

Advanced Learning Program Series

Step Three: Evaluator Interview

Instructor Guide

Goodwill of Central and Northern Arizona

Step Three: Evaluator Interview

Purpose

The purpose of this course is to provide a basis of knowledge of the Advanced Learning Program.

How to Use This Guide

This instructor guide is designed to help you deliver the Step Three: Evaluator Interview training. Explanations of what to say, what to do, and how to conduct activities, if applicable are provided within this guide; however, you can use the left side of each page to enter your own notes to help you train this session.

You will also see PG referenced throughout this material, it stands for Participant Guide. References will only be provided when relevant to the training.

Durations are estimates only and may not reflect the final recorded training sessions.

Materials Needed

Use the following materials as you train this session:

- Advanced Learning Evaluator Interview - Step Three PPT
- Advanced Learning Evaluator Interview Guide
- Advanced Learning Case Note Documentation Templates Document



Step Three: Evaluator Interview



Slide 1: Title Slide

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: Welcome to the Advanced Learning Evaluator Interview training. This is Step 3 of the Advanced Learning Program series.

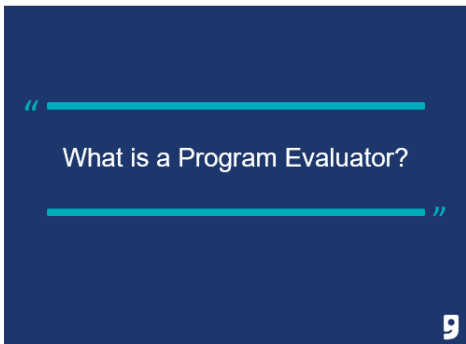
As we mentioned in other training sessions, the enrollment process for the Advanced Learning Program consists of five steps:

- Referral Request
- Genesis Review
- Evaluator Interview
- Program Enrollment
- Follow Up Services

Let's explore **Step Three: Evaluator Interview.**



Step Three: Evaluator Interview



Slide 2: Question

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: What is a Program Evaluator?

A program evaluator is a smart, intellectually curious problem solver with good communication skills.

These skills are important for the type of work and responsibilities required daily for the Advanced Learning Program.

Throughout these training sessions, these skills and how everything ties together will become clearer.



Step Three: Evaluator Interview

Trait and Attribute Definitions

According to Google:

- An **attribute** is a quality or characteristic of a person, place, or thing. It's an identifying label that alludes to something inherent about them, like charm or cruelty.
- A **trait** is an ingrained characteristic or habit that is difficult to learn or unlearn, like shyness or confidence.

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Slide 3: Traits and Attributes Definition

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: According to Google, an **attribute** is a quality or characteristic of a person, place, or thing. It's an identifying label that alludes to something inherent about them, like charm or cruelty. Meanwhile, a **trait** is an ingrained characteristic or habit that is difficult to learn or unlearn, like shyness or confidence.

Let's review what attributes and traits are important for a Program Evaluator next.



Step Three: Evaluator Interview

Traits and Attribute Examples

- Professional appearance and demeanor
- Detail oriented
- Strong communicator
- Analytical
- Good work habit

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Slide 4: Traits and Attributes Examples

Estimated duration: 1 to 2 minutes

Participant Guide Page: 8

Notes:

Instructor Note 1: This list is in the Participant Guide and Advanced Learning Evaluator Interview Guide. Learner should have Participant Guide open and available for this slide.

Say: For this slide, reference the Attributes and Traits listed in your Participant Guide. Five common examples are:


- Professional appearance and demeanor
- Detail-oriented
- Strong communicator
- Analytical
- Good work habit

Reference your Participant Guide for additional examples.

Instructor Note 2: Do not read list below. It is for reference only.

- Committed
- Ethical
- Mature
- Inquisitive
- Patient
- Self-starter
- Autonomous
- Responds well to constructive criticism
- Able to handle “highs” and “lows”
- Learns things quickly

Step Three: Evaluator Interview

A graphic for slide 5. It features a dark blue header with the text "let's BRAINSTORM" in white. Below the header is a teal background with a white lightbulb icon in the center. A small white number "9" is in the bottom right corner of the teal area.

Slide 5: Activity

Estimated duration: 1 minute audio

Participant Guide Page: N/A

Notes:

Instructor Note: *Read script below*

Say: Pause the recording for 3 to 5 minutes. Review the Traits and Attributes list in your Participant Guide. Use this list to come up with three to five examples of what you think makes a good Program Evaluator.

When you are done, come back to the recording to continue with the video.



Step Three: Evaluator Interview

What Makes a Good Program Evaluator?

