



Using Diagnostic Assessments to Improve Regional Office Performance

Jeff Pearson

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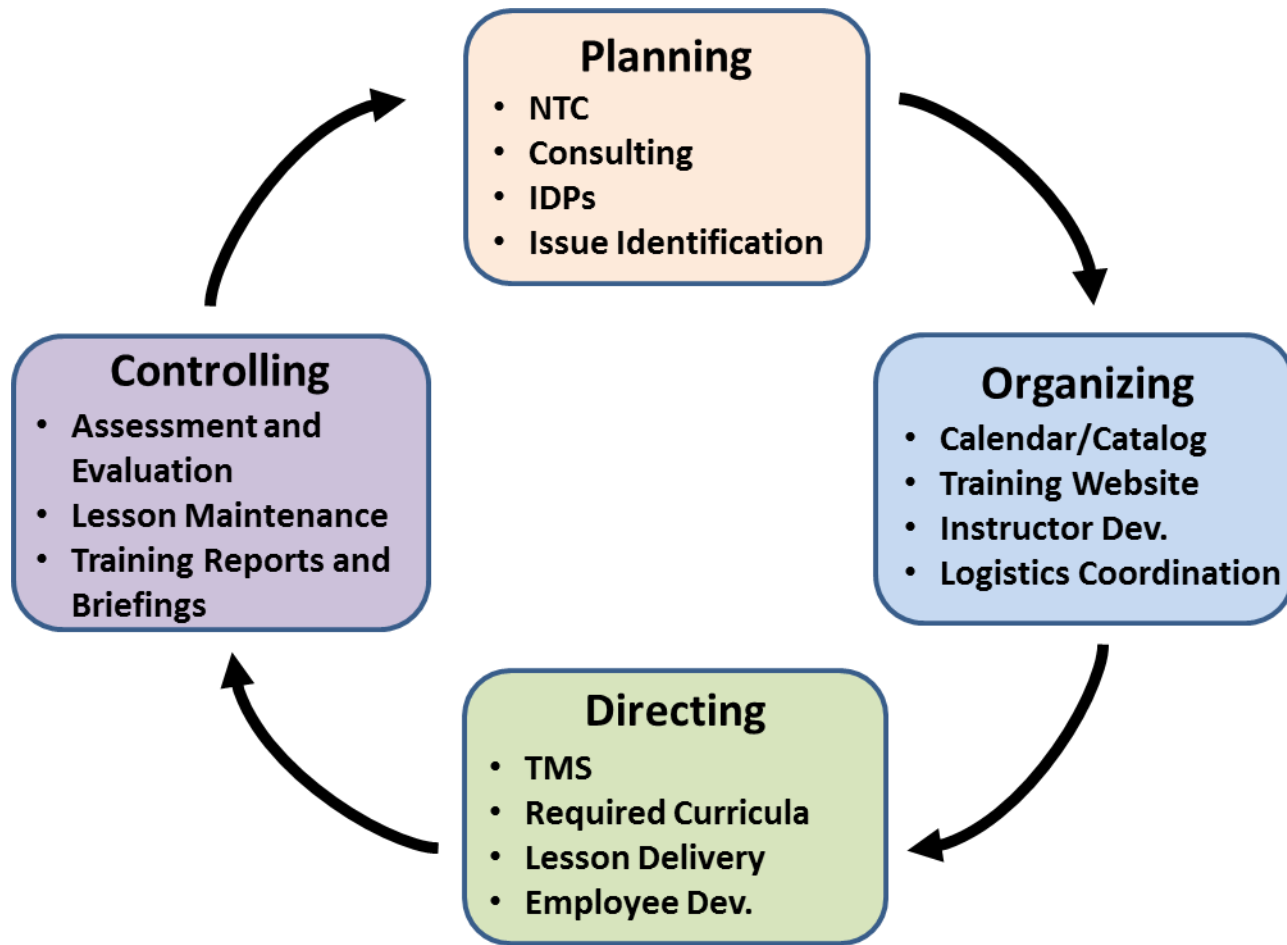


Network Card Activity

1 Your role	2 People who help you	3 People you help	4 Top performers	5 Your customers	6 Accomplishments
7 Your tasks	8 Your tools	9 Your support	10 Your barriers	11 TM success factors	12 Your talents and skills



VBA Training Management





Diagnostic Assessments: What are they?

