

**EVALUATIONS**  
**FORMATIVE SURVEY FACILITATED TRAINING**  
To Be Completed By The Trainer

**Description** Please take a moment and give your opinion about a few aspects of these job aids. Your input is important and we will use it to make improvements to help you learn. Thank you for your time and assistance!

**Instructions** On a Scale of 1 to 5 with 1 being that you Strongly Disagree and 5 being that you Strongly Agree, please rate the following:

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QUESTION 1

Was the user able to complete the task using the Start-Up Guide and Job Aid?

1. YES  2. NO
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QUESTION 2

Did you experience any problems accessing the Start-Up Guide or Job Aid?

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree
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QUESTION 3

Was there any point where the user could not have gone further without your intervention?

1. YES  2. NO
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QUESTION 4

Did you or the user have any critical questions that were not addressed by the training materials/job aids?

1. Finding Items  2. Equipment  3. Navigating the System  4. Understanding the Directions  5. Other (please explain below)
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QUESTION 5

Please feel free to explain any of your answers or to voice your concerns, complaints, ask questions or make comments and/or suggestions. These types of support materials are only good if they help you succeed. Thank you!

**EVALUATIONS**  
**FORMATIVE SURVEY NON-FACILITATED TRAINING**

To be completed by the User

**Description** Please take a moment and give your opinion about a few aspects of these job aids. Your input is important and we will use it to make improvements to help you learn. Thank you for your time and assistance!

**Instructions** On a Scale of 1 to 5 with 1 being that you Strongly Disagree and 5 being that you Strongly Agree, please rate the following:

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QUESTION 1

The Start-Up Guide made it easy to get started.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

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QUESTION 2

Did you experience any problems accessing the Start-Up Guide or Job Aid?  1. YES  2. NO

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QUESTION 3

Did you experience any problems logging into the PTG BOLD online banking deposit system?

1. YES  2. NO

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QUESTION 4

Did you have any critical questions that were not addressed by these training materials/job aids?

1. Finding Items  2. Equipment  3. Navigating the System  4. Understanding the Directions  5.

Other (please explain below)

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QUESTION 5

Please feel free to explain any of your answers or to voice your concerns, complaints, ask questions or make comments and/or suggestions. These types of support materials are only good if they help you succeed. Thank you!

**EVALUATIONS**  
**SUMMATIVE EVALUATION**  
To Be Completed By The Trainer

QUESTION 1

1. Without the help of a facilitator, I could successfully access and print the online start-up guide.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

2. Without the help of a facilitator, I could successfully access and print the online Job Aid.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

3. I could complete the entire deposit process without the help of a facilitator.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

4. The Start-Up guide was clearly written.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

5. The Job Aid was clearly written.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

6. I watched the video on the Job Aid.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

7. I listened to the audio messages on the Job Aid.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

8. The Job Aid was complete and easy to use.

1. Strongly Agree  2. Agree  3. Neither Agree nor Disagree  4. Disagree  5. Strongly Disagree

QUESTION 9

**EVALUATIONS**  
**LEVEL 2 SUMMATIVE EVALUATION**

To Be Completed By Supervisor in the Case of a New Employee Trainee

QUESTION

1. Employee was able to successfully complete the Start-Up Tasks of the Deposit Process.  
 1. YES  2. NO
2. Employee was able to successfully Log-In to the Computer.  
 1. YES  2. NO
3. Employee was able to successfully Log-In to the Online Banking System.  
 1. YES  2. NO
4. Employee was able to successfully Sort the Checks and Paperwork.  
 1. YES  2. NO
5. Employee was able to successfully Copy all Checks and Stubs.  
 1. YES  2. NO
6. Employee was able to successfully Scan all checks into the online deposit system.  
 1. YES  2. NO
7. Employee was able to successfully complete the entire PTG BOLD online deposit task list.  
 1. YES  2. NO
8. Employee required assistance for at least one part of the Deposit Process.  
 1. YES  2. NO
9. Employee exhibits an understanding of the Deposit Process.  
 1. YES  2. NO
10. Comments, questions, explanations, suggestions.

Employee is in my opinion ready to assume responsibility for the Deposit Process.

1. YES  2. NO