

2003-2004 NATIONAL SERVICE PROGRAM PLANNING & EVALUATION CALENDAR

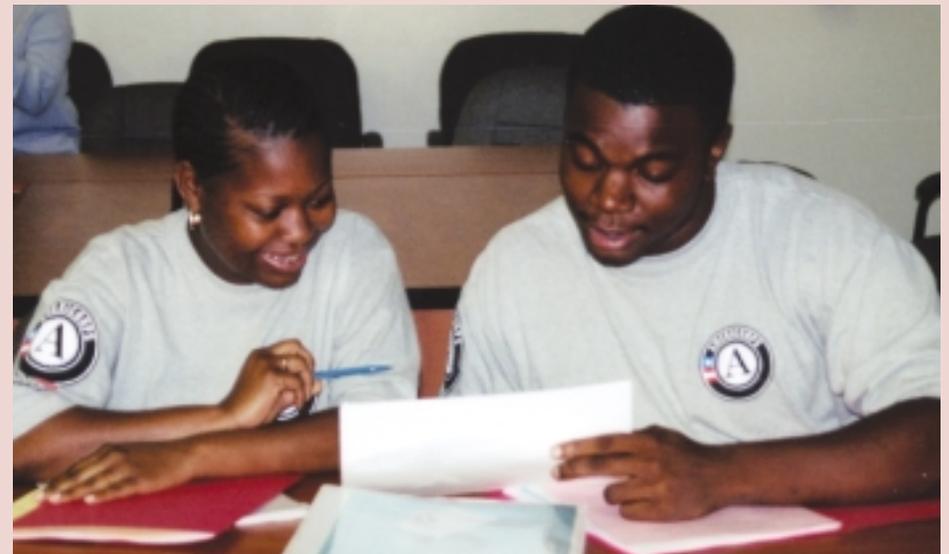
INTRODUCTION

This calendar is designed to assist persons responsible for national service program management to learn more about evaluation and planning and to incorporate key dates and events for planning and reporting into their program management plan.

The calendar contains:

- Monthly evaluation "To Do" lists to guide planning and evaluation responsibilities each month;
- Prompts for meeting evaluation and reporting deadlines for national service programs;
- Brief evaluation and planning suggestions and a list of evaluation terms; and
- Website references for a variety of evaluation-related resources.

While this calendar has been designed to assist with program deadlines for September-start programs funded by Volunteer Florida, space has been provided each month for personal notes and other contractual deadlines. The calendar may be personalized in accordance with the evaluation management plan for an individual program. It may also be used to keep notes and records of each meeting with the designated program evaluator.



Comments and suggestions for next year's calendar are invited and should be mailed to Dee Wilder at dee@volunteerflorida.org.

EVALUATION PLANNING SUGGESTIONS

- 1. Form** an evaluation team that meets regularly to review available data and make recommendations for program improvements based on the data.
- 2. Consider** all available data in the regular/monthly review, including attendance records, report card information, local literacy and math assessments, and minutes from school board meetings.
- 3. Make** a list of “essential questions” to answer and try to answer them monthly based on the available data. If answers aren’t readily available, determine if additional data need to be collected.
- 4. Consider** conducting mid-year focus groups and brief surveys to help track progress and provide suggestions for mid-year program revisions.
- 5. Publicize** progress regularly—at least twice per year - in a newsletter or an informal report to stakeholders.
- 6. Plan** for a comprehensive evaluation that includes multiple measures of progress.



I. Review THE EVALUATION SECTION OF THE GRANT PROPOSAL/CONTRACT TO DETERMINE WHAT DATA ARE NEEDED, WHO HAS IT, AND THE BEST TIME TO OBTAIN IT. MAKE CERTAIN THE DATA ARE RELEVANT TO THE DESIRED OUTCOMES. Review the contractual requirements of Volunteer Florida and any other funding sources for end-of-year reports. Become familiar with the requirements and make a list of data to be collected for completing the report and by when.

2. CALL THE PROGRAM EVALUATOR AND ARRANGE A MEETING. The program evaluator may be a designated person from the lead agency or someone who has contracted to provide evaluation services. The evaluator should work with you to develop an evaluation management plan using information from the funded proposal and a data collection schedule for the year.

