

Answer Key and Resources for “Reporting Results”

Q#	Question	Correct Answer	Where can I find more Information?*
1	<i>When reporting results, what information should you include about how you measured the result?</i>	<p>The correct answer is: All of the above.</p> <ul style="list-style-type: none"> • The name of the instrument used • Who administered the instrument • Who completed the instrument • When and how often data were collected • The number of completed instruments • Whether data was collected as planned 	<p>View the tutorial, <i>Completing the Work Plan Section of the Progress Report</i>, and download guiding questions (doc) as a reference: http://nationalserviceresources.org/star/sc-tutorials</p>
2	<i>If the results are overwhelmingly positive, it is not necessary to explicitly state whether or not you met the target. True or False.</i>	The correct answer is: False	<p>You should always explicitly state whether or not you met your target. If you did not meet your target, provide an explanation.</p> <p>Use the <i>Reporting Checklist</i> to be sure you have included everything: http://nationalserviceresources.org/star/sc-reporting</p>
3	<i>If a program does not meet its anticipated target, an explanation should be provided in the report. True or False</i>	The correct answer is: True	<p>http://nationalserviceresources.org/star/sc-reporting</p>

*The recommended listings are materials developed by Project STAR. See The Resource Center (www.nationalservice.gov/resources) for additional resources.

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4	<i>Justine is reporting on results and has been told that “percentages are better to use than raw numbers.” What advice would you give her?</i>	<i>The correct answer is: Percentages can be useful but should always be used with the raw numbers to provide context.</i>	To see how percents and numbers help provide context for results, see example target statements in the tutorial, <i>Completing the Work Plan Section of the Progress Report</i> http://nationalserviceresources.org/star/sc-tutorials and report samples, posted here: http://nationalserviceresources.org/star/sc-sample-reports
5	<i>For her end outcome, Justine has administered a pre-test but doesn't yet have post-test results. What advice would you give her?</i>	<i>The correct answer is: Describe the data collected so far, including pre-test return rate, results, and method of collection.</i>	If you do not yet have complete results, you can still talk about what you are doing to prepare for data collection, or relevant data you have collected so far. See the <i>Neighborhood Alert Report Sample</i> to see how one program explained partially- complete end outcome results: http://nationalserviceresources.org/star/sc-sample-reports

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6	<i>Justine would like to know why she should spend time analyzing pre-test results before the post-test data has been collected. What are the advantages?</i>	<p>The correct answer is: All of the above.</p> <ul style="list-style-type: none"> • You want to make sure you have enough pre-test data to make a claim of improvement or progress later. • You want to make sure your pre-test responses aren't <i>already</i> high, because high pre-test averages make it difficult or impossible to show improvement or progress. You may need a different post assessment. • Pre-test results can give you information about the needs of the population you are serving and help guide the level of assistance volunteers provide throughout the year. 	<p>Pilot testing is another way to make sure the pre-post instrument will measure change (i.e. the pre-test results won't be so high that no improvement will be measured). <i>The Data Collection Packet</i> offers tips on pilot testing instruments and processes: http://nationalservicerresources.org/star/sc-collection</p> <p>If you have questions about interpreting pre-post data, call Project STAR at 800-548-3656,</p>
7	<i>Which is the best statement to include in the report for this result?</i>	<p>The correct answer is: 79% (11) of the 14 children rated “proficient” in five or more preliteracy areas.</p>	<p>This statement specifically addresses the target and gives both the number and percent of children who met the target. For more on how to address the anticipated target in your results, see example target statements in the tutorial, <i>Completing the Work Plan Section of the Progress Report</i> http://nationalservicerresources.org/star/sc-tutorials</p> <p>and report samples, posted here: http://nationalservicerresources.org/star/sc-sample-reports</p>

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8 - 10	<i>The Greentown Senior Companion Program always asks clients for anecdotes about what they enjoyed most about visits from the Senior Companions. When used in a report, this kind of anecdotal data ...</i>	The correct answers are: (Check True or False) 8. Can celebrate the work of volunteers: True 9. Can be the primary data for reporting progress: False 10. Can build a strong case when complemented with data on outcomes, putting a face on the numbers: True	For steps on how to analyze this kind of qualitative information, see the <i>Data Analysis Packet</i> : http://nationalserviceresources.org/star/sc-analysis
11	<i>Program Director Roy Chaudhry just finished his year-end report. What do you suggest he does next?</i>	The correct answer is: Do b-d and Congratulate yourself on a job well done! b. Use it for program planning. Make program improvement decisions based on the results from the report. c. Share it with your volunteers. Volunteers appreciate specific feedback based on their performance. d. Use it to promote your program and activities in the community and share what you've learned.	Share your success with the community! See the <i>Sample Press Release</i> for ideas on how to disseminate results. The Sample Press Release was originally developed for AmeriCorps programs but is adaptable to any volunteer program that serves the community: http://nationalserviceresources.org/star/sc-reporting
12	<i>Roy decides he will share the results with the community and asks you if there is anything he should know. You ask him all except one of the following questions:</i>	The correct answer is: Do you know how to deflect uncomfortable questions during interviews?	