

CONFIDENTIAL SAMPLE

Supervisor Responses to Level 3
Assessment

Executive Summary

June, July, August

"Level 3" Assessment

- Behavioral
 - Training knowledge and skills transferred to job
 - Application
 - Analysis
 - Synthesis
 - Evaluate

Supervisor Responses for July ____

- 45 days post-training
 - 2 of 5 _____s responded
 - 4 of 6 _____s responded

Executive Summary of Feedback

- Positive results
 - All supervisors felt _____s were equipped to do job (100%) (___ responses were 100%)
 - Able to apply new skills
 - Understand processes
 - Comfortable with clients on the telephone (100%) (_____ responses were 100%)

Executive Summary of Feedback (cont'd)

- Understand and effectively use process skills for lump sum payments (100%) (___ responses were 75%)
- Confident in the effective use of computer systems (100%) (___ responses were 50%)
- Workplace “positively influences my ability to apply new knowledge and skills” (100%) (___ responses at 50%)
- Onboarding experience was a success (100%)

Further Analysis Needed

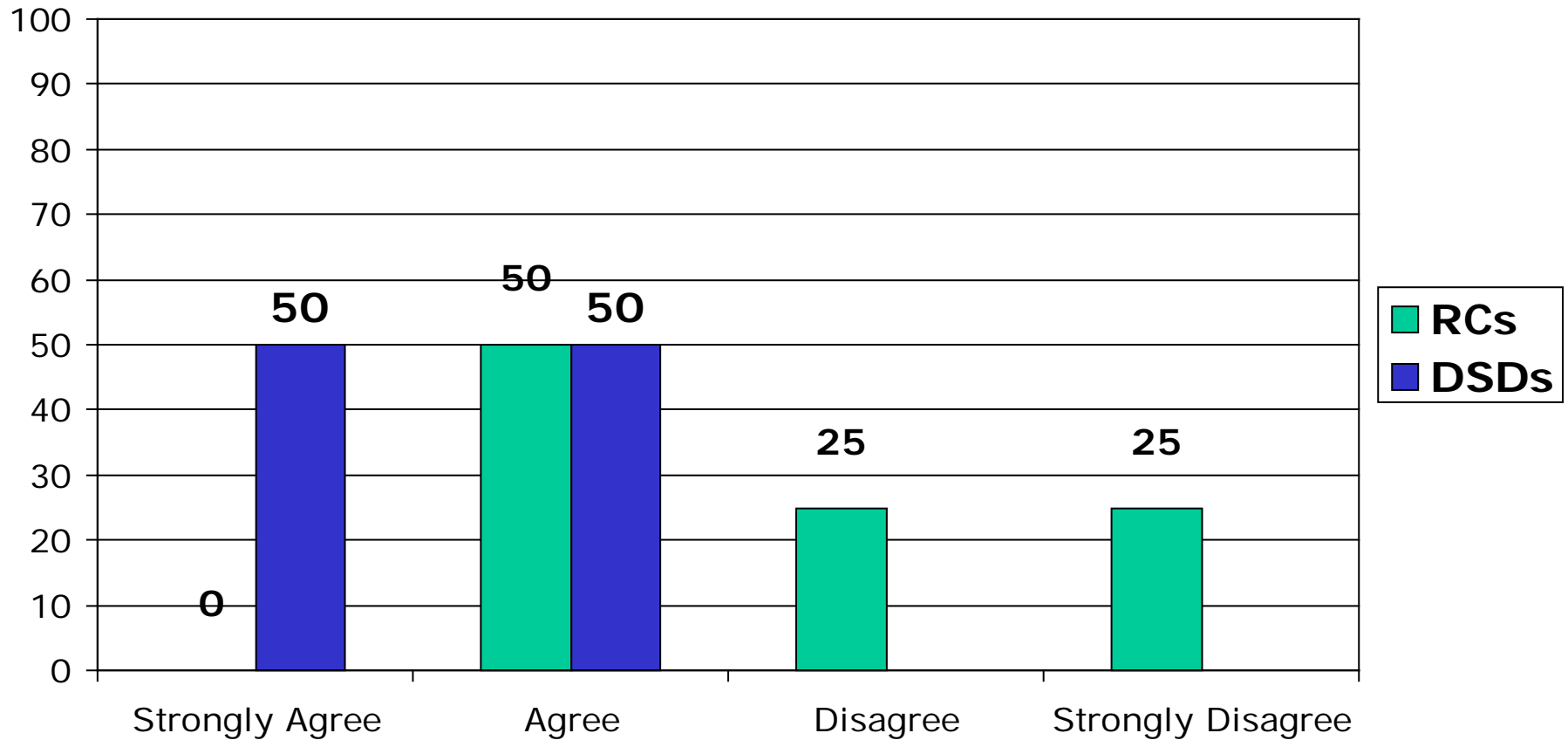
- Supervisors
 - 100% feel there are no concerns
- July _____s
 - 50% feel they have the right skills
 - 50% feel the workplace positively influences their abilities to perform
 - 50% don't use calendaring techniques
 - 50% feel they don't use computer systems effectively

