Jim Doran
EDTECH 505 – Spring 2015
Assignment 2

Part A

1. *What are the benefits and limitations of an evaluation?*

The limitations to this evaluation seem fairly obvious. This is an evaluation which is designed to succeed. There are no guarantees that this evaluation will be objective. Cashflow is footing the bill, providing the information and expecting a result that will lend its program credibility so it can market its product to other educational institutions. By setting the table in this fashion, Cashflow Technologies makes objectivity, a bare minimum for any evaluation, optional. Because of this lack of objectivity, the benefits of such an evaluation are, at best, nebulous. The only entity who benefits from such an evaluation is Cashflow, in that they can use the results as a lovely bullet in their marketing brochure.

2. *What factors ensure that an evaluation will be successful?*

Success, for this evaluation, is a subjective term. Cashflow has gone a long way to ensuring their desired result by stacking the deck in their favor. Evaluators are not given access to material, but to sales figures and student information. As an objective evaluator, any information provided to me by a company would have to be viewed through that prism. A successful evaluation would be one that drilled down to go beyond the information that the company provided. For example, credence would be given to evidence provided by the students and instructors on the list, but an effort would need to be made to follow on with individuals not on the list. A successful evaluation would be performed much like a security clearance check, specifically asking the question, "Do you have the contact information for any other students or instructors who have participated in this course?"

3. *How might one use evaluation results?*

To be sure, the results of the evaluation, as designed, could be used for marketing, but its results for the end user would be less beneficial. As previously stated, the whole scenario seems designed to produce a marketing bullet. In fact, the results of such an evaluation would seem to be counterproductive should someone interested in the results ask to see the evaluation. After reviewing the results of what is obviously skewed research, the consumer may well move on, thinking that a company which conducts such a one sided evaluation is one who is marketing a less than adequate product.

Part B

Introduction

Troubleshooting training will be given the first quarter of 2015 to Troubleshooting Leads and the general Engineering Training population. The purpose of this training is to improve the troubleshooting skills of the Engineering staff as a whole, while at the same time improving the skills and abilities of the Troubleshooting Leads in the areas of command and control and adherence to site standards.

1. *Would the program you detailed in Chapter One benefit from an evaluation? If so, how?*

The course will absolutely benefit from an evaluation. Any training given to overcome a gap in performance requires an evaluation to ensure that the gap has been closed. One of the cornerstones in the Systematic Approach to Training is the concept of training to improve performance. That is to ensure that resources are invested as required to make site performance better. Without a thorough comparison of performance post training with performance prior to the training taking place there is no way of knowing as to whether the training hit the target. Additionally, ineffectual troubleshooting has been a long standing issue at Millstone. Without an evaluation, there is no way of knowing if we are improving.

2. *What are the inherent limitations in the evaluation of the program?*

The limitations of the evaluation lie in the fact that we are looking at results based on the effectiveness of keeping aging technology operating. For example, suppose troubleshooting identifies a faulty component in a system. That component is replace and the system returns to working order. Three months later, the system fails again due to a fault in a different component. Was the troubleshooting successful because it identified the faulty component, or was it unsuccessful because it failed to identify a component that was already degraded and ready to fail?

3. *How might you use the evaluation results to benefit the organization, community, schools, or yourself?*

The results of this evaluation will be used to present Troubleshooting Training to other groups on site. This program is designed specifically for engineers, but thought is already being given to offer the same type of training to the Maintenance and Operations groups on site. These results will allow us to identify what was good about the training and what needs to be improved. Although the INPO results singled out Engineering as a weak performer, troubleshooting is a team exercise and the team is only as strong as its weakest performer.