



Professional Designations Program

Monitoring & Evaluation Plan

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Professional Designations Core Committee

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MONITORING AND EVALUATION PLAN

The following table presents a tentative plan for measuring the results of the PDP. It is the responsibility of the VP, PDP to provide ongoing reporting (as specified here) to National Council and initiate the planned evaluation in year three of the program.

Results	Performance Indicator	Data Source/ Collection Method	Timing/Frequency of Measurement & Reporting
Applications	<ul style="list-style-type: none"> • # of application • # & % of current & new members applying 	PDP system	Target: Quarterly reporting to National Council by the VP, PDP Target: Historical data to be captured in the evaluation in year 3
Decisions	<ul style="list-style-type: none"> • # & % of approvals • # & % of denials • # of days for decision 	PDP system	
Brochure(s) - Revised CES brochure and a PDP brochure	<ul style="list-style-type: none"> • Distribution volumes and reach 	Application Administrator log	
Website	<ul style="list-style-type: none"> • # of hits • # of reported problems 	CES web administrator Application Administrator log	
CE Application Guide	<ul style="list-style-type: none"> • Ease of use • # of suggested revisions • # of revisions done 	Application Administrator log	
Budget	<ul style="list-style-type: none"> • % variance between plan and actual expenditures • % variance between plan and actual revenue 	CES treasurer & accountant records	
Credentialing Board	<ul style="list-style-type: none"> • Ease of recruiting • Turnover 	VP records Application Administrator log	



Results	Performance Indicator	Data Source/ Collection Method	Timing/Frequency of Measurement & Reporting
Application Administrator	<ul style="list-style-type: none"> Ease of recruiting Turnover 	VP records	
IT system	<ul style="list-style-type: none"> # of reported problems # and nature of changes made 	Application Administrator log	
PDP fees	<ul style="list-style-type: none"> Level of demand & price provide cost neutrality 	PDP system CES Treasurer & accountant records	Target: year 2 review of fee structure
Members are satisfied with PDP	<ul style="list-style-type: none"> # of complaints about PDP % of CES Members satisfied with PDP 	Application Administrator log Member survey	Target: Quarterly reporting to Council on ongoing complaints Target: Evaluation in year 3 to include Member survey
There is a demand for CE	<ul style="list-style-type: none"> # & % of current & new members applying Nature and frequency of PDP marketