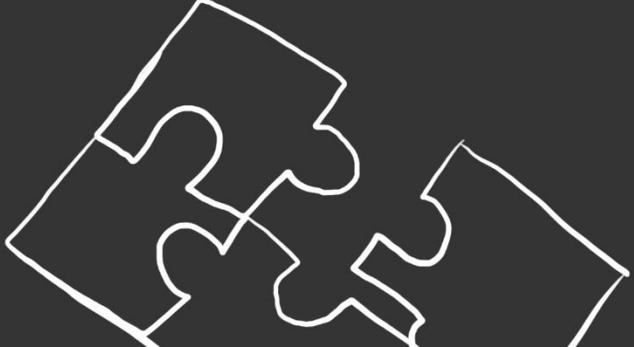




Instrument 12 - Tools for monitor and evaluate: questionnaire, observation sheets, feedback, sessions, daily evaluation, tailored, qualitative and quantitative evaluation

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YOUTH WORK 2.0





This instrument will approach the most common and also basic tools that you can use to evaluate your non-formal activity. It will also help you to plan the evaluation and monitoring strategy.

Is very simple to use this instrument, you read the tasks and you fill in the banks, you write, reflect and think. Feel free to use the designated space to write your thoughts and add more space or even pages if you feel necessary. You can reflect and answer to these questions by analysing your existent youth work or you can plan your future youth work. Think outside the box and dream big!

Qualitative and quantitative evaluation



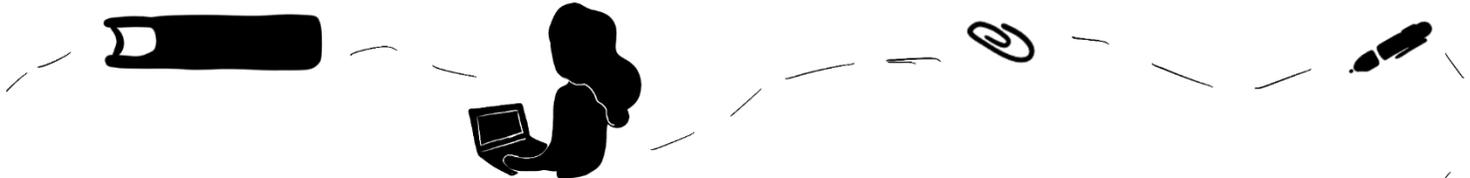
Plan how you are going to do the monitoring and evaluation activities by structuring the non-formal activity in 3 parts: before, during and after the core activity (your training/ workshop/ seminar/ etc.). In the same time, split the core activity in 4 parts, so you can monitor and evaluate it in the beginning, during, at the end and after. In your plan include the qualitative and quantitative indicators, milestone/ checkpoints, responsible, and used methods and instruments.

Establish the time when you will use each instrument and methods. Have a clear strategy on how and when you are going to use them during the non-formal activity. Working with young people with fewer opportunity means to adjust the evaluation and monitoring instruments and methods, especially if you are working with young people with mental disabilities or different health problems. In this case you will use more observation and non-formal education methods rather than evaluation questionnaire.



What you monitor? What you evaluate? How you will demonstrate that you reached what you planned? So, for each result, objective, impact as well as for the entire process you should develop qualitative and quantitative indicators. Because you are working with young people with and without fewer opportunities you will also need to set up indicators to monitor the communication, the collaboration, the level of tolerance between them and other relevant aspect, such as helping and understand each other. Using qualitative and quantitative indicators you will monitor and evaluate the reached results, impact and achieved objectives. Think as the indicators as proof of your success.





List the non-formal activity qualitative and quantitative indicators. We propose some categories, please add more categories if you feel necessary.

Objectives	
Qualitative indicators	Quantitative indicators
The youth work	
Qualitative indicators	Quantitative indicators



Tangible and intangible results, include here the beneficiary's satisfaction, the gained or develop knowledges, attitudes and abilities, the changes the non-formal activity produces at the young people's level

Qualitative indicators

Quantitative indicators

The entire process and the program design

Qualitative indicators

Quantitative indicators



Social inclusion and anti-discrimination measures

Evaluate here also how the young people with fewer opportunities improved their conditions and how the non-formal activity helped them to overcome the obstacle and barriers they were facing?

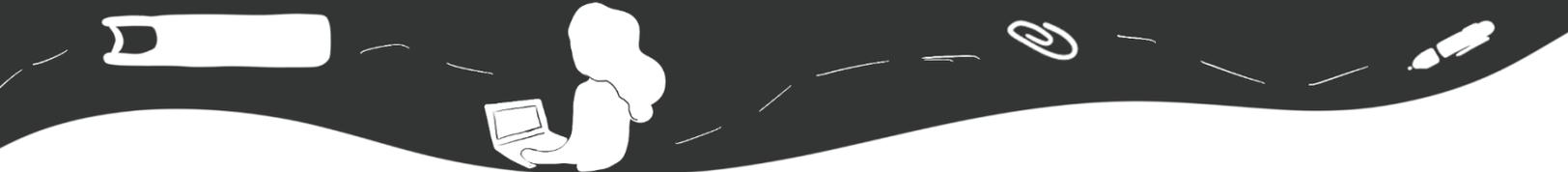
Qualitative indicators

Quantitative indicators

The impact and the long-lasting transfer

Qualitative indicators

Quantitative indicators



Questionnaire

You can always adapt the way you apply the classic questionnaire. You don't need to use them in a classical manner, as printed questionnaire where the young people fill on the questions. You can transform it in a non-formal education method, where you can ask the young people the question out loud and the young people answer to you through specific movement or words. Or you can use different digital tools that helps the young people to answer directly to their phone.

