



## 2003 Programme: Summary Evaluation

### Introduction

During the 2003 calendar year 9 activities were offered on the programme to ANLTC participant Libraries. 5 of the 9 events were held in the greater Dublin area. The programme comprised 8 courses/seminars and 1 library visit:

- 1 Library Services to Non-Traditional Users (UU) - ANLTC 80
- 2 Collection Management Strategies for the Hybrid Library (UCD)- ANLTC 81
- 3 Searching the Web (NUIG) - ANLTC 82
- 4 Group Facilitation Skills (NUIM) - ANLTC 83
- 5 Supervisory Skills (NLI) - ANLTC 84
- 6 Marrying Effective Learning and Teaching with Online Technology (DCU) - ANLTC 86
- 7 Tools and Techniques for Project Management (NUIG) - ANLTC 87
- 8 Disaster Planning (UL) - ANLTC 89
- 9 Visit to James Ussher Library (TCD) - ANLTC 90

In total 157 people attended programme activities. Of this total 37 attended the James Ussher Library visit. 120 participants, giving an average of 15 per course, attended courses. This average, however, was skewed by the attendance of 22 participants at each of two courses; ANLTC 81 and ANLTC 89. The data on which the analysis are based are [appended](#).

## 1. Analysis Methodology

Out of 120 participants, 88% submitted an evaluation form; conversely 12% did not respond. This represents a high response rate to the evaluation process.

	Numbers	%
Number of Responses	105	88%
Number of Participants	120	

### 1.1 Participants were asked to respond to a number of questions under the following sections:-

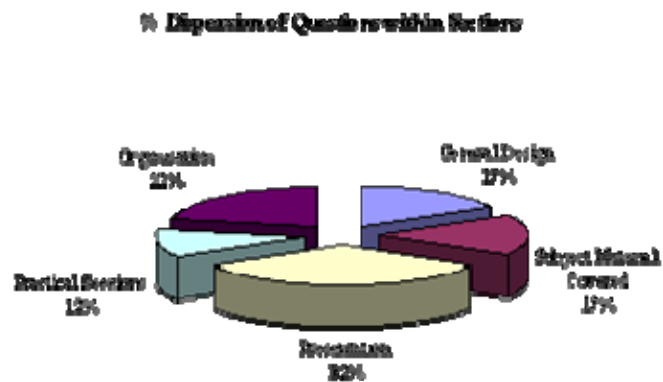
- General design (3 questions);
- Subject material covered (3 questions);
- Presentation (6 questions);
- Practical sessions (4 questions);
- Organisation and Venue (4 questions); and
- A number of open-ended questions.

### 1.2 The questions, apart from open-ended questions, required the participants to select from the following options:-

- Strongly agree;
- Agree;
- Disagree; or

- Strongly disagree.

1.3 Analysis was undertaken on the actual number of responses received from participants. For example the total population for General Design is the number of questions by the number of responses, 3 questions by 105 responses, a total population of 315. It should also be noted that not all participants answered all questions and in some cases a participant selected more than one response to a question.



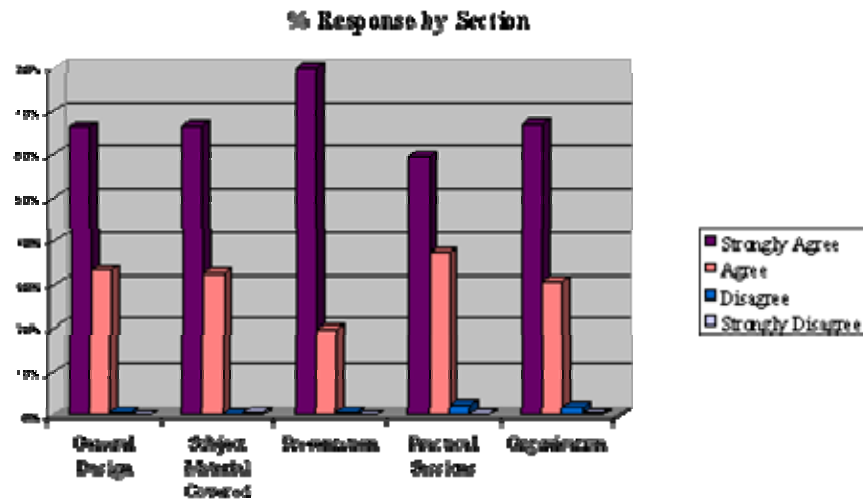
1.4 The following graphic depicts the percentage dispersion of responses to questions within sections. It should be noted that the 12% response to Practical Sessions as a percentage of overall responses is in part explained by the fact that some courses did not have a practical component.

