



Training and Proctoring Guidance & DM Tips

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New Evaluation Approach

- A new, coordinated approach to evaluation of ServSafe was launched early in 2021.
- Thank you to all who participated in and helped with piloting the new evaluation approach.
- All participating Counties who had post-survey data entered in Qualtrics were included in the Impact Statement for 2020-2021 (including previous evaluation arrangements)

2022 Updates

- Updates have been made because of:
 - Changes in data entry on the new DM screens, and
 - New standard demographic surveys and reporting.

Program Year (June 2021 – May 2022)

Planning and Set-up

- Resources are posted on the HHS intranet. Please refer to them when planning your training or proctor-only events.
- Please contact us **at least 2 weeks BEFORE your training STARTS** so we have time to prepare the URL that is unique to your event's post-survey data entry.
 - Email Brad Sewell at evaluation@purdue.edu to have a custom link generated for Qualtrics data entry (or direct entry by participants). Include the following information:
 - Instructor/Proctor
 - Date
 - County
 - You will receive an email containing:
 - "Link & Instructions" with post-survey URL, and
 - PDF document to print for paper surveys.
- Please let us know when a training event has been canceled.

Demographics

NEW in 2022 - Collect demographic data.

- For **Training** – collect this at the beginning of training
- For **Proctor-only** – collect this just before the exam

- Follow instructions on “USDA Guidance and Purdue Extension Instructions for Demographic Data Collection” - <https://puext.in/demographics>
- Demographics resources – <https://puext.in/Demographic-survey>
 - Review PDC 12/8/21 recording on demographic data
 - Select survey option:
 - ¼ or ½ page PDFs to print
 - Qualtrics Survey File (QSF) to import into your Purdue Qualtrics account - <https://puext.in/Importing-QSF-Qualtrics>
- Use completed paper demographic surveys to tabulate youth/adult, race/ethnicity and gender according to [instructions](#) (pages 7-9, “Report Demographics in Digital Measures”) to document in DM Learning Events.
- No longer include demographic information in CVENT registration.

Training and Exam

- Distribute demographic survey at beginning of training.
- Deliver curriculum
- Distribute post-surveys before the exam via:
 - Paper surveys, or
 - Qualtrics Survey link for direct entry by participants
- Once surveys are completed, proctor exam.

Proctor Only

- Distribute demographic survey
- Once demographic surveys are completed, proctor exam.

Wrap-up

- **ServSafe Training OR ServSafe Training and Proctoring**
 - Enter paper post-survey data in Qualtrics
 - After data are entered in Qualtrics, attach a cover sheet with the training date to paper post-surveys and store in a locked drawer.
 - Keep the paper surveys until you receive the results report. Check the results report to verify that it represents the completed surveys. If accurate, shred the paper surveys. If results do not match the surveys collected, email evaluation@purdue.edu to arrange a review of the data.
- Email Brad Sewell at evaluation@purdue.edu *when post-surveys have been entered in Qualtrics*. Please provide:
 - Date of training
 - County location of training
 - # who attended training (regardless of post-survey participation)
 - Number of proctor-only participants (if applicable)
- You will receive a report from Brad around three weeks later, depending on evaluation team workload. Sample results data are shown in Appendix A.

3-Month Follow-up Survey and End of Year Report and Impact Statement

- There is an automatic 3-month follow-up survey sent via Qualtrics after each program. Results are not yet compiled, but will be included with statewide reporting for 2021-2022.
- All training programs to be included in the 2021-2022 statewide report and impact statement must have *post-survey data entered in Qualtrics by May 31, 2022*.

Outcomes

- A new Workforce Development logic model and outcomes are now in DM. However, the existing HHS ServSafe outcomes will be the only ones you need to report.

Resources

- Rhonda Taylor taylo236@purdue.edu is your contact for questions and items needed for the ServSafe and National Restaurant Association websites for training, scheduling, and accessing program and participant information/data.
- ServSafe evaluation information on the HHS intranet = <https://www.purdue.edu/hhseducators/servsafe/>
 - ServSafe Training and Proctoring Guidance & DM Tips
 - ServSafe Logic Model

DM Tips

Here is a listing of the DM learning event screen items on the left, and the data to be entered on the right.

LEARNING EVENT DETAILS	Data to enter
Month Year	Month & Year of training and/or proctoring
Title	“ServSafe Training – may add description if applicable” OR “ServSafe Training and Proctoring – may add description if applicable” OR “ServSafe Proctoring Only – may add description if applicable”
Event County	County location training/proctoring held
Method of Delivery	In-person
Technology	None (for in-person delivery)
Learner sessions	Depends on format
Learner minutes	Depends on format
Direct Contacts – Total # of Youth Learners at All Sessions	“0” (with rare exception)
Direct Contacts – Total # of Adult Learners at All Sessions	
Unique individuals - Youth	“0” (with rare exception)
Unique individuals - Adults	
Self-reported demographics - Youth	# of demographic surveys under 18 years
Self-reported demographics - Adult	# of demographic surveys 18 or older
Youth Demographics	<leave blank> (with rare exception)
Adult Demographics	Use completed demographic surveys to tabulate and report demographics according to instructions (pages 7-9, “Report Demographics in Digital Measures”)
Indirect Contacts	<leave blank>
Keywords	food handling, food service, food safety
INVOLVEMENT	Data to enter
Individual or Team	List as appropriate
Purdue Team Members	List as appropriate
Number of adult volunteers	<leave blank>
PK-12	Depends on training
Unconventional partners	Depends on training
External Partners/Collaborators	<leave blank>
Grants/Sponsorships	<leave blank>

