Subject: MASSCAP’s IT Mentor’s Training Evaluation Summary

12.11.03

Hello:

Joe asked that I forward a copy of the IT Mentor's Training Evaluation Summary. The response rate was high. Responses were positive and productive. Attendees were definitively satisfied with the overall IT Mentor Trainee Program offered by The Learning Group in November 2003.

Congratulations on a great program. Thank you.
Cathi Murray, Office Manager
MASSCAP
MASSCAP scheduled the Learning Community Group for IT mentor training in November 2003. The Learning Community Group [url: http://theicg.com] provided an all day workshop. Almost 25 members from different CAAs enrolled to attend. Enrollment was limited by availability of 18 computer stations at the facility. The cost of enrollment was $25.00 per CAA member. Joe Diamond, Executive Director, MASSCAP was in attendance at this IT mentor training workshop.

INTRODUCTION
The Learning Community Group used an open ended self reporting methodology. The responses were anonymous. Evaluations were conducted at the end of the workshop. Copies of the evaluations were received by MASSCAP, December 4, 2003. Responses and response rates are included in the ATTACHMENT.

The lowest response rate (63%) was received by question #4 "List the training subject that you feel you most need with the greatest need listed first." Question three response rate was 100 percent. This question reflected the quality of the facilities the day long workshop was held. Questions one and two were reflective of the benefits and improvements, respectively of the training. The response rate was more than 90 percent.

RESPONSES
1. What did you find to be most helpful in this training?
Trainers were "knowledgeable" and "personable." Overall, respondents felt the IT mentor training was satisfactory. The Learning Community Group trainers gave instruction in learning how to "navigate" the Internet; as well as, resources and sites. Trainers provided a better understanding of computer terms, hardware and functions. The training was noted as "practical."

2. How would you improve the training?
Overall the training was found to be interesting. The general response seems to reflect a desire of the attendees to acquire advanced computer proficiency. Respondents named a number of modifications to the format of the training. Respondents' voiced a need for more hands on training. Too much information was offered for a one day training. A focus on the basics and day to day needs was emphasized. One respondent wished that the training be conducted at the office so specific issues could be addressed. This was echoed by wanting "the ability to resolve (problems) on your own" and a need to learn the new information on software compatible with the office environment. Morning and afternoon break were requested.

3. What do you think of the facilities where the training occurred?
Overall the facilities were satisfactory. The room was found to be cold. More space between workstations was requested. A suggestion to move the presenter to the other end of the room to avoid interruptions to the presentation.

4. List the training subjects that you feel you most need with the greatest need listed first.
More education on hardware, managing server, working with the network and viruses was requested.

SUMMARY
Respondents want a better understanding of the IT environment to enhance their own professional skills, to augment office efficiency and to work more productively with staff members. As IT mentor trainees, overwhelmingly those who attended the workshop found the material interesting.
 Appropriately, these future trainees require a strong basic understanding of the hardware, software and Internet properties. Simplified language and a more comprehensive program for IT mentor trainees would provide the framework to work more effectively with the CAAs office members who are less technically orientated. Except for one respondent, utilizing the MIS department less was deemed a goal for office efficiency.

    The low response rate on question four is reflective of the advanced technical ability of the IT mentor trainees. In general, they are seeking a more comprehensive understanding of the IT environment as an addendum to their knowledge. Respondents enjoyed working with the IT trainers from the Learning Community Network. Overall, they were satisfied with the materials presented. Their concerns noted in question three were primarily focused on the quantity and on the quality of the learning itself. This is reflected in their suggestions for modifications in the training itself. Emphasis was placed on the need for the trainers to focus more on the specific, immediate needs of the attendees. As IT mentor trainees, each respondent is aware of the information they require and the goals they wish to achieve in their own office environments. As potential IT trainers, the attendees brought a working understanding of mentoring.

    This summary concludes that the Learning Community Group provided the necessary knowledge and skill development required for members of the CAA community to become IT Mentors. Emphasis was placed on the acquisition of knowledge and its relevance to the attendees' offices computer environments. Modifications focused on a longer hands on training component and the use of simple language to transmit the information with their less technically advanced staff members. An increased attention to the CAAS actual IT environment is requested. In conclusion, a continued collaborative between the Learning Community Group and CAA members could be beneficial.
ATTACHMENT

Number of attendees: 14  Number of respondents: 11

Question 1: Number of responses: 10  Question 2: Number of responses: 10
Question 2: Number of responses: 11  Question 4: Number of responses: 7

1. What did you find to be most helpful in this training?
Great & personable presenter
Learning the specific terms for computer parts and functions. Hardware vs. software. Learning about drivers and partitions and how they function.
The suggested resources & sites given in the handout.
Going through each screen and taking part the computer. The internet info was helpful. Both trainers are very knowledgeable.
Everything. A learn any piece of the training. Thing that I don't know.
Learned many things for my home computer. Our agency has its own MIS Dept. who would take care of the technical problems.
Sites to find out more on my own.
Very practical, which I prefer.
navigating the computer, security and viruses

2. How would you improve the training?
Was fine
More hands on training
Focus more on trouble shooting for network problems, i.e., error messages, more technical issues that relate to having to call MIS vs. ability to repair/resolve on your own. Start w/Internet first or shorten first part of training.
The majority of the participants are not working with XP. It was confusing when Justin spent so much time on screens, capabilities available in XP (but not in Win 98 or 2000). Justin went off on tangents a lot - stay focused since there is a lot of info to cover.
Justin was talking a little above our heads. I think he needs to simplify and make it very basic. Too much was covered in one day.
A learn a lot today. Maybe everything hat a learn today I can use a future. I don't need to improve anything everything it was interested.
2 day training - 1st half was very interesting.
-more of the day-to-day kinda stuff -maybe the training at our place so some of our office questions can be answered
I found everything to be most helpful. I actually learned a lot of things I did not know.
Provide occasional breaks.
Should be more hands on training

3. What do you think of the facilities where the training occurred?
Satisfactory
O.K.
The room we were in was cold as was the restrooms. (uncomfortable because of coldness.) Have trainers use other end of room to stand for presentation. Entry and exit uncomfortable during training, having to interrupt speakers.
Fine
Facilities were ok but the room was very cold. Should offer a 10 min. break morn and afternoon.
It's very nice.
Location was fine, all computers needed to be up and running.
-nice, clean, a bit too cold.
The facility was great except the spaces btwn. The computer stations were somewhat limited (small).
Fine.
Good size

4. List the training subjects that you feel you most need with the greatest need listed first.
Managing server/network
Hands on hardware education
More hands on training on every day problems.
How to add printers. How to network printers.
Virus concern.
Set up was perfect. Thanks.