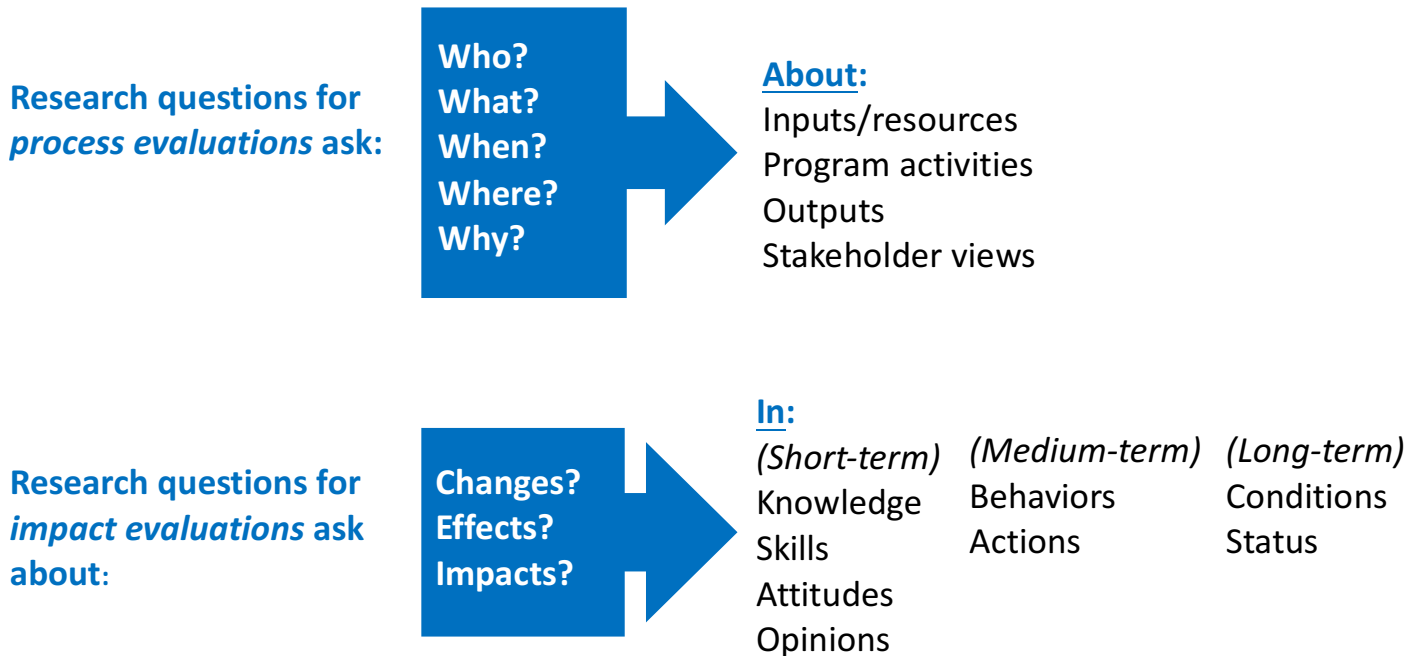


Evaluation Research Questions



Examples of process evaluation questions:

- Who did the program reach in its first year of operation?
 - What are the demographic characteristics of those served?
 - To what extent did the program reach its target population?
 - How many people did it reach overall and by service activity?
- How well was the program delivered and received?
 - Was each activity implemented according to standards or protocol? Why or why not?
 - What facilitated and what were barriers to the implementation of each activity? What improvements are needed? Lessons learned?
 - How satisfied are the program's beneficiaries with the services they received?

Examples of outcome evaluation questions:

- Did those served by the program increase their knowledge of responsible home ownership or tenant practices and skills?
 - How does their change in knowledge compare to a matched comparison group of individuals who did not participate in the program?
- Did those served by the program adopt more responsible home ownership or tenant practices and skills?