## 2. Overall Response to Programme

Overall it may be concluded that there is a high level of satisfaction both with the individual elements of the programme and the programme as a whole.

2.1 The following graph highlights this level of satisfaction as expressed by responding participants. In general, participants responded positively to

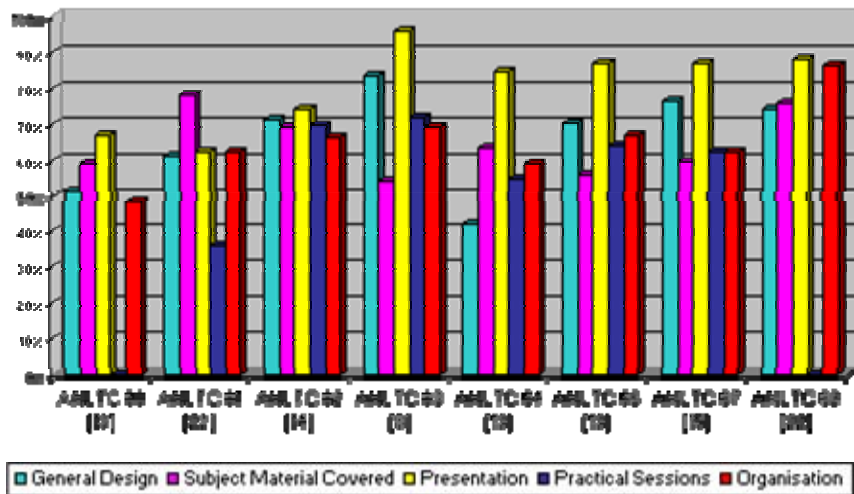
all elements of the programme with the greatest levels of satisfaction recorded for Presentation.



2.2 The majority of the responses fall into either the Strongly Agree or Agree category with it being the exception to Disagree or Strongly Disagree to the question posed.

2.3 Further analysis of the responses highlights a high degree of consistency within the ANLTC programme. The graph below provides an analysis of the Strongly Agree responses by course attendees. Please note the number of attendees on each course is quoted in square brackets.

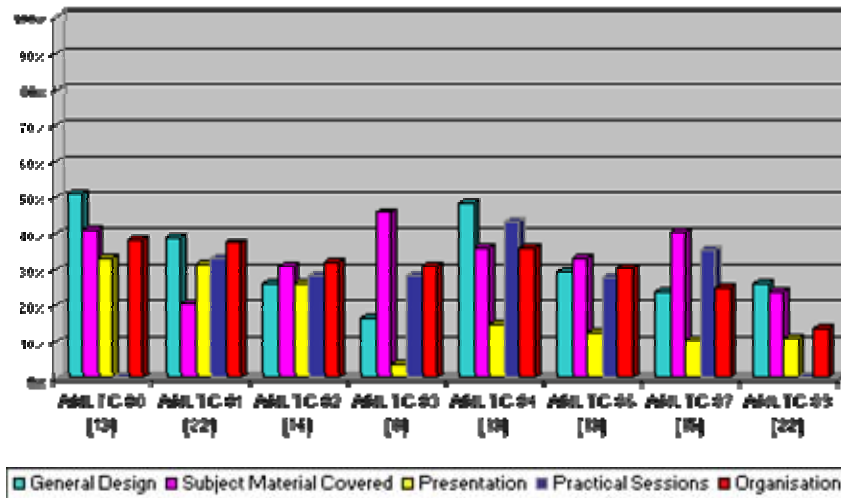
### ANLTC - Strongly Agree



2.4 Please note that the Practical Sessions depicted in the preceding graph are slightly skewed as they only relate to 6 out of the 8 courses in the programme.