3. ESTABLISH RECORD KEEPING PROCEDURES. For example, to gather data about all professional development and parent involvement activities conducted, use sign-in sheets to note the date, topic, and participants for each activity/event.

4. SHARE THE UPDATED EVALUATION MANAGEMENT PLAN. There is no substitute for adequate planning. When the draft plan is finalized, review it with the evaluator and with staff to make sure that it is realistic and meets your needs.

SEPTEMBER EVALUATION "TO DO" LIST

5. SET UP A DATA KEEPING SYSTEM. Ask the program evaluator to assist with this. Work on systems for both qualitative and quantitative data. Does the agency/school's information management system have all the fields needed for the evaluation? Has an organized filing system for collecting meeting minutes, sign-in sheets, flyers, and other documents needed for evaluation purposes been established?

6. CALL THE FIRST MEETING OF THE EVALUATION TEAM. The evaluation team should consist of the AmeriCorps program director, program evaluator, relevant staff and school principal(s) or nonprofit director. You may also wish to include a teacher, parent, and district or community representatives on the evaluation team. The purpose of the team is to monitor the evaluation management plan and to review program progress on a regular basis.

7. SHARE THE EVALUATION MANAGEMENT PLAN AND INSTRUMENTS WITH MEMBERS, VOLUNTEERS AND OTHERS. Explain the purpose, process and their role, if any, in reporting, collecting and/or organizing evaluation data.

The Importance of Evaluation Preparation

New Program Directors are undoubtedly very busy at this time of year recruiting members and/or staff, purchasing new materials, and establishing new program policies and procedures. Although time is limited, taking a little time now to establish effective evaluation procedures and tasks will alleviate your having to spend a lot more time later in the year trying to gather the needed information and records!

SEPTEMBER

2003

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	NOTES:  - Schedule an audit review if your fiscal year ends August 31 and you were awarded 2003 funding.			

OCTOBER EVALUATION "TO DO" LIST

1. COLLECT DEMOGRAPHIC DATA. Make copies of all data you gathered to describe your community and keep it in a labeled file for easy access for quarterly and end-of-year performance reports and for any additional grant applications this year.

2. MAKE SURE ALL PRE-TESTING HAS BEEN COMPLETED. Whether using last years' end of year assessments as this years' pre-assessments or administering new pre-assessments in the fall, now is the time to make sure everything is in order. Don't get caught near the end of the grant with no pre-test data or baseline data against which growth will be measured. Remember to include member pre-test data.

3. DEVELOP A SYSTEM OF COLLECTING ANECDOTAL NOTES AND INFORMATION. Statistics do not tell the whole story about any program. You may know you are making a significant difference in the lives of many project participants and their communities but test scores only tell part of the story. Anecdotal reports and stories are brief narrative accounts of events and results gained from services. Develop a system to collect these reports and testimonies on an ongoing basis rather than rely on memory at the end of the year.

4. CATCH UP ON OTHER EVALUATION TASKS THAT TIME HAS BEEN LIMITED FOR SO FAR. Convene the evaluation management team and organize and convene one if you have neglected to do so. Taking care of these tasks now will make life easier for you later.



An evaluation management plan is your evaluation roadmap. It specifies what data you will need to collect, where and by when.

Typically it includes:

- *evaluation questions and performance measures*
- *indicators*
- *implementation benchmarks (dates) and*
- *who is responsible for collecting each data item.*

Remember to review your evaluation management plan monthly to be sure you are on track with data collection and other evaluation activities.

OCTOBER



10/1 - Final quarterly FSR due in 15 days for 2003 programs (9/02-8/31)



10/15 - Final quarterly FSR for 2003 programs due to Volunteer Florida

2003

NOTES:

10/9-10 Orientation for New AmeriCorps Program Directors and AmeriCorps Promise Fellows in Orlando

10/19-25 2003 Kids Care Week - www.kidscare.org

10/22 2003 National Peer Helpers Day - www.peerhelping.org

10/25 2003 Make A Difference Day - www.makeadifferenceday.com

				1	2	3	4
5	6	7	8	9	10	11	
				Orientation for new AmeriCorps Program Directors and AmeriCorps Promise Fellows in Orlando			
12	13	14		15	16	17	18
19	20	21	22	23	24	25	
			National Peer Helpers Day			Make A Difference Day	
2003 Kids Care Week - www.kidscare.org							
26	27	28	29	30	31		

1. CALL A MEETING WITH THE EVALUATION MANAGEMENT TEAM. If the project is a community collaborative, one or more community representatives should serve on the team as well as the agency administrator, the program evaluator and AmeriCorps program director. The purpose of this meeting is to review the plan together, review progress to date and address any problems that may be interfering with implementation of the plan. Now is the time to clear up the problems and get back on track.

