Implementation and Evaluation Plan
Getting the Most Out of Your BackChecker™

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This document describes the implementation and evaluation processes and instruments required for the *Getting the Most Out of Your BackChecker™* training course. Paper versions of the specific instruments to be used to capture feedback from the various evaluations are provided at the end of this document.

Implementation

This section describes how the training course will be tested and released.

Alpha testing by the developer will be complete by Week 9 and will be followed by

1. beta testing
2. pilot testing
3. general release

Beta testing

Beta testing will take place in Week 10 of the development cycle. The beta test will elicit feedback on the contents, applicability, and general functioning of the online and USB flash drive courses. The two versions have the same content and require an installed internet browser to run.

The beta testers will include

- one representative from Customer Support (CS)
- one volunteer member of the public
- two volunteer computer programmers with experience in multimedia training development

None of the testers will have had previous exposure to the BackChecker™.

The developer will act as facilitator and be accessible by telephone or videoconference.

The expected time to complete the test is less than 2 hours.

Pre-test activities

Prior to the test, the testers will be informed by email of the following:

- The nature, purpose, and expected duration of the test.
- The computer requirements: a basic computer with major internet browser installed, a high speed internet connection, the latest version of Adobe® Flash Player® installed, free USB port, speakers or headphones, and a printer.
- The physical requirements: testers must be able to put on the harness and have sufficient manual dexterity to handle small parts or have assistance to do so.

Testers may have an assistant help to them with putting on and adjusting the BackChecker™ and handling the small parts; however, the assistant must not help in any other way.

Testers will also be emailed the *Beta and Pilot Test Form* provided in this document so that they will be familiar with the testing requirements.

Test

The test will be conducted as follows:

1. The test facilitator requests Distribution to send to the testers the BackChecker™ kits along with electronic versions of the *Beta and Pilot Test Form* (loaded onto the USB flash drives).
2. The facilitator and testers agree to individual test times.
3. The testers start the online course as described in *Starting Getting the Most Out of Your BackChecker™*.
4. The testers work through the course and complete the course quiz and *Training Course Evaluation Survey*. The facilitator will answer any major questions involving the functioning of the course and major points of confusion in the learning activities.
5. Once the testers have completed the online course, they perform the functional activities involving starting and running the USB flash drive version of the course as described in *Starting Getting the Most Out of Your BackChecker™*.
6. The testers complete their *Beta and Pilot Test Forms* and submit them to the facilitator.
7. On receipt of the results, the facilitator requests the return of the BackChecker™ kits, and thanks them for their time.

Post-test activities

Feedback from the facilitator, course quizzes, surveys, and test forms will be collected by the test administrator and forwarded to the developer. The developer will analyze the feedback and then make any required changes to the course, *Starting Getting the Most Out of Your BackChecker™*, and *The BackChecker™ User Guide.*

Pilot testing

Pilot testing will take place in Week 13 of the development cycle. The pilot test will elicit feedback on the all aspects of the course including contents, applicability, and functioning of the online and USB flash drive courses. The delivery mechanisms for the BackChecker™ kits and CS procedures will also be tested.

The pilot testers will include four volunteer members of the public with no previous exposure to the BackChecker™.

There is no facilitator for the pilot test; however, there is an administrative coordinator. Customer Support will provide the first-line support for the test.

The expected time to complete the test is approximately 1 hour. Testing will occur during normal CS hours.

Pre-test activities

Prior to the test, the testers will be informed by email of the following:

• The nature, purpose, and expected duration of the test.
• The computer requirements: a basic computer with major internet browser installed, a high speed internet connection, the latest version of Adobe® Flash Player® installed, free USB port, speakers or headphones, and a printer.
• The physical requirements: testers must be able to put on the harness and have sufficient manual dexterity to handle small parts or have assistance to do so.

Testers may have an assistant help to them with putting on and adjusting the BackChecker™ and handling the small parts; however, the assistant must not help in any other way.

Testers will also be emailed the *Beta and Pilot Test Form* provided in this document so that they will be familiar with the testing requirements.

