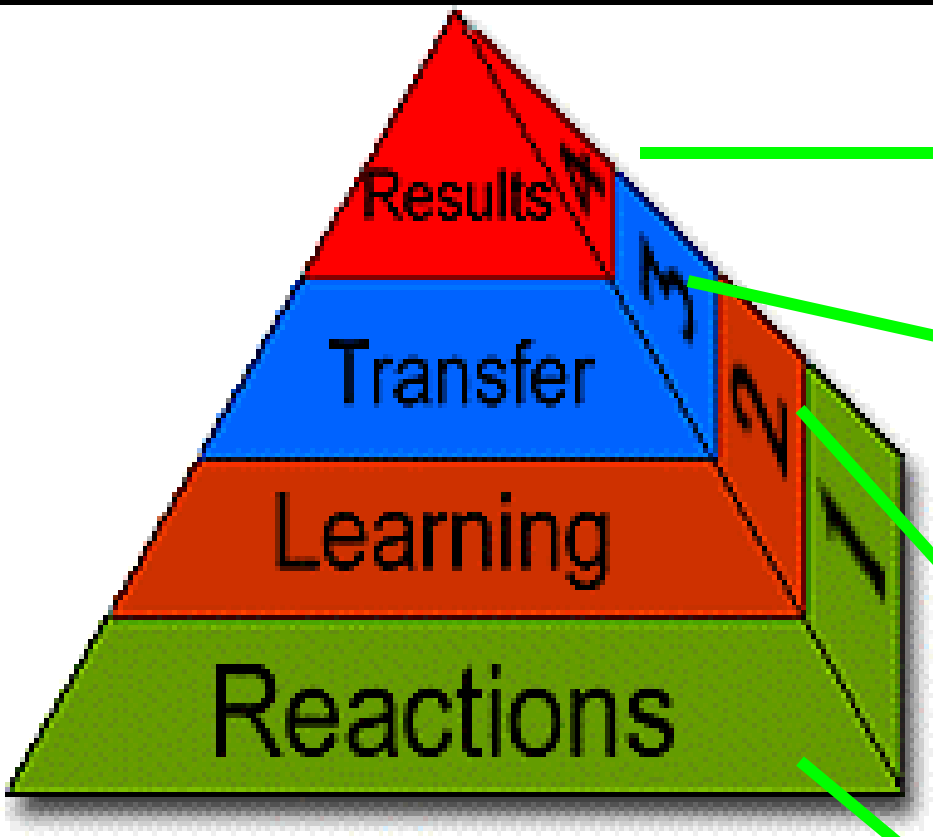


Evaluation



Results: Has production increased (number of cases docketed), improved quality (fewer mistakes on docket entries), decreased costs (amount of work redo).

Transfer: Are the newly acquired skills, knowledge, or attitude being used in the everyday environment of the learner?

Learning: Attempts to assess the extent students have advanced in skills, knowledge, or attitude.

Reaction: Evaluates how participants in a training program react to it. Did they like it? Was the material relevant to their work?