2. DEVELOP AND REVIEW EVALUATION QUESTIONS. The evaluation questions were formulated during the application process, but now is the time to review them and make sure they are well designed. Evaluation questions narrow the evaluation and data collection by focusing on to a few questions to outline what you want to measure about the program. Write down the questions and ask what data will need to be collected to answer the evaluation questions.

NOVEMBER EVALUATION "TO DO" LIST

3. DESIGN ANNUAL COMMUNITY/STAKEHOLDER SURVEY. If the lead agency/organization administers a stakeholder survey to obtain feedback on the effectiveness of services, you may have access to this information. However, if you plan to administer one at the end of your program/grant, begin to design it now. Start by asking stakeholders what they want to know at a community meeting, staff meeting, evaluation team meeting or all the above. Develop a draft of the survey now and distribute it to staff and partners for review during December and January. This pilot review will help to catch errors and/or items that don't make sense so they can be fixed before finalizing the survey and administering it to participants/recipients (people to whom services are provided) and others. If assistance is needed to design a stakeholder survey, contact your Volunteer Florida Program Consultant.

4. REVIEW THE DATA GATHERED TO DATE. Now that all pre-testing is complete, review the data management system. Has the data been entered correctly? Is assistance needed to get it all entered into your data management system? Identify options for assistance with this task and secure help as needed.



NOVEMBER

2003

							1
2	3	4	5	 Volunteer Florida's 10th Anniversary Celebration and PD Meeting, Tallahassee	6	7	8
9	10	11	12		13		 15
16	17	18	19		20		 22 National Family Volunteer Day
23	24	25	26		27	28	29

30

NOTES:



11/6-7 - Program Directors Meeting in Tallahassee in conjunction with
Volunteer Florida's 10-Year Anniversary Celebration

11/13-15, 20-22 - 6 Days 6 Ramps Service Project – www.volunteerflorida.org

11/22 National Family Volunteer Day – www.pointsoflight.org/organizations/nfvd.cfm

DECEMBER EVALUATION "TO DO" LIST

1. CALL THE PROGRAM EVALUATOR AND ARRANGE A MEETING FOR JANUARY. January is the best time to meet with the evaluator because the program is in full swing and the busy springtime is ahead. Use this meeting to review what has been done so far and take time to show the program evaluator how the program looks in action.



2. REVIEW PROGRAM PERFORMANCE MEASURES AND CHECK THE PROGRESS. Take a few minutes to review performance measures outlined in the contract. Make some notes about the strategies and activities that have been implemented that demonstrate progress. Has the implementation been focused enough to achieve some of the outlined objectives/performance measures? Are the right data being collected? If adequate evaluation assistance is not available from within the agency, there is still time to contract with an external evaluator to help if you feel like you are "in over your head."



Requests for grant applications often require you to address formative (as you go) evaluation and summative (or end of program) evaluation.

