

Workshop: Are Your Support Programs for Service Members Effective?



PROGRAM EVALUATION PROCESS SUMMARY



Program Evaluation Process		
Evaluation Stage	Activities	Outputs
1. Review Program Information	<p>Review the program's background, including mission and objectives.</p> <p>Identify stakeholders and corresponding engagement strategies.</p> <p>Identify program inputs, including staff, space and budget.</p>	<ul style="list-style-type: none"> Program Background and Inputs Report Stakeholder Analysis Report

<p>2. Develop Evaluation Questions</p>	<p>Review information obtained in Step 1 (Review Program Information) to ensure clear understanding of program goals and objectives.</p> <p>Discuss the drivers of the evaluation with stakeholders. Address:</p> <ul style="list-style-type: none"> ■ Who is requesting the evaluation? ■ What is the intended purpose? ■ How will the information be used? ■ Are there any secondary objectives? 	<ul style="list-style-type: none"> ■ Program Goals ■ Program Objectives (SMART) ■ Evaluation Questions
<p>3. Design Evaluation</p>	<p>Identify performance measures and metrics. Select evaluation design type and determine required level of technical assistance. Establish a data collection plan. Budget for the evaluation to account for costs of both time and money.</p>	<p>Evaluation Design Plan:</p> <ul style="list-style-type: none"> ■ Evaluation Type ■ Measures and Metrics ■ Data Collection ■ Technical Assistance ■ Budget and Schedule
<p>Program Evaluation Process cont.</p>		
<p>4. Address Logistical Issues</p>	<p>Establish protocols and Standard operating procedures (SOPs) for data management and security. Train staff in protocols. Pre-test evaluation to identify any potential issues.</p>	<ul style="list-style-type: none"> ■ Evaluation Protocols and SOPs ■ Pre-Test Plan and Outcome Report
<p>5. Gather Data</p>	<p>Produce data that are reliable, valid, and informative by developing a data gathering plan. Mitigate tool, evaluator, and selection bias. Minimize threats to data validity. Ensure data quality data through data monitoring. Address data limitations.</p>	<ul style="list-style-type: none"> ■ Data Gathering Plan ■ Data Monitoring Protocol
<p>6. Analyze Data</p>	<p>Clearly and accurately summarize the data relative to the purpose of the evaluation. Ensure that data collection instruments yield the information needed to address evaluation questions. Identify and align support tools needed for data analysis (hardware, software, subject matter experts), to aid in timely completion of the evaluation process.</p>	<ul style="list-style-type: none"> ■ Data Review ■ Perform content or statistical analysis ■ Data Interpretation Report ■ Data Limitations Discussion
<p>7. Feedback</p>	<p>Synthesize the results of the program evaluation into a formal report. Determine if the program is meeting its objectives and act on these findings. Provide recommendations for further improvement opportunities even if program objectives have been met. Communicate findings to stakeholders.</p>	<ul style="list-style-type: none"> ■ Feedback Report(s) ■ Program Revision Recommendations (as required)