**OUTCOME DEVELOPMENT TOOL**



**INTRODUCTION**

**Outcome Development and Continuous Improvement Tool**

**This tool is designed to help you develop:**

* Metrics to assess whether your program is successful
* Metrics to assess whether each component of your program is effective
* Processes for collecting and analyzing data to identify the need to redesign specific elements of your program

**We suggest the following process:**

**Step 1** → Develop Overall Program Success Data Elements

**Step 2** → Develop Measurable Overall Program Success Goals

**Step 3** → Develop Data Collection Methods and Measurement Methodologies

**Step 4** → Develop Data Sharing Agreements and Protocols

**Step 5** → Develop Continuous Improvement Review Cycle Plan

**STEP 1**

**Develop Overall Program Success Data Elements**

**What are your overall program objectives? How will you know if your program is successful?**

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| **QUESTIONS** | **PROGRAM OBJECTIVES** |
| Some possible objectives for your participant customers are:   * Complete the program (attain skills and earn credentials) * Secure employment in the target occupation(s) * Retain employment * Secure employment in a better job (more hours, pay or benefits) * Other? |  |
| Some possible objectives for your employer partners are:   * Fill vacant positions * Increase the diversity of their workforce * Retain workers * Other? |  |

**Review your draft participant objectives with individuals from your target participant population.**

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| **QUESTIONS** | **REVISED OBJECTIVES** |
| Which objectives do they agree with? Do they suggest adding or revising any? |  |
| What is your final set of objectives after securing feedback? |  |

**Review your draft employer objectives with your employer partners.**

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| **QUESTIONS** | **REVISED OBJECTIVES** |
| Which objectives do they agree with? Do they suggest adding or revising any? |  |
| What is your final set of objectives after securing feedback? |  |

**Identify Participant Program Success Data Elements**

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| **QUESTIONS** | **ANSWER HERE** |
| For each Participant objective you identified above, what data will you use to determine whether your program is accomplishing it? Some possible data elements are: |  |

**STEP 2**

**Develop Training Program Curriculum Outline**

**Review the learning/skills building objectives you developed in Step 1. List the major training topics of your program and the essential skills/knowledge to be developed in each topic. Add rows as needed.**

Consider: What are key knowledge and skills that cross major topics?

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| **TOPIC** | **ESSENTIAL SKILLS AND KNOWLEDGE TO BE DEVELOPED IN THIS TOPIC** |
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**For each major topic you outlined above, list the sub-topics and the knowledge/skill building approach. Add rows as needed.**

Here are some things to consider:

* How will you incorporate hands-on knowledge development and skill building?
* How will you reinforce and support the development of key knowledge and skills across major topics?
* Will you incorporate work experience as a skill building strategy

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| **MAJOR TOPIC** | **SUB-TOPIC** | **KNOWLEDGE AND SKILL BUILDING APPROACH** |
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**For each sub-topic you outlined above, will participants engage in-person, remotely or in a hybrid manner? Add rows as needed.**

If any aspect of the program will be provided remotely or in a hybrid approach, consider:

* Will remote work be conducted asynchronously, synchronously, or both?
* What are the technology requirements for participants to access remote instruction and course materials?
  + Laptop
  + Broadband connection, internet subscription
  + Other?
* How will you support participants in accessing the required technology?

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| **SUB-TOPIC** | **IN-PERSON, REMOTE OR HYBRID? IF REMOTE OR HYBRID – ASYNCHRONOUS, SYNCHRONOUS OR BOTH?** |
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**STEP 3**

**Develop Competency Attainment Assessment Methodology**

**List the technical learning/skill building objectives you developed in Step 1.**

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| **QUESTIONS** | **ANSWER HERE** |
| How will you determine whether a participant is making progress toward developing and has attained the targeted knowledge and skills? |  |
| Who will be involved in this process?   * The instructor(s)? * An independent tester/evaluator? * A workplace supervisor? |  |
| How will the instructor(s) engage participants in assessing their progress toward attaining the targeted knowledge and skills? |  |

**List the work readiness learning/skill building objectives you developed in Step 1.**

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| **QUESTIONS** | **ANSWER HERE** |
| How will you determine whether a participant is making progress toward developing and has attained the targeted knowledge and skills? |  |
| Who will be involved in this process?   * The instructor(s)? * An independent tester/evaluator? * A workplace supervisor? |  |

**List the literacy, numeracy and English language proficiency skill building objectives you developed in Step 1.**

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| **QUESTIONS** | **ANSWER HERE** |
| How will you determine whether a participant is making progress toward developing and has attained the targeted knowledge and skills? |  |
| Who will be involved in this process? |  |

