

Is Our Program Being Delivered as Intended?

In its logic model, Super Scholars identified a lot of important activities and expected program outputs. **But are they happening as planned?** For example, the program assumes that, each semester, mentors will:

- Complete one hour of ongoing training
- Receive two contacts from program staff members

Anecdotally, program leaders have heard that these important activities may not always be happening consistently. If that is the case, it could greatly affect mentors' ability to deliver the program curriculum and support mentees.



Setting Up a Process Evaluation

Super Scholars designed a **process evaluation** to help it determine whether several aspects of the program model are being implemented as intended.

1. Super Scholars started by identifying the questions it hopes to answer about program delivery.
2. Next, program staff members identified sources of data they could gather to answer their questions.
3. Finally, Super Scholars created target benchmarks for each process question.

One of the outputs program staff members investigated was ongoing mentor training. Setting up a process evaluation helped Super Scholars discover that ongoing training was not being delivered by staff members consistently — and that mentors were not satisfied with the quality of the training. This information helped Super Scholars improve the quality and frequency of its ongoing mentor training.