

# Evaluation

## A Systematic Approach

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# Chapter 4: Assessment of Process Programs

# Assessment of Program Process

- Process evaluation
- Implementation fidelity
- Monitoring and evaluation

# What Is Process Evaluation and Monitoring?

(1 of 3)

- Process evaluation
- Process monitoring
- Outcome monitoring

# What Is Process Evaluation and Monitoring?

(2 of 3)

- Setting Criteria for Judging Program Process
  - Administrative standards are most common
  - Often a judgement call

# What Is Process Evaluation and Monitoring?

(3 of 3)

- Common Forms of Process Evaluations
  - Process Evaluation
  - Process Monitoring and Administrative Data Systems

# Perspectives on Program Process Assessment

(1 of 3)

- Process Assessment from the Evaluator's Perspective
  - Intervention may not be delivered as designed or delivered to the right target population
  - Many programs do not produce the intended effects because of implementation problems

# Perspectives on Program Process Assessment

(2 of 3)

- Process Assessment from an Accountability Perspective
  - Activities undertaken
  - If the program was implemented as designed
  - The problems encountered
  - What the future holds



# Perspectives on Program Process Assessment

(3 of 3)

- Process Assessment from a Management Perspective
  - Differences in the applications of the findings
  - Used for identifying and troubleshooting performance problems and taking corrective action

# Assessing Service Utilization

(1 of 5)

- Critical for interventions that:
  - Have voluntary participation
  - Participants must learn new procedures, change habits, or take instruction

# Assessing Service Utilization

(2 of 5)

- Coverage and Bias
  - Related concepts
  - Bias can arise out of self-selection or from program actions

# Assessing Service Utilization

(3 of 5)

- Undercoverage
- Overcoverage
- The problem in measuring coverage is almost always the inability to specify the target population

# Assessing Service Utilization

(4 of 5)

- Measuring Coverage
  - Program Records
  - Surveys

# Assessing Service Utilization

(5 of 5)

- Assessing Bias: Program Users, Eligibles, and Dropouts
  - Examine differences between individuals who participate in a program, drop out or do not participate at all.
  - Need to identify subgroups

# Assessing Organizational Functions

(1 of 2)

- The Delivery System
  - Specification of Services
  - Accessibility

# Assessing Organizational Functions

(2 of 2)

- Program Support Functions
  - Fund-raising
  - Public relations
  - Staff training
  - Recruiting and retention of key personnel
  - Relationships with affiliated programs