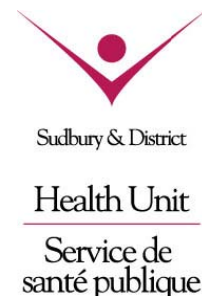


Annotated Inventory of Evaluation Tools and Resources

Public Health Research, Education and
Development (PHRED) Program

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Background

With the release of the Ontario Public Health Standards (OPHS) in 2008, there are changes in the context, terminology, needs and requirements for program evaluation in public health. This annotated inventory of evaluation tools and resources was undertaken by the Ontario Public Health Research, Education and Development (PHRED) Program in order to support Ontario health units by directing them to quality resources related to program evaluation.

To develop the annotated inventory, key informant interviews with public health practitioners and an environmental scan were undertaken. Please see *Annotated Inventory: Background Report* (available online) for a more detailed description of the development of the annotated inventory. Our environmental scan resulted in the identification of 58 electronic program evaluation resources relevant to public health. The decision to limit the search to electronic resources was made to ensure that the resources identified would be accessible to all Ontario public health units. The focus is on resources that cover the topic of program evaluation generally, rather than resources that address very specific types of evaluation or techniques for evaluation with specific populations such as children or low literacy populations.

Criteria for Inclusion in the Annotated Inventory

In order to determine which resources to include in an annotated inventory of program evaluation resources, a critical review of the available resources was conducted by Sudbury PHRED staff with experience in program evaluation in Ontario public health. The objective was to describe a small number of recommended resources. Three criteria that reflect feedback received from key informants were considered in the critical review of evaluation resources for inclusion in the annotated inventory:

- 1) Quality of the Information
 - Is the information accurate, does it reflect good evaluation practice, and is it consistent with accepted evaluation concepts and standards (utility, accuracy, propriety, feasibility)?
- 2) Applicability to Public Health in Ontario
 - Was the resource designed specifically for public health practitioners, in Ontario?
 - If not, can the context be transposed into public health scenarios relevant to the Ontario context?
 - Are public health examples included in the resource?
 - If not, can the examples be understood in a public health context?
 - Does the resource address the principles of the Ontario Public Health Standards (Need, Impact, Capacity, and Partnership and Collaboration)?
- 3) Ease of Use
 - Is the resource written in clear, plain language that is easy to understand, organized logically, easy to navigate, and presented in a visually appealing manner?

Content of the Annotated Inventory

The annotated inventory includes twelve resources that met the review criteria, ordered from those with the closest relevance to Ontario's public health context to those with a more general focus. The presentation of the resources consists of two parts: a summary table and individual resource summaries.

Summary Table

The summary table provides an overview of all the resources included in the annotated inventory. It identifies the title of the resource and the organization that produced it, the focus of the resources or who the resource was developed for, whether the resource is available in French, the user group that would benefit from the resource (based on extent of previous experience with program evaluation), and whether the resource is a workbook that will walk the user through the process of conducting a program evaluation.

Resource Summaries

The individual resource summaries provide more in-depth information about the program evaluation resources. The individual summaries contain the following information:

- Description of the resource – this information is often taken directly from the resource and outlines its intended use. Information about the overall content of the resource is also included
- Several fast facts about the resource (Organization, format, year of publication, number of pages and a link to the resource on the internet)
- Reviewer's comments – provides general overview of the resource including helpful hints about navigating through the information as well as important/distinguishing features of the resource
- Noteworthy sections – identifies key topics, examples and information that are included in the resource, to help guide users to a resource that will best meet their needs.

The intent is that through the information presented in the summary table and in the individual resource summaries, public health practitioners will be able to easily identify and locate the information and resources they require to address their particular needs related to program evaluation.

