Developing an outcome-based evaluation data collection tool

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Outcome-based evaluation

Outcome-based evaluation is a tool that librarians can use to demonstrate that libraries change lives.

Comments:

Alice is a wonderful to seniors like me. She that means alot to me.
What is an outcome?

- All programs have results
- Outcomes are *benefits* to people who participate in a program
  - Achievements
  - Changes in skill, knowledge, or attitude
Caveats

- OBE is not used for formal research
- OBE generally does not use sophisticated data collection or data manipulation techniques
- OBE does not account for all variables
8. What key outcome have you designed your project to have? (What outcome)

8a. Required Outcome 1

<table>
<thead>
<tr>
<th>8b. Indicator(s)</th>
<th>8c. Applied to</th>
<th>8d. Data Source</th>
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</thead>
<tbody>
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Logic model and OBE

OUTCOME
- Indicators
- Applied to
- Data Source
- Data Interval
- Goal/target
Applying the logic model

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Adults demonstrate an improvement in their knowledge of a technology task</th>
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<tbody>
<tr>
<td>Indicator</td>
<td>Number/percentage of adults who demonstrate an improvement in the technology topic they request</td>
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<td>Applied to</td>
<td>Adults who request one-on-one technology help at the library</td>
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<td>Data source</td>
<td>Pre- and post-assessments, written comments, librarian observations</td>
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<tr>
<td>Data interval</td>
<td>Start and end of session; compile at 6 months</td>
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<tr>
<td>Goal/target</td>
<td>Eighty percent of participants demonstrate improvement</td>
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Developing the OBE data collection tool

- Chose data collection tool type: before and after questionnaire
- Created a draft and shared with the reference team
- Incorporated feedback and created a second draft
- Reference team adopted the subsequent version and began using January 2014
Photos
Great data sources!
95% of respondents demonstrated increased knowledge through pre- and post-assessments.
Results

- 95% of respondents indicate increased comfort doing the task on their own.
- 80% of respondents indicate they are extremely likely to do this task in the future and, of those, 65% indicate that it’s a result of participating in the technology help session.

Comments:
Afraid to try alone.
Results

Great help!

Comments:

Very helpful.

very nice teacher

and helpful. She was very patient with me.
and my old laptop. Thank you for this friendly,
awesome program & the folks who assist us.
How the library uses the data

- Photos are available on a shared drive for use in library presentations around the community
- Stories and comments are passed along to our Library Director for her to share
- Internally: good for reference team

_good Start_
References


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