*WHEN A COOK TASTES THE SOUP, IT IS FORMATIVE EVALUATION;
WHEN THE GUESTS TASTE IT, IT IS SUMMATIVE!!*

DECEMBER

2003

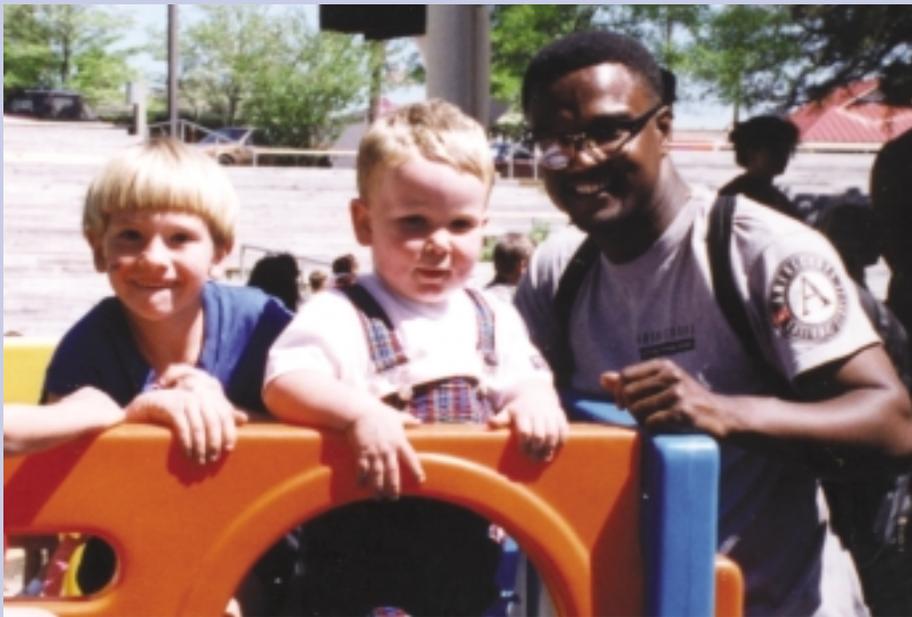
	1	2	3	4	5	6
					International Volunteer Day	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	NOTES: 2/5 - International Volunteer Day (IVD) – www.worldvolunteerweb.org/events/ivd/index/htm		

1. Meet WITH THE PROGRAM EVALUATOR TO REVIEW THE EVALUATION MANAGEMENT PLAN TOGETHER.

2. Review THE PERFORMANCE MEASURES AND NOTE PROGRESS THAT HAS BEEN MADE. Make some notes about the activities that have been implemented for each performance measure. If notes and/or activities for a particular performance measure are inadequate, plan to focus on that measure directly this month.

JANUARY EVALUATION "TO DO" LIST

3. Meet WITH THE EVALUATION TEAM AND THE SCHOOL STAFF AND MAKE A BRIEF STATUS REPORT ON THE PROGRAM. What activities have been implemented? How have the performance measures been addressed? A number of things can be accomplished with this activity. First, it will force a critical look at the implementation of the program, the progress that has been made, and the data that have been gathered thus far. Second, it will provide an opportunity for gathering constructive feedback about how to improve the program while there is still time this year to do it. Finally, it will keep others informed and serve to coordinate with other programs at the program site.



"Good program evaluations assess performance, measure impacts on families and communities, and documents program successes. With this information, programs are able to direct limited resources to where they are most needed and most effective in their communities." (NWREL)

JANUARY

2004

 1/2 - Final APR due for last year's program in 15 days  1/2 - First APR due in 15 days (9/03 - 12/03)
 1/15 - Final APR due for programs that started 1/03  1/15 - APR due in WBRS
 1/30 - First FSR due for 2004 programs that started 9/15/03

NOTES:



1/19 - Martin Luther King Day of Service – www.mlkday.org

-Schedule audit reviews if the fiscal year end is December 31

2nd Annual National

					1	 	2	3
4	5	6	7	8	9	10	11	12
13	14	15	16	17	18	19	20	21
22	23	24	25	26	27	28	29	30
31								

Martin Luther King, Jr.,
Day of Service

FEBRUARY EVALUATION "TO DO" LIST

1. SCHEDULE END-OF-YEAR EVALUATION ACTIVITIES. If the program started September 2003, this is the sixth month and the mid-point of the program. If focus group interviews or surveys are planned, schedule them now to ensure that most of the participants will be available.

2. REVIEW (ONCE AGAIN) THE CONTRACTUAL REQUIREMENTS OF VOLUNTEER FLORIDA AND ANY OTHER FUNDING SOURCES FOR END-OF-YEAR REPORTS. Some funding sources have specific forms that are required and others just have a specified format. Become familiar with the requirements and make a list of data that will need to be collected to complete the report.



Remember, your Volunteer Florida Program Consultant is required to visit your program within the first 120 days of program start-up. Keep good records of Member timesheets and other Member files, fiscal management records and other key records in preparation for the visit. Call your program consultant for assistance.

FEBRUARY

Members with Disabilities Survey should be administered and returned to Volunteer Florida in March. For assistance contact paul@volunteerflorida.org.

