

## **AZ Links Steering Committee Evaluation**

### **Why the Steering Committee was Evaluated**

- Powerful management tool; continuous quality improvement; improve performance and services offered
- Serves as a “management think tank”: sounding board for new ideas; recommendations/input regarding progress of program to achieving obj/goals
- Input from evaluation findings would challenge program staff to expand their thinking and reevaluate and modify program activities, as needed
- Provide an opportunity for members to share their thoughts, ideas and concerns that may not have been discussed at the meeting(s)
- Identify where board members may need more support to carry-out leadership responsibilities

### **How the Steering Committee Evaluation was Conducted**

- The surveys were designed as electronic files and emailed to members to be completed and returned to the program evaluator.
- The surveys were conducted at baseline (after the second committee meeting) and at six months and will be conducted every six months thereafter for the duration of the project.

### **Survey Instrument: Design, Structure and Content**

#### *Design*

- Review of existing Advisory Board evaluation/satisfaction surveys: ADRC Technical Assistance Website
- Replication and modification of the ADRC Consortium of Northeastern Massachusetts, “Stakeholder Satisfaction Report: Advisory Board Survey”, September, 2005

#### *Structure*

- Likert-type scale(s) and open-ended questions
- First 10 questions on both the baseline and six month follow-up surveys were formatted as a Likert-type scale with six response categories, i.e., strongly agree; agree; undecided; disagree strongly disagree; don’t know.
- The baseline survey included two additional Likert-type scales to measure potential program challenges and the usefulness/helpfulness of future meeting topics.
- Remaining questions on both baseline and six month follow-up surveys were open-ended responses

## *Content*

- *Baseline and Six Month Follow-up Surveys:* The six choice Likert type scale for Questions 1 – 10 of the survey are: clarity of goals and objectives; purpose of committee is understood; clarity of role; accessibility of resources to achieve goals; need for additional information about members' roles and responsibilities; members' capacity to serve as program ambassadors to heighten public awareness; committee representation from all target populations; and clarity of committee functions related to subcommittees; satisfaction with progress being made by the committee. The first ten survey questions will be repeated on all follow-up surveys conducted every six months during the duration of the program.
- *Baseline and Six Month Follow-up Surveys:* Open-ended response questions included: recommendations for improving the committee's functions; challenges to the success of AZ Links; and identification of future discussion topics for the committee. These open-ended questions will be repeated on all follow-up surveys conducted every six months during the duration of the program.
- *Baseline Survey Only:* An open-ended question regarding members' expectations when they agreed to serve on the AZ Links Steering Committee.
- *Baseline Survey Only:* Members were asked to rate potential program challenges to the success of AZ Links on a five point scale from least challenging (1) to most challenging (5).
- *Baseline Survey Only:* Members were asked to rate future meeting(s) discussion topics on a five point scale from least helpful (1) to most helpful (5).
- *Six Month Follow-up Survey Only:* Committee members were asked several additional questions on the follow-up survey that were not included at baseline including identifying: other organizations that should be represented as AZ Links partners; significant program related events that occurred during the past six months; and attributes that will help the program achieve sustainability.

## **Evaluation Survey Findings (Baseline and Six Month Follow-up Comparison)**

- Of the 30 committee members surveyed at baseline, 21 or 70% completed and submitted the survey. A total of 24 committee members received the six month follow-up survey. Of these, 13 members (54%) completed and returned the follow-up survey. Findings from a comparison of Questions 1-10 from the baseline and six month follow-up survey were:
  - At follow-up, roughly 23% of respondents strongly agreed, 54% agreed, 8% each were undecided, disagreed or strongly disagreed that goals and objectives of AZ Links were clearly defined. Compared to baseline percentages, it appears that members at the six month follow-up have a clearer understanding of the goals and objectives of the program.
  - A slightly greater percentage of respondents at six month follow-up than at baseline strongly agreed (15% vs. 10% at baseline) while a similar percentage agreed (54% vs. 55% at baseline) the Steering Committee has access to resources necessary to achieve the goals of AZ Links.
  - The data indicated that respondents at six months had a better understanding of their roles and responsibilities than at baseline. Approximately 46% of respondents at six months

agreed compared to 67% at baseline that Steering Committee members could benefit from having additional information about their roles and responsibilities.

- About 31% strongly agreed (three times greater than at baseline), 46% of members agreed, 8% each were undecided, disagreed or strongly disagreed they understood the purpose of the AZ Links Steering Committee.
- When asked if they were satisfied with the progress being made by the Steering Committee, one respondent (8%) strongly agreed, 54% of respondents agreed, while 15% strongly disagreed, and 8% disagreed. Furthermore, respondents at baseline were seven times more likely to be undecided about the progress being made (56%) compared to respondents at six month follow-up (8%).
- At six month follow-up, roughly 15% of respondents strongly agreed; 46% agreed; 8% were undecided; 15% disagreed; and 15% strongly disagreed that functions of the Steering Committee as they relate to AZ Links subcommittees were clearly identified and defined. Comparatively, at baseline, none of the respondents strongly agreed; 38% agreed (8% less than the six month figure); and 33% disagreed (more than twice the six month figure) that functions of the Steering Committee as they relate to subcommittees were clearly identified and defined.

#### **Issues Related to Steering Committee Evaluation**

- Return/Submittal of Completed Survey: Four reminder notices were sent to members in order to obtain 13 completed surveys.