

Workbook

for Planning a Study of the Clientele-Perceived Results of the

Cooperative Extension Program

in County/Area

Using Reflective Appraisal of Programs (RAP)

Completed by:

(Extension Agent)
and

(RAP Team Secretary)

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Planning Aid A: Choose a program for a RAP study.

Choose a program for a RAP study and jot down key words to describe the program according to the points below. These key words will help you write a more complete description of the program later.

Name or title of the program.

Situation in the county, area, state, and/or nation that led to the development of the program, including needs, problems, opportunities, and capabilities.

Program's objectives—immediate, intermediate, and long-range.

Strategy, resources, activities, methods, and subject matter(s) of the program.

Extension personnel and volunteers responsible for the program.

Other appropriate information about the program.

Planning Aid B: Identify who might use the RAP study and for what purposes

Check (✓) the boxes that represent who might use the RAP study and for which purposes.
(Check as many boxes as apply to the study.)

Potential Users	Potential Purposes				
	To Improve Decisions on Programs or Program Resources	To Improve Accountability Within Extension	To Improve Extension's Accountability Externally	To Improve Morale	To Improve Understanding of Programs
You/Other County or Area Agents					
Your Supervisor (District or Area)					
Your Program Development Committee					
Your County Legislators, County Court, or County Commissioners					
Your State Legislator					
Your State Specialist or Program Director					
Program Clientele					
Others: _____ _____					

Planning Aid C: Indicate the individuals or groups you will invite to work with you.

Check the individuals or groups you will invite to work with you in planning, conducting, and/or interpreting the RAP study.

- _____ Council or program development committee(s)
- _____ Other extension agents
- _____ Program or subject-matter specialist(s)
- _____ Evaluation specialist
- _____ District or regional director
- _____ State/district program leader
- _____ Other (specify) _____

Planning Aid D: Indicate the scope of the RAP study.

List the activities, audience, methods, content, and time period that the RAP team will study. List also the types of reactions, KASA changes, practice changes, and end results that you will look for. (Fill in only those items that apply to the study.)

Activities or types of activities you will study.

1. _____
2. _____
3. _____
4. _____

Audience(s) you will study. If you are studying more than one program stage, complete a separate workbook for the audience of each stage.

1. _____
2. _____

Methods you will study (the major delivery modes of the program).

1. _____
2. _____
3. _____
4. _____

Subjects or program content you will study (subjects can be biological, physical, economic, psychological, and/or social processes).

1. _____
2. _____
3. _____
4. _____

Time period of the program you will study--weeks, months, years (up to three).

Reactions you expect to the program activities (how positive and/or negative).

Knowledge changes you will look for in terms of subjects (relative to the subjects you listed above).

1. _____
2. _____
3. _____
4. _____

Attitude changes you will look for in terms of subjects (relative to the subjects you listed above).

1. _____
2. _____
3. _____
4. _____

Skill changes you will look for in terms of subjects (relative to the subjects you listed above).

1. _____
2. _____
3. _____
4. _____

Aspiration changes you will look for in terms of subjects (relative to the subjects you listed above).

1. _____
2. _____
3. _____
4. _____

Practice changes you will look for in terms of subjects (relative to the subjects you listed above).

1. _____
2. _____
3. _____
4. _____

End results, i.e., consequences of KASA change and/or practice change, you will look for.

1. _____
2. _____
3. _____
4. _____

Planning Aid E: Indicate plans for selecting interviewees.

Check the lists you plan to use to enumerate program participants and whether you will draw a sample of interviewees. Indicate the intended number of interviewees.

☐ Attendance lists
☐ Mailing list(s)
☐ Membership or enrollment lists
☐ List(s) of people who telephoned or wrote for advice.
☐ Other (specify) _____

Based on the estimated total number of participants involved during the time period being studied, i.e., _____, it will probably be necessary to:

☐ interview all the participants
☐ interview a random sample of _____ participants
☐ interview a purposeful sample of _____ participants

The total number of interviewees is expected to be _____.

Planning Aid F: Indicate the levels of evidence that are most needed by the study users.