2004



2/27 - Written Plan to Recruit Persons with Disabilities as AmeriCorps Members due for programs that started September 2003.

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29			NOTES:			

1. CONTACT THE PROGRAM EVALUATOR AND SCHEDULE A MEETING. Review the list of data that are required and take the time to go over the list together.

2. THINK AHEAD. Some funding sources require a report in mid-year as well as a report in the fall. Gather as much data as possible for all reports other than AmeriCorps now. Design end-of-year surveys and develop plans for focus groups this month.

MARCH EVALUATION "TO DO" LIST

3. TAKE RESPONSIBILITY FOR THE EVALUATION. If an evaluator has been identified who will actually write the report for you, work together. Ask to see a draft of the report ahead of time and review it for accuracy and clarity. Does it clearly describe what was accomplished this year? Does it address all of the formal evaluation requirements? After reviewing the report, decide if it sounds like your school or organization or if it is a generic template that could be any school. Allow time to work through a revision or two until the report says what you want it to say.



MARCH

2004



3/31 - Members with Disabilities Survey due to Volunteer Florida for programs that started September 2003.

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	NOTES: 3/28-31 - The National Service-Learning Conference "Citizens Not Spectators: Fulfilling the Promise of Democracy" www.nylc.org		
The National Service-Learning Conference in Orlando						

APRIL EVALUATION "TO DO" LIST

1. DISPLAY THE DATA THAT HAVE BEEN GATHERED AND/OR WILL BE GATHERED IN TABLES AND GRAPHS. This would include participant data, parent involvement data, attitude survey data and others. This exercise will assist with reviewing the information completely prior to making any formal determinations regarding the meaning of the data.

2. COLLECT AND ANALYZE LOCAL ASSESSMENT DATA. Review the evaluation questions developed at the beginning of the year and review the data to determine what will help to answer them. If assistance is needed with data analysis, try calling a colleague or a professional evaluator to help.

3. MEET WITH THE EVALUATION TEAM TO REVIEW THE DESIGN AND MAKE FINAL PLANS FOR THE REMAINING MONTHS.



It has been said that outcome evaluation is not how many worms the bird feeds its young but how well the fledgling flies!

APRIL

 4/1 - APR due WBRS in 15 days (1/04 - 3/04)

 4/15 - APR due in WBRS

 4/15 - Quarterly FSR for your program due in 15 days

 4/30 - Quarterly FSR due to Volunteer Florida

2004

NOTES:

4/16-18 - National Youth Service Day – www.ysa.org/nysd
4/18-24 - National Volunteer Week – www.pointsoflight.org

NOTES: 4/16-18 - National Youth Service Day – www.ysa.org/nysd 4/18-24 - National Volunteer Week – www.pointsoflight.org					 1	2	3
4	5	6	7	8	9	10	
11	12	13	14	  15	16	17	
18	19	20	21	22	23	24	
National Volunteer Week - www.pointsoflight.org							
25	26	27	28	29	 30		

National Youth
Service Day

I. MAKE A BRIEF LIST OF THE ACTIVITIES IMPLEMENTED THIS YEAR TO ADDRESS EACH OF THE PROGRAM'S PERFORMANCE MEASURES. Because some outcome data (i.e., standardized test scores) may not be available until later in the year, it is very important to clearly document implementation status for the program. Did the implementation of the program/grant go as planned? If not, explain why not.

MAY EVALUATION "TO DO" LIST



2. ADMINISTER SURVEYS NOW. If the project's evaluation report is not due until the fall, complete as much of the data collection and summary work as possible now. In the fall, everyone will have forgotten what happened this year. Administer the surveys, conduct the focus groups, and write the implementation summaries now, when everyone's memory is fresh. This month may be the last opportunity to talk to the people from whom data will be gathered. By collecting the data now, the information will be much more useful to you in actually planning next year's activities. The next step is to wait for post-test data and any other scores that may be coming from the school district or agency.



MAY



Reading Report Card data are due following the end of the school year or in August if your program serves Summer School.

