

Program Impact Framework



The Corporate University’s programs provide participants with knowledge and skills that they can apply on-the-job with a measurable effect on workplace performance. The Program Impact Framework is a value-added set of tools that enable our partner organizations to realize the greatest return on your training investment.

Phase	Question Answered	Tool/Measurement
Preparation	How is the program relevant to the goals of the individual, department and organization? What current workplace issues need to be addressed?	Employee Development Worksheet: Participant and supervisor are provided a worksheet to complete together before the participant attends the educational program.
Reaction/Planned Action	What is the participant’s initial reaction to the program and his/her plan to apply it?	Program Evaluation: Participant questionnaire administered <i>at end of program</i> . Goal Planning Worksheet: Participant is provided a worksheet during the program to use on the job to develop goals for applying their learning on the job. Participant is encouraged to discuss the program material, and his/her goals for applying it, with supervisor.
Application	How has the participant applied the knowledge and skills presented in the program on the job? What was the outcome of the goals the participant developed in each of the programs?	Training Impact Survey (Optional): Participant survey administered <i>after the end of the program via an online survey by email</i> . Can be customized to your organization’s needs.
Business Impact	What impact has applying these knowledge and skills had on business metrics?	Training Impact Survey (Optional): This survey includes self-reported level of improvement measures in key business metrics such as productivity, quality, customer satisfaction and cost containment. Observed Impact Survey (Optional): Survey completed by the supervisor via an online survey regarding changes in the participant’s behavior and its related business impact as a result of the educational program. The supervisor’s email must be provided in order to deploy this tool.
ROI	What is the financial impact of the project on the business?	Optional Component: Must be customized to each project.