You can also make the questionnaires less boring if you allow the participants to evaluate in small groups their learning. In this way you combine the non-formal education method with the standard questionnaire. In this case you won't be able to follow the individual progress but you still have sense of the general progress of the entire non-formal activity.

The questionnaire will help to measure especially the qualitative indicators. Use Likert Scale to measure the gained/ develop competences. You can use open or closed questions, depending of what you want to evaluate. For the closed questions you can use Linkert scale, Yes/ No or Multiple Choices answers.

Use the questionnaire to evaluate the achieved objectives, impact, results, including the gained/ developed competences, behaviour, along with their hopes, fears and expectation regarding the non-formal activity, the social inclusion, the youth work and the entire process. Basically, thorough questionnaire you can evaluate the entire non-formal education.

Now is time to build a questionnaire. Here are some steps for you to follow in order to make a questionnaire:

1. Name of the questionnaire



2. For whom you build the questionnaire? Is it for the target group? Will they have to write their name?

3. Other relevant detail about the participant. Do you need to know more about them? How is relevant for the project monitoring and evaluation?

4. Now select the qualitative and quantitative indicators that you want to evaluate and start build questions around the indicator. For example, if you want to measure the level of a competences you can ask how familiar or confident they are with a specific concept/ subject. Or if you want to know their experience in a field you just simply ask them in what kind of activities they have been before or what activities they have done until the present non-formal activity. If you want to know how they will use the gained/ developed competences you should create specific questions and ask them directly how are they going to use it.

Use free questions if you want to know more about a specific subject and let the participants to express themselves as they want. In the end of the questionnaire you should also add 2 or 3 questions regarding the youth work.

Qualitative/ Quantitative indicator	Question	Used scale

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5. End with a free question. I always end the questionnaire asking the respondents if they like to add more details about the choices they made in the questionnaire. How you will end your questionnaire?

Observation sheets

The observation sheet will help you to observe the young people behaviour, how their attitudes changes during the activity, and how they collaborate and communicate.

You can do free observations or guided observations.

You can develop observation sheets for each participant or you can do observation sheets for the entire group. Either way, I recommend you to write in the observation sheet every day, so you can observe the daily progress. During the activity we can observe: ability to analyse, deduce, and select information, the capacity to apply what they have learned, group dynamics, level of motivation, level of collaboration, cooperation and communication, the ability to understand and use the learned information, the attitudes towards people, confidence and self-esteem, sense of belonging to the group, level of trust, number of initiatives, ability to create close relationships and other.

Now select the qualitative and quantitative indicators that you want to evaluate and you start build questions/ indications around the indicator.

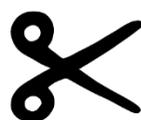
Qualitative/ Quantitative indicator	Question/ Indications



Qualitative/ Quantitative indicator

Question/ Indications

Qualitative/ Quantitative indicator	Question/ Indications





Feedback

You usually ask feedback to check what the young people have learned during the day and to measure the participants satisfaction. You can ask for feedback whenever you like, during the activity, in the middle or at the end of the day. When you ask for feedback make sure that everybody have the time to respond and that everyone is involved.

You can prepare your feedback questions or you can ask them spontaneously if you have the feeling that one session don't necessarily respond to the young people needs and interests. You can ask for verbal conclusions, how they feel, what they have learned or what they found hard to accomplish. You can ask everything that is related with non-formal activity.

Now is time to build your questions for feedback starting of course form the qualitative and quantitative indicators (especially related with the young people's behaviour) and form the activity design.

Qualitative/ Quantitative indicator	Questions/ What you want to find out	When you will ask the feedback? In what session?

Sessions

If time allows, you can use non-formal education methods and tools to create special session to monitor and evaluate the activity. This kind of session will give the opportunity for each young people to speak and to express their feeling. In the same time, you will have the opportunity to ask questions and to evaluate the gained competences and changing behaviour. You can use questionnaires, group questions, individual questions, feedback, non-formal education methods for evaluation. An evaluation session will use a mix of different methods and instruments. Now is time to design your evaluation session.

Time	Qualitative/ Quantitative indicator	Used method/ instrument



Daily evaluation

The daily evaluation is essential for your activity. Through daily evaluation you can follow the activity progress and monitor the activity so you can change, if necessary, the program, and the used methods and tools.



The daily evaluation is made at the end of the day. You will focus on what the participants learned during that day. You can also focus on the entire process if is necessary, but keep it simple, engaging and fun. You can use any type of method and instrument to evaluate the day. Try to not use questionnaire because you already use a lot of questionnaires during the entire non-formal



Subjects approached during the day	Qualitative/ Quantitative indicator	Used method/ instrument Description of the evaluation method



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