

MORE ABOUT OUR PROGRAM EVALUATION SERVICES

Program Evaluation, Outcome-based Research and
Needs Assessment Services for Human Service Organizations

Types of Program Evaluation Services

Designing practical and
real-world evaluations.

Program & Organizational Assessment offers a full range of evaluation services:

- **Process evaluation** assesses program implementation. Here our focus is on how the program is being conducted. It often involves obtaining feedback from program administration, staff and other stakeholders on program implementation. We evaluate how such stakeholders are viewing and experiencing the program or policy change, including what can be done to improve the program's design and implementation.
- **Outcome evaluation** assesses whether a particular program met its intended outcomes. We measure and evaluate the real-world differences made in the lives of individuals, families and/or communities.
- **Formative and summative feedback** methods. Formative means that we help you obtain interim feedback during the program's implementation – feedback that helps you make improvements. Summative means giving you the information that summarizes the critical aspects of a program's performance at the program's conclusion.

Depending on the project, we use quantitative (numbers, surveys) or qualitative (interviews, focus groups) methods or both – whichever method or combination of methods will generate the needed information.

Levels of Support

We have the following range of program evaluation capabilities and will cater our services to meet your needs.

- **Full-service evaluation** of an entire organization or an individual program. We work collaboratively with you, but conduct most of the work ourselves.
- **Technical assistance** with the design and implementation of your program evaluation.
- **Technical assistance** with conducting various phases of a program evaluation. For example, maybe you simply need help with designing a questionnaire or perhaps you need focus groups conducted for you.

Results

We provide you with a detailed summary of findings and recommendations. We can present this to you in hardcopy and/or electronic report form as well as provide an oral presentation and discussion. Our goal is always to provide you with streamlined, user-friendly format. We want to best position you to use and communicate your results!

Confidentiality

We respect and maintain the confidentiality and rights of all participants.

Program & Organizational Assessment, LLC

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Our mission is to partner with educational, health and human service organizations by providing superior, practical research and program evaluation services.

These partnerships are dedicated to helping communities, organizations and programs prosper by serving more people and meeting essential human needs.