Test

The test will be conducted as follows:

1. The test coordinator requests Distribution to send to the testers the BackChecker™ kits along with electronic versions of the *Beta and Pilot Test Form* (loaded onto the USB flash drives).
2. The testers receive the kits and test forms.
3. The testers start the online course as described in *Starting Getting the Most Out of Your BackChecker™.*
4. The testers work through the course and complete the course quiz and *Training Course Evaluation Survey*. Testers will contact CS as required.
5. Once the testers have completed the online course, they perform the functional activities involving starting and running the USB flash drive version of the course as described in *Starting Getting the Most Out of Your BackChecker™.*
6. The testers complete their *Beta and Pilot Test Forms* and submit them to CS.
7. On receipt of the results, the coordinator requests the return of the BackChecker™ kits and thanks them for their time.

Post-test activities

Feedback from CS, course quizzes, surveys, and the test forms will be collected by the test administrator and forwarded to the developer. The developer will analyze the feedback and then make any required changes to the courses, *Starting Getting the Most Out of Your BackChecker™*, and *The BackChecker™ User Guide.*

General release

Prior to general release, the following changes will be made to the courses:

- The website will be modified to provide general public access to the course.
- The courses will be upgraded to "Release 1" status.

Upon final approval, general release will occur in Week 15 of the development cycle. All feedback course and customer interaction will be handled though CS and acted upon as required. The USB flash drives will be loaded on an as-needed basis.

Evaluation

This section describes how the training course will be evaluated and revised on an ongoing basis following the general release.

Course evaluation

Course evaluation data will be collected four ways:

- course quiz results
- course evaluation surveys
- training effectiveness surveys
- CS inquiries

Participation is voluntary by nature. All submissions received will be followed up by a message of appreciation. All evaluation data will be analyzed by CS and acted on as required and as defined in the company course and product revision policies (see "Revisions" below).

Associated changes will also be made to *Starting Getting the Most Out of Your BackChecker™* and *The BackChecker™ User Guide*.

Course quiz results

Learners will be encouraged to complete course quiz and submit their results. The course quiz will consist of critical questions drawn from the lesson quizzes.

Course evaluation surveys

Learners will be requested to complete an immediate post-course course evaluation provided as a supplementary part of the course. See the attached *Training Course Evaluation Survey*.

Training effectiveness surveys

Learners will be requested to complete a training effectiveness survey after the initial training period of approximately 2 weeks. This survey will be a supplementary part of the course. See the attached *Training Effectiveness Survey*. It requests information on the overall effectiveness of the training regimen, course content retention, any suggestions for improvement, and any other observations of interest. The company website will feature the same data collection mechanisms at all times.

Customer Support inquiries

Customer Support is responsible for handling all customer inquiries including product use assistance and product return requests. All product returns shall require a ticket number and reason for return. Customer Support shall report these activities on a weekly basis or immediately in the case of a major problem. Ultimately, the success of the training courses will be measured in terms of customer satisfaction, CS activity volume, and rate of product return.

Revisions

After general release, courses will be formally analyzed and, if necessary, revised every 2 months for the first year of distribution and every 6 months thereafter according to company product review protocols. Associated changes will also be made to *Starting Getting the Most Out of Your BackChecker™* and *The BackChecker™ User Guide.*

Minor product changes will not necessarily require changes to the courses.

Course revision identification will follow standard company protocols.

General reference

Piskurich, G.M. (2006). *Rapid Instructional Design: Learning ID Fast and Right* (2nd ed.). San Francisco, CA: Pfeiffer.

Getting the Most Out of Your BackChecker™
Beta Test Instructions

We greatly appreciate your help with testing our new training course. Your assistance is very important because it enables us to create the best possible training for users of our BackChecker™ posture training device.

General

Use the electronic *Beta and Pilot Test Form* to make your comments about the course. For each question, indicate **Yes** or **No** as appropriate. If you have anything specific to say, record it in the **Comments** area at the end of each major section.

Requirements for participating in the test

To participate in the test, you must meet the following requirements:

- Your computer must have a major internet browser installed, a high speed internet connection, the latest version of Adobe® Flash Player® and Adobe® Reader® installed, a free USB port, speakers or headphones, and a printer.
- You must be physically able to put on the harness and have sufficient manual dexterity to handle small parts, or have assistance to do so.

