

10.01.02 - Staff Training on how to Evaluate Programs, Services, and Facilities

Standard: The agency shall provide training on how to evaluate programs, services and facilities for personnel involved in managing facilities and delivering programs and services.

Suggested Evidence of Compliance: Provide examples of recent evaluation trainings completed by the agency, including curriculum content, training dates and participant lists. Examples of training subjects could include but are not limited to qualitative and quantitative measurement, identification of applicable evaluation tools, data analysis and use of findings.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 23 – Evaluation and Action Research, p. 644.

The Park District provides on-going training for staff who are responsible for evaluation of programs, facilities, and services. An initial introductory training covering the use of the surveying software and performance measurement program is held for new full-time staff responsible for program or facility management as part of the Orientation Checklist¹. Users of the Park District's surveying software, SurveyGizmo, all have access to videos² and webinars³ on topics such as good survey design, software tips and tricks, advice on getting better survey responses, and analyzing and reporting on the results. The Park District has also provided Specialized Training with SurveyGizmo⁴ for key staff.

Because much of the evaluation taking place at the Park District is related to the performance measurement program, an Initial MPOWER Kick-Off Training⁵ was offered as well as Additional MPOWER Training⁶ for staff covering how to use the dashboards and apply the data.

Documentation:

1. [10.01.02_Orientation-Checklist.pdf](#)
2. Screenshot of SurveyGizmo videos below
3. Screenshot of SurveyGizmo webinars below
4. [10.01.02_Specialized-Training-with-Survey-Gizmo.pdf](#)
5. [10.01.02_Initial-MPOWER-Kick-off-Training.pdf](#)
6. [10.01.02_Additional-MPOWER-Training.pdf](#)

Agency Self Assessment: MET

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How To Videos

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Intro to SurveyGizmo (10)

- The Dashboard
- Create a New Survey
- Adding Questions
- Add Instructional Text
- Send Email Actions

Logic (5)

- Set Up Question Logic
- Set Up Answer Option Display Logic
- Page Display Logic
- Set Up Skip/Disqualify Logic
- Using the Logic Builder

Sharing Survey Links (3)

- Different Styles/Themes in One Survey
- Website Intercept - Part 1. Create Beacon
- Website Intercept - Part 2. Create Survey Link

Responses (2)

- Generate Test Responses
- Share Response Data in a Google Spreadsheet

Survey Building (15)

- Create a Hyperlink to Download a Document
- Add an Other Textbox
- Translate Your Survey into Different Languages
- Change Survey Text and Messages
- Save and Continue

Piping and Repeating (4)

- Pipe into Options - Repeat Selected Answers
- Pipe Answers not Selected
- Question Repeating: Use Previous Answers to Repeat Questions
- Page Repeating: Use Previous Answers to Repeat Survey Pages

Email Campaigns (5)

- Create and Style Email Campaign Messages
- Customize Email Campaign Settings
- Add Contacts to an Email Campaign
- Test and Send Email Campaign Messages
- Delivery Report and Status Log

Responses from Panelists (4)

- Set up the Panel Integration
- Setup URL Redirect for Completed Respondents
- Setup Skip/Disqualify Logic for Disqualified Respondents
- Setup Over Quota Link for Respondents

Survey Questions (6)

- Cascading Dropdown Menu
- Custom Table Question
- Image Select Question
- Max Diff Question
- Net Promoter Score

Survey Actions (11)

- Login/Password Action
- Percent Branch - A/B Split Testing
- Review Response
- Result Chart
- Hidden Values

Email Notifications (3)

- Send Automated Email to Survey Administrator
- Send Email to Address Collected on Survey
- Send Email to Quiz Taker

Reports & Data Analysis (4)

- Summary Report Elements
- Report on Contact Info with an Advanced Appendix
- Filter a Report
- Sharing and Scheduling Reports

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First Fridays - New Features and Tips	Fri. Mar 6th - 11 am MST	RSVP
Getting Started with SurveyGizmo	Wed. Mar 11th - 10 am MST	RSVP
Optimize Survey Performance When Using Panelists - Best Practices Webinar Series	Thu. Mar 12th - 10 am MST	RSVP
Piping and Repeating Questions	Tue. Mar 17th - 10 am MST	RSVP
Getting Started with SurveyGizmo	Wed. Mar 18th - 10 am MST	RSVP
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