In the column at the left below, fill in the names or titles of people who will be users of the RAP study. Then check the levels of evidence that these people need. (Levels 2 and 3 are included in every RAP study.) Don't assume what evidence these people need. Rather, find out which of the levels each user needs for understanding the program, decision making, accountability, and/or morale. Before you check the levels of evidence each person needs, find out whether this person already has sufficient or easy access to this evidence without a RAP study. If the answer is no, then you should check the box corresponding to that level of evidence.

Which Levels of Evidence Are Needed by Whom?							
Who Needs the Evidence?	1. Inputs	2. Activities	3. People Involvement	4. Reactions	5. KASA Change	6. Practice Change	7. End Results

(Courtesy of Arlen Davison, Cooperative Extension Service Washington State University)

Planning Aid G: Indicate your sources for evidence to describe RAP levels 2 and 3.

What sources of evidence (to which you have easy access) can you depend upon to provide you with the information to describe accurately levels 2 and 3 (activities and people involvement) of the program? Check as many boxes as necessary.

Levels of Evidence	Sources of Evidence			
	Extension Organization		Self	
	Personnel	Records	Memory	Files
(2) Activities				
(3) People Involvement				

Planning Aid H: This and the next few planning aids will help you determine the questions to include in the RAP interview instrument. Indicate what aspects of RAP levels 2 and 3 your interview will include.

Check the items below regarding levels 2 and 3 that you will include in the RAP interview instrument.

- _____ A "validation item"
- _____ Respondent's reflection on his or her degree of participation
- _____ Parent's or other person's estimate of the respondent's degree of participation
- _____ A nondirective probe (open-ended) item

The items regarding degree of participation in the program will cover these activities or types of activities (should be the same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

Planning Aid I: Indicate any aspects of REACTIONS that the interview will cover.

Check those aspects of reactions, if any, that the interview will cover.

- _____ Respondent's reflection of reaction
- _____ Parent's or other person's estimate of participant's reaction
- _____ Nondirective probe (open-ended) item

The interview items on reactions will cover these activities or types of activities (will normally be the same as in Planning Aids D and H).

1. _____
2. _____
3. _____
4. _____

The items on reactions will cover these educational methods or delivery modes (same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

AND

These subject matters (same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

Planning Aid J: Indicate any aspects of KASA CHANGE that the interview will cover.

Check those aspects of KASA change, if any that the interview will cover.

	Knowledge	Attitude	Skill	Aspiration
Respondent's reflection of change	_____	_____	_____	_____
Parents or other person's estimate of participant's change	_____	_____	_____	_____
Non-directive probe (open-ended) item	_____	_____	_____	_____

KASA change interview items, if any, will cover these subject-matter/content areas (same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

Planning Aid K: Indicate any aspects of PRACTICE CHANGE that the interview will cover.

Check those aspects of practice change, if any, that the interview will cover.

- _____ Respondent's reflection of change
- _____ Parent's or other person's estimate of participant's change
- _____ Nondirective probe
- _____ Directive probe(s)

Practice change interview items, if any, will cover these subject-matter/content areas (same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

Planning Aid L: Indicate any aspects of END RESULTS that the interview will cover.

Check those aspects of end results. if any, that the interview will cover.

- _____ Respondent's reflection of end results that were a consequence of program-induced KASA change/practice change
- _____ Parent's or other person's estimate of end results that were a consequence of program-induced KASA change/practice change
- _____ Nondirective probe
- _____ Directive probe(s)

The interview items regarding end results will refer to consequences of these subject/content/practice change areas (same as Planning Aid D).

1. _____
2. _____
3. _____
4. _____

The interview items on end results will cover the following expected consequences of KASA change and/or practice change (same as in Planning Aid D).

1. _____
2. _____
3. _____
4. _____

Planning Aid M: Indicate any additional items or procedures that will be included in the RAP study.

Check any of the following additional items or procedures that will be included in the RAP study.

- _____ Interview items to elicit suggestions for improving the program
- _____ Calculation or estimate of the costs of the program
- _____ Interview items to obtain biographical information on the interviewees
- _____ A field test of the interview instrument

Planning Aid N: Indicate who will do the RAP interviewing.

Indicate the approximate number of interviews that each of the following types of interviewers will conduct.

