

# Program Evaluation Process

A thorough examination of program performance, quality and impact

|                                       | <b>What Did We Do?</b>                             | <b>How Well Did We Do?</b>   | <b>Did It Matter?</b>   |
|---------------------------------------|--|--|---|
| Basis of Evaluation                   | Performance  | Quality  | Impact  |
| From various stakeholder perspectives | Teachers<br>Staff<br>Students<br>Funders<br>Others | Teachers<br>Staff<br>Students<br>Funders<br>Others                                       | Teachers<br>Staff<br>Students<br>Funders<br>Others  |
| Purpose/ Goals                        | Did we achieve our goals?                          | Were our services delivered consistently and completely?                                 | Did our service create positive change?   |
| Strategic Questions                   | Did we do what we said we would do?                | Did we perform well?<br>Can we improve?<br>Did we achieve the level of 'best practices?' | Did our program address a compelling need?<br>How can we increase our impact?<br>Are we using our data to make impactful changes? |