



Association of Social Work Boards  
**ACE Resource**  
*Developing Evaluations*

### **Evaluation**

Evaluation is an important component of continuing social work education. The provider must develop and implement participant evaluations; both course and program evaluation components are recommended. The provider must collect an evaluation from each participant who expects to receive CE credit. Questions focus on specific learning outcomes, and details of the course content, delivery and materials, which could be overlooked in conversation or questions of a general nature. Professional relevancy is assessed on three levels: (1) participant evaluation, (2) course evaluation (3) program evaluation. Evaluations are conducted as anonymously as possible to be free of subjectivity or pressure.

### **Participant Satisfaction Evaluation**

This evaluation instrument must include the following elements

- Learning goals and outcomes related to the specific course content (learning outcomes must be behavioral and measurable or observable, and they must indicate what the participant is expected to learn during the course)
- Specific program content related to:
  - Level and depth of coverage of the topic
  - Usefulness to the learner (relevance to individual participant's education, experience and licensure level)
  - Relevance of presentation to participant's professional activities
  - Whether the course met stated learning outcomes
  - Effectiveness of the learning method and resources
  - Currency of the presentation to new developments in the field
- Instructor's:
  - Knowledge of subject matter
  - Effectiveness of presentation
  - Organization of presentation
  - Clarity of presentation
  - Responsiveness to participants
  - Ability to utilize course-appropriate technology to support participant learning
- For distance learning, how long it took to complete the program
- Suitability and/or usefulness of instructional materials
- Relevance and/or effectiveness of test questions
- Location of the program, and facilities
- Technology used during the program
- Administration of the program (registration, customer service, etc.)
- Accessibility for distance learning consultation (if applicable)

### **Summary Course Evaluation**

Providers are expected to use educationally sound methods to evaluate courses. Evaluations are analyzed, summarized, interpreted and used to improve the provider's continuing education courses.

At the time of approval renewal, ACE approved providers submit the following summary evaluation information:

- Course title
- Instructor name(s)
- Summary of total number of participants in each course
- Summary of total number of social work participants in each course

### **Program Evaluation**

Individual course quality impacts and reflects overall program quality. The provider is expected to make modifications to the overall program based on course evaluation information. The planning process is linked to responses from course participants related to course preferences, instructor preferences, geographic preferences, time of year preferences, meeting site preferences, procedural preferences and pricing preferences, all of which are subject to change based on participant feedback.

### **Social Work Consultant involvement in Evaluation/Assessment/Development**

The qualified social worker consultant(s) is involved in the following; be prepared to list specific activities:

- Planning your organization's continuing education courses.
  - Needs Assessment (assessing the educational needs and licensure requirements of social workers for the purpose of course development)
  - Developing learning outcomes
- Administering continuing education courses. (Includes involvement in grievance resolution)
- Monitoring continuing education courses. (Evaluating courses and the program as a whole)
- Assisting your organization in infusing cultural competence\* and diversity\* in all programs.

### **Summary - Required evaluation content**

1. Learning outcomes *Each learning outcome must be listed and rated individually*
2. Course appropriateness to participant's education, experience and/or licensure level
3. Effectiveness of the presentation
4. Relevance to practice
5. Currency of information
6. Instructor's knowledge of subject matter *May not be applicable for distance learning courses*
7. Instructor's clarity of delivery *May not be applicable for distance learning courses*
8. Instructor's responsiveness to participants *May not be applicable for distance learning courses*
9. Instructor's ability to utilize course-appropriate technology to support participant learning *Not applicable for distance learning courses*
10. Suitability and/or usefulness of instructional materials
11. Instructions for requesting accommodations for disability
12. Location of the program and facilities (not applicable for distance learning course)
13. Technology and administration of the program
14. Additional requirements for distance learning courses

### **Summary – Additional evaluation content requirements for distance learning courses**

1. Author or course effectiveness
2. Course presentation
3. Clarity of subject matter
4. Was the technology appropriate to support participant learning?
5. Accessibility for all distance learning consultation: Were your questions or problems addressed effectively and in a timely manner?
6. For online courses:
7. User-friendliness of course technology
8. Was the technology responsive to participants?
9. For online courses: Rate the course technology overall
10. How long it took the participant to complete the course.