_____ County or area staff assigned to the program
_____ Subject-matter specialist(s)
_____ Paid program assistants or paraprofessionals assigned to the program
_____ Volunteer extension leaders working on the program
_____ District director/program leader
_____ County or area staff not assigned to the program
_____ Paid interviewers
_____ Extension secretarial staff
_____ Program development committee or council members
_____ Other (specify) _____
_____ = total number of interviews planned (should match number indicated in Planning Aid E)

Planning Aid O: Indicate who will train interviewers and test the interviewing procedures.

Check who will train the interviewers.

_____ County agent
_____ District director/program leader
_____ Subject-matter specialist
_____ Evaluation specialist
_____ Volunteer extension leader
_____ Other (specify) _____

Check who will be responsible for testing the interviewing procedures.

_____ County agent
_____ District director/program leader
_____ Subject-matter specialist
_____ Volunteer extension leaders
_____ Other (specify) _____

Planning Aid P: Indicate plans for interviewing procedures.

Check any of the following interviewing procedures that will apply to the study.

- ☐ A coordinator for the interviewing effort will be named from the RAP team.
- ☐ A date will be set by which time all the interviews should be conducted.
- ☐ Guidelines will be set on the time of day (or evening) when telephone calls or personal visits will be made.
- ☐ Guidelines will be set on whether appointments will be made for conducting the interviews.
- ☐ Guidelines will be set on how many times an interviewer will attempt to reach an interviewee.
- ☐ Responses to the probe questions will be precoded.
- ☐ Other (specify) _____

Planning Aid Q: Indicate plans for analysis.

Check the plans you will make for analyzing the interview data.

- ☐ A coordinator for the analysis effort will be named from the RAP team.
- ☐ Responses will be tallied according to analysis categories (check as many of the following three categories as apply to this option):
 - ☐ personal characteristics of the participants
 - ☐ educational method participants were exposed to
 - ☐ content of the program participants were exposed to
- ☐ Computer assistance for the analysis will be sought.
- ☐ Response tallies will be converted to percentages.
- ☐ Tallies or percentages will be converted to bar graphs.
- ☐ Other (specify) _____

Planning Aid R: Indicate procedures for drawing conclusions and evaluating the program's results.

Check the procedures that will be used to reach conclusions and evaluate the program's results.

- ☐ The RAP team will inspect the findings to reach conclusions or arrive at interpretations concerning what the results of the program were.
 - ☐ An appraisal or evaluation of the results of the program will be made.
- The RAP team will evaluate the program's results by (if applicable):
- ☐ employing whatever criteria each team member feels is appropriate after the findings from the interviews are available.
 - ☐ comparing actual findings of the study with expected responses recorded before the interviews are conducted.
 - ☐ Other (specify) _____

Planning Aid S: Indicate plans for helping decision makers to use the RAP study.

Check your plans for making recommendations to decision makers or otherwise helping them use the study.

- _____ issues regarding the program's future will be posed.
- _____ Alternatives for the program's future will be identified.
- _____ The implications of selecting each alternative will be projected.
- _____ One or more alternatives for the program will be recommended.
- _____ A subgroup of the RAP team will pose issues, identify alternatives and implications, and make recommendations for review and acceptance by the entire team.
- _____ Issues, alternatives, and/or recommendations will be directed toward decision makers external to extension, as well as toward decision makers within extension.
- _____ Other (specify)_____

Planning Aid T: Indicate plans for communicating the RAP study.

Check the way(s) you intend to package and communicate the study findings, conclusions, and recommendations.

- _____ Through special mailings summarizing or reporting on the study
- _____ Through a news release on the study
- _____ Through regular reporting channels aimed at extension administration, county legislators, county commissioners, etc.
- _____ Through meetings to brief selected audiences on the study
- _____ By feeding-in findings, recommendations, etc. during program planning meetings, budget meetings, etc.
- _____ Through a variety of brochures focusing on specific aspects of the study of interest to selected audiences
- _____ Through volunteer extension leaders who will informally transmit the study's findings to county and state policymakers
- _____ Other (specify)_____

Additional copies of the RAP package may be ordered for \$2.00 (New York State residents) or \$2.50 (out-of-state residents) plus postage and handling. Minimum order: \$10.00. Address all inquiries to:

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