Key Elements of High Quality Performance Data
Objectives

- Understand the importance and benefits of collecting high quality data
- Identify and understand the five quality data elements
- Apply the five quality data elements
## Agenda

<table>
<thead>
<tr>
<th>Activity</th>
<th>Duration</th>
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<tbody>
<tr>
<td>The Benefits of High Quality Data</td>
<td>5 minutes</td>
</tr>
<tr>
<td>The Five Elements of Collecting High Quality Data</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Wrap Up</td>
<td>3 minutes</td>
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Data and the National Performance Measures

• Provide common terms, definitions, and approaches to measurement
• Reflect the 2011-2015 Strategic Plan priorities and Focus Areas
• Benefits:
  – Focus on national priorities
  – High quality data for strong narrative about National Service
Select a performance measure to review associated collection requirements and definitions.
Five Data Quality Elements

A Standard Process to Consider Data

- Validity
- Completeness
- Consistency
- Accuracy
- Verifiability
Validity: Data Relevance

• Ask yourself:
  – Is the data relevant?
  – Are your reported items consistent with the approved goals of the current grant?
  – Are you measuring what you intended to measure?

Example

H12 Outcome: Individuals report increased food security for themselves and their children as a result of CNCS supported services

Measurement Tool: Survey on program impact

Questions in Survey:
• Did you have a long wait for food?
• Are you happy with the service?
Completeness: Data Completeness

• Ask yourself:
  – Does the reported data contain enough information to represent performance measure activities?
  – Did the reported data come from all stations and/or a random sampling of volunteers/service recipients?

Example

H12 Outcome: Individuals report increased food security for themselves and their children as a result of CNCS supported services

Measurement Tool: Survey on program impact

Survey Distribution: Jane provides the survey to 7 of 12 stations because she is running behind on her schedule
Consistency: Standard Protocols and Procedures

- Ask yourself:
  - Do you clearly document data collection methods?
  - Do you use the same data collection method for all sites?
  - Do you train data collectors?
  - Have you taken steps to eliminate bias?

Example

**H12 Outcome:** Individuals report increased food security for themselves and their children as a result of CNCS supported services.

**Measurement Tool:** Survey on program impact.

**Survey Distribution:** Jane provides the same survey to all stations at the same time.
Accuracy: Data Free From Error

• Ask yourself:
  – Do you have a plan to collect and review data?
  – Do you have documentation on your data collection plan?
  – Does the data vary significantly in unexpected ways?

Example

Data Collection Approach: Collect data from all 12 stations

Data Received: 220 surveys

Data Check: Jane’s colleague reviews the data to check her calculations, as per her organization's Data Collection Handbook
Verifiability: Data Collected According to Plan

• Ask yourself:
  – Did the grantee double check that the data collected followed the plans and procedures?
  – Did the grantee use controls throughout data collection?
  – Does the grantee regularly review and update its data quality control procedures?

Example

Situation: Jane submits her PPR and leaves for vacation; her colleagues cannot validate the data she input into it.
Thank you

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