A diagnostic assessment is:

- A unique testing tool used to determine specific performance deficiencies
- A series of small “testlets” that relate directly to a required competency
- A method for assigning targeted remedial training
- The catalyst for improved assessment validity, standardization, and efficiency

**Network Card blocks
8 and 9**

TM interest: These assessments help my RO know exactly what employees need help with.



Diagnostic Assessments: Using them

Diagnostic tests determine an employee's proficiency in specific tasks.

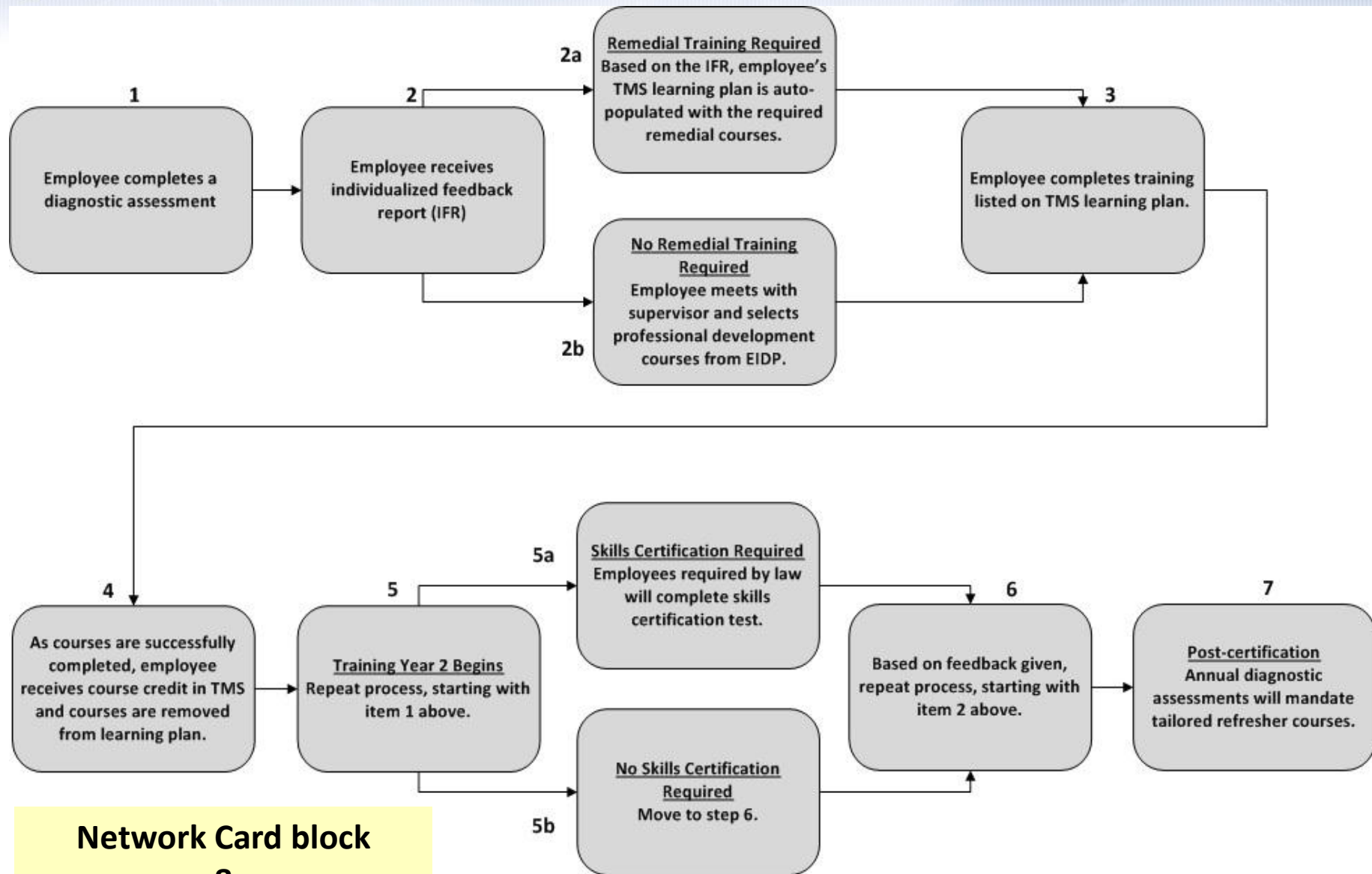
- Employees with performance deficiencies receive:
 - Targeted remediation recommendations (in TMS)
 - Assistance obtaining recommended training (not all training is Web-based)
- Employees without performance deficiencies will:
 - Complete RO directed training
 - Complete professional development outlined on their IDP

