Are We Making a Difference? Evaluating Community-Based Programs – by Christine Maidl Pribbenow

**NOTES**
- The time that a slide appears — or is discussed — follows the slide number.
- Superscript numbers in some slides refer to numbered References listed on Slide 36. List also is on the last page of the Handout.
- Slides 12, 15, 28, 30, 36 are provided full size at the end of this document for better readability.

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**Slide 1** (Rev Sept 2010)

**Lecture Overview**
- Definitions and Common Understandings
- Topic Areas:
  - Framing an Evaluation Question
  - Designing an Evaluation Plan
  - Using Appropriate Methods
  - Analyzing and Reporting Results
- Open Discussion/Q&A

**Slide 2**

Research in the Sciences vs. Research in Education²
- “Hard” knowledge
  - Produce findings that are replicable
  - Validated and accepted as definitive (e.g., what we know)
  - Knowledge builds upon itself—“skyscrapers of knowledge”
  - Oriented toward the construction and refinement of theory
- “Soft” knowledge
  - Findings based on specific contexts
  - Difficult to replicate
  - Cannot make causal claims due to variances in human action
  - Short-term efforts of intellectual accumulation—“village-huts”
  - Oriented toward practical application in specific contexts

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**Slide 3**

**What is Evaluation?**

 Evaluation is the application of social science research to determine the worth, value and/or impact of program activities on participants.

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**Slide 4**

Social Science or Education Research vs. Evaluation
- “…is restricted to empirical research, and bases its conclusions only on factual results—that is, observed, measured, or calculated data.”
- “…does not establish standards or values and integrates them with factual results to reach evaluative conclusions.”
- “…determines the merit, worth, or value of things. The evaluation process identifies relevant values or standards that apply to what is being evaluated, performs empirical investigation using techniques from the social sciences, and then integrates conclusions with the standards into an overall evaluation or set of evaluations.”

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**Slide 5** (Slide not shown)

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**Slide 6** (Rev Sept 2010)
### Definitions, p. 2-3
- Activities
- Formative evaluation
- Impacts
- Instrument
- Logic Model
- Mixed-method evaluation
- Outcomes
- Summative evaluation

### Partnership Principles, p. 4
- Serve common purpose, goals evolve
- Agreed upon mission, values, goals, outcomes
- Mutual trust, respect, genuineness, commitment
- Identified strengths and assets, address needs and increase capacity
- Balance power, share resources
- Clear and open communication
- Principles and processes are established
- Feedback is sought
- Partners share benefits of accomplishments

### Programs are designed to solve problems.

### The bane of evaluation is a poorly designed program.
- Ricardo Millett, Director
  WKKF Evaluation Unit

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**The “logic” behind a Logic Model, p. 5**
**Examples of Outcomes**

- Know the daily nutritional requirements for a pregnant woman (knowledge)
- Recognize that school achievement is necessary to future success (attitude)
- Believe that cheating on a test is wrong (value)
- Are able to read at a 6th grade level (skill)
- Use verbal rather than physical means to resolve conflict (behavior)
- Have improved health (condition)

Your goal, in evaluating a program, is to determine if and how well your outputs and outcomes are met.

**Framing Evaluation Questions:**

**What do you want to know?**

- Answer based on:
  - Overall goal or purpose of the grant
  - Objectives or intended outcomes of the grant
  - How data needs to be reported to the funding agency
  - What the results will be used for

**Levels of Evaluation**

- Participation
- Satisfaction
- Learning or Gains
- Application
- Impact
Questions at Each Level

- Who attends the workshop? Who uses the services? Who is not visiting the agency or is not coming back? Why not?
- Do the participants enjoy the workshop? Are participants getting the services they need? Do they enjoy visiting the agency?

Questions at Each Level

- What knowledge or skills did the participants learn immediately? What are the immediate effects of what the participants received or the services they used?
- How has the information been applied in their daily life? Are the skills or behaviors used in various settings?
- How does their participation impact or address the original issue problem?

Evaluation Plans

- Consist of:
  - Evaluation questions
  - Methods to answer questions
  - Data collection techniques, instruments
  - Data Sources
  - Timeline

Mixed-methods Design

- Uses both qualitative and quantitative methods
- Can use both methods at the same time (parallel) or at different points in time (sequential).
- Data are used for various purposes:
  - Confirmatory
  - Exploratory
  - Instrument-building
  - Complementary

Levels of Evaluation Activity, p. 7
Example: You run a community agency that runs educational programs for people of all ages. Lately, you notice that your participation numbers are down.

Your research question is this:
What are people’s perceptions of our agency and how can we improve our programs?

You run a focus group and analyze data (qualitative). These themes are turned into survey questions, which is sent to all previous participants (quantitative).

Using Appropriate Methods, p. 8
From whom and how will I collect data?
- Demographic or participant databases
- Assessments—tests, rubrics
- Surveys
- Focus Groups
- Individual Interviews
- (Participant) Observations
- Document Analysis

Goal of Focus Group: What are community resident’s perceptions about our educational programs and what could be improved?
- What educational programs have you attended? Why did you attend them?
- Did they meet your expectations? Why or why not?
- What are some of the things you look for when choosing a class?
- When is the best time of day to offer them?
- Have you referred others to our programs?
- What changes could we make in the content of the programs to make them more interesting to you?

Coding Qualitative Responses Activity, p. 16-17
- Read through the participant responses to the question: What impact has this project had on your organization’s ability to carry out its mission?
- Interpret each comment: What is the overarching “impact” reflected in this comment?
Ensure “validity” and “reliability” in your study
- Triangulate your data whenever possible.
- Ask others to review your design methodology, observations, data, analysis, and interpretations.
- Ensure there is a fit between your data and what occurs in the setting under study.
- Rely on your study participants to “member check” your findings.
- Note limitations of your study.

