BELGIAN PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

Meeting of the Directors of Institutes and Schools of Public Administration (DISPA)

THE EVALUATION OF TRAINING

Brussels 27th-29th October 2010
WORKSHOP 2
Reinforced collaboration in our evaluation practices – INCREASE² project
WORKSHOP 2

Reinforced collaboration in our practices – INCREASE² project

Jean-Luc Gilles, Haute Ecole Pédagogique – Lausanne (HEPL)
Pierre Ramelot, Institut de Formation de l’Administration fédérale (IFA)

Rapporteur:
Julie Camerman, Institut de Formation de l’Administration fédérale (IFA)
WORKSHOP PLANNING

Introduction:
- Your needs are central to our quality approach!
- INCREASE² offers an opportunity to meet your needs
- The OpenAMS* project goes EU!
- What kind of collaborations?

Questionnaire:
- Needs and features for each Kirkpatrick’s levels?
- Would you participate in a European project concerning OpenAMS?
- Would you like to collaborate on OpenAMS* outside of a European project?

Discussion:
- What are your needs?
- What about a European project?
- What else concerning concrete and immediate collaborations?

*OpenAMS = Open Assessment Management System
WORKSHOP 2

Reinforced collaboration in our practices – INCREASE² project

PART 1

Introduction
YOUR NEEDS ARE CENTRAL TO OUR QUALITY APPROACH!

AXIOLOGICAL FRAMEWORK

CONTEXTUAL FRAMEWORK

QUALITY CRITERIA AND OBJECTIVES

THEORETICAL METHODS AND MODELS

HUMAN AND MATERIAL RESOURCES

STAKEHOLDERS' NEEDS

Questionnaire

Discussion

WORKSHOP 2 – Reinforced collaboration in our evaluation practices – INCREASE² project
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INCREASE² OFFERS AN OPPORTUNITY TO MEET YOUR NEEDS

In international Consortium for Researchers and Specialists in Education and Evaluation

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Jean-Luc Gilles & Pierre Ramelot – DISPA meeting – Belgian Presidency of the Council of the European Union
Improve the quality of our training systems is an important issue.

Evaluation practices related to the measurement of the quality of training must demonstrate their own quality.
The « Deming wheel » links with the settings up of virtuous circles to improve quality:

- “Plan”: preparing an action
- “Do”: implementation
- “Check”: measuring achievement of the objectives
- “Act”: corrective measures and continuation

The quality system can be considered as an anti-reverse latch designed to avoid recurring problems.

(W.A. Shewhart, 1939; W.E. Deming, 1950)
The « Deming wheel » links with the settings up of virtuous circles to improve quality:

- **“Plan”:** preparing an action
- **“Do”:** implementation
- **“Check”:** measuring achievement of the objectives
- **“Act”:** corrective measures and continuation

The **quality system** can be considered as an anti-reverse latch designed to avoid recurring problems.
Kirkpatrick's taxonomy + Phillips’ level 5

Level 1: Satisfaction
Did the participants enjoy the training?

Level 2: Quality of learning
What have the participants learnt?

Level 3: Transfer of learning
Do the participants apply what they have learnt to their work?

Level 4: Impact on the organisation
What HR, operational and financial objectives have been achieved?

Level 5: Economic return
How much is the Return On Investment (ROI) worth?

Kirkpatrick’s taxonomy + Phillips’ level 5

Level 1: Reactions
Did the participants enjoy the training?

Level 2: Learning
What have the participants learnt?

Level 3: Behaviour
Do the participants apply what they have learnt to their work?

Level 4: Organisational results
What HR, operational and financial objectives have been achieved?

Level 5: Economic return
How much is the Return On Investment (ROI) worth?
Assessment challenges

Produce quality assessments:

- To measure learning
  - before
  - during
  - after training
- To generate employment tests
- To certify competencies
- ...

Quality criteria:

- Validity
- Fidelity
- Sensitivity
- Diagnosis
- Feasibility
- Equity
- Communicability
- Authenticity

With the same process, under quality control, using a webbased platform, accessible and downloadable for free, open source, GPL v2 licensed
The Open AMS project GOES EU!

