

## *Custom Delivery*

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The Docking Institute works with you to develop a program evaluation that is tailored to meet your specific needs and concerns.

Information gathered and analyzed by professional staff members can provide a valuable resource in your program management efforts.

The Institute provides final reports in both text and electronic formats, and presentations of findings can be arranged.

## *Cost of Services*

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A custom proposal and fee estimate is available upon request at no cost. (See contact information on the back of this brochure.)

## *Mission*

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The primary mission of Fort Hays State University's Docking Institute of Public Affairs is to facilitate effective public policy decision-making among governmental and nonprofit agencies.

## *Other Services*

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- Survey and Focus Group Research
- Grant Writing and Facilitation
- Strategic Planning
- Economic Impact Assessment
- Public Policy Analysis

## *Contact Us*

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Web site: [www.fhsu.edu/docking](http://www.fhsu.edu/docking)  
Or e-mail: [docking@fhsu.edu](mailto:docking@fhsu.edu)

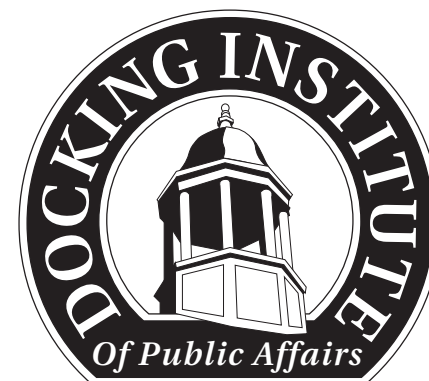


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# *Program Evaluation*

*Program Evaluation Services*  
*Grant Evaluation Services*



Fort Hays State University

## *Why Conduct a Program Evaluation?*

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Program Evaluation determines the success of a program and facilitates positive programmatic changes during the program's life-span. Effective assessment of program implementation and program outcomes are *crucial* for agencies to make informed decisions about their programs.

- It provides ongoing assessment of program design or implementation to assist in the identification of possible areas of improvement or change (process evaluation).
- It demonstrates the impact of a program on indicators expected to change as a result of program effects (outcome evaluation).
- It shows the progress made in reaching program goals and objectives.
- It provides the ability to determine what program approaches are best.
- It informs policymakers and program sponsors about how well programs function.

The Institute is a member of the American Evaluation Association and subscribes to the four major attributes of an evaluation designed by the Joint Committee on Standards for Educational Evaluation (1996):

- Utility
  - Feasibility
    - Propriety
      - Accuracy

## *Assessing the Need for Evaluation Services*

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An important part of evaluation is to identify key evaluation questions. Through interaction between evaluators and key stakeholders, these questions are identified and used to guide the evaluation.

Examples of evaluation questions include:

- What programs or services are needed?
- How should programs or services be provided?
- Are programs reaching their intended audience?
- Are programs being implemented as intended?
- Are there established methods for documenting service delivery or program performance?
- Are program staffing and resources sufficient?
- Is the program organized or managed well?
- Are program participants satisfied with the program, their interactions with personnel?
- Are program/services having a beneficial impact on participants?
- Are program/services having the intended impact on participants?

**If these questions remain unanswered in your organization or if you are in need of program evaluation services, schedule a consultation with the Docking Institute at (785) 628-4197.**

## *Evaluation Services*

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Evaluation Consultation  
Evaluation Plan Development  
Evaluation Design

Questionnaire Design

Population Sampling  
Telephone, Self-Administered,  
or Web Surveys

Data Entry and Data Coding

Semi-Structured Interviews  
Focus Groups

Data Analysis/Interpretation  
Report Writing  
Annual Performance Reports  
Presentations