Summary Table

Resource #	Resource (Titles hyperlinked to individual summary page)	Focus	Year	Available in French	Users	Step-by-Step Workbook
1	A Blueprint for Public Health Management: Program Evaluation Tool Kit Public Health Research, Education and Development (PHRED) Program	Ontario Public Health	1997	Yes	Beginner	Yes
2	Multiple Interventions Program Toolkit Community Health Research Unit at University of Ottawa	Ontario Public Health	2008	No	Advanced	Yes
3	Evaluating Health Promotion Programs The Health Communication Unit	Health Promotion Programs	2007	No	Beginner	Yes
4	Towards Evidence-Informed Practice – Module 2 Ontario Public Health Association	Health Promotion Programs	2009	No	Beginner	Yes
5	An Evaluation Framework for Community Health Programs The Centre for the Advancement of Community Based Public Health	Community Health Programs	2000	No	Beginner	Yes
6	Community Health Worker Evaluation Tool Kit University of Arizona Rural Health Office and College of Public Health	Community Health Programs	2000	No	Beginner	Yes
7	The Community Toolbox- Part J: Evaluating Community Programs and Initiatives University of Kansas	Community Health Programs	2008	No	Beginner	No
8	Planning for Effective Health Promotion Evaluation Department of Human Services, State of Victoria, Australia	Public Health (Australia)	2005	No	Advanced	No
9	Measuring Health Promotion Impacts: A Guide to Impact Evaluation in Integrated Health Promotion Department of Human Services, State of Victoria, Australia	Public Health (Australia)	2003	No	Advanced	No
10	The Health Planner’s Toolkit - Module 6: Evaluation Health System Intelligence Project	LHIN staff (Ontario)	2008	No	Advanced	No
11	Project Evaluation Guide for Nonprofit Organizations: Fundamental Methods and Steps for Conducting Project Evaluation Imagine Canada	General Evaluation	2006	Yes	Beginner	Yes
12	Program Evaluation Methods: Measurement and Attribution of Program Results Treasury Board of Canada	General Evaluation	2008	Yes	Advanced	No

1: A Blueprint for Public Health Management: Program Evaluation Tool Kit

Description

A Blueprint for Public Health Management is a practical, five-step guide to planning, conducting, and using program evaluation. It is presented in a series of short modules with simple explanations, developed by the Ontario Public Health Research, Education, and Development (PHRED) Program for the Ontario public health context. The tool kit provides users with worksheets and examples to guide them through the process of conducting a program evaluation, with a focus on development and use of logic models. The toolkit was originally provided as a hard-copy binder, and is now available electronically through the Public Health Agency of Canada website.

Fast Facts

Organization: Ontario Public Health Research Education and Development (PHRED) Program

Year: 1997

Number of Pages: 134

Resource Format: Hard-copy binder, Website, and PDF

Web Address: <http://www.phac-aspc.gc.ca/php-ppsp/toolkit-eng.php>

Reviewer's Comments

This resource is easy to use, as it is organized into five distinct steps/modules (Focus the Evaluation, Select Methods, Develop Tools, Gather and Analyze Data, Make Decisions). Key points for each step are presented at the end of the module. Blank worksheets as well as completed sample worksheets are provided for each step. An example of a program evaluation of a parenting program is used to illustrate the concepts and demonstrate how the worksheets can be used.

Noteworthy Sections

- In-depth discussion of program logic models including why they are useful, how to develop a logic model and how to use them to guide an evaluation.
- Evaluation Questions Checklist (Step 1) helps determine which evaluation questions are a priority and for whom (manager or stakeholders)
- Methods Worksheet and Logistics Worksheet for Self-Completed Questionnaire (Step 2) – provide details on the issues that should be considered when planning an evaluation
- Discussion of how to collect data and how to train others to collect data (Step 4)
- Interpretation of Findings Worksheet (Step 5) provides a user-friendly way to document how the results of an evaluation are analyzed and interpreted
- Appendix D: Logistics Guide for Various Sample Methods and Sampling Guide provide more in-depth information than provided in the body of the resource

2: Multiple Interventions Program Toolkit – Module 4: Monitor and Evaluate

Description

The Multiple Interventions Program (MIP) Toolkit is designed to help public health practitioners in Ontario develop and evaluate public health programs that consist of multiple interventions. It is based on the current context of public health in Ontario, with links and references to the Ontario Public Health Standards, requirements and principles. The toolkit is comprised of four interactive modules: Conduct a Socio-Ecological Assessment; Identify Intervention Options; Optimize Potential Impact; and the focus of this annotated inventory entry, Monitor and Evaluate. Each module contains tools to support the user in completing the task, real-life examples that illustrate the concepts presented, and links to additional resources and information.