Possible Additional Training

- What additional training might be required?
 - Supervisors had no suggestions
 - New-hire _____s said:
 - More in-depth Oracle training
 - More systems training

DSD Response: July _____s

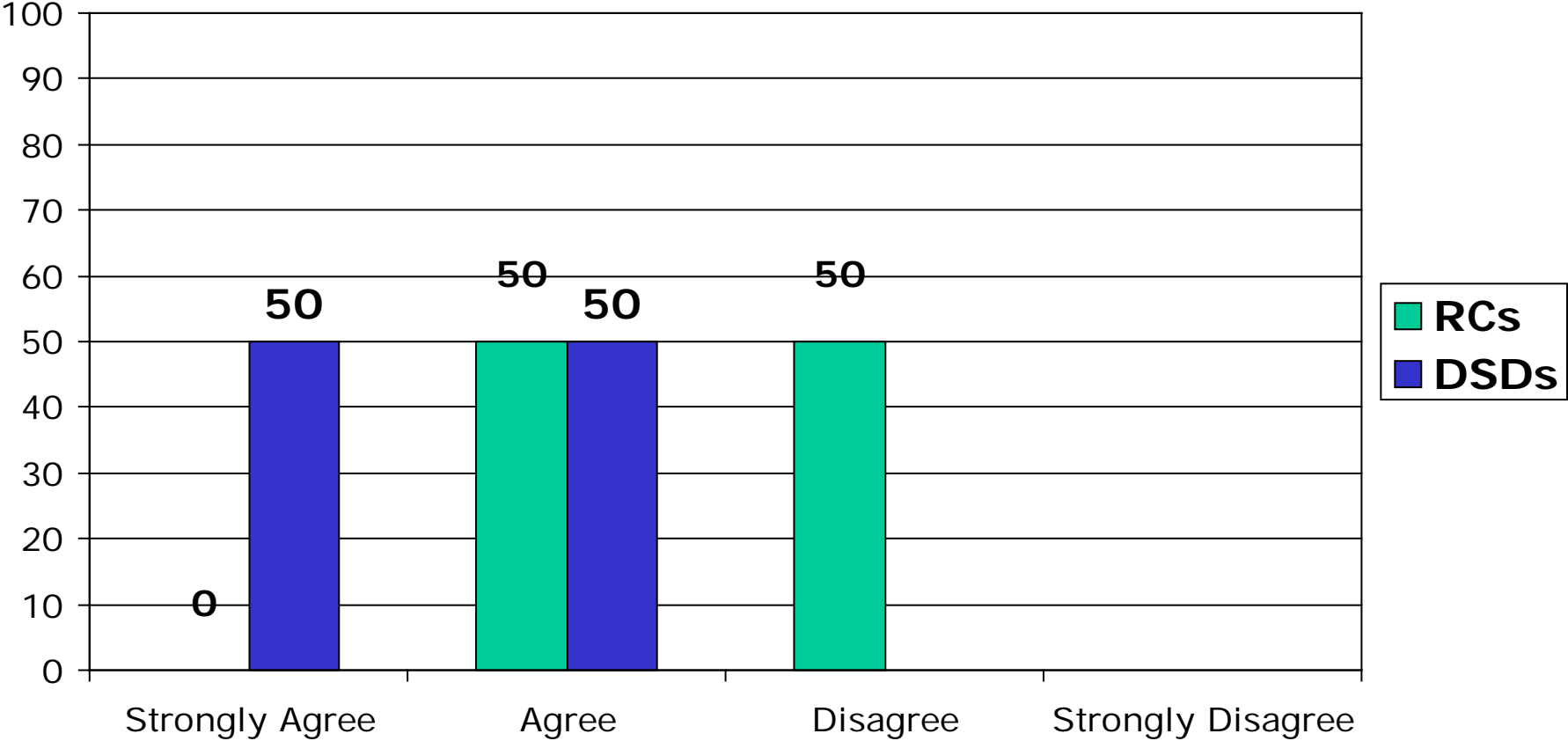