**STEP 4**

**Develop Your Training Program Calendar**

**Use the suggested format or develop your own but for each week of the program, develop a day-by-day plan with: Major Topics and Sub-Topics, number of planned hours of instruction, training location, and time of day. If your training program incorporates a work experience component, include it in the calendar. Add weeks and rows as needed.**

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| **WEEK 1 PLAN** | | | | | | | |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
| **TIME OF DAY** |  |  |  |  |  |  |  |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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| **WEEK 2 PLAN** | | | | | | | |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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| **WEEK 3 PLAN** | | | | | | | |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
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| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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| **WEEK 4 PLAN** | | | | | | | |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
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| **WEEK 5 PLAN** | | | | | | | |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
| **LOCATION** |  |  |  |  |  |  |  |
| **TIME OF DAY** |  |  |  |  |  |  |  |
|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
| **NUMBER OF HOURS/MIN** |  |  |  |  |  |  |  |
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|  | **MON** | **TUES** | **WED** | **THURS** | **FRI** | **SAT** | **SUN** |
| **MAJOR TOPIC/**  **SUB-TOPIC** |  |  |  |  |  |  |  |
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| **LOCATION** |  |  |  |  |  |  |  |
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**STEP 5**

**Develop Detailed Lesson Plans**

**Use the suggested format or develop your own but for each block in your training calendar, develop a detailed lesson plan with the Topic/Sub-Topic, Learning Objectives, the Instructor Name(s), the knowledge and skill building activities, the participant learning assessment/reflection methodology, and for each activity – the activity name, duration, procedures, required materials and technology and set up procedures.**

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| **Topic/Sub-topic** |  |
| **Learning Objectives** |  |
| **Instructor Name(s)** |  |

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|  | **Activity 1** | **Activity 2** | **Activity 3** |
| **Activity Name** |  |  |  |
| **Activity Procedures - Instructor** |  |  |  |
| **Activity Procedures - Participants** |  |  |  |
| **Materials Required** |  |  |  |
| **Technology Required** |  |  |  |
| **Set Up Procedures** |  |  |  |

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| **QUESTIONS** | **ANSWER HERE** |
| Participant Learning Assessment/Reflection Methodology |  |

**STEP 6**

**Develop Your Training Program Management Plan**

**Develop a Data Collection and Analysis Plan. Remember, the objective of your training program is to prepare participants to secure and retain employment in a targeted occupation or a set of occupations with similar skill requirements.**

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| **QUESTIONS** | **ANSWER HERE** |
| How will you record each participant’s progress toward attaining the targeted skills? A database? A document? How will you ensure that it can be shared with the participant and with relevant staff? How will you ensure that the participant’s confidential data are protected? How will you ensure that it can be updated and revised as the participant meets progress benchmarks or circumstances change? |  |
| What information would help you to assess the effectiveness of your training program? Some possible elements are:   * Completion, placement, and retention rates of program participants * Demographic information about all program participants as compared to participants who complete the program or participants who secure and/or retain employment * Participant interviews or surveys * Other? |  |
| When will you review the data to assess effectiveness? After the program cycle has ended? |  |

**Develop a Staffing Plan.**

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| **QUESTIONS** | **INTERNAL STAFF** | **EXTERNAL STAFF** |
| Overall Training Program Management: Who in your organization will have overall responsibility for managing the Training Program? |  |  |
| Will anyone else in your organization be involved in the Training Program? As an instructor? Or in another role? |  |  |
| If you will be partnering with an external agency to conduct any aspect of the training program, what is the name of the individual at the agency you will be working with? |  |  |
| Will any of your employer partners play a role in any aspect of the training program? As instructors? As internship hosts or work experience supervisors? As guest speakers? Other? If yes, what are their name(s), organization(s) and roles? |  |  |
| Training Program Data Collection: Who in your organization will be responsible for developing your data collection methodology and maintaining your training program data? |  |  |
| Training Program Data Analysis: Who in your organization will be responsible for analyzing the data to assess the effectiveness of your intake/assessment processes? |  |  |

**Develop a Training Program Resource Plan/Budget.**

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| **QUESTIONS** | **ANSWER HERE** |
| For internal staff identified in your intake/assessment staffing plan outlined above: What is your projected level of effort (in FTEs over the entire period of your program) and salary and benefit cost? |  |
| Will there be contractual costs associated with external staff identified in your intake/assessment plan outlined above? If so, what is the projected cost? |  |
| What are the non-staff costs associated with your training plan (materials, technology, classroom rental, certificates, testing fees, other)? |  |
| Other than staff, are there costs associated with your data collection and analysis plan (database subscriptions, testing, other)? If so, what is the projected cost? |  |