**Network Card blocks
1, 7 and 8**

TM interest: Eliminating redundant training allows employees to pursue their own professional development, which I can help them accomplish.



Diagnostic Assessment Process



Network Card block

8




Diagnostic Assessments: Lifecycle

- Test development occurs in collaboration with the Service
- SMEs ensure the assessment items reflect the employee's current job duties, including job-specific knowledge and skills
- Each diagnostic assessment testlet receives a specific TMS identification number and is accessed via a TMS link
- Assessment items undergo scheduled and unscheduled lifecycle maintenance to ensure relevance and validity

**Network Card blocks
1 and 8**



Diagnostic Assessment Interface



VBA Diagnostic Assessment

User: Help

VRC | VRC Diagnostic Assessment - Case Management 1

Welcome

This assessment measures your knowledge and skill in Case Management. It contains questions on policies and procedures related to general case management, processing fiscal payments and how to assign the appropriate case status. This assessment will identify areas where you are performing well and where additional training may be needed.

This assessment contains multiple choice questions and should take you no longer than 45 minutes to complete. After completing the assessment, you will receive feedback based on your performance. The feedback report will appear in a separate window or tab when you submit your assessment.

You may take this assessment **one time for practice** and **one time for TMS credit** in each fiscal year. If you choose to take the assessment for credit before you take it for practice, then you will not be allowed to take it for practice later. If you do not complete the assessment within a single session it will remain open for you to complete for only **30 days**.

Below, please indicate whether you'd like to take this assessment for practice or credit.

☐ Practice
☐ TMS Credit

To begin this assessment, select the "Begin" button.

Begin

To review your previous results on this assessment, select the "Assessment Results" button.