Fast Facts

Organization: Community Health Research Unit, affiliated with the University of Ottawa and Ottawa Public Health

Year: 2008

Number of Pages: n/a

Resource Formats: Website, PDF and Word

Web Address: <http://www.miptoolkit.com/>

Reviewer's Comments

The MIP toolkit is a comprehensive resource; to start using the toolkit, start with the Introduction (under the Modules tab). Module 4 is the most applicable to program evaluation, although the activities and tasks included in this section build on previous sections. Module 4 guides the user through the process of designing an evaluation framework, developing indicators for various socio-ecological system levels (i.e., intrapersonal, organizational, community), setting up data collection, and developing a plan for incorporating the information gathered through the evaluation to improve the program.

Noteworthy Sections

- The examples and activities provided throughout the module help to illustrate how the concepts being presented can be applied in practice
- Discussion regarding the connection between program theory, program planning and evaluation appears throughout the module

3: Evaluating Health Promotion Programs

Description

Evaluating Health Promotion Programs is a workbook that provides an overview of key concepts and methods used in program evaluation. The workbook outlines a ten-step model of program evaluation to guide health promotion practitioners to plan and implement evaluations of their programs. The Health Communication Unit (THCU) provides other resources based on their ten-step model, including a PowerPoint slide show that goes with the workbook, a three-page summary, *Conducting Survey Research* workbook, *Conducting Focus Groups* workbook, Case Study Series, an Evaluation Card Game and more. The workbook is linked to the THCU Online Health Program Planner (www.thcu.ca/ohpp) which encompasses several other useful resources for planning.

Fast Facts

Organization: The Health Communication Unit at the Centre for Health Promotion, University of Toronto

Year: 2007

Number of Pages: 100

Resource Format: PDF

Web Address:

<http://www.thcu.ca/infoandresources/publications/EVALMaster.Workbook.v3.6.08.15.07.pdf>

Reviewer's Comments

A useful step-by-step guide for those new to evaluating health promotion programs who are looking for a practical resource to walk them through the process of conducting a program evaluation. The resource walks the user through a ten-step model for program evaluation that includes the following steps: clarify the program, engage stakeholders, assess resources, design the evaluation, determine methods, develop the work plan and budget, collect data, analyze the results, interpret and disseminate the results, and take action. The resource can be used from beginning to end, or the material can be referenced as needed for specific steps. Worksheets and templates are provided throughout the resource to help the user complete each step.

Noteworthy Sections

- Discussion of the links between program evaluation and health promotion (p 10)
- Guiding principles for program evaluation in Ontario health units (p 12)
- Examples of measurable indicators (p 21)
- Discussion of strengths and limitations of various quantitative and qualitative methods (p 51-52)
- Easy to understand description of various sampling strategies (p 54)
- Comprehensive list of evaluation resources for future reading (p 87)

4: Towards Evidence-Informed Practice – Module 2

Description

Towards Evidence-Informed Practice (TEIP) aims to strengthen the effectiveness of local health promotion and chronic disease prevention initiatives by increasing the use of relevant evidence and creation of practice-based evidence. TEIP features a set of three field-tested and evaluated tools and processes for Program Assessment, Program Evaluation, and Program Evidence. Module 2, the Program Evaluation component of the TEIP protocol, can be used as part of the overall process or as a stand-alone resource. This resource has been pilot tested with a number of public health units in Ontario. Information and examples from the pilot test are provided throughout the resource.

Fast Facts

Organization: Ontario Public Health Association

Year: 2009

Number of Pages: 78

Resource Format: PDF, Word

Web Address: http://teip.hhrc.net/tools/evaluation_tool.cfm

Reviewer's Comments

The Program Evaluation module is based on the analogy of building a house, starting with ‘Laying the Groundwork’ to ‘Hold Open House!’ The nine steps in the evaluation process presented in this resource include: select the evaluation team, assess organizational capacity, develop program logic model, define the evaluation questions, build evaluation framework, document the evaluation plan, collect and analyze data, document the evaluation report, and disseminate the findings / modify the program. Each section provides the relevant information to teach the user about key considerations for the particular step. Worksheets and templates can be printed and completed as the evaluation project develops. The content is concise and the layout is easy to follow. This resource could be used effectively by an evaluation team and worksheets completed as a team.

Noteworthy Sections

- Step 2 discusses and provides tools for assessing organizational capacity for program evaluation
- ‘Evaluation 101’ (p 41-65), a collection of exercises and tools, is available along with this module, to provide additional supports for program evaluation. Specific sections of Evaluation 101 that are relevant at each step in the process are identified.
- A Tips and Resources section provides more information relevant to each step (p 66-78).

