
Pilot Training Evaluation Findings

Responsible Gaming: What Employees Need to Know

Overview

The "Responsible Gaming: What Employees Need to Know" training was provided to 57 casino workers on May 29, 2009, at Sunray Park and Casino in Farmington, New Mexico. The two-hour workshop was presented by John Rinaldi, Ph.D. under contract with the New Mexico Council on Problem Gambling. Jane Davis from the Human Services Department, Behavioral Health Services Division, along with three staff from Value Options New Mexico, Patsy Romero, Lynn Marshall, and Pilo Bueno, attended the training as observers and evaluation agents. The Value Options staff administered the pre-post evaluation surveys to the participants and recorded their observations of the training. Problem Gambling Solutions, Inc., under contract with Values Options New Mexico, analyzed the data collected and authored this report.

Method

Participants were provided a 12-item survey to complete immediately before the training began (pre) and instructed to place those surveys in an envelope. Immediately following the completion of the training, a second 16-item survey was administered (post) that included seven identical knowledge and attitude questions to those of the pre-training survey. Participants were instructed to place the second survey in the same envelope containing the first survey, seal the envelope, and return it to the survey administrators. Of the 57 training participants, two declined to take part in the evaluation and survey data from two other participants were removed from the data set due to missing data. The resulting data set used in the analyses represented 93% of the full pilot training sample.

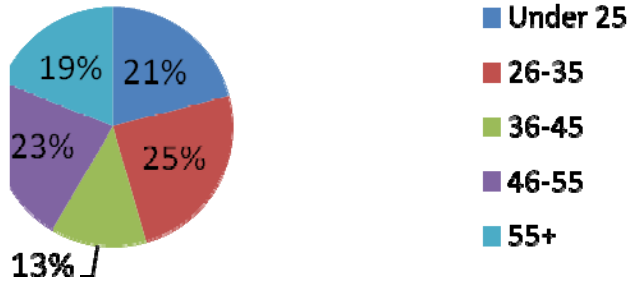
Additional evaluation information came from the observers of the training. Of note is that the observers all have extensive experience as trainers and two are prevention specialists. Training observers provided feedback, impressions, and suggestions to the program evaluator.

Participant Demographics

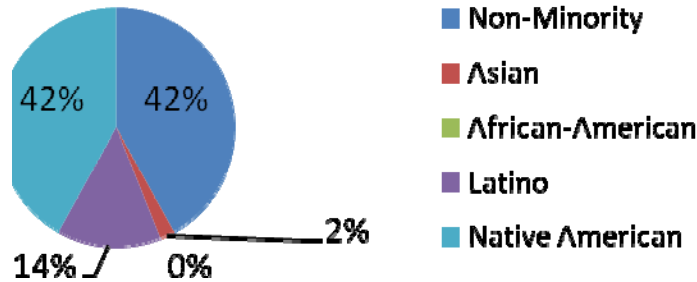
The training participants were evenly divided by gender. The average age of the participants was approximately 41 years old with a distribution of ages between 18 and 72. The group was ethnically diverse with 42% Native American, 14% Latino, 2% Asian, and the rest non-minority. About half of the participants achieved some college education, 38% highest level of education was a high school diploma or GED, and 11% had less than 12 years of school education. For the vast majority of participants, this responsible gambling training was not their first (72%).

Demographic Graphs

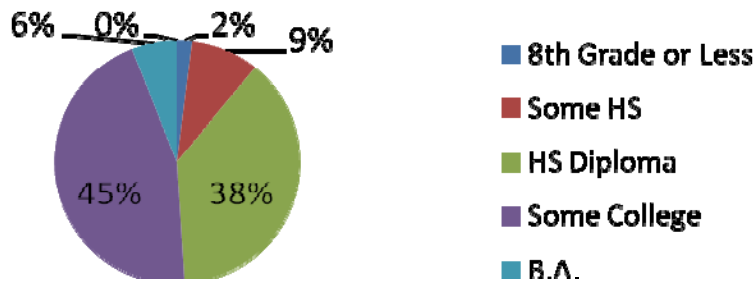
Age: Average age was 40.7 years old



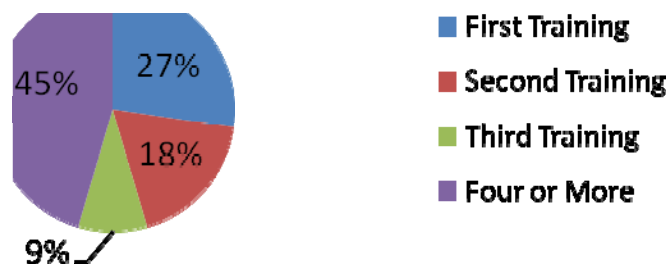
Ethnicity:



Education:



Past Responsible Gaming Trainings:



Pre-Post Evaluation

Participant responses of the survey completed prior to the training (pre) compared with those responses following the training (post) suggested a significant positive change in five of six responsible gaming perception of knowledge questions. The one question that assessed for a change in attitude or willingness towards speaking with a supervisor about company responsible gaming policies or procedures found a positive change between the pre and post assessment, however, the degree of that change was not statistically significant. Overall, the pre-post findings suggested that the participants benefited from the responsible gaming training.

