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Evaluation Step-by-Step Guide

Evaluation showcases your achievements and helps to make your program better. It can become one of the most rewarding aspects of your job because it is where you see the results of your work.

This site takes you step-by-step through the process of designing an evaluation so you can assess whether your project or program has met its objectives and achieved its desired outcomes.

Evaluating your program may seem like a daunting prospect. The key to the process is planning and the best people to undertake this task are the people that know the program best – you and your team.

How to....

The evaluation process has been broken down into four key stages – Thinking, Planning, Collecting and Communicating.

At each stage you will find a number of steps to complete, along with worksheets, examples and a checklist. You should read through the steps, complete the worksheets, and then use the checklist to confirm that you are ready to move on to the next stage.

Thinking Page 1
Steps 1-3 start the process by helping you to think about what you want to get out of your evaluation.

Planning Page 4
Steps 4-7 assist you in developing an Evaluation Plan that will guide all your evaluation activities.

Collecting Page 8
Steps 8-10 will help you to collect the information you need, develop your budget and timelines and consider the relevant ethical issues surrounding your evaluation.

Heuristic Evaluation - A System Checklist

I. Visibility of System Status

The system should always keep user informed about what is going on, through appropriate feedback within

#	Review Checklist	Yes	No	N/A	Comments
1.1	Does every display begin with a title or header that describes screen contents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.2	Is there a consistent icon design scheme and stylistic treatment across the system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.3	Is a single, selected icon clearly visible when surrounded by unselected icons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.4	Do menu instructions, prompts, and error messages appear in the same place(s) on each menu?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.5	In multipage data entry screens, is each page labeled to show its relation to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.6	If overwrite and insert mode are both available, is there a visible indication of which one the user is in?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.7	If pop-up windows are used to display error messages, do they allow the user to see the field in error?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.8	Is there some form of system feedback for every operator action?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.9	After the user completes an action (or group of actions), does the feedback indicate that the next group of actions can be started?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.10	Is there visual feedback in menus or dialog boxes about which choices are selectable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.11	Is there visual feedback in menus or dialog boxes about which choice the cursor is on now?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.12	If multiple options can be selected in a menu or dialog box, is there visual feedback about which options are already selected?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.13	Is there visual feedback when objects are selected or moved?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.14	Is the current status of an icon clearly indicated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

SALES MANAGEMENT

Participant: _____

EVALUATION FORM

I.D. Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of sales management?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Provide post-sales service?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Explain the role of customer service as a component of selling relationship?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Discuss motivational theories that impact buying behavior?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Reinforce service orientation through communication?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
PRESENTATION						
6.	Demonstrate clarity of expression?	0-1	2-3	4	5	
7.	Organize ideas?	0-1	2-3	4	5	
8.	Show evidence of mature judgment?	0-1	2-3	4	5	
9.	Overall performance: appropriate appearance, poise, confidence, presentation, technique and responses to judge's questions?	0-1-2	3-4-5	6-7-8	9-10	
TOTAL SCORE						



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