45 Day – Metrics



Workplace positively influences _____'s ability to apply new knowledge and skills.

DSD Response: July RCs

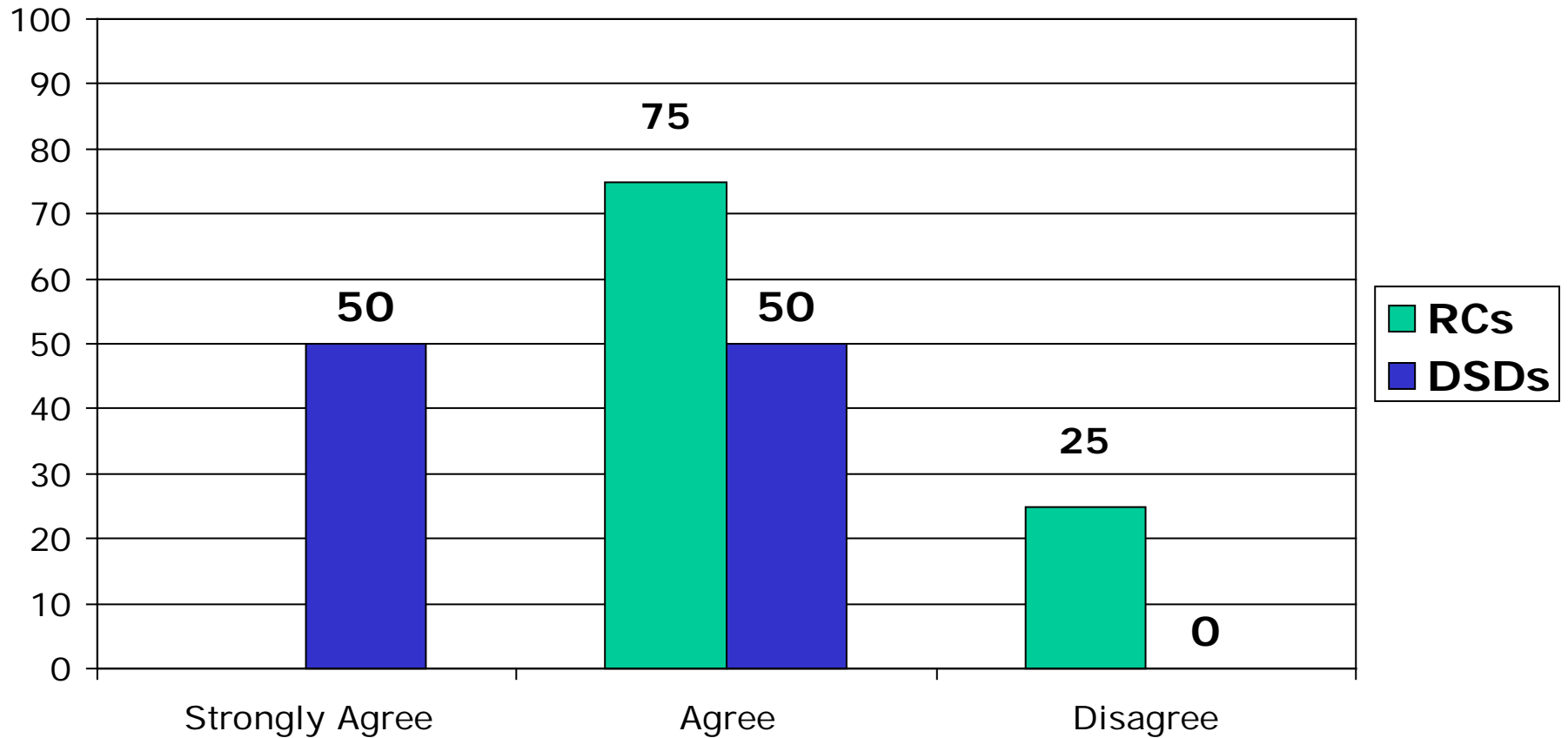
45 Day – Metrics



Training provided the right skills to do the job.