5: An Evaluation Framework for Community Health Programs

Description

An Evaluation Framework for Community Health Programs can be used by community-based organizations and community health workers to enhance their understanding of evaluation and to build their capacity to participate more actively in evaluation efforts of their programs. It was developed so that those with little or no experience in program evaluation can participate in an evaluation process. The evaluation framework used to organize the resource is the framework developed by Centers for Disease Control for evaluating public health programs.

Fast Facts

Organization: The Center for the Advancement of Community Based Public Health, North Carolina

Year: 2000

Number of Pages: 71

Resource Format: PDF

Web Address: <http://www.cdc.gov/EVAL/evalcbph.pdf>

Reviewer's Comments

This resource is best suited to those without much prior exposure to program evaluation, as the steps are easy to follow and the case example illustrates how each step is applied. The following steps are included in the resource: engage stakeholders, describe the program, focus the evaluation design, gather and analyze evidence, justify conclusions and ensure use, and share lessons learned. Several worksheets and questions to consider are provided at the end of each step (indicated by an icon of a pencil). The resource addresses how the standards for evaluation (utility, accuracy, propriety, feasibility) are applied in the process of conducting an evaluation.

Noteworthy Sections

- One example of a community group working to reduce alcohol-related injuries through multiple interventions is used throughout the resource to illustrate the concepts being discussed. Examples are indicated by an icon of a city skyline.

6: Community Health Worker Evaluation Tool Kit

Description

The Community Health Worker Evaluation Tool Kit is a practical, practitioner's guide to program evaluation. It focuses on program outcomes and impacts as well as costs and benefits. It provides those who have not had a lot of experience conducting program evaluations with a resource they can use to develop and conduct their own program evaluations. The toolkit contains four main sections: Using logic models to bring together planning, evaluation & action; Framework, instruments, forms and directory; Building blocks: community health worker evaluation case studies; and Grant-writing tips to help sustain a community health worker program.

Fast Facts

Organization: University of Arizona Rural Health Office and College of Public Health

Year: 2000

Number of Pages: 402

Resource Format: Website and PDF

Web Address: <http://www.publichealth.arizona.edu/CHWtoolkit/toolkit.htm>

Reviewer's Comments

To navigate through the resource: Click on the Table of Contents (top of the page). From the Table of Contents you can navigate to the desired section.

This resource provides a lot of valuable information, tools and examples related to program evaluation; however, it does not provide an overall beginning-to-end evaluation framework. The information provided in this resource would best be used in conjunction with a resource that provides a step-by-step process.

Noteworthy Sections

- Section 2: Using Logic Models to Bring Together Planning, Evaluation, & Action (p 27-90) provides comprehensive information on what program logic models are and how they can assist with program evaluations. Worksheets and examples are provided throughout this section
- Cost-Benefit Analysis Primer (p 107) provides a step-by-step guide to assessing the program costs and monetary value provided by the program
- Framework, instruments, forms and directory (p 163-316) – provides a comprehensive list of evaluation and monitoring tools used in community based program evaluations. The list of tools is organized by the level at which the activity/interaction is being targeted (i.e., Individual/Family, Community Health Workers, Program Performance and Community/Systems) and further categories by what the tool is measuring (i.e., Outputs, Outcomes, Impacts)

7: The Community Toolbox – Part J: Evaluating Community Programs and Initiatives

Description

The Community Toolbox was developed to be a resource for community building, with a focus on several competencies, including: building leadership skills, creating a vision and mission, developing an action plan, grant application, and program evaluation. Part J of the toolkit focuses on evaluating community-based programs and initiatives. Specific chapters in this section include: Chapter 36: Introduction to Evaluation; Chapter 37: Some Operations in Evaluating Community Interventions; Chapter 38: Some Methods for Evaluating Comprehensive Community Initiatives; Chapter 39: Using Evaluation to Understand and Improve the Initiative.

Fast Facts

Organization: University of Kansas

Year: 2008

Number of Pages: over 3,500

Resource Format: Website

Web Address: <http://ctb.ku.edu/en/tablecontents/>

Reviewer's Comments

The resource is divided into a number of parts (Chapters, Sections etc) which the user has to click through to locate the desired information. Use the 'breadcrumb trail' at the top of the pages to keep track of your location in the tool box to prevent getting lost. The following steps are included in the resource: engage stakeholders, describe the program, focus the evaluation design, gather and analyze evidence, justify conclusions and ensure use, and share lessons learned. Links to other aspects of community development/health promotion covered in the toolbox are embedded throughout the evaluation section.

