

HandsOn Network: Evaluating Your Volunteer Program

Three Types of Volunteer Program Evaluation

Volunteer program evaluation is an ongoing process of collecting data to provide the organization with adequate knowledge on which to base programmatic and organizational decisions. There are three types of volunteer program evaluation:

1. Process-based

Process-based evaluation focuses on the program design and efficiencies. Some examples of process-based questions are:

- Are volunteers receiving adequate training to deliver services to clients?
- How do volunteers learn about the program?
- What do volunteers see as strengths or weakness of the volunteer program?

2. Goals-based

Goals-based evaluation focuses on the degree to which the program met its predefined goals. Some examples of goals-based questions are:

- Did the program achieve its goals?
- Did the program achieve its goals according to the timeline?
- How were goals originally outlined and should goals be changed in the future?

3. Outcomes-based

Outcomes-based evaluation focuses on answering the following question:

- Did the activities performed lead to the outcome(s) that are believed to be needed by your clients and/or community?

Outcomes refer to a significant change that has occurred due to an activity. For example: *"75% of mentored students improved their school attendance rate by 40%"*