You may have an assistant help you with putting on and adjusting the BackChecker™, observing your posture, and handling small parts. Your assistant must not help in any other way.

Performing the test

If you have any major questions during the test, please address them to the test facilitator.

Perform the test at the time agreed upon with the facilitator. Complete the online course and then perform the functional activities involving starting and running the USB flash drive version.

As you complete the course quiz and *Training Course Evaluation Survey*, submit your results as instructed in the course. Complete and submit your *Beta and Pilot Test Form* the same way.

Getting the Most Out of Your BackChecker™
Pilot Test Instructions

We greatly appreciate your help with testing our new training course. Your assistance is very important because it enables us to create the best possible training for users of our BackChecker™ posture training device.

General

Use the electronic *Beta and Pilot Test Form* to make your comments about the course. For each question, indicate **Yes** or **No** as appropriate. If you have anything specific to say, record it in the **Comments** area at the end of each major section.

Requirements for participating in the test

To participate in the test, you must meet the following requirements:

- Your computer must have a major internet browser installed, a high speed internet connection, the latest version of Adobe® Flash Player® and Adobe® Reader® installed, a free USB port, speakers or headphones, and a printer.
- You must be physically able to put on the harness and have sufficient manual dexterity to handle small parts, or have assistance to do so.

You may have an assistant help you with putting on and adjusting the BackChecker™, observing your posture, and handling small parts. Your assistant must not help in any other way.

Performing the test

Work through the course at your own pace. Do not contact Customer Support unless there is a major "showstopper" issue with the BackChecker™ or the course functioning. Please ensure you complete the last section of the form concerning the delivery mechanisms for the BackChecker™ kits.

Perform the test during normal Customer Support hours. Complete the online course and then perform the functional activities involving starting and running the USB flash drive version.

As you complete the course quiz and *Training Course Evaluation Survey*, submit your results as instructed in the course. Complete and submit your *Beta and Pilot Test Form* the same way.

Getting the Most Out of Your BackChecker™
Beta and Pilot Test Form

Name:

	Yes	No
Introduction (course and lessons)		
Does the program load easily online?		
Does the program load easily from the USB flash drive?		
Is the title screen attractive, clear?		
Does it state the content?		
Is there a statement of the objectives?		
Are the course objectives clear?		
Do you understand the course objectives?		
Do the course objectives state what you will achieve at the end of the course?		
Can you review the course objectives from any part of the course?		
Are the instructions for using the course clear?		
Are the lesson objectives clear?		
Do you understand the lesson objectives?		
Comments:		
Control (does the system allow the following)		
Forward progression?		
Backward review?		
Scanning through a screen?		
Immediate access to the course contents map?		
Immediate access to the table of contents?		
Indication of course progression?		
Temporary termination?		
Restarting an audio clip or animation?		
Immediate access to help about how to use the course?		
Immediate access to Customer Support contacts?		
Control of audio volume?		
Resizing of display area?		
Text searching?		
Comments:		

Getting the Most Out of Your BackChecker™
Beta and Pilot Test Form

Name:

	Yes	No
Motivation		
Do the visual effects maintain attention?		
Do the auditory effects maintain attention?		
Is there good content variety?		
Are content and examples relevant to the objectives?		
Did you achieve and maintain success in assessments?		
Were you encouraged in difficult parts?		
Are the quizzes fair?		
Is evaluation consistent?		
Do the pause-and-think activities stimulate thought?		
Comments:		
Presentation		
Is information presented in short chunks or topics?		
Are screen layouts attractive?		
Are screen layouts consistent?		
Are graphics used for important Information?		
Are graphics used for analogy?		
Are graphics used for aiding memory?		
Are graphics used to build up complex presentations?		
Did the text and audio load quickly?		
Did the text and audio run smoothly?		
Is there an option to repeat the text and audio?		
Is text clear and unambiguous?		
Are there clear transitions within lessons?		
Are there clear transitions between lessons?		
Are you able to follow the course with audio turned off?		
Comments:		

Getting the Most Out of Your BackChecker™
Beta and Pilot Test Form

Name:

	Yes	No
Organization and method		
Are concepts clearly stated?		
Are examples provided?		
Are procedures described step-by-step?		
Is there practice in the use of procedures?		
Is there help with the difficult steps?		
Are content structures used to help understand and organize subject matter?		
Is there clear hierarchical sequence in the presentation?		
Do lessons exceed 15 min. duration?		
Comments:		
Self-assessment activities		
Are questions frequent throughout the course?		
Do questions test important information?		
Do questions test comprehension?		
Are questions easy to read and understand?		
Is there a time limit for answering?		
Are optional questions, quizzes, or exercises available?		
Are the quizzes separate from the program?		
Are the quizzes and pause-and-think activities related to course and lesson objectives?		
Comments:		

Getting the Most Out of Your BackChecker™
Beta and Pilot Test Form

Name:

	Yes	No
Feedback		
Do learners receive feedback in lesson quizzes?		
Is the feedback informative?		
Is the feedback immediately after assessment?		
If response format is incorrect, is another try allowed?		
If response content is incorrect, is there corrective feedback?		
If response format and content is correct, is there positive feedback?		
Comments:		
General		
Does the program achieve all of its objectives?		
Does the program match the course and lesson objectives?		
Comments:		
Time taken to complete the course		
About the Course:		
Introducing your BackChecker™:		
Preparing your BackChecker™:		
Wearing your BackChecker™:		
Training with your BackChecker™:		
Performing the postural relief exercises:		
Caring for your BackChecker™:		
Troubleshooting your BackChecker™:		
Course summary:		
Course quiz:		
Training Course Evaluation Survey: **Total time:**		
Comments:		

		Yes	No
Getting the Most Out of Your BackChecker™ **Beta and Pilot Test Form**			
Name:			
		Yes	**No**
Pilot test only Did the BackChecker™ kit arrive as scheduled?			
Was the BackChecker™ kit damaged in any way?			
Was the kit complete?			
Comments:			

Form adapted from: Global Quality. (n.d.). *Tool 22 - Implementation - Beta Testing Checklist.*
Retrieved October 29, 2010 from
http://www.evta.net/global/global_quality_nov_2005.html?tool22_implementation_bet.htm.

Getting the Most Out of Your BackChecker™
Training Course Evaluation Survey

Name:

Describe your experience of this course by rating each element below.		Strongly disagree 1	2	3	4	Strongly agree 5
1	The course objectives (statements of what I was expected to learn) were clear.					
2	The course objectives were relevant.					
3	The course met the stated objectives.					
4	The course sustained my interest.					
5	The information was presented in a logical sequence					
6	The information was presented clearly.					
7	The course content was relevant to helping me use my BackChecker™.					
8	The examples and illustrations helped you learn.					
9	The practice exercises helped me learn.					
10	The quiz questions reflected the objectives.					
11	I feel that I gained valuable knowledge from the course.					
12	The course was easy to start.					
13	The course was easy to navigate.					

Please provide any suggestions you may have for improving the course.

Please provide any general comments you may have about the course.

Form adapted from: Borysowich, C. (Jan 25, 2009). *Training Course Evaluation Form Template (CBT)*. Retrieved October 29, 2010 from http://it.toolbox.com/blogs/enterprise-solutions/training-course-evaluation-form-template-cbt-29508.

Getting the Most Out of Your BackChecker™
Training Effectiveness Survey

Name:

Improvement	Strongly disagree 1	2	3	4	Strongly agree 5
1 My slumping posture has improved since I started training with my BackChecker (rate).					
If your posture has improved, what are the changes (head, neck, shoulders, and back)?					
2 My pain has decreased (rate).					
If your pain decreased, where on your body did it decrease?					
3 I followed the recommended training tips (rate).					
If you did not follow the recommended training, what did you do differently?					
4 I encountered problems not covered on the training course (rate).					
If you encountered problems not covered on the training course, what were they?					
5 I reviewed specific parts of the training course (rate).					
If you reviewed any specific parts of the training course, what were they?					

Please provide suggestions you may have for improving the training.

Please provide general comments you may have about the training or your BackChecker™.