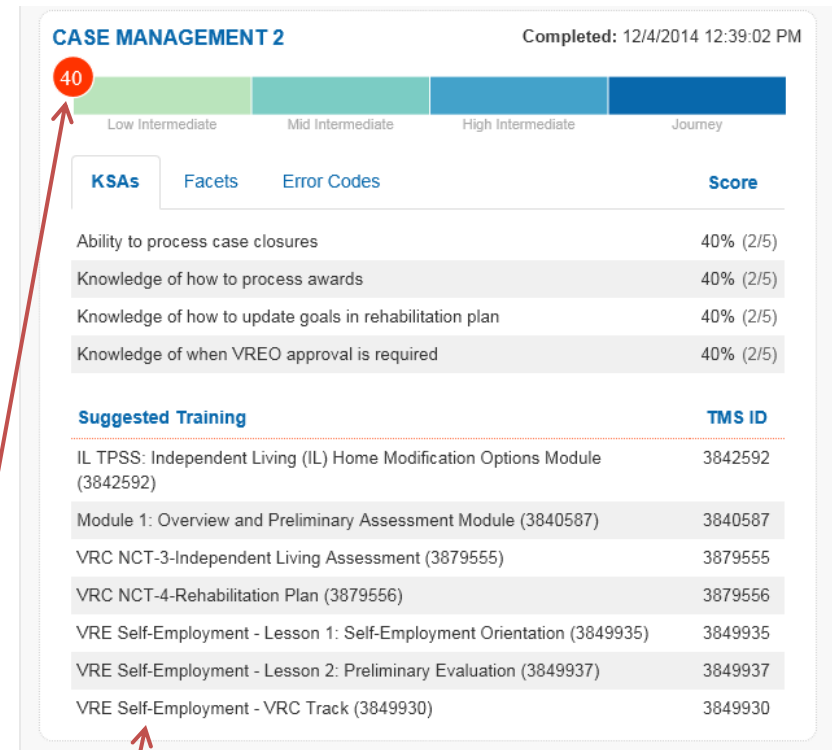
Assessment Results

Network Card block
8

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Individual Feedback Report



Three VRCs volunteered to test the functionality of the assessment. Two of their feedback reports are shown here and demonstrate the effectiveness of the tailored training model.

Scored 87 and has one course to complete

Scored 40 and has seven courses to complete

Network Card blocks 1, 7, 8 and 9

TM interest: These reports improve the effectiveness of my discussions with RO employees and management.



Benefits of a Diagnostic Assessment

A diagnostic assessment provides the following benefits:

- Eliminates the development and delivery of training that does not improve performance
- Provides training that is targeted to the individual, allowing more time for production
- Provides standardized feedback reports
- Facilitates targeted remediation
- Allows individuals to determine their progress toward certification via assessments specific to each competency
- Automatically populates required training in TMS

**Network Card blocks
1, 7, 8 and 9**

TM interest: Diagnostic assessments improve the employee development and training process.



Diagnostic Assessments: Another tool

Assessment Type	What is tested?	When to use?	Remediation	Reports
Training Assessments	Learning objectives specific to the training event.	Pre/post test for TMS-based training items.	Feedback presented to the student identifies the questions answered incorrectly, the answers to those questions, and where in the course information related to those questions can be found. This allows the student to go back and review important course content in order to increase his or her job proficiency.	Students receive feedback containing information about individual performance and recommended remediation. Reports containing information such as summaries of student performance by job position or regional office and student reactionary data are also available to major stakeholders within the organization.
Skills Certification	The knowledge and skills associated with a VBA job position.	This test is administered annually. Specific positions, dates, and locations are determined by union and service policies.	Feedback presented to the student identifies the knowledge and skill areas in which improvement is needed. Students are directed to TMS resources for self-study.	Students receive feedback reports that direct them to specific training resources in TMS. The Service Director receives a report containing: <ul style="list-style-type: none">• Number of participants• Pass rates on the most recent test administration• Pass rates by area• Performance by KSA
Diagnostic Assessments (once approved and operational)	The competencies and associated KSAs for each of the 17 critical job positions within VBA.	Annually, this assessment is automatically added to the employee's TMS "To Do" list.	Feedback is tailored specifically to the student taking the assessment and includes instruction focused on the proficiency gaps identified during the diagnostic assessment.	Students receive custom-tailored individual feedback reports containing information about performance deficiencies.

Network Card blocks 1, 7, and 8



Training Manager Role

Training Managers:

- Ensure all employees receive the diagnostic assessment link in TMS (normally occurs at the start of the fiscal year)
- Provide support to employees who are using the diagnostic assessments
- Collaborate with employees and management to use diagnostic assessment data to prescribe the right remediation at the right time
- Assist in scheduling recommended remediation that is not in a web-based format

**Network Card blocks
1, 7, 8 and 9**



Questions?