

Instructions for Conducting ServSafe Evaluation Series

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This instruction guide serves to provide you with information that will help you administer and analyze the ServSafe evaluation instruments. These instruments, if used in accordance to the procedures outlined in this guide, provide you with information that will help you demonstrate whether your ServSafe training has increased the food safety knowledge of your participants as well as enabled them to adopt food safety practices. These evaluations will provide you with solid information to report ServSafe program outcomes on your reports of accomplishments.

ServSafe Evaluation Instruments: About the Instruments

ServSafe: What Do You Already Know?

This instrument is the pre-test for the ServSafe Evaluation Series. It is a 15 item evaluation instrument designed to test the food safety knowledge of your participants prior to your training. It is therefore crucial that you administer this instrument before any ServSafe instruction or education is delivered.

There is an ID# box on each instrument which can help maintain anonymity for the participants and/or allow you to compare knowledge gain for each individual separately. If you want to compare results by individual and anonymity is a concern for your group, you would simply assign each person a number that they can use for each evaluation instrument. If anonymity is not a major concern for their group but you still want to see results for each individual, then you can have them put in their first initial and last name in the ID box. If you are just interested in the overall average knowledge gain for the group, then you should use the ID box to keep up with the different series that you offer or different groups that you serve. You will need to already have the group/series code placed in the box. The group/series code is usually the date of the initial training (keep the same start date on all of the instruments) or a specific group name (if training is targeting different groups).

ServSafe: What Have You Learned?

This is the post-test for the ServSafe Evaluation Series. The same 15 questions are asked at the completion of the series. This instrument will allow you to compare the number of correct answers for the pre-test with the post-test. In the simplest analysis, if there are more correct answers on the post-test, then you can determine the amount of knowledge gain either per participant or on the whole for the group. TIP: It is best to administer this instrument on the last day of training after all teaching has been completed.

ServSafe: How Did We Do? OPTIONAL

This instrument is optional. It is designed as a formative evaluation tool. Formative evaluations allow you to gain information that will be useful in improving the training and enable you to determine changes that should be made by measuring participants' reactions to specific aspects of the training. It is optional. The results are not reported in your report of accomplishments, rather, it

serves as program planning tool for future ServSafe training. If you choose to conduct this evaluation, then it is appropriate to do so at the end of the training. TIP: If do not have a lot of experience teaching ServSafe, this instrument can help you determine which parts of the ServSafe curriculum you need to enhance your teaching on.

ServSafe: What Do You Remember?

This instrument is the delayed post-test. The same questions for the pre and post-test are asked again. Its purpose is to demonstrate how much knowledge your participants have retained since the training by comparing the scores in the post-test with those of this delayed post. It can provide strong evidence of longer term knowledge gain. It is administered 3 to 6 months after the training has ended. TIP: The code must be the same on all instruments for each individual or group.

ServSafe: What Has Happened Since The Training?

This 5-item instrument is designed to measure the practice and behavior change that resulted from your training. In order to reduce postage cost and inconvenience to your participants, you should mail this instrument along with ServSafe: What Do You Remember? Instrument. Again, these are administered 3 to 6 months after the training has ended.

ServSafe Evaluation Instruments: Administering Instruments and Analyzing Data

Step 1: Before the ServSafe series:

- ✓ Determine or approximate size of your audience
- ✓ Make copies of the evaluation instruments that you will use based on the number of participants.
- ✓ Make a few extra copies if your program allows on-site registration.
- ✓ Bring pens or pencils for each participant. If you have a large number of participants, a Scantron form may be easier to use.

Step 2: On the First Day of the Training:

- ✓ Administer the pre-test instrument (ServSafe: What Do You Already Know?)
- ✓ It is important to administer this evaluation instrument on the first day of class after any introductions or icebreakers immediately before you begin teaching.
- ✓ Also, you will need to share with the participants the importance of the evaluation process. Explain that they will receive a post-test and a delayed post-test and let them know how important it is that they participate throughout the evaluative process.
- ✓ Reassure them that their individual results will be anonymous.
- ✓ If they seem to have fear or apprehension about taking tests, make them feel more at ease that these tests will be used to measure how well you are doing at teaching them and not how well they perform.
- ✓ Ask them not to share answers.
- ✓ Don't forget about the ID box!

Step 3: Conduct the ServSafe Training:

- ✓ Teach the lessons as you normally would.
- ✓ Do not “teach to the questions” in that you spend an atypical amount of time on the subjects that you know are on the tests.

Step 4: The Last Day of the Training:

- ✓ Administer the post test instruments (ServSafe: What Have You Learned?)
- ✓ If you choose to, you should then administer the reaction instrument (ServSafe: How Did We Do?)
- ✓ Again ask participants not to share answers
- ✓ Write a description of the workshop for your reference. Include the following: how you conducted the class; any special issues or events that could affect the results; time and date the classes met; number of sessions per week/month; and any special considerations pertaining to the type of participants.

Step 5: Analyze Pre/Post-test Data

- ✓ Using the answer key provided, count the number (or %) of correct responses on the pre-test compared to those correct on the post-test by individual or group average.
- ✓ Examine whether there is an increase number of correct responses on the post-test which suggests that there was an increase in knowledge or knowledge gain.

Step 6: Three to Six Months After the Training

- ✓ Administer the delayed post-test (ServSafe: What Do You Remember?) and the practice adoption/behavior change instrument (ServSafe: What Has Happened Since The Training?).
- ✓ Send a thank-you letter to accompany the aforementioned instruments.
- ✓ You will need to mail it to the participants and include a self-addressed, postage paid envelope to increase the likelihood of a high return rate.
- ✓ You should also consider providing some type of incentive or reward for returning the instrument.

Step 7: Analyze the Data from the Delayed Post and Practice Adoption Instruments

- ✓ Score the number(or %) of correct response for each individual or group average on the Delayed Post-test.
- ✓ Compare the post-test scores to the delayed post scores either by individual or group.
- ✓ Count the number of and types of practice changes selected by individual or group average on the practice adoption instrument.

Step 8: Report Finding

- ✓ Report the finding of participants’ knowledge gain (pre/post), retained knowledge (delayed post), and practice adoption on your report of accomplishments.
- ✓ Report under Design Team FL 109