- Strives for accuracy in his/her work
- Thorough and persistent; follows through on issues
- Juggles multiple tasks and issues at same time
- Considers investigative approaches and solutions to problems
- Works well under pressure; adapts to changing situations

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Slide 6: What Makes a Good Program Evaluator?

Estimated duration: 1 to 2 minutes

Participant Guide Page: 8

Notes:

Instructor Note 1: This list is in the Participant Guide and Advanced Learning Evaluator Interview Guide. Learner should have Participant Guide and Advanced Learning Evaluator Interview Guide available when you are discussing this slide.

Say: For this slide, revisit the Attributes and Traits list in your Participant Guide.

Let's now compare your examples to five common examples shown on screen.

- Strives for accuracy in his/her work
- Thorough and persistent; follows through on issues that develop slowly or have stopped
- Juggles multiple tasks and issues at same time
- Considers investigative approaches and solutions to problems
- Works well under pressure and easily adapts to changing situations


Other examples are listed in the "What Makes a Good Program Evaluator" section of the **Advanced Learning Evaluator Interview Guide**.

Instructor Note 2: Reference Advanced Learning Guide Evaluator Interview Guide for additional list.



Step Three: Evaluator Interview

Role of a Program Evaluator



A Program Evaluator:

- Demonstrates active listening skills
- Asks open ended questions
- Communicates Advanced Learning Program details
- Supports the Learner throughout the entire program
- Always treats the Learner with respect and dignity

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Slide 7: Role of a Program Evaluator

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:



Say: The role of a Program Evaluator's is to:

- Demonstrate active listening skills
- Ask open ended questions
- Communicate Advanced Learning Program details
- Support the Learner throughout the entire program
- Most importantly always treat the Learner with respect and dignity

Let's move to the next topic, the Evaluator Interview.

Step Three: Evaluator Interview

Say: Transition Slide

| |
|---|
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|  |
| <i>Slide 8: Transition Slide</i> |
| <i>Estimated duration: N/A</i> |
| <i>Participant Guide Page: N/A</i> |
| <i>Notes:</i> |



Step Three: Evaluator Interview

At a Glance – Evaluator Interview

An Evaluator Interview is a 20 to 30 minute phone conversation with a referred Learner that discusses the Advanced Learning Program of choice.

The *conversation* should include:

- Instructions on how to sign into course Learning Platform
- Learning goals
- Employment strategies
- Monthly follow up process expectations
- Completion extension if needed

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Slide 9: At a Glance – Evaluator Interview

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: Let's explore a high-level glance of the Evaluator Interview process first.

An Evaluator Interview is a 20 to 30 minute phone conversation with a referred Learner that discusses the Advanced Learning Program of choice.

The conversation should include:

- Instructions on how to sign into the course Learning Platform
- Learning goals
- Employment strategies
- Monthly follow up process expectations
- Completion extension



Step Three: Evaluator Interview

Evaluator Interview Details

- Ensure instructions are specific to platform and program
- Confirm Learner goals include program milestones and potential barriers
- Explain employment strategies tasks so Learner knows what to complete
- Describe monthly follow up meeting expectations for both parties
- Review completion extension

Once Evaluator Interview is complete, send welcome email with recap details.

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Slide 10: Evaluator Interview Details

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: Let's explore these steps of the Evaluator Interview process in more detail.

Do: *Click to bring in animation*

Ensure instructions are specific to the course Learning Platform and Advanced Learning Program. For example, Google IT uses Coursera and Microsoft Office uses Jasperactive or Learnkey.

Do: *Click to bring in animation*

State that Learner goals should include program completion milestones (weekly and monthly goals) as well as any barriers that might get in the way.

Do: *Click to bring in animation*

Explain employment strategies tasks for the Learner to complete. The tasks are to:

- Identify the top three employers they want to work with
- Research the identified employers Mission and Vision statements
- Research one to three job descriptions to identify essential key skills and training needed for those job descriptions
- Tailor their resume to fit these job descriptions

Do: *Click to bring in animation*

Describe monthly follow up meeting expectations for both parties.

Do: *Click to bring in animation*

Review how to receive a completion extension if needed (only available for Google IT Support Certification)

Learners can email their Career Navigator for a two-month extension

Do: *Click to bring in animation*

Once the Evaluator Interview is complete, send a welcome email with a recap of important enrollment details such as course information and log in instructions for the Learner to reference.

To reference these details and see the employment strategy tasks listed, review the **Advanced Learning Evaluator Interview Guide**.



Step Three: Evaluator Interview

Objective of Evaluator Interview

Determine if the Learner is committed to the following:

- Will the training help with their career and employment goals?
- Do they have a thorough understanding of the skills needed to be successful in the program?
- Are they able to complete the program within the respective timeframe?



