

SAT-Aligned Training Evaluation & Measurement Plan

Blended Learning Ecosystem • Enterprise Platform Release • Multi-Format Delivery

PURPOSE & INSTRUCTIONAL RATIONALE

This evaluation and measurement plan defines how effectiveness will be assessed across eight concurrent training delivery formats supporting an enterprise platform transformation. Evaluation strategy was designed proactively — before training delivery — in alignment with the Systematic Approach to Training (SAT) framework and Kirkpatrick's Four Levels of Evaluation. Building measurement into the design phase ensures that data collection is intentional, consistent, and actionable for continuous improvement.

EVALUATION FRAMEWORK: KIRKPATRICK'S FOUR LEVELS

Level 1	Level 2	Level 3	Level 4
Reaction	Learning	Behavior	Results
Learner satisfaction, confidence ratings, and content relevance via post-training surveys.	Knowledge checks, scenario-based assessments, and pre/post competency comparisons.	On-the-job application — correct platform usage, error rates, and first-transaction success.	Adoption rates, compliance timelines, error reduction, and operational efficiency metrics.

TRAINING DELIVERY MEASUREMENT MATRIX

Delivery Format	What Is Measured	How It Is Measured	Tools & Technology	K-Level
Virtual ILT (VILT)	Attendance, engagement, learner confidence, readiness to perform	Teams attendance reports; post-training confidence survey (1–5 scale); facilitator observation notes	Microsoft Teams; Survey tool; Power BI dashboard	L1, L2
Recorded Video Modules	Content comprehension; learner completion; re-watch rates	LMS completion data; embedded knowledge checks; re-watch analytics	LMS reporting; SnagIt/Camtasia analytics	L2
ClickLearn Job Aids	On-the-job application accuracy; reference frequency	Error ticket reduction tracking; user satisfaction via micro-surveys	ClickLearn analytics; ServiceNow ticket data	L3

Visio Process Diagrams	Process understanding; correct decision-path selection	Embedded scenario questions; walkthrough observation scoring	SharePoint access logs; walkthrough scoring rubric	L2
Mini Lessons (LMS)	Standards mastery; topic-level comprehension	Pre/post quiz scores; time-on-task; completion rates	SAP LMS reporting module	L2
Office Hours Sessions	Learner confidence; unresolved issue rates; adoption barriers	Attendance logs; structured Q&A; documentation; issue categorization	Teams; shared FAQ repository; Power BI	L1, L3
LMS Announcements	Awareness reach; message open rates; action completion	LMS notification open rates; linked resource click-throughs	SAP LMS analytics; SharePoint	L1
Change Champion Network	Peer reinforcement effectiveness; team adoption health	Champion feedback surveys; team error rates; escalation tracking	SharePoint champion log; Power BI adoption dashboard	L3, L4

CONTINUOUS IMPROVEMENT & REPORTING

Power BI Dashboard	Agile Review Cycles	SAT Compliance
Live adoption metrics, training completion rates, and error trends reported to project leadership weekly during go-live period.	Evaluation data reviewed at each sprint retrospective. Issues surface within 48 hours; curriculum adjustments deployed within one sprint cycle.	All evaluation activities align to the organization's SAT Process. Documentation archived in SharePoint and submitted for QA review upon project close.

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