



PUBLIC
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Program Assessment Guiding Organizational Improvement and Growth

Introduction

Even the most experienced teams can overlook risks when information is incomplete or scattered. Assessments uncover hidden patterns and provide insights that help teams understand what is working and where attention is needed. By listening to perspectives from across the organization, teams can make smarter decisions and focus efforts for the greatest impact.

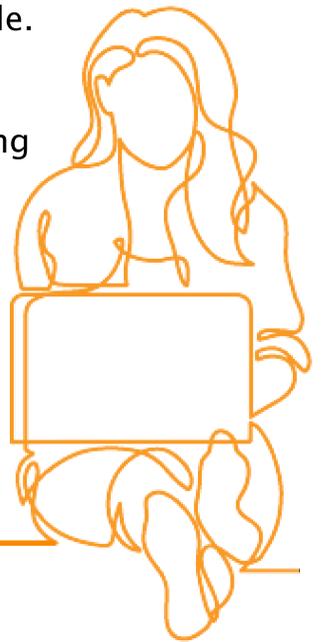
Assessments help organizations understand what is working and where to focus next. Many teams face challenges when it comes to setting priorities or evaluating whether current efforts support their goals. A well-designed assessment offers clear insight into strengths and opportunities, guiding decisions that move programs forward. With this foundation, organizations can respond to challenges more effectively and continue improving over time.

Problem Statement

State government agencies face significant challenges every day in problem-solving and implementation. They are required to identify needs, implement new programs and initiatives, and support their workforce, while addressing multiple stakeholders in the process. It is often difficult to narrow down the options and prioritize the most important things.

Finding the path forward by focusing on the most impactful actions and strategies is possible. Addressing organizational challenges effectively starts with a clear understanding of the issues.

Data-informed and data-driven solutions begin with strong assessments.



Solution

Public Knowledge® completes reviews using our organizational assessment methodology. The assessment focuses on strengths and areas for improvement, centered around the precipitating statement of need. Our analysis helps you make the most of your resources and spot the gaps that need attention.

Our Methodology

Establishing the Assessment Scope

After meeting with your project team, we use our expertise to design questions that reflect the key program or organizational area(s) being assessed.

Establishing the Inquiry Protocol

Our seven-step inquiry protocol establishes the strategies, tools, and techniques we employ to conduct a comprehensive assessment.

Collecting Data

We collect qualitative and quantitative data through multiple methods and sources. This multi-method approach guarantees a holistic evaluation, providing a deeper understanding and actionable recommendations to enhance your organization's effectiveness and readiness for any upcoming changes. Our sources may include:

Interviews

We may interview key participants to gather their perspectives and perceptions. This personalized approach considers every perspective, building a better understanding of your organization's unique challenges and opportunities. Two of our experienced team members lead the interviews: one will conduct the conversation, and the other captures comprehensive notes. This method results in a thorough and nuanced data collection that can give deeper insights into your program(s).

Seven-Element Inquiry Protocol

Inquiry Questions

Defines the inquiry questions that explore the topic elements for each research question

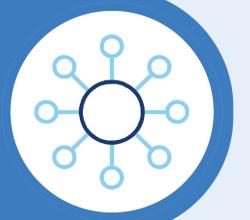


Method of Inquiry

Details the methods employed to explore the inquiry questions and the methods for analyzing the collected data

Universal Participants

Describes all individuals or populations impacted by the inquiry questions



Representative Sample of Participants

Describes the representative sample of the universal participants used in this assessment

Data Elements

Details the data sources required to explore the inquiry questions



Preliminary Data Source

Lists all preliminary sources planned for review

Regulation, Information, and Documentation

Lists all sources planned for review



Focus Groups

We use focus group sessions when we need to gain valuable collective insights. Two of our team members lead these discussions, hearing every voice and capturing every perspective. One team member facilitates the conversation, asking thoughtful questions that prompt meaningful responses, while the other records the insights shared. This approach highlights themes and provides invaluable data to drive informed decisions and improve your program's effectiveness.

