

CLIENT FEEDBACK FORM

Instructions: Your assistance is requested in assessing the services and/or products that your evaluator provided to you or your organization for the *specific project* identified. Your candid responses to each of the items in this survey will be used by your evaluator to improve the quality of the work. When responding to the items, be sure to consider *only the project named* by your evaluator, not other projects on which you may have worked together. Please try to complete all of the items, even if your evaluator did not perform a program evaluation per se (e.g., developed products; provided technical assistance; etc.). Thank you for your cooperation!

Name of Project or Services to be Evaluated: _____

Date: ____/____/____ Check One: (1) Mid-Term Evaluation (2) Final Evaluation

1. How would you characterize ***your involvement*** in the project? (✓ all that apply)

- (1) Involved in selecting the evaluator
- (2) Provided input into the evaluation plan
- (3) Key decision maker (e.g., approved instruments; reports; changes in plan; etc.)
- (4) Day-to-day point of contact with the evaluator
- (5) Handled my organization's responsibilities in the evaluation
- (6) Approved invoices/interim status reports
- (7) Read/commented on final evaluation report/s
- (8) Participated in interpreting results/writing recommendations
- (9) Other, specify:

2. Based on your experience with the evaluator on this project, what is your ***overall assessment*** of the quality of the work? (✓ one only)

- (1) Poor (2) Fair (3) Good (4) Very good (5) Excellent

3a. How ***useful*** to your organization was the work performed by the evaluator? (✓ one only)

- (1) Not at all useful (2) Somewhat useful (3) Very useful (4) Extremely useful

4a. Would you ***recommend*** this evaluator to your colleagues? (✓ one only)

- (1) Yes (2) No

4b. If Yes, why? If No, why not?

Over Please

5. How would you assess the evaluator in the following **areas of performance**? For each area, check (✓) the one column that best represents your opinion. If an area does not apply or you do not know, check (✓) the first column.

The Evaluator's:	NA/Don't Know (0)	Poor (1)	Fair (2)	Good (3)	Excellent (4)
a. understanding of the project					
b. attentiveness to my needs/organization's needs					
c. quality of reports/products produced					
d. appropriateness of reports/products for my needs/organization's needs					
e. timeliness in delivering reports/products					
f. accessibility to me/my organization					
g. communication with me/my organization					
h. other , specify:					

6. What are the **strengths** of the evaluator?

7. In what areas could the evaluator benefit from **improvement**?

8. The following items were drawn from the American Evaluation Association’s **Guiding Principles for Evaluators** and represent important characteristics for evaluators to possess. Please rate the evaluator’s adherence to each of these principles during the project by checking (✓) the *one* column that best represents your opinion. If a principle does not apply or you do not know, check (✓) the first column.

AEA Guiding Principle	NA/Don't Know (0)	No (1)	Partially (2)	Completely (3)
a. Did the evaluator negotiate honestly with your organization concerning: 1) <i>costs</i> ?				
2) <i>tasks</i> to be undertaken?				
3) <i>limitations</i> of methods?				
4) <i>scope</i> of results likely to be obtained?				
5) <i>uses</i> of data resulting from the evaluation?				
b. Did the evaluator explore with your staff both the shortcomings and the strengths of different ways to evaluate your program?				
c. Did the evaluator record all changes made in the original evaluation plan and the reasons why the changes were made?				
d. Did the evaluator conduct the evaluation in a way that clearly respects the dignity and self-worth of everyone involved?				
e. Did the evaluator identify and respect differences among participants (e.g., age; gender; ethnicity; etc.) when planning, conducting, and reporting the evaluation?				
f. In planning and reporting the evaluation, did the evaluator <u>consider</u> including the perspectives and interests of all interested parties?				
g. When the evaluator presented their work, did they communicate accurately and in sufficient detail to allow others to understand, interpret, and critique their work?				
h. Did the evaluator report negative findings in a sensitive manner without compromising the integrity of the findings?				

9. Do you have any **other comments** about your experience working with the evaluator on this particular project? If yes, please feel free to use the space below.

Thank you for your cooperation!

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