	Mean Pre	Mean Post	Statistical Significance
Excessive gambling can become an illness	4.15	4.36	0.17 (NS)
I know how to promote responsible gaming	3.35	3.92	<.01 (Sig.)
Gambling treatment in New Mexico is affordable	3.59	3.80	<.05 (Sig.)
I know the signs of problem gambling	3.70	4.06	<.01 (Sig.)
I know what to do if a customer asks me for help about a gambling problem	3.77	4.11	<.01 (Sig.)
I know where to find information on problem gambling	3.75	4.17	<.01 (Sig.)
I will talk to my supervisor about company responsible gaming policies and procedures	3.96	4.10	0.13 (NS)

Satisfaction

The May 29, 2009 pilot responsible gaming training received very favorable reviews. Almost all of the attendees felt the training was helpful (94%). Most of the attendees felt that the curriculum was effective (88%), instructor was effective (85%), and that the handouts were helpful (87%). Eighty-nine percent of attendees said that they would recommend this training to others.

Statement	Mean Response <i>1=Strongly disagree; 3=agree nor disagree; 5=Strongly Agree</i>
The training curriculum was effective	4.2
The instructor was effective	4.1
The handouts were helpful	4.0
The training was helpful	4.2
I would recommend this training to others	4.2

Open-Ended Participant Feedback

Participants were asked three open-ended questions that elicited a variety of responses. Select responses to the questions appear below that represent thematic response clusters. In general, the participants viewed the training very favorably. The suggested improvements that were most frequently stated involved reducing the training length through less repetition of the material. The audience appeared to have mixed reaction to the instructor's use of examples or antidotes, some appreciated the elaboration, others felt it unnecessarily extended the training.

What was the most helpful part of the training?

- Slides were good
- The speaker was good
- Learning how to spot an addicted gambler and how to help
- What gaming addiction is all about
- The examples given by the instructor
- Increase general awareness
- Liked this better than the old training, more informative

What was the least helpful part of the training?

- A lot of areas covered over and over- after a while lost interest
- Uncomfortable chairs

What would you suggest to improve the training?

- Trim down the training, make it less repetitive
- More emphasis on employee “problem” gamblers
- Use video of problem gamblers or include presentation from actual problem gamblers
- Understand and follow the employers policies
- Keep the lights on and don't keep the same picture up for so long

Observer Feedback

The observers noted that the training was well constructed to deliver the key training messages. Some concern was expressed that some of the language used in the training may have been too sophisticated for some members of the audience. This observation is born out in the participant demographic data that showed 11% of the participants had not completed a high school education. The observers also noted that some of PowerPoint slides lost their original formatting when used in the training and that the instructor had not yet mastered the new curriculum. The final set of observations related to the administration of the evaluation materials. The observers noted that some participants appeared confused with the evaluation instructions. It was suggested to color code the pre and post surveys and design a more detailed instruction guide for the administration of the evaluation tools. Aside from the above noted areas of concern, the observers feedback was favorable toward the training.

Conclusion & Recommendations

The training curriculum "Responsible Gaming: What Employees Need to Know" was pilot tested on May 29, 2009 with 57 employees of Sunray Park and Casino. The evaluation findings support the effectiveness of the training. Participant satisfaction levels were very high; there was a significant change in the participants' perceptions of their knowledge about, and ability to promote, responsible gaming; and participant and observer feedback was very supportive of the training.

A number of recommendations resulted from the evaluation of the training:

- To insure proper formatting of the PowerPoint slides used during the presentation, the instructor should be supplied with the training presentation in both the newer and older Microsoft PowerPoint versions and the instructor should allow for ample time to test the slides at the training facility prior to delivering the training.
- To address concerns that some of the training language used may be overly sophisticated for the full audience, the training curriculum and supplemental materials should be reviewed with changes made to reduce reading level competency.
- If it is decided that the training will continue to utilize a pre-post survey method as an ongoing evaluation strategy, then a more detailed instruction guide for the administration of the evaluation tools should be developed.
- To improve instructor mastery of the training curriculum, "train the trainer" seminars are recommended. Such seminars should address how to most effectively engage and utilize training participants whom had repeated exposure to responsible gaming trainings.

In conclusion, early indications suggest the training package "Responsible Gaming: What Employees Need to Know" is an effective tool in heightening the awareness of responsible gaming among casino workers. Further revisions to the training materials are indicated as is continued development of the training curriculum's implementation through advanced "training the trainer" activities. Further evaluation is needed to determine if the results of this evaluation generalize across gaming employees and to assess for behavior change.