2004

						1
						Join Hands Day
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31		NOTES: 5/1 - Join Hands Day – www.joinhandsday.org			

JUNE EVALUATION "TO DO" LIST

1. REVIEW ANY EVALUATION REPORTS OR SUMMARIES PRODUCED IN MAY TO HELP PLAN FOR THE NEXT GRANT YEAR. Review stakeholder surveys and other evaluation work completed in the spring and ask how that information can be used to improve the program. Make a list of changes to make based on community input and other survey results and clearly identify each change with the evaluation information that indicated a change was needed. Write the program improvement recommendations down to insure that you remember what you wanted to do based evaluation results.

2. PERFORM THE ANALYSIS OF ACHIEVEMENT DATA NEEDED AS SOON AS THE SCORES ARE AVAILABLE. This is the perfect time to do the analysis because things are probably a bit slower than they will be in a month or two. If an external evaluator is being used, send the data to him or her in an electronic format as soon as possible.

3. ASK THE PROGRAM EVALUATOR TO MAKE A FORMAL PRESENTATION OF THE SPRING EVALUATION FINDINGS. If the presentation is done now the information that is currently available can be used to start planning for the upcoming year.

4. SHARE THE DESIRED PROGRAM CHANGES WITH COLLEAGUES. Don't go it alone. It is almost always beneficial to seek input from colleagues who may have a different perspective.

5. CONSIDER THE PROS AND CONS OF CONTRACTING WITH AN EXTERNAL EVALUATOR FOR NEXT YEAR. If you have used an external evaluator or spoken with colleagues who have, you already know how much easier it makes the job of evaluating. This is the time to contact evaluators and ask for bids for work and to interview possible external evaluators. See resource page for a related document that discusses how to secure an external evaluator.



JUNE

Members with Disabilities Surveys for January start programs arrive this month to be completed and returned to Volunteer Florida in July.



6/30 - Written plan to include Persons with disabilities in AmeriCorps Programs due to Volunteer Florida for programs that started January 2004 .

2004

		1	2	3	4	5
6	7	8	9	10	11	12
National Conference On Community Volunteering and National Service						
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	NOTES: 6/6-8 - National Conference On Community Volunteering and National Service, Kansas City, MO – www.pointsoflight.org		

I. FOR PROGRAMS THAT STARTED IN SEPTEMBER, THIS IS MONTH #11 OF THE PROGRAM, A CRITICAL MONTH FOR EVALUATION. Review evaluation questions for the past year and decide if they need to be modified for the coming year. Based on what was learned in the last year and changing conditions and needs, determine if the evaluation questions need to be revised. Ask yourself what information is really needed to determine if the program has been successful and let the questions form the foundation for the evaluation.

2. SCHEDULE A MEETING OF THE PROGRAM EVALUATION TEAM FOR NEXT MONTH. The program evaluation team is critical to the success of the evaluation. The evaluation team should include the key people responsible for completing evaluation activities. Formal quarterly meetings of the evaluation management team will help to efficiently track the progress of the planned evaluation throughout the year.

JULY EVALUATION "TO DO" LIST



JULY

2004



7/1 - Quarterly APR due in 15 days (4/04 - 6/04)



7/15 - Third Quarterly APR due in WBRS



7/30 - Members with Disabilities Surveys are due to Volunteer Florida for programs that started January 2004.

NOTES:



- Schedule audit reviews if the fiscal year end is June 30

NOTES:  - Schedule audit reviews if the fiscal year end is June 30					 1	2	3
4	5	6	7	8	9	10	
11	12	13	14	 15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	 30	31	