Surveys

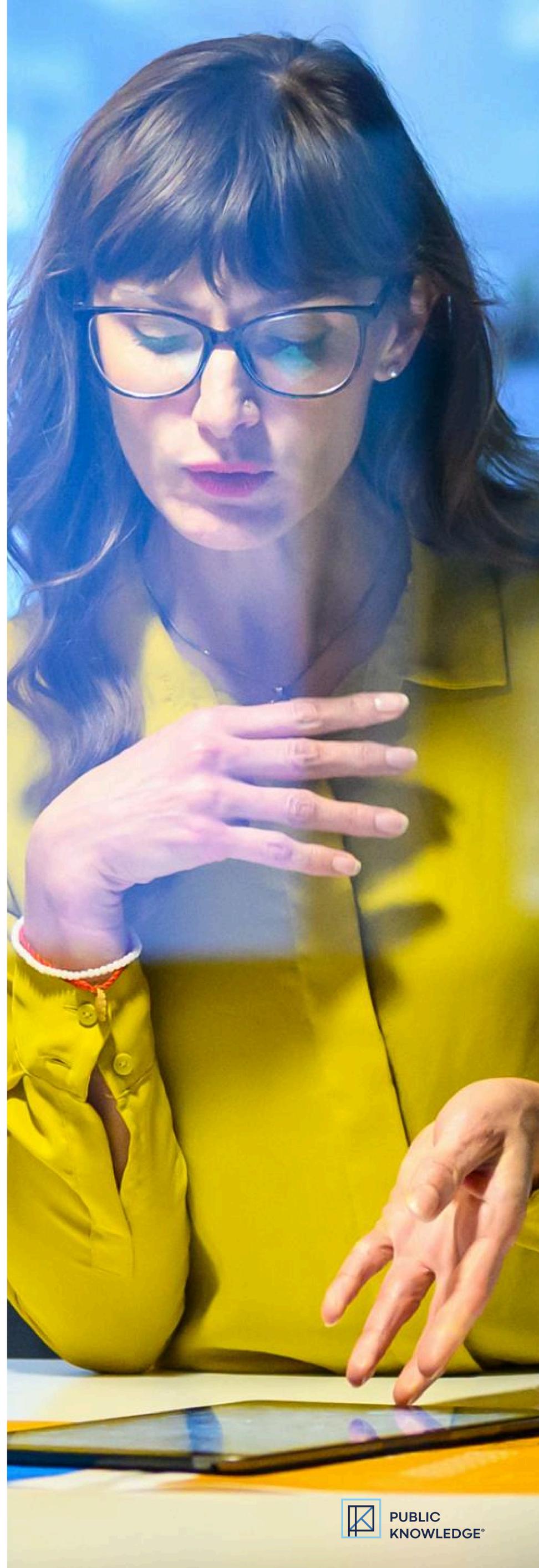
Our team administers online surveys to collect quantitative and qualitative data from various participant groups. We use industry standards and non-clinical human subject review guidelines for data collection activities. Surveys are particularly advantageous when a broad range of opinions are required, where anonymity might encourage more honest responses, or where logistical constraints make in-person interviews or focus groups impractical.

Document Review

We review pertinent documents including policies, procedures, regulations, previous reports, and other sources. This crucial step results in a comprehensive understanding of the existing frameworks, facilitating an informed and strategic assessment.

Establishing Variables and Assumptions

We work with your project team to understand variables and document assumptions that may affect the analyses' outcomes. We look for discrepancies in data or research and document any assumptions. Typically, we assume the data is current and that participants shared information accurately.





Analyzing Data

We analyze the qualitative and quantitative data based on best practices and our expertise. The analyzed data is directly connected to answering the research questions. We maintain confidentiality and cultural sensitivity during and after the analysis and present the data as themes.

Identifying Themes

For each research question, themes and data results are summarized and documented. We base our findings on qualitative and quantitative data analyses and observations.

Handling Unexpected or Adverse Events

Our team works with you to address any unexpected or adverse events affecting the assessment process or outcomes. We include these events in the organizational assessment report. Unexpected or adverse events may include leadership changes, staffing cuts, natural disasters, public health crises, or other events.

Reporting Findings

The final organizational assessment report includes an executive summary of the entire assessment, an overview of the assessment process (with the approved assessment protocol), the identified scope of the assessment, qualitative and quantitative data collected, data analysis, identified key themes, description of unexpected or adverse events, and findings with recommendations.

Conclusion

Assessments reveal patterns and provide the information teams need to prioritize efforts effectively. Understanding what is working, where gaps exist, and how initiatives perform allows organizations to act with greater precision. Programs and initiatives become more responsive to evolving needs while remaining aligned with long-term goals. They produce measurable outcomes and strengthen the organization's ability to deliver results over time.