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)

by Claude F. Bennett*
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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.
_________________________________________________________________
_________________________________________________________________
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_________________________________________________________________
_________________________________________________________________
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.)

<table>
<thead>
<tr>
<th>Potential Users</th>
<th>To Improve Decisions on Programs or Program Resources</th>
<th>To Improve Accountability Within Extension</th>
<th>To Improve Extension’s Accountability Externally</th>
<th>To Improve Morale</th>
<th>To Improve Understanding of Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>You/Other County or Area Agents</td>
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<tr>
<td>Your Supervisor (District or Area)</td>
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<tr>
<td>Your Program Development Committee</td>
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<td>Your County Legislators, County Court, or County Commissioners</td>
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<tr>
<td>Your State Legislator</td>
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<tr>
<td>Your State Specialist or Program Director</td>
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<tr>
<td>Program Clientele</td>
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<td>Others: __________</td>
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</table>
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.

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(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.

<table>
<thead>
<tr>
<th>Levels of Evidence</th>
<th>Sources of Evidence</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Extension Organization</td>
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<tr>
<td></td>
<td>Personnel</td>
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<tr>
<td>(2) Activities</td>
<td></td>
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<tr>
<td>(3) People Involvement</td>
<td></td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th></th>
<th>Knowledge</th>
<th>Attitude</th>
<th>Skill</th>
<th>Aspiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent's reflection of change</td>
<td></td>
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<tr>
<td>Parents or other person’s estimate of participant's change</td>
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<tr>
<td>Non-directive probe (open-ended) item</td>
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</table>

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.

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