 - During course: engagement and understanding
 - Post-course: outcomes and application
-

"Which evaluation technique will you implement immediately?"



Consider next steps to
integrate evaluation in your
courses

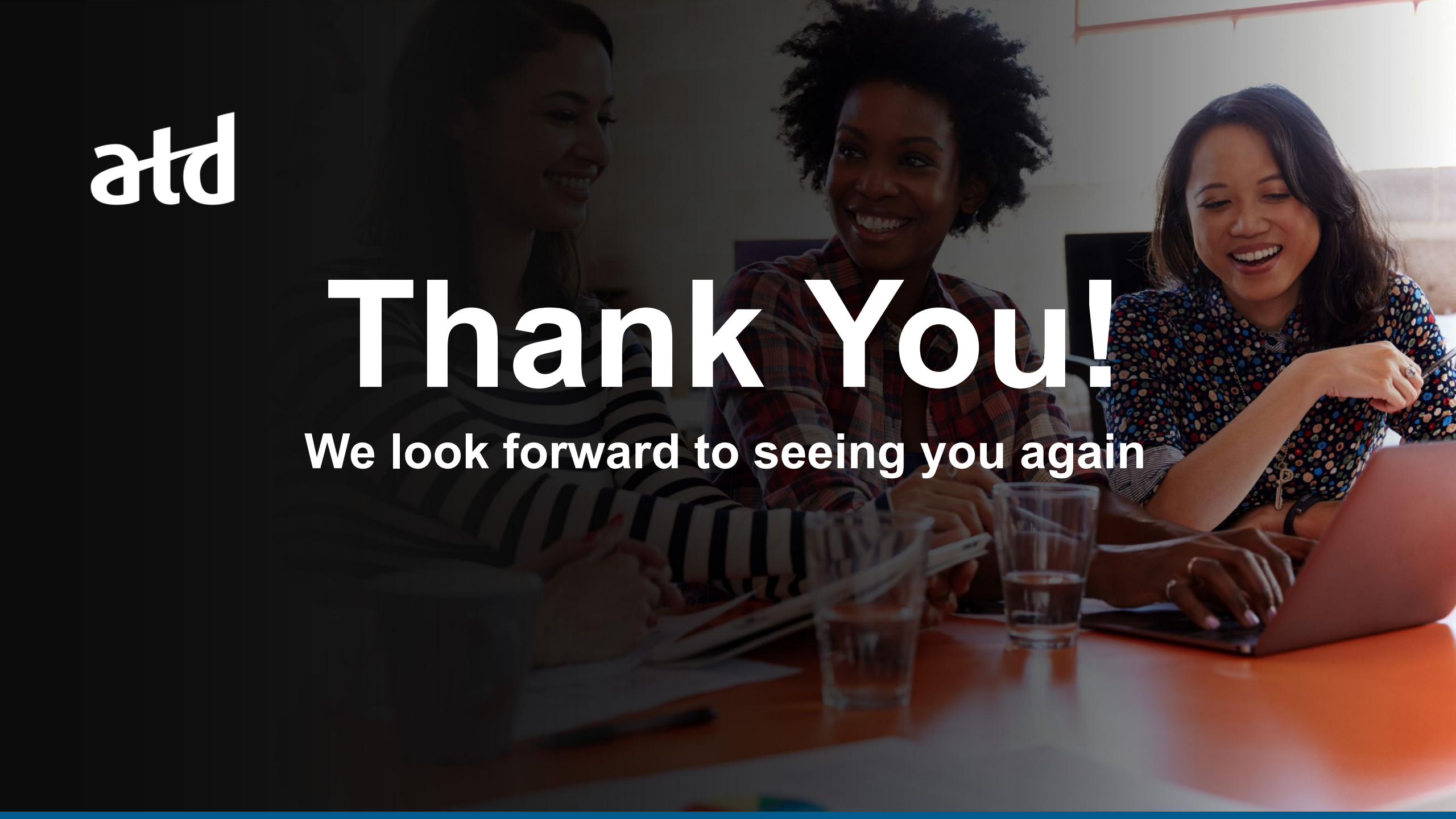


Q & A

A flip chart on a stand with the text "Final Reminders".

Final Reminders

- ✓ Check Your Inbox for a recording of today's presentation
- ✓ Questions about webinars or your membership? Contact Customer Success Manager, Margaret Gray mgray@td.org

A background image showing three diverse women sitting at a table, smiling and engaged in a collaborative work session. One woman is using a laptop. The image is dimmed to allow the text to stand out.

atd

Thank You!

We look forward to seeing you again