

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

Activity	Duration
The Benefits of High Quality Data	5 minutes
The Five Elements of Collecting High Quality Data	10 minutes
Wrap Up	3 minutes

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

CNCS Data Collection Guidance

FGP - Senior Corps Performance Measures

■ Focus Areas ■ Objectives ▼ Agency-Wide Priority Measures ● FGP Complementary Program Measures

 Programs may report on Goal 1

Increase the impact of national service on community needs in communities served by CNCS-supported programs.

Education

School Readiness

Economic Opportunity

K-12 Success

Veterans and Military Families*

▼ [ED21. Number of children that completed participation in CNCS-supported early childhood education programs.](#)

Aligned Outcomes

▼ [ED23. Number of children demonstrating gains in school readiness in terms of social and/or emotional development.](#)

▼ [ED24. Number of children demonstrating gains in school readiness in terms of literacy skills.](#)

▼ [ED25. Number of children demonstrating gains in school readiness in terms of numeracy \(math\) skills.](#)

● [ED29. Number of children served in child safety, welfare, and health programs.](#)

Resources

Guidance

Training

Glossary

Agency-Wide Priority Measure: One of a set of 10 National

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

Stay current by visiting the Knowledge Network!
<https://www.nationalservicerresources.gov/npm/home>

