

Suggested Questions to Address during Monitoring and Evaluation

INPUTS: resources used in a program/intervention, such as money, staff and materials

- Were appropriate OPQ interventions designed?
- Were human and financial resources adequate to design and implement the interventions?
- Were inputs (faculty/trainers, materials) ready at the times specified in the implementation plan?

PROCESSES: program activities that accomplish its objectives

- Were the scheduled activities carried out as planned?
- How well were they carried out? With what level of quality? Have costs been contained?
- Were all other support factors made available when needed?

OUTPUTS: direct products or deliverables of the program/intervention, such as training sessions completed, people reached, materials distributed

- Were the training or production targets met?
- Were employees found competent after training and at work site?
- Are customers/clients receiving the expected service?

EFFECTS: results that occur immediately and sometime after the activities are completed, such as changes in knowledge, skills, behaviors, environment

- To what extent have indicators showing a difference between actual and desired performance changed as a result of interventions?
- To what extent has employees' performance changed?
- To what extent are employees applying their knowledge and skills for problem solving and for improving service provision?
- To what extent are the systems put in place functioning as expected?

IMPACT: long-term results of one or more programs over time, such as changes in prevalence or morbidity

- To what extent have desired strategic results been met?
- To what extent are customers/clients satisfied with improved performance?
- Are there changes in health indicators?
- How sustainable is the OPQ process?