AUGUST EVALUATION "TO DO" LIST

- 1. WRITE** A DRAFT OF THE EVALUATION OR PERFORMANCE REPORT AND SHARE IT WITH PROJECT STAFF. Also share it with other members of the agency/organization who have played a role in the project. Ask for feedback on the report. Are the data presented clearly? Is the writing comprehensible? Are the conclusions drawn from the data and proposed next steps reasonable?
- 2. IF AN EXTERNAL EVALUATOR WILL BE PREPARING AN END-OF-YEAR PERFORMANCE MEASURES REPORT, ASK** TO SEE A DRAFT OF THE REPORT BEFORE IT IS SUBMITTED. Work through the draft report together and make revisions collaboratively. Does it answer the questions asked about the direction for next year's implementation?
- 3. IF THE PROJECT IS MULTI-YEAR, REVIEW** A COPY OF LAST YEAR'S END-OF-YEAR REPORT AND **COMPARE** PROGRESS. Did more of the same happen or was real progress made? Were recommendations made by the evaluator last year addressed? If not, why not?
- 4. SHARE** THE FINDINGS WITH OTHERS IN THE ORGANIZATION FOR INPUT BEFORE SUBMITTING THE REPORT TO VOLUNTEER FLORIDA OR SHARING WIDELY. An external evaluator who is unbiased or someone in the school/district/agency who is not as familiar with your project as you can be asked to review the report and give feedback. If they understand it, it is more likely that the funding source will also understand it. Develop a dissemination plan to determine number of copies needed and arrange to have the report copied or printed.
- 5. IF YOUR PROGRAM IS AN AMERICORPS READING/TUTORING PROGRAM, GATHER AND ANALYZE** POST-TEST SCORES AND ENTER THE RESULTS IN THE READING REPORT CARD FORMS PROVIDED BY VOLUNTEER FLORIDA.
- 6. PREPARE** FINAL REPORT TO BE SUBMITTED TO VOLUNTEER FLORIDA. Prepare final report for stakeholders and disseminate it to them.
- 7. CONTACT** THE PROGRAM EVALUATOR AND SCHEDULE A VISIT. If the program you administer starts up in conjunction with the school year, it is time to begin planning for next year's activities. The evaluator will want to meet early in the contract/program year to review the evaluation management plan and schedule evaluation activities for the year. Ideally, this meeting will take place in August or September (depending on the program start date) and it should set the tone for the entire year.

This is the final month of the program/grant if the program started in September. Prepare Final Report(s) for Volunteer Florida and other funding sources for whom the grant ends this month.

AUGUST

2004

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	NOTES:  - Final FSR due 45 days beyond program end date - Final APR due in WBRS 10/14/04				

EVALUATION TERMS

ANECDOTAL REPORTS include brief narrative accounts of events and personal testimonials that can enrich evaluation reports and grant applications by showing the human side of activities and services.

APR stands for Automated Progress Report, the quarterly report of program accomplishments due on the Web-Based Reporting System, or WBRS, at the close of each quarter of activities. **FSR** stands for Financial Status Report, a quarterly financial report due to the Volunteer Florida Budget Office at the close of each quarter of activities.

OUTCOME EVALUATION looks at the impact or changes to the client or community as a result of participation in your program.

1. Inputs are the materials and resources the program uses in its activities to serve clients (facilities, equipment, staff, money, volunteers).

2. Activities are processes the program undertakes to meet the needs of the client/community (teaching, mentoring, tutoring, sheltering).

3. Outputs are the units of service for your program (number of students tutored, number of people sheltered). Outputs usually indicate just numbers and usually not anything related to real changes in clients served.

4. Outcomes are the actual benefits, impacts or changes for the participants during or after your program. Knowledge or skills gained are short-term outcomes; behavior changes are generally intermediate outcomes; while changes in values and conditions are often long-term outcomes. **OUTCOMES INDICATE TRUE CHANGES IN YOUR CLIENTS** and answers the question, "What difference did the service(s) make?"

5. Outcome indicators are observable and measurable "milestones" toward an outcome that suggest you are making progress toward your target.

STAKEHOLDER SURVEY - a survey of individuals and/or organizations affected by the program to monitor the quality of services/activities, the satisfaction of both service recipients and members, and management effectiveness. This type of survey is strongly recommended for national service programs by the Corporation for National and Community Service but is not a Volunteer Florida requirement.

QUANTITATIVE DATA indicate either how much or how many and are always numeric. Qualitative data can be either numeric or nonnumeric and is usually narrative data collected through focus groups, interviews, opened ended questionnaire items, and other less structured situations. Both quantitative and qualitative data provide valuable program accomplishment information.

PROGRAM EVALUATOR - The program evaluator may be a designated person from the lead agency or someone who has contracted to provide evaluation services. The evaluator works with the program manager to develop an evaluation management plan using information from the funded proposal and a data collection schedule for the year. External program evaluators can often present a less biased view of the program than would someone who is directly involved in the program.

NOTES:

EVALUATION RESOURCES & WEBSITES

AMERICORPS PROGRAM APPLICANT PERFORMANCE MEASUREMENT TOOLKIT; www.projectstar.org/AmeriCorps (Introduces use of Logic Models as a visual way to look at your program and what you desire to accomplish and how.)

