

VIRTUAL CLASSROOM: MEASURING RESULTS FOR GOVERNMENT



Agencies' budget allocations for professional development are tightening, but training the government's workforce is essential to ensure efficient use of hard-earned taxpayers' dollars. Fortunately, technology progress and learning innovation continues to provide new tools and methods for the accomplishment of all-important training missions, and to achieve one of the top government agency learning goals of enabling learning availability with consistent measurable outcomes, regardless of audience, location or time zone.

At **TwentyEighty Strategy Execution**, demonstrating training effectiveness results and organizational impact for our programs is foundational to the way we engage with our clients. We know that learning investments must be linked to improved performance. We measure the effectiveness of our training at two touch points: immediately after the learning event and 60 days following it. This approach provides perspectives on both a student's reaction to the training and their predicted and delivered performance improvement.

The following table represents a summary of the results reported by US government students who attended our classes via the **VIRTUAL CLASSROOM** format.*

93%	of the student survey respondents reported	learning new skills in the training	as a result of the training taken through virtual classroom modality
89%		training being a worthwhile investment in their career development	
86%		training being a worthwhile investment for their employer	
55%		increase in effective communication in their jobs	
49%		increase in quality in their work	
48%		increase in productivity	
37%		increase in employee engagement	
33%		increase in customer satisfaction	
70%		improved job performance	
92%		positive feedback about instructor performance	

"I was leery about a virtual class with interactive exercises but instructor was great. It was like we were live in the classroom!"

— Applied Acquisition for Federal Government Project Managers (FPM 212) (Virtual Classroom), student

"I have been able to assess people's risk-taking temperament and adjust myself accordingly, so that working relations have improved."

—Risk Management course (Virtual Classroom), FDA student

"We are building a new data system, so every bit of the work I'm doing has been enhanced by taking this refresher course and tapping into many of the templates, checklists, and reminders, so thank you."

—Business Process Modeling course (Virtual Classroom), Department of VA student

* This analysis encompasses thousands of evaluations submitted by attendees since 2010.