Performance Measurement and Evaluation

Course Summary

Description

A policy is created, a program designed and then launched. What comes next? First comes short term performance measurement which seeks to answer questions around efficiency: "How are we doing?" and "What needs improvement?" Then, after a longer period, normally three to five years, it is time for an evaluation to assess effectiveness, which seeks to answer "How did we do?" and "Were we successful?"

Over time, various levels of governments have parceled off performance measurement and evaluation to the back corner of a department, often separating it from the specific programs under review. This course seeks to provide policy analysts and program and community managers with a set of integral tools to assess their own programs and make adjustments as the need arises. The goal is increased efficacy, effectiveness, and economy.

Objectives

By the end of this course, students will be able to:
- Understand the relationship between program planning and evaluation
- Understand the difference among audit, performance measurement, and evaluation
- Design a logic model
- Develop a performance measurement and evaluation framework

Topics

- Overview of the world of program design
- How the Government of Canada is organized, noting the differences among provincial, territorial, and municipal governments
- Management, audit and evaluation framework
- Understanding the origins of a program
- Indicators of success
- Measurement and reporting

Audience

This course is designed for policy analysts, program officers, subject-matter experts, managers and other interested participants.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I.   Overview of the world of program design

II.   How the Government of Canada is organized, noting the differences among provincial, territorial, and municipal governments

III. Management, audit and evaluation framework

IV.   Understanding the origins of a program
   A.   Define the problem that needs to be addressed
   B.   Identify program objectives
   C.   Create a logic model

V.   Indicators of success

VI.   Measurement and reporting