Cycle de Construction et Gestion Qualité des Tests Standardisés

1. ANALYSE
- Points à Evaluer
- Catégories de Performances
- Objectifs

2. DESIGN
- Choix des Modalités de Questionnement
  - Oral / Ecrit
  - Pratique, stage
  - Travaux
- Kaleidoscope des techniques de questionnement:
  - QCM-SG, degrés de certitude,
  - justifications, théorie des décisions, training

3. QUESTIONS
- Construction des questions et des critères de correction
- Instructions aux notateurs
- Gestion des banques de questions

4. TRAINING
- Entraînement aux procédures de questionnement

5. TESTING
- Questionnaire informatisé
- Questionnaire Papier
- Gestion des consignes
- Procédures anti-fraude
- Gestion du temps imparti
- Gestion des évaluations

6. CORRECTION
- Encodage manuel ou automatisé des réponses
- 1ère version des résultats
- Discussion
- Version définitive des résultats
- Statistiques descriptives,
- États descriptifs ou spectrums des questions
- Tableau de bord “qualité” du niveau du test, des questions et des propositions

7. FEEDBACKS
- FB diagnostiques
  - liés aux PE et aux CP
  - personnalisés et confidentiels
- Scores métacognitifs
- Performance globale
- Précision, rapidité, diagnosticité

8. REGULATION
- Recueil des avis des acteurs de l'évaluation
- Traitement
- Discussion et amélioration

(Gilles, 2002)
Concerning Kirkpatrick’s level 2:
a web based platform downloadable for free, open source, GPL v2,
in relationship with a theoretical model,
ALREADY EXISTS!

contact: www.assess-group.be
Impressions

Afficher l'id des questions: 

En-Tête et Pied de Page
Orientation : ° Portrait ° Paysage

Afficher
Intitulé de l'épreuve
Consignes
Identification de l'évalué
Nom de l'évalué

En-tête première page

- Validity
- Fidelity
- Sensitivity
- Diagnosis
- Feasibility
- Equity
- Communicability
- Authenticity

Questions

Q1. Qu’est-ce que le code de bonne conduite ?
1. Offenser
2. Risquer
3. Signaler
4. Ignorer

Q2. Quelle est la conséquence de la mauvaise conduite ?
1. Peine
2. Sanction
3. Pénalité
4. Aucune

Q3. Qu’est-ce que le code de conduite ?
1. Code de conduite
2. Code de conduite
3. Code de conduite
4. Code de conduite

Q4. Quelle est la sanction pour le code de conduite ?
1. Pénalité
2. Sanction
3. Peine
4. Aucune
Already existing and already operating…
# Quality approach paradigm

<table>
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**Workshop 2 – Reinforced collaboration in our evaluation practices – INCREASE² project**

Jean-Luc Gilles & Pierre Ramelot – DISPA meeting – Belgian Presidency of the Council of the European Union
## Quality approach paradigm

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Kirkpatrick’s taxonomy + Philips level 5:
- Validity
- Fidelity
- Sensitivity
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**Open Assessment Management System**

**Open AMS**

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INCREASE² OFFERS AN OPPORTUNITY TO MEET YOUR NEEDS

Projects proposals

Examined under a charter

Open AMS

CALL FOR PARTICIPATION

MEMBERSHIP

RESULTS

RESULTS

RESULTS

INCREASE²

WORKING GROUP PROJECT 1

WORKING GROUP PROJECT 2

PROJECT 2

MEMBERS

MEMBERSHIP

DISSEMINATION
- Website www.increase2.eu
- Annual Conference

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PART 2

Questionnaire

Reinforced collaboration in our practices – INCREASE² project
Please, fill in the questionnaire (one country / one form)
Q1  For each Kirkpatrick’s/Phillips’ levels, what are your needs and/or what kind of features would you like in the Open AMS platform?

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Q2 Would you like to participate in a European project concerning the Open AMS project?

If yes, what types of tasks would you be willing to contribute?

- Express your needs to see them implement in the Open AMS platform
- Test the new features implemented in the Open AMS platform
- Participate in the translation of the interfaces (the keywords) in your national language(s)
- Collaborate on another aspect that is worrying you (if yes, explain what is this concern)
<table>
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<th>Q3</th>
<th>Would you like to participate in Open AMS outside of a European project?</th>
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<td>YES - NO</td>
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If yes, what kind of collaboration do you propose?
In the context of the European Open AMS project, do you authorize us to contact you?

If yes, can we get in touch with you …

- … to offer you a partnership in the Open AMS European project?
- … to inform you about the progress of the developments related to the Open AMS European project?
- … to discuss another aspect? Please specify.
WORKSHOP 2

Reinforced collaboration in our practices – INCREASE$^2$ project

PART 3

Discussion
Discussion
- What are your needs?

- What about a European project?

- What else concerning concrete and immediate collaborations?
Thank you for your participation in this workshop!

www.increase2.eu