

Draft Research Plan 2009-2010 LIEE Process Evaluation

Jane S. Peters, Research Into Action

Collin Fellows & Kara Crohn

Research Into Action

Jackie Berger

APPRISE, Inc.

Agenda

- What is a process evaluation?
- What are the objectives of the 2009-2010 LIEE process evaluation?
- What are the various data collection activities?
- When will these activities occur?
- When will the report be completed?



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What is a Process Evaluation?

- A process evaluation...
 - **Systematically** reviews a single program or portfolio of programs
 - **Regularly** provides feedback on program progress and performance
 - **Openly** recognizes what is working well with a program and identifies program design issues and barriers to delivery
 - **Clearly** lays out actionable recommendations for program improvements or changes in program goals



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LIEE Process Evaluation Objectives

- Assessment of recruitment and enrollment activities
 - Recommendations for improving enrollment and assessment activities
- Assessment of program delivery and implementation
 - Recommendations for improving the efficiency of program delivery and implementation



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Data Collection Activities

- Document review
- Utility staff interviews
- Interviews with assessment, enrollment, implementation and inspection contractors
- Focus groups with utility and with contractor staff
- Ride along observations of assessment and inspection activities
- Surveys of LIEE participants and CARE participants who have not participated in LIEE



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Sampling Plan

Target Group	Sample	Approach
Utility staff	8	Interviews
Contractors/Utility staff	5 groups	Focus Groups
Community Based Organizations	27	Phone Interviews
Private Contractors	40	Phone Interviews
Field Crew Observations	10	Site Visits/Ride Alongs
Participants (Jan 2009-June 2010)	269	Phone Survey
Nonparticipants (CARE Jan 2009-May 2010)	269	Phone Survey



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Interviews Schedule

- Utility staff interviews are underway now and nearly completed
- Contractor instruments are being finalized
- Contractor interviews will begin in late October and go into November



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When are the Focus Groups and Ride-Along Field Observations?

- Instruments will be reviewed soon
- Scheduling will begin end of October
- Focus groups with utility staff and contractors will start in early-mid November
- Ride alongs should also occur in early to mid-November



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Customer Surveys

- Survey will be drafted by early November
- Finalized in mid-November
- Fielding will be November and December



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Reporting

- Preliminary results – January 15, 2011
- Draft Report – February 2011
- Public Workshop on Report – March 2011
- Final report – April 2011



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