

HUD Choice Neighborhoods Internet Access & COVID-19 Peer Exchange #4

Bringing Digital Literacy Training to PHA Properties

CONSTRUCTING EVALUATION QUESTIONS

The purpose of evaluative survey tools is to understand is to learn more about how residents perceive the course, instructors, student materials, and any other element that will inform overall satisfaction. These surveys are most reliable when they are anonymous.

An additional survey to consider is whether the learning objectives were achieved. This is accomplished through a pretest and a posttest at the beginning of the course and again at the end. The satisfaction surveys could be administered at the end of each class, weekly, or another regular interval that makes sense and is able to capture opinions as close to when experiences occurred.

Use Yes/No/Somewhat for response choices.

Sample resident satisfaction questions:

1. Today's class started and ended on time.
2. Today's topic was interesting and beneficial to me.
3. The instructor was knowledgeable and able to teach effectively.
4. The instructor was pleasant, patient, and answered my questions.
5. The student materials for today's class were high quality.
6. My internet connection was stable throughout the class.
7. My computer performed well during class.

Sample learning objective questions for a basic training (pre/post):

1. First name
2. Last name
3. Email
4. I know how to log into Zoom and participate in my live online classes.
5. I know how to access my course website and navigate it easily.
6. I know how to connect to public and private networks and the risks of connecting my devices online.
7. I know how to manage most pop-up boxes and manage cookies.
8. I know how to manage push notifications and unsubscribe from unwanted sites and emails.
9. I know how to create online accounts on common websites.
10. I know how to create and manage bookmarks in Chrome.