THE PROCESS OF PROGRAM EVALUATION

Step 1
Statement of objectives in operational terms

Step 2
Change in techniques, procedures or services necessary to accomplish objective

Step 3
Selection of characteristics or variables
measures of problem
measures of process
measures of outcome

Step 4
Strategy of data collection
choice of method
design of study
1. before and after study
2. program comparison
3. controlled trial

Step 5
Interpretations
1. have changes occurred
2. have objectives been met
3. what are implications for service