DSD Response: July RCs

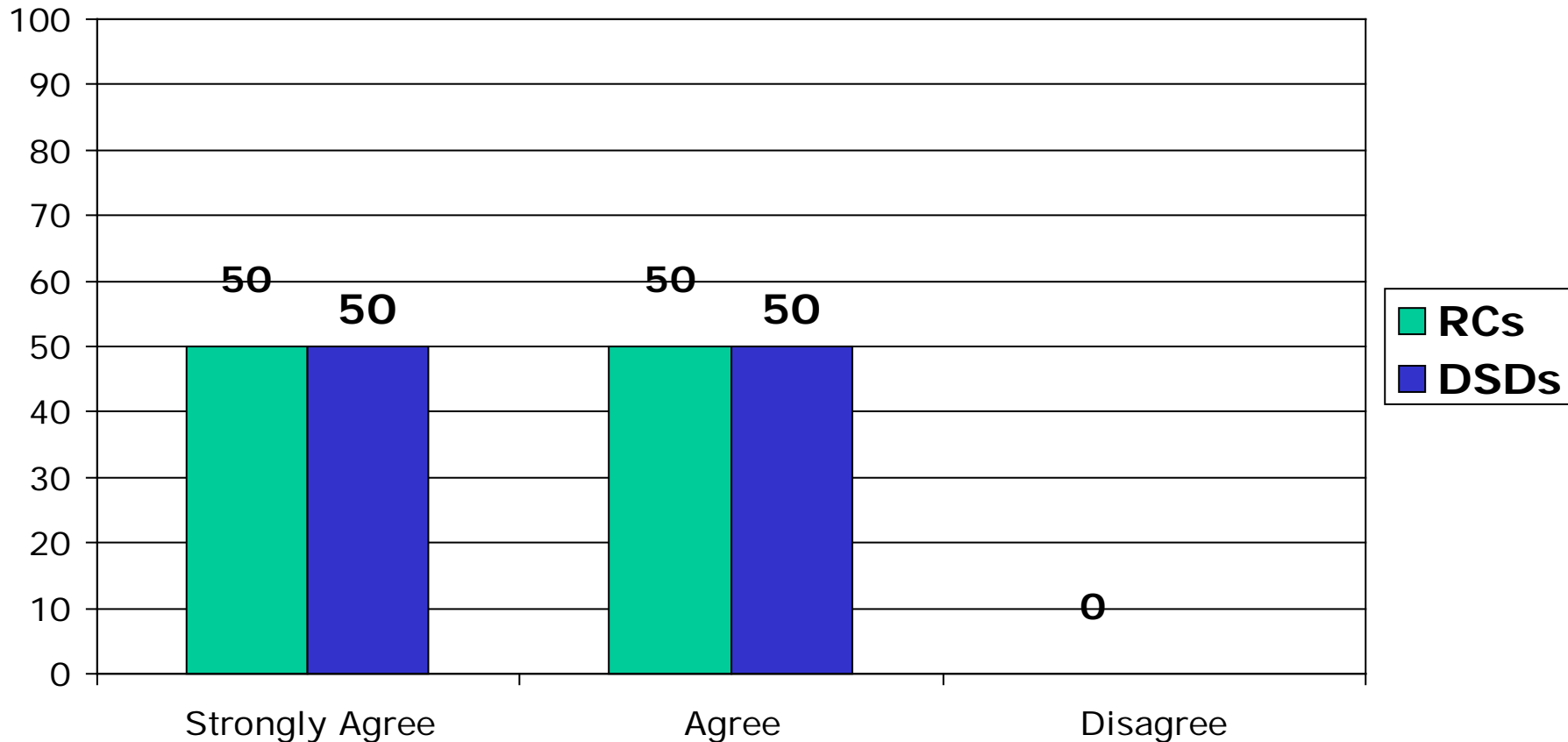
45 Day – Metrics



New RC is frequently able to apply new skills learned.

