

Advanced Learning Program Series

Step Three: Evaluator Interview

Participant Guide

Goodwill of Central and Northern Arizona

Step Three: Evaluator Interview

Welcome to the Advanced Learning Evaluator Interview training. This guide covers Step 3 of the Advanced Learning Program series.

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**.



Slide Deck

Advanced Learning Program *Series*


Step Three: Evaluator Interview



“ _____ ”

What is a Program Evaluator?


_____ ”



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.





Step Three: Evaluator Interview

Traits and Attribute Examples

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

let's BRAINSTORM



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

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



Step Three: Evaluator Interview

Evaluator Interview Process

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

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.

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?





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.



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





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




Approved or Denied

Learner has completed all steps for Advanced Learning Program  Learner does not have a Digital Literacy Certificate 

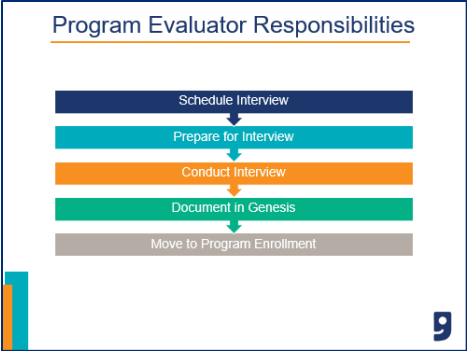
When sending email, CC referring party manager, your manager, and the Training Solutions Team. Remember to also document details in the Intake Activity Note in Genesis.

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





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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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.

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Next Session – Step Four: Program Enrollment

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Let's Brainstorm Activity

Here are some examples of some traits and attribute examples of a good Program Evaluator.

- Professional appearance and demeanor
- Detail-oriented
- Strong communicator
- Analytical
- Good work habit
- Committed
- Ethical
- Mature
- Inquisitive
- Patient
- Self-starter
- Autonomous
- Responds well to constructive criticism
- Able to handle “highs” and “lows”
- Learns things quickly

Directions: Pause the recording for 3 to 5 minutes.

Review the Traits and Attributes list above. 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.

Directions: Compare your examples to five common examples shown on screen. Other examples are listed in the “What Makes a Good Program Evaluator” section of the **Advanced Learning Evaluator Interview Guide**.



Additional Notes

Directions: Capture any additional notes regarding the training session below.

Follow Up Questions

Directions: Write down any questions you may have that you would like to follow up on at the end of the training session or the Advanced Learning Program Series.

Question: _____

Answer: _____

Question: _____

Answer: _____

Question: _____

Answer: _____

Question: _____

Answer: _____

Question: _____

Answer: _____