Slide 11: Objective of Evaluator Interview

Estimated duration: 1 minute

Participant Guide Page: N/A


Notes:

Say: The objective of the Evaluator Interview is to determine if the Learner is committed to the following:

- Will the training help with their career and employment goals?
- Do they have a thorough understanding of the skills needed to be successful in the program?
- Are they able to complete the program within the respective timeframe?



Step Three: Evaluator Interview

Sample Questions 

What are your goals and objectives for participating in this program?
Look for how this training relates to their future career.

What will your schedule look like if you are enrolled in this program? Will it allow you to complete this program by the allotted timeframe?
Look for a schedule that is comprehensive and feasible.

What could get in the way of you completing this program?
Look for a realistic answer such as time, children, or daily responsibilities.

What have you put in place to help support you when things get in the way?
Look for answers such as I scheduled 2 hours a day for training, I put a time block on my calendar, I added a reminder to my phone, I hired a babysitter for the time I am in training.

Slide 12: Sample Questions

Estimated duration: 3 to 4 minutes if questions are read

Participant Guide Page: N/A

Notes:

Say: There are many questions that can be asked during the Evaluator Interview. Here are a few examples.

What are your goals and objectives for participating in this program?

Look for how this training relates to their future career.

What will your schedule look like if you are enrolled in this program? Will it allow you to complete the program by the allotted timeframe?

Look for a schedule that is comprehensive and feasible. You might have to assist the Learner with completing this.

What could get in the way of you completing this program?

This should not be a simple one-word answer. Look for realistic answers such as time, children, or daily responsibilities.

What have you put in place to help support you when things get in the way?


Look for answers such as I scheduled myself for 2 hours a day, I put a time block on my calendar, I added a reminder to my phone, or I hired a babysitter for the time I will be in training..



Step Three: Evaluator Interview

Goal of Evaluator Interview

- Look for Learners who are prepared and willing to work hard
- Ask questions and discuss the right details
- Ensure Learner is ready, willing, and able and is a good fit
- Set foundation for positive working relationship



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Slide 13: Goal of Evaluator Interview

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: The overall goal is to look for Learners that are prepared and willing to work hard to complete the training in the required timeframe. Asking questions and discussing the right details help ensure the Learner is ready, willing, and able but most of all is a good fit. You will be setting the foundation for a positive working relationship with the Learner.

Reference the **Advanced Learning Evaluator Interview Guide** for more information.



Step Three: Evaluator Interview



Scheduling an Evaluator Interview

Important things to consider:

- Recommended method is phone conversation or virtual call using Zoom or other virtual application approved by Goodwill
- You have two weeks from Genesis Review completion to schedule, can schedule sooner if schedule allows
- Schedule at least 20 to 35 minutes for conversation

Other Important Information:

- Learners are eager to get started, so conduct interview sooner than later.
- Interview can go quickly if you are prepared
- Write down questions and notes in advance for discussion



Slide 14: Scheduling an Evaluator Interview

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The recommended method for an Evaluator Interview is a phone conversation or virtual call using Zoom or other virtual video application approved by Goodwill.

You have 2 weeks from the Genesis Review completion to schedule the Evaluator Interview. However, if both parties can meet sooner, schedule as soon as 1 to 2 business days after the Genesis Review. Schedule at least 20 to 35 minutes for the conversation.

Do: *Click to bring in animation*

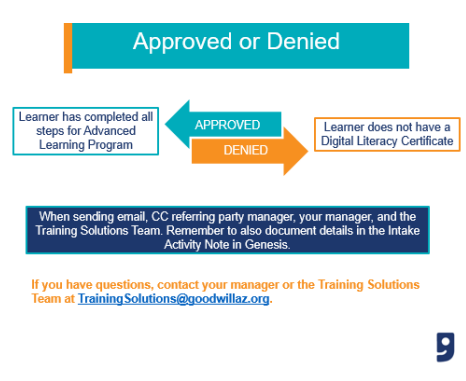
Learners are eager to get started so the sooner the Evaluator Interview is completed, the sooner the Learners can move to Program Enrollment.

The interview can go fairly quickly if you are prepared and have reviewed everything within the Learner's Genesis profile prior to the conversation. Write down questions and notes in advance to discuss with Learner so you don't forget anything.

Let's look at what to consider after the Evaluator Interview next.



Step Three: Evaluator Interview



The flowchart titled "Approved or Denied" shows two paths. The top path is "APPROVED" (green arrow) leading to a box: "Learner has completed all steps for Advanced Learning Program". The bottom path is "DENIED" (orange arrow) leading to a box: "Learner does not have a Digital Literacy Certificate". Below the flowchart is a blue box with white text: "When sending email, CC referring party manager, your manager, and the Training Solutions Team. Remember to also document details in the Intake Activity Note in Genesis." Below that is orange text: "If you have questions, contact your manager or the Training Solutions Team at TrainingSolutions@goodwillaz.org". A blue square icon with a white '9' is at the bottom right of the slide content.

