

Chapter 10: Evaluation

Program evaluation is of importance as it provides schools with the opportunity to:

- reflect on a program's effectiveness
- develop new directions strategies
- refine the program to meet stakeholders' needs.

Evaluation of the Community Service Program will help the school to:

- identify the program's strengths and weaknesses
- improve the school's ability to plan and implement programs
- document the Community Service Program's progress toward meeting goals
- assess the impacts of students' service and identifying additional community needs
- provide feedback to students, staff and community organisations.

This chapter provides the following tools that can be used to evaluate the school's Community Service Program:

- *Evaluation of program – overview of achievements*
The purpose of this survey is to obtain an overview of the strengths and weaknesses of the program as part of the overall planning cycle.
- *Evaluation of program – staffing and support*
The purpose of this survey is to review the adequacy of the support provided to the Community Service Program coordinator.
- *Student evaluation survey*
This survey can be used to obtain feedback from students about their experiences in the program and suggestions for improvement.
- *Community organisation evaluation survey*
This survey can be used to obtain feedback from community organisations about the benefits and challenges of hosting students in the Community Service Program and ways of improving partnership with schools.
- *Parents evaluation survey*
This survey seeks the views of parents about the benefits of the program for their child and their satisfaction with the way the program has been organised.

The above surveys can be used, as required, to gain a picture of the strengths and weaknesses of the school's program. The results of the evaluation should inform planning for the next phase of the program. It is important that these results be shared with stakeholders and that they participate in the planning process.

These surveys are contained in Appendices 10.1 to 10.5. A Word-version of the surveys can be adapted to meet the school's needs. The Word documents can be found on the CD-Rom and the intranet: bswb.det.wa.edu.au/ or website: det.wa.edu.au/behaviourandwellbeing.



"I developed real skills by communicating with adults and people who work at community agencies".

Student, country high school

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Appendix 10.1: Evaluation of program – overview of achievements

What were the main achievements in the Community Service Program?

What are the strengths of the program?

What obstacles were encountered?

How were the obstacles overcome?

Summary of student hours completed

	Option 1 activities	Option 2 activities	Mix of Option 1 and Option 2
Total number of students involved in			
Number of students who have completed 20+ hours			
Number of students who have completed 16-19 hours			
Number of students who have completed 11-15 hours			
Number of students who have completed 6-10 hours			
Number of students who have completed 1-5 hours			
Number of students who have completed 0 hours			
TOTAL			

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What are the main reasons for students completing fewer hours than planned?

What service opportunities will be offered to students who have yet to complete their 20 hours?

List changes/improvements to be made to the program for next year.

-
-
-
-
-

Actions to be taken:

Actions	Staff responsible

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Appendix 10.2: Evaluation of program – staffing and support

What were the duties of the coordinator?

How was the coordinator supported, eg structures and/or other staff?

Was the level of support adequate? Why/why not?

How can the coordinator be better supported in the future?

Appendix 10.3: Student Evaluation Survey

This survey asks you to share your experiences of the Community Service Program and give your suggestions for making the program more friendly to young people.

What and where?

What community service activities did you do?	Where did you do your community service activities?

Which and why?

Describe the two activities you gained most from?	Why?

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Preparation and supervision

Do you feel you were well prepared to do your community service? YES / NO

Was there anything you weren't prepared for? Please explain.

What preparation would you have found helpful?

Were the service activities you participated in well organised? YES / NO
Please explain why or why not.

If no, how could they have been better organised?

Did you feel supported during your community service activity? YES / NO If not please explain why.

If you did activities in your own time as well as those organised by the school which activity did you gain most from, and why?

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Was it difficult to get to and from your activity? YES / NO
If yes, please explain why.

Did your friends/classmates participate in activities that you would have liked to do as well? If yes, please list the activities.

How you feel about your community service experience.

	Strongly agree	Agree	Disagree	Strongly disagree
I felt I was a great help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned a lot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was worthwhile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to participate in service activities in my own time in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions

What would make the program more interesting and meaningful for you?

Thank you for your feedback

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Appendix 10.4: Community organisation evaluation survey

Partnerships between schools and community service organisations are central to the success of the Community Service Program. Please tell us about your experiences with our students and suggest how we can improve our partnership.

What worked?

What didn't work?

What changes would you like to see in the way we work together to maximise the benefits for students and your organisation?

Other suggestions

Thank you for your feedback

Appendix 10.5: Parents evaluation survey

Your child has participated in the Community Service Program during this year. Please share your views on our school's program by completing this survey.

1. Please tick the appropriate box(es).

My child participated in:

- | | |
|---|---|
| <input type="checkbox"/> School endorsed, parent organised activities | <input type="checkbox"/> Community-based activities |
| <input type="checkbox"/> School organised and managed activities in school time | <input type="checkbox"/> School-based activities |
| <input type="checkbox"/> School organised and managed activities out of school time | |

2. Please respond to the following statements about the Community Service Program.

	Strongly agree	Agree	Strongly disagree	Disagree
I believe doing community service is a valuable part of young people's education.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child benefited from participating in the Community Service Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The school's Community Service Program contained a range of worthwhile and meaningful activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was happy with the way the Community Service Program was organised in the school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The school explained their program clearly to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel the school keeps me well informed about the community service activities my child participates in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The school took appropriate steps to ensure the safety and wellbeing of my child during activities off the school site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child has been given appropriate encouragement and recognition for his/her contributions to the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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3. Other comments/suggestions:

Thank you for your feedback