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Research Plan

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**Stakeholders**

There are several steps in preparing to conduct an evaluation, as evaluators seek to learn informational needs of an agency or program. Evaluators also gather and analyze data about an agency program and information that can be used to improve the agency. It is effective to identify the program that is being evaluated and the program’s stakeholders. Stakeholders are people who are involved in the program and sponsors the program. The stakeholders that I will be evaluating from The Center for Child and Family Services are the Executive Director and the Director of Behavioral Health Services. The Executive Director, Michael Edmonds and Ellen Williams, the Director of Behavioral Health Services, are head of providing counseling services to children, adults, families, and organizations. The Behavioral Health Services program has been designed to help individuals and families facing problems of daily living find solutions to those problems. The Behavioral Health Services goal is to improve the quality of lives of individuals and families.

**Organizational development method/ Research question**

The type of evaluation that I chose to conduct when doing the evaluation is the summative evaluation with the organizational development method, which professionals use to seek help with agencies or companies to help them function more effectively. I believe this method would be useful as I began my evaluation because it will help me analyze how the program is benefitting families and individuals. It will also allow me to gain information of how they are achieving results from the program. I will learn what may work well for an individual and what may not. My evaluation question is, “What impact has The Center for Child and Family Services made on families that are a part of this program?” My research question aligns with my evaluation method by addressing ways to enhance the abilities of an organization’s programs to meet their goals. It will allow an organization to improve their capacity for solving-problems and managing future changes to assist families and individuals that are apart of the program. I will be evaluating the Behavioral Health Services program to gain insight on the effectiveness of the organization’s designs and programs. Information that I gain throughout the evaluation will help me clarify the organization’s goals and objectives, and challenges to strengthen the overall effectiveness of the organization’s efforts.

**Qualitative method**

There are different forms of data professionals may use when conducting an evaluation, which include written surveys, interviews, checklists, tests, and records. Written surveys are given to gather information from program participants and to measure attitudes about the program. Professionals will be able to gain an understanding of how the program may be benefiting an individual or family. Interviews are given when program participants are unlikely respond to a written survey and if they are unsure of what is most important. It also explores thinking and emotions of individuals. When conducting an interview, it is important that the questions are followed up with the program study. Checklists, records, and tests are given to measure program outcomes. During my evaluation, I will be using checklists and interviews to gain an understanding of the different programs that are at The Center for Child and Family Services. I believe these data collections are useful when conducting the evaluation to ensure individuals are getting the help they need from the agency.

The research method that would work best for evaluating my agency would be the qualitative evaluation method. This method supplements numerical summaries to gain an understanding of reasons, opinions, or motivations. It provides insights into the problem and helps to develop ideas. I believe this research method would work best in addressing my research question because it will allow me to gain information about how the agency may impact individuals and families. I will be able to use this method to initiate my research question by discovering the problems people may be facing and how the program may be benefit an individual.

**References**

Posavac, E., J. & Carey, R. G. (2003). Program Evaluation: Methods and Case Studies. Upper Saddle River, N.J.: Prentice Hall.