2.5 A review of the Agree response from participants is depicted in the following graph.

### ANLTC - Agree Responses



2.6 There is greater variation in the response pattern depicted in the Agree graph; however this may be explained by responses being biased to Strongly Agree thus depressing the percentage response to particular courses.

## 3. Analysis by Element

### 3.1 General Design

When strongly agree and agree responses are totalled, there is 99% satisfaction with the General Design of courses. This area covers the overall content and format design and method of course delivery. 6 of the 8 courses involved practical sessions. Where practicals were held, these were considered to be extremely useful. A number of comments from a review of the open questions suggested that more time could be devoted to these practical interactive sessions. Breakout and smaller group sessions were also considered useful.

An analysis of the open question responses showed a clear demand for 2 day courses for some topics. This was particularly the case with the following courses:

- Collection Management Strategies for the Hybrid Library
- Searching the Web
- Marrying Effective Learning and Teaching with Online Technology
- Tools and Techniques for Project Management

### 3.2 Subject Material Covered

This area also scored a high satisfaction rate of 99%. Participants felt confident that they left the course able to understand the subject material and able to apply it in their work. The lowest score (54% strongly agreed) in this area was in response to the statement “the subject matter was treated in appropriate depth”. On reviewing the open questions and comments there is no explicit statement regarding subject level, however there are many comments suggesting more time was required. The core issue seems to be the balance of information given within the limitation of a one-day course.

### 3.3 Presentation

This is consistently the highest scoring area in course satisfaction across the entire programme with 80% of scores falling in the Strongly Agree category. Presenters are consistently seen to deliver high quality courses and to be regarded as experts in their subject areas (88% strongly agree). Presenters are also seen to be open and responsive to questions from participants and to supporting open discussion, (82% strongly agree).

Taking the strongly agree and agree categories together results in a satisfaction score of 98%. Repeated comments in the open question sections demonstrate that handouts are judged to be extremely useful and the lack of handouts is expressly commented on in a couple of instances. This highlights the

importance of supplementary material to support the learning once the course has finished.

### 3.4 Practical Sessions

6 of the 8 courses provided the opportunity for practical sessions. These included practical online work, interactive groupwork, breakout sessions, role plays etc. Clearly some courses such as Supervisory Skills lend themselves to a mix of formats and, where used, these are successful. There was a 3% dissatisfaction score for this section overall. The open questions reveal that time constraints curtailed practical sessions at a number of courses. Again the duration of some courses was seen to be a contributory factor to the (albeit small) dissatisfaction score.

### 3.5 Organisation

This section also scored high satisfaction. This section covers the quality of course organisation, advance information and general satisfaction with facilities and catering. Some comments were expressed about the level of comfort in the training suites but in general facilities were adequate and the quality of catering was consistently good. Overall course organisation scored a very high 87% in the strongly agree category.

## Conclusion

It may be concluded the ANLTC Programme 2003 was evaluated as a success. Course design and organisation are considered highly satisfactory. The presenters and facilitators are also considered to be consistently excellent. Issues that emerge from the analysis that are particularly noteworthy include:

- The need to ensure adequate supplementary materials and handouts wherever possible.
- The benefit of providing a mix of formats within the training day
- The need to provide adequate time for practical sessions

- The need to review the duration of some courses and consider an extension from one to two days.

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*Updated:*