Reporting Results
- Simplify language so that readers without backgrounds in research or statistics can readily understand the content of a report.
- Create simple tabular material that readers can more easily interpret than dense statistical tables sometimes found in scholarly research journals.
- Incorporate inviting graphics into materials intended for general audiences. These tend to encourage reading and help reader understanding of the material.

Reporting Results
- Enlist the aid of journalists and other communicators who can help both in designing the information for mass consumption and in placing the information in media that the general reader will see.
- Publish on the Internet, an extraordinarily powerful tool for making information accessible to a wide audience.
- Make certain that the research supports your conclusions, that the work contributes to advancing the level of education, and that a critical eye was used to examine the purpose, the objectivity, and the methodology behind the study.

Human Subjects Research
- Two issues with ethics:
  - Informed Consent
  - Protection of subjects from harm
- Go through Human Subject’s Institutional Review Board(s) if necessary
- Be cautious with:
  - Power relationships between you and your research participants
  - Breaking confidentiality or anonymity
- Bottom line—do no harm!

References
<table>
<thead>
<tr>
<th>Resources</th>
<th>Activities</th>
<th>Outputs</th>
<th>Short- and Long-term Outcomes</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>In order to accomplish our set of activities, we will need the following:</td>
<td>In order to address our problem, we will accomplish the following activities:</td>
<td>We expect that once accomplished, these activities will produce the following evidence of service delivery:</td>
<td>We expect that if accomplished, these activities will lead to the following changes in less than 3 years and then 4-6 years:</td>
<td>We expect that if accomplished, these activities will lead to the following changes in 7-10 years:</td>
</tr>
<tr>
<td>To what degree was your organization involved in:</td>
<td>Very much</td>
<td>Somewhat</td>
<td>Not at all</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------</td>
<td>----------</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>Defining the project?</td>
<td>14 78%</td>
<td>4 22%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Developing the grant proposal?</td>
<td>5 28%</td>
<td>8 44%</td>
<td>5 28%</td>
<td></td>
</tr>
<tr>
<td>Affecting the project's direction?</td>
<td>12 67%</td>
<td>6 33%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Addressing challenges or issues as they arose?</td>
<td>13 72%</td>
<td>3 17%</td>
<td>2 11%</td>
<td></td>
</tr>
<tr>
<td>Assessing the project's effectiveness?</td>
<td>13 72%</td>
<td>4 22%</td>
<td>1 6%</td>
<td></td>
</tr>
<tr>
<td>Deciding on next steps beyond the grant period?</td>
<td>9 50%</td>
<td>8 44%</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Please identify the primary objectives that you were trying to achieve due to this partnership.

Please identify the 1-2 most significant outcomes achieved due to this project.

Please identify 1-2 unanticipated outcomes due to this project.

In what ways did your campus partner(s) contribute to or detract from meeting your project objectives?

What impact has this project had on your organization's ability to carry out its mission?
# Massachusetts Family Self-Sufficiency Scales and Ladders Assessment Form

## HEALTH SCALE AND INDICATORS

<table>
<thead>
<tr>
<th>Ladders</th>
<th>Health Coverage</th>
<th>Affordability</th>
<th>Family Health</th>
<th>Substance Abuse</th>
<th>Mental/Behavioral Health</th>
<th>Number of boxes checked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thriving</td>
<td>Family has full coverage, which includes primary, preventative, mental, dental, vision, and prescription.</td>
<td>Co-payments are affordable. Family has capacity to access health services.</td>
<td>Family members are in good health and/or accessing health services.</td>
<td>Absence of substance/alcohol abuse or long-term (at least one year) sobriety.</td>
<td>Ability to meet and identify one’s mental health and behavioral needs.</td>
<td>✓ 5 4 3 2 1</td>
</tr>
<tr>
<td>Stable</td>
<td>Family has full health coverage, which includes primary care &amp; prevention but, 1 or more not covered: mental, dental, vision, and prescription.</td>
<td>Co-payments are affordable.</td>
<td>Family members are in good health and/or accessing health services.</td>
<td>Continuance of sobriety.</td>
<td>Working to meet mental health and behavior needs.</td>
<td>✓ 5 4 3 2 1</td>
</tr>
<tr>
<td>Safe</td>
<td>Health care available with a subsidy.</td>
<td>Inconsistent use of health care system.</td>
<td>Preventative care.</td>
<td>Completed treatment.</td>
<td>Ability to cope with unmet mental health and behavior needs.</td>
<td>✓ 5 4 3 2 1</td>
</tr>
<tr>
<td>At-Risk</td>
<td>Limited access to medical care with no primary care provider.</td>
<td>Inappropriate use of the health care system.</td>
<td>Unsound basic health/hygiene.</td>
<td>Current treatment for substance or alcohol abuse.</td>
<td>Unmet mental health and behavior needs.</td>
<td>✓ 5 4 3 2 1</td>
</tr>
<tr>
<td>In Crisis</td>
<td>No health coverage.</td>
<td>No/very limited access to free care.</td>
<td>Family member(s) have critical untreated health problems; and/or medical disability. Poor basic health/hygiene.</td>
<td>Active substance abuse/addiction.</td>
<td>Unable to get treatment for unmet mental health and behavior problems.</td>
<td>✓ 5 4 3 2 1</td>
</tr>
</tbody>
</table>
References


