

15 **Process Evaluation**

Evaluators can use RBE Worksheet 15, which may be photocopied for use within your organization, to develop a plan to collect and analyze information about a specific process, such as communicating standards and procedures or training. The worksheet asks a number of specific questions, such as who was involved or affected, what was achieved, when, and where. It also asks about successes, challenges, barriers, unexpected developments, and insights. By using the worksheet, evaluators can determine the best means of answering these questions.

	Interviews	Focus Groups	Surveys	Document Review	Direct Observation
Who: Stakeholders involved in activity Stakeholders affected by activity					
What: Activities Output produced					
When: Timeline Milestones					
Where: By location By division By region					
Developments Successes Challenges Barriers Unexpected developments Insights					