Slide 15: Approved or Denied

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: Once the Evaluator interview is complete, the next step is to move the Learner forward to the next step.

There are two status options to choose from:

Approved: The Learner has completed all the necessary steps for the Advanced Learning Program. The Learner is ready, willing, and able to complete the requested training.

Do: *Click to bring in animation*

Denied: The only approved denial reason is if the Learner does not have a Digital Literacy Certificate. But if you feel after the Evaluator Interview with the Learner they are not ready for an Advanced Learning Program, discuss this with your Manager. Send your recommendation after the interview in an email to the referring party (i.e., Career Navigator) documenting why the Learner is not ready, willing or able.

Do: *Click to bring in animation*

When sending an email, CC the referring party's manager, your manager and the Training Solutions Team. Remember to also document all details in the Intake Activity Note in Genesis.


Do: *Click to bring in animation*

If you have any questions, contact your Manager or the Training Solutions Team for assistance.



Step Three: Evaluator Interview

Program Evaluator Responsibilities



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graph TD; A[Schedule Interview] --> B[Prepare for Interview]; B --> C[Conduct Interview]; C --> D[Document in Genesis]; D --> E[Move to Program Enrollment];
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Slide 16: Program Evaluator Responsibilities

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The current responsibilities of a Program Evaluator are to:

1. Schedule an Evaluator Interview with the Learner
2. Prepare by reviewing the Genesis Learner's Profile
3. Conduct the Evaluator Interview
 - Ask open ended questions
 - Communicate program details
 - Support the Learner through the entire program
 - Always treat the Learner with respect and dignity
4. Document Learner interactions in Genesis
 - Create an Intake Activity Note with details about the interview
5. Move Learner to Program Enrollment step

These responsibilities are subject to change and may be added or removed as this role evolves.



Step Three: Evaluator Interview

Training Review

Today we covered:

Step Three: Evaluator Interview Process

1. Schedule, prepare, and complete Evaluator Interview
2. Discuss program details
3. Explain completion extension process (only for Google IT Support Certification)
4. Strategize employment goals
5. Ensure all Genesis documentation is updated
6. Acknowledge supporting Learner throughout program

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Slide 17: Training Review

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The Evaluator Interview process is now complete. Let's recap some key points.

1. Schedule, prepare, and complete Evaluator Interview
2. Discuss program details
3. Explain completion extension process (only for Google IT Support Certification)
4. Strategize employment goals
5. Ensure all Genesis documentation is updated
 - Genesis Intake Activity Note
 - Monthly follow up details
6. Acknowledge supporting Learner throughout program

Let's discuss where you can find resources next.




Step Three: Evaluator Interview

Additional Resources

| | |
|---|--|
| Step Three: Evaluator Interview | Master List of Case Note Templates and Emails |
| Advanced Learning Evaluator Interview Guide | Advanced Learning Case Note Documentation Templates Document |

Always review the Knowledge Base within the GCNA Library for the most current updates.

If you need assistance, contact your manager or the Training Solutions Team at TrainingSolutions@goodwillaz.org.



Slide 18: Additional Resources

Estimated duration: 2 minutes

Participant Guide Page: N/A

Notes:

Do: List/provide resources available for more information. (see below)

Say: There are resources available to help you with the Advanced Learning Program process.

For specific details on Step Three: Evaluator Interview, refer to the **Advanced Learning Evaluator Interview Guide**.

For a master list of case note templates and emails for the Advanced Learning Program, review the **Advanced Learning Case Note Documentation Templates Document**.

If you need assistance, please contact your Manager or the Training Solutions Team at TrainingSolutions@goodwillaz.org.

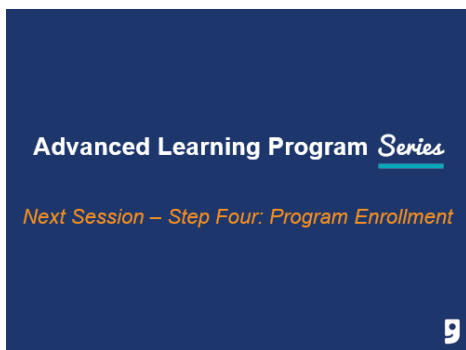
Do: Click to bring in animation

Say: Remember to always review the Knowledge Base within the GCNA Library for the most current updates.

Let's take a look at what is next in the Advanced Learning Program series.



Step Three: Evaluator Interview



Slide 19: Conclusion Slide

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: Thank you for attending today’s training. The next step in the Advanced Learning Program series is **Step Four: Program Enrollment.**