ADMINISTRATION ON CHILDREN, YOUTH AND FAMILIES (ACYF), THE PROGRAM MANAGER'S GUIDE TO EVALUATION. Contains chapters on "Making Sense of Evaluation Information" and "Reporting What You Have Learned."
www.calib.com/nccanch/catalog/evaluat.cfm.

HARVARD FAMILY RESEARCH PROJECT – AFTER SCHOOL RESOURCES AND PUBLICATIONS;
www.gse.harvard.edu/hrfp/projects/afterschool/resources (Provides resources for after school programs.)

INDEPENDENT SECTOR, "OUTCOME MEASUREMENT IN NONPROFIT ORGANIZATIONS: CURRENT PRACTICES AND RECOMMENDATIONS;"
www.independentsector.org (Provides discussion of data collection procedures for measuring outcomes.)

THE LEARNS LITERACY ASSESSMENT PROFILE, NORTHWEST REGIONAL EDUCATIONAL LABORATORY (NWREL) AND BANK STREET COLLEGE OF EDUCATION, www.nwrel.org/learns/resources/llap/index.html.

NATIONAL SERVICE RESOURCE CENTER SAMPLE FORMS COLLECTION; www.etr.org/nsrc/forms/index (Provides sample client, member, program director survey forms and others to replicate.)

UNITED WAY OF AMERICA, OUTCOME MEASUREMENT RESOURCE TOOLKIT; <http://national.unitedway.org/outcomes>
"Outcome Measurement: The regular, systematic tracking of the extent to which program participants experience the benefits or changes intended."

THE URBAN INSTITUTE, KEY STEPS IN OUTCOME MANAGEMENT, 2003. www.urban.org. This is one guide in a series on Outcome Management for Nonprofit Organizations. See especially Exhibit 8, page 12, "Linking Outcomes to Outcome Indicators to Data Sources."

U.S. DEPT. OF EDUCATION, WHAT WORKS CLEARINGHOUSE. Provides programs, products and practices intended to enhance student outcomes, information about the evaluations on which reviews are based, reviews of test instruments used to assess educational effectiveness, and outcome evaluators willing to conduct evaluations.

W. K. KELLOGG FOUNDATION EVALUATION HANDBOOK;
www.wkkf.org/pubs/Pub770.pdf<http://www.wkkf.org/Programming/> www.wkkf.org/Programming
(Provides a chapter on the how and why of hiring an outside evaluator.)

SEASONS OF SERVICE AND SPECIAL EVENTS

SEPTEMBER

20 National Public Lands Day - www.npld.com

OCTOBER

19-25 Kids Care Week - www.kidscare.org

22 National Peer Helpers Day - www.peerhelping.org

25 Make A Difference Day - www.makeadifferenceday.com

DECEMBER

5 International Volunteer Day (IVD) - www.worldvolunteerweb.org/events/ivd/index.htm

JANUARY

2nd Annual National Mentoring Month - www.whomentoredyou.org

19 Martin Luther King Day of Service - www.mlkday.org

MARCH

28-31 The National Service-Learning Conference "Citizens Not Spectators: Fulfilling The Promise of Democracy," Orlando, Florida - www.nylc.org

APRIL

16-18 National Youth Service Day - www.yusa.org/nysd

18-24 National Volunteer Week - www.pointsoflight.org

MAY

1 Join Hands Day - www.joinhandsday.org

JUNE

6-8 National Conference On Community Volunteering

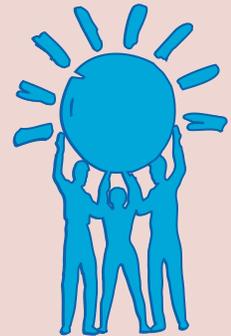
And National Service in Kansas City, MO - www.pointsoflight.org

OCTOBER

23 Make A Difference Day - www.makeadifferenceday.com

NOVEMBER

20, 2004 National Family Volunteer Day -
www.pointsoflight.org/organizations/nfvd.cfm



**VOUNTEER
FLORIDA**

401 S. Monroe Street
Tallahassee, FL 32301
(850) 921-5172 voice/tty
(850) 921-5146 fax

www.volunteerflorida.org