EVALUATION / OUTCOMES	Data to enter	
	ServSafe Training OR ServSafe Training and Proctoring	ServSafe Proctoring Only
Evaluation plan	Post survey of outcomes (at end of learning event)	Did not evaluate
# of participants completing evaluation	Total # of completed post surveys	"0"
Workforce Development Outcomes	Do not report, data will be pulled from HHS Outcomes	Do not report, data will be pulled from HHS Outcomes
HHS – Food & Nutrition Outcomes	HHS FN 7 HHS FN 12 HHS FN 13 See below	HHS FN 7 = "0" HHS FN 12 HHS NF 13 See below
NIFA / PURDUE & COLLEGE OF AG / PURDUE EXTENSION	Data to enter	
NIFA Critical Issues	6 Food Production, Security, and Safety	
Extension/Research	In-state Extension	
Key Initiatives	None	
Current Issues	Food safety	
DEI Priorities	"None" or "Expand the diversification of audiences, programming and delivery methods recognizing the social and cultural contexts of constituencies" as applicable	
Commercialization Priorities	None	
Primary Program Area Theme	HHS – Food & Nutrition	
Secondary/Related Program Area Theme(s)	<leave blank>	
Purdue Extension Goal(s)	Strengthening Workforce, Business, and Economic Development	

WFD – Workforce Development Outcomes

WFD 1.3 – reported as HHS FN 7, do not report here

WFD 2.2 – reported as HHS FN 12 ServSafe, do not report here

HHS – Food & Nutrition Outcomes

There are three outcomes for ServSafe: HHS FN 7, HHS FN 12, and HHS FN 13.

▼ HHS - Foods & Nutrition

HHS FN 1 - # of adults that gained knowledge about eating more of healthy foods <input type="text"/>	HHS FN 2 - # of adults that reported an intention to eat more of healthy foods <input type="text"/>	HHS FN 3 - # of adults that gained knowledge about eating less of foods/food components which are commonly eaten in excess <input type="text"/>	HHS FN 4 - # of adults that reported an intention about eating less of foods/foods/food components which are commonly eaten in excess <input type="text"/>
HHS FN 5 - # of adults that gained knowledge on healthy eating patterns <input type="text"/>	HHS FN 6 - # of adults that reported an intention to adopt healthy eating patterns <input type="text"/>	HHS FN 7 - # of food handlers receiving food safety training and education in safe food handling practices <input type="text"/>	HHS FN 8 - # of youth that reported eating more of healthy foods <input type="text"/>
HHS FN 9 - # of adults that reported eating more of healthy foods <input type="text"/>	HHS FN 10 - # of adults that reported eating less of foods/food components which are commonly eaten in excess <input type="text"/>	HHS FN 11 - # of adults that reported adopting healthy eating patterns <input type="text"/>	HHS FN 12 ServSafe - # of participants passing certification exam <input type="text"/>
HHS FN 13 ServSafe - % exam score (average of PASSING %'s) <input type="text"/>			

Here are instructions to enter the outcome data.

Foods and Nutrition Outcomes	Data Entry
HHS FN 7 - # of food handlers receiving food safety training and education in safe food handling practices	# of ServSafe participants attending TRAINING. (If there was no training, put 0.)
HHS FN 12 ServSafe - # of participants passing certification exam	# of participants who passed. Get # from NRA ServSafe website. See image below. (If no participants passed, put 0).
HHS FN 13 ServSafe - % exam score (average of PASSING %'s)	Refer to NRA ServSafe site list of participants, select the ones who passed, then calculate the average % for this group. <ul style="list-style-type: none"> Take their individual "% Exam Scores", Add them up, and Divide by the number of those who passed. The number you come up with, is what you post. Just put the number. It may contain a decimal point. But don't put the % sign. (If no participants passed, put 0.)

HHS FN 12 ServSafe - # of participants passing certification exam image of NRA report screen.

EXAM SESSION SUMMARY						
Exam Session Number	Examinees			Avg.	Avg.	Domain Scores (AVG/Total)
	Total	Pass	Fail	Point Score	% Exam Score	
3136511	3	3	0	69.00	86.25 %	N/A

Questions

If you have any questions about or suggestions for this process, please contact us at evaluation@purdue.edu.

Appendix A

Post-survey Results Report

Here is a sample of hypothetical data in the results report for training participant post-survey responses.

As a result of this training, how much NEW information did you learn? ⓘ 14 Responses ↓

As a result of this training, how much NEW information did you learn?	None at all	A little	A moderate amount	A lot	A great deal
Foodborne illness	7%	7%	21%	50%	14%
Cleaning and sanitizing	14%	0%	50%	29%	7%
Forms of contamination	7%	14%	14%	50%	14%
Personal hygiene (handwashing, etc.)	14%	21%	29%	29%	7%
Monitoring time and temperature	0%	7%	29%	36%	29%
Purchasing and receiving principles	7%	21%	29%	29%	14%
The flow of food: Preparation (prep, cooking, cooling)	7%	14%	21%	36%	21%
The flow of food: Service (holding and serving)	7%	0%	36%	29%	29%
Food safety management systems	14%	7%	21%	36%	21%
Safe facilities and pest management	14%	21%	29%	29%	7%

As a result of this training, do you intend to apply the following practices to your work? ⓘ 14 Responses ↓

As a result of this training, do you intend to apply the following practice...	Yes	No	I already do this
Recommended handwashing practices	36%	0%	64%
Take steps to reduce cross contamination risks	43%	0%	57%
Use proper time and temperature controls	50%	0%	50%
Assess areas for activities that risk microbial contamination	57%	7%	36%