

Evaluating an Educational Support Program for those who are Deaf and Hard of Hearing: Unique Needs

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Presentation Overview

- What's PEPNet?
- What was the evaluation design?
- What did we find?
- What did we learn?

Postsecondary Education Programs Network - PEPNet

- Improve services, access for Deaf, Hard of Hearing, Co-occurring Disabilities
- Technical Assistance (TA), Professional Development (PD), Technology Use Instruction (TU)
- 2007 to 2011
- Collaborative efforts

Timeline

	Activities
Year 1	Evaluation Planning Instrument Development
Year 2	Focus Group Training Data Collection and Reporting
Year 3	Refining Evaluation Plan Data Collection and Reporting
Year 4	Refining Evaluation Plan Data Collection and Reporting
Year 5	Revising Evaluation Plan Data Collection and Reporting

Evaluation Design

- Evaluation Questions:
 - To what extent did each center provide PD, TA, and TU?
 - What is the impact on PEPNet professionals?
- Regional and National Perspective
- Data Sources
 - PEPNet Professionals
 - PEPNet Staff
 - Database Review

PEPNet Professionals

- Online Survey

- Adaptive
- Mostly closed-ended
- Topics:
 - Training/PD
 - TA
 - TU
 - PEPNet Website
 - Communication
 - Demographics

- Focus Groups

- 2 per region
- 1 hour
- In-person and Virtual
- Topics:
 - Quality, Relevance, Usefulness
 - Suggestions

PEPNet Staff

- Online Survey
 - Mostly closed-ended
 - One week prior to site visit
 - Topics:
 - Collaboration and Communication
 - Resources
 - Technology
- Focus Groups
 - Facilitated by ACET
 - 2 hours
 - Topics:
 - Resources
 - Work groups
 - Communication

Database Review

- Process
- Number and description of activities
 - Professional development
 - 234 activities in 10 months
 - 1 to 800 participants
 - TA requests
 - 1100 TA requests in 10 months
 - Postsecondary and Secondary educators

Results – PEPNet Professionals

- Serves diverse professionals
- Demographic profile
- New vs. Consistent users
- Happy with PEPNet services

Challenges – PEPNet Professionals

- Expand the Mission Scope
- Expand the Resources
- More collaborations outside PEPNet

Results – PEPNet Staff

- Top-down pieces in place to support new collaboration
 - Implementing PEPNet's mission
 - Communication encouraged
 - Support of national activities
- Bottom-up pieces sometimes missing
 - Technology support
 - Resource sharing
 - Communication protocols

Personal Take-aways

- Focus Group Training
 - Fabulous, Frightening, and Frustrating!
- Impact of Shifting Technology

Focus Group Training

- 1-day Training
 - AM – Information Sharing
 - Setting the context
 - Focus group
 - Troubleshooting
 - PM – Practice & Reflection
- Resources

Focus Group Plan

- Contact participants about 2 weeks out
- Arrange site logistics about 10 days out
- Conduct focus group
- Forward notes to ACET
- Debrief

Focus Group Challenges

- “Usual Suspects”
- Multilingual setting
 - Signing, lip-readers, assistive technologies
 - Coordinating technologies, Coordinating space
- Nuance in word choice
- Debriefing failed

Questions?

Thank you!

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