DSD Response: July RCs

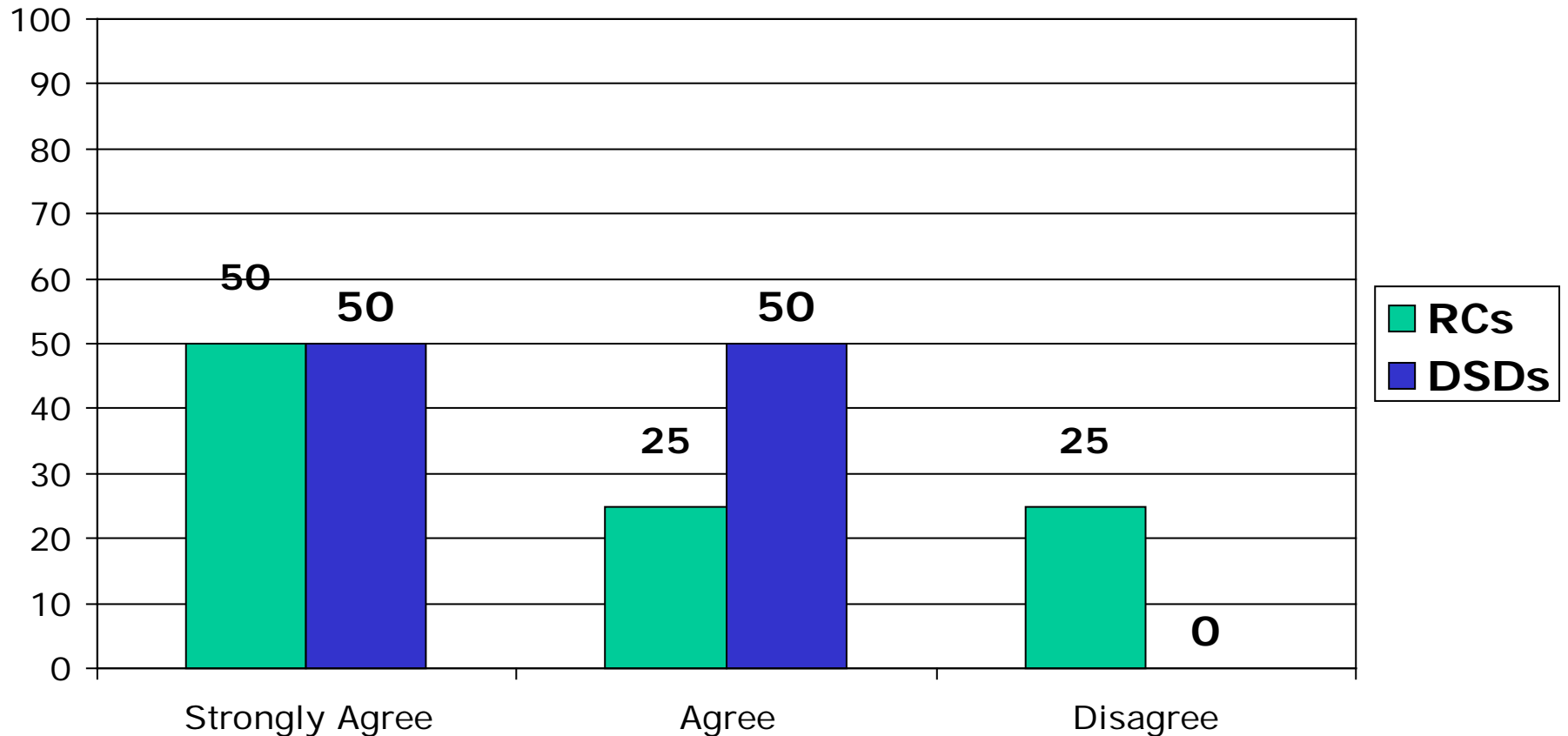
45 Day – Metrics



New RC can communicate appropriately when conducting telephone calls with transferees.

DSD Response: July RCs

45 Day – Metrics



New RC UNDERSTANDS the process skills required to work with lump sum payments.