Evaluate – An Innovative Service for Learning Performance Monitoring in Businesses

Bernd Simon, Kasra Seirafi, Åsmund Realfsen, Mark Strembeck, Gustaf Neumann

Vienna University of Economics and Business Administration
Institute for Information Systems and New Media
Agenda

• Motivation
• Methodological Foundation
• Evaluate
  • Artefacts
  • Users
  • Processes
  • Business Model
  • Technology
• Example Screenshots
Motivation: Competencies driving Business Performance

Methodological Framework for Competency-driven Performance Monitoring

Evaluate - Users

- **Portal Management**
  - Portal Administrator
  - Portal Quality Manager

- **Business Users**
  - Business Process Leader
  - Monitoring Project Leader
  - Learning Employee
  - Instructor

- **Survey Participant**
Supported Core Processes

- Sharing of Measures
- Course Evaluation
  - Formative
  - Summative
- Learning Environment Assessment
- 360-Degree-Feedback (Under Development)
Business Model

• Benefits of Evaluate:
  • reduced effort for setting up learning performance monitoring projects through
  • reuse of measures and questionnaires;
  • reduced effort for collecting relevant data;
  • increased data quality through validated measures;
  • straightforward interpretation of reports as they can be enriched with benchmark data

• Revenue Model:
  • Service fee
  • Advertisement, Sponsoring
Evaluate - Technology

Evaluate Services

<table>
<thead>
<tr>
<th>LEA</th>
<th>CE</th>
<th>360</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting</td>
<td>Benchmarking</td>
<td></td>
</tr>
</tbody>
</table>

Assessment | Evaluate Core Services

- OpenACS Core Services
- AOLserver
- PostgreSQL

- xosoap, xorb
- XOTcl Core
- Tcl, XOTcl

Standard Components
Evaluate Components
Example Screenshots
<table>
<thead>
<tr>
<th>Title</th>
<th>Status</th>
<th>Start</th>
<th>End</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENO Learning Environment Assessment Feb 2008</td>
<td>open</td>
<td>2008-01-30</td>
<td>2008-02-29</td>
<td>4</td>
</tr>
</tbody>
</table>
Welcome to 'GENO Learning Environment Assessment Feb 2008'

Learning Transfer:

I am able to transfer the skills learned in training of Geno-Akademie back to my actual job.

- strongly agree  o  agree  o  not sure  o  disagree  o  strongly disagree

I have changed my job behavior in order to be consistent with the material taught in training of Geno-Akademie.

- strongly agree  o  agree  o  not sure  o  disagree  o  strongly disagree

[submit]
# Learning Transfer

I am able to transfer the skills learned in training of Geno-Akademie back to my actual job.  
average agreement: 87 %  
I have changed my job behavior in order to be consistent with the material taught in training of Geno-Akademie.  
average agreement: 100 %  

## Sum Learning Transfer  
average agreement: 93 %

<table>
<thead>
<tr>
<th></th>
<th>agree</th>
<th>not sure</th>
<th>disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am able to transfer the skills learned in training of Geno-Akademie back to my actual job.</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>average agreement: 87 %</td>
<td>75 %</td>
<td>25 %</td>
<td>0 %</td>
</tr>
<tr>
<td>I have changed my job behavior in order to be consistent with the material taught in training of Geno-Akademie.</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>average agreement: 100 %</td>
<td>100 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Sum Learning Transfer</strong></td>
<td><strong>7</strong></td>
<td><strong>1</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>average agreement: 93 %</strong></td>
<td><strong>87 %</strong></td>
<td><strong>12 %</strong></td>
<td><strong>0 %</strong></td>
</tr>
</tbody>
</table>

## Knowledge gained (perceived)

The “VR-FinanzPlan” training supports me in gaining factual knowlegde (e.g. relevant terminology, methods)  
average agreement: 75 %  
The “VR-FinanzPlan” training is designed to improve my rational thinking, problem-solving and decision making.  
average agreement: 87 %  
The “VR-FinanzPlan” training supports me in developing the relevant skills and competencies.  
average agreement: 100 %

<table>
<thead>
<tr>
<th></th>
<th>agree</th>
<th>not sure</th>
<th>disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The “VR-FinanzPlan” training supports me in gaining factual knowlegde (e.g. relevant terminology, methods)</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>average agreement: 75 %</td>
<td>50 %</td>
<td>50 %</td>
<td>0 %</td>
</tr>
<tr>
<td>The “VR-FinanzPlan” training is designed to improve my rational thinking, problem-solving and decision making.</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>average agreement: 87 %</td>
<td>75 %</td>
<td>25 %</td>
<td>0 %</td>
</tr>
<tr>
<td>The “VR-FinanzPlan” training supports me in developing the relevant skills and competencies.</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>average agreement: 100 %</td>
<td>100 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
</tbody>
</table>
Satisfaction with Learning Activities

Overall, my involvement in learning activities was as good as expected.
average agreement: 62 %
My involvement in learning activities was satisfying to me.
average agreement: 50 %

Sum Satisfaction with Learning Activities
average agreement: 56 %

Learning Transfer
agree (7)
not sure (1)
disagree (0)

Percentage
agree (87 %)
not sure (12 %)
disagree (0 %)

Knowledge gained (perceived)
agree (13)
not sure (3)
disagree (0)

Percentage
agree (81 %)
not sure (18 %)
disagree (0 %)
Thank you!