Noteworthy Sections

- Chapter 36: Introduction to Evaluation contains most of the information related to program evaluation. It is a good place to start exploring the evaluation components of the tool box
- Chapter 36, Section 6: Participatory Evaluation describes when and how to use a participatory approach to evaluations
- Chapter 38: Some Methods for Evaluating Comprehensive Community Initiatives provides useful information on implementing evaluation methods in a community context
- Most sections of the tool box contain an in-depth example, a checklist of key points, a link to tools and resources and a PowerPoint presentation summarizing the information in the particular section

8: Planning for Effective Health Promotion Evaluation

Description

Planning for Effective Health Promotion Evaluation has been developed to provide a framework for agencies/organizations to develop comprehensive evaluation plans. Steps for developing an evaluation plan are provided, together with guidelines for completing each step. Because evaluation planning cannot occur completely independently from program planning, this resource briefly discusses how program planning relates to planning a program evaluation.

Fast Facts

Organization: Department of Human Services, State of Victoria, Australia

Year: 2005

Number of Pages: 58

Resource Format: PDF

Web Address: http://www.health.vic.gov.au/healthpromotion/downloads/planning_may05.pdf

Reviewer's Comments

This resource provides a fairly brief overview of a six-step process for planning a program evaluation. The six steps outlined in the resource are: Describe the program, identify the program plan; Evaluation preview, engage stakeholders, clarify the purpose of the evaluation, identify key questions and identify evaluation resources; Focus the evaluation design; Collect data; Analyze and interpret data; and Disseminate the lessons learned. Two very comprehensive case examples that walk through the six steps are provided. More information about specific aspects of program evaluation planning is provided throughout the resource via web-links. After working through the steps provided in this resource, the user will have developed a comprehensive evaluation plan.

Noteworthy Sections

- Example of planning an evaluation of a multi-agency partnership to increase physical activity in a community (p 29-43)
- Additional guide and resources (both web-based and non-web-based) are provided (p 44)

9: Measuring Health Promotion Impacts: A Guide to Impact Evaluation in Integrated Health Promotion

Description

The Measuring Health Promotion Impacts guide has been developed to assist the user to design appropriate impact evaluation methods and develop impact indicators for health promotion programs. Programs impacts are defined as the immediate effects of a program. It describes potential impact indicators for several health promotion strategies including: Organizational Development, Workforce Development, and Resource Allocation and Management. The resource also outlines impact indicators and measurement considerations for the following health promotion interventions: Screening risk assessment and immunization; Health information; Health education and skills development; Social marketing; Community action (for social and environmental change); and Settings and supportive environments.

Fast Facts

Organization: Department of Human Services, State of Victoria, Australia

Year: 2003

Number of Pages: 42

Resource Format: PDF

Web Address:

http://www.health.vic.gov.au/healthpromotion/downloads/measuring_hp_impacts.pdf

Reviewer's Comments

This resource is specifically related to assessing the impact of health promotion programs. Its description of indicators and measurement options is likely best suited for those with previous program evaluation experience. While the resource was developed for public health practitioners in Australia and therefore uses a typology of public health interventions relevant for that context, the information included in the resource is applicable to public health in Ontario, particularly given the emphasis in the OPHS on program impacts.

Noteworthy Sections

- Discussion of impact evaluations in health promotion (p 5) – particularly the section on identifying impact indicators
- Section 4: Capacity building strategies for health promotion (p 11)
- Section 5: Health promotion interventions (p 17)
- Discussion of social marketing (p 22)

10: The Health Planner's Toolkit – Module 6: Evaluation

Description

The Health Planner's Toolkit was developed by the Health System Intelligence Project to provide health care professionals, particularly Local Health Integration Network (LHIN) staff in Ontario with conceptual guidance and practical advice on planning, evaluation and communication initiatives. Module 6 is a step-by-step guide that includes detailed sections on planning, preparing, and conducting an evaluation. The module is divided into six sections: Section 1 – What is Evaluation; Section 2 – Planning the Evaluation; Section 3 – Preparing the Evaluation; Section 4 – Conducting the Evaluation; Section 5 – The Evaluator's Challenges and Section 6 – A Few Final Tips. A number of examples, tips and tricks, and helpful information are also included in the appendices of the resource.

Fast Facts

Organization: Health System Intelligence Project

Resource Format: PDF

Year: 2008

Number of pages: 78

Web Address:

http://www.health.gov.on.ca/transformation/providers/information/resources/health_planner/module_6.pdf

Reviewer's Comments

This resource provides helpful information about the theory of program evaluation as well as practical information grounded in real life experience. The resource contains a lot of text which is broken up by diagrams and tables.

Noteworthy Sections

- Section 1: What is Evaluation (p 1) provides an excellent overview of the relationship between program evaluation and program monitoring. This section also describes how different types of evaluations (i.e. formative, outcome, etc.) relate to components of a program
- Table 2: Steps in Preparing and Conducting an Evaluation (p 13) is a useful quick reference guide
- Table 3: Example of Stakeholder Questions – presents possible questions and concerns various stakeholders might have about a program
- Table 4: Examples of Measurable Indicators (p 27) provides possible indicators for both formative and summative evaluations
- Section 5: The Evaluator's Challenges (p 28) describes some of the challenges evaluators encounter and strategies to address those challenges

11: Project Evaluation Guide for Nonprofit Organizations: Fundamental Methods and Steps for Conducting Project Evaluation

Description

The Project Evaluation Guide for Nonprofit Organizations was developed to assist charitable and nonprofit organizations in conducting project evaluations, and then communicating and using the results of evaluation effectively. Its primary focus is to help organizations that would like to perform project evaluations by using their internal resources, and to make evaluation a part of their project management and strategic development.

Fast Facts

Organization: Imagine Canada

Year: 2006

Number of Pages: 98

Resource Format: PDF

Web Address: http://nonprofitscan.imaginecanada.ca/files/en/misc/projectguide_final.pdf

Reviewer's Comments

While this resource was not developed specifically for public health or community health, the information provided is relevant to evaluation projects and programs in any context, including public health. Specific 'How to' sections throughout the document translate the description of steps involved in evaluation into an itemized list of actions to accomplish the particular step or task. Examples are provided throughout to further illustrate how the step is applied to a program evaluation. The beginning and end of each module describes what the user will learn in the module and what the user will achieve by completing tasks outlined in the particular module. The four modules included in the resource are: Creating an evaluation plan; Implementing an evaluation plan; Analyzing and interpreting data; and Communicating evaluation results.

Noteworthy Sections

- Module 3 provides a good discussion for beginners of how to analyze and interpret qualitative and quantitative data (p 35)
- The appendices provide templates for an evaluation budget (p 60), plan (p 61), and monitoring tracking form (p 65) and a tips sheet on research methods and tools (p 67)

12: Program Evaluation Methods: Measurement and Attribution of Program Results

Description

The Program Evaluation Methods publication helps practitioners and other interested parties to understand the methodological considerations involved in measuring and assessing program outcomes. It places particular emphasis on the strengths and weaknesses of the various evaluation methodologies. The publication is not meant to serve as a set of guidelines that provide step-by-step instructions for evaluators. Rather, it deals with the methodological considerations present in the development of a credible evaluation study that will assess program outcomes.

Fast Facts

Organization: Ministry of Public Works and Government Services, Treasury Board of Canada

Year: 2008

Number of Pages: 152

Resource Format: PDF

Web Address: http://www.tbs-sct.gc.ca/eval/pubs/meth/pem-mep_e.pdf

Reviewer's Comments

This resource is best suited for those with previous experience conducting program evaluations, as the topics discussed are fairly advanced (e.g., threats to internal validity, causal inferences, statistical analysis, etc.). This resource is similar to a textbook in that it discusses evaluation theory and is not a practical guide (i.e., does not provide worksheets, tools or many case examples). The resource was developed for those evaluating federal programs and focuses on evaluation as an accountability mechanism; however, the evaluation theory discussed is relevant to all program evaluations and is not discussed in depth in the other evaluation resources included in this inventory.

Noteworthy Sections

- Chapter 2: Evaluation Strategies discusses some key concepts in conducting evaluations including: Causal inference in evaluations (p 12) and Developing credible evaluations (p 22)
- Chapter 3: Evaluation Designs provides details on evaluation designs such as randomized experimental designs (p 40), and quasi-experimental designs (p 46) (pre-/post-program, historical/time series and post-program only designs)
- Chapter 4: Data Collection Methods describes the following methods for collecting data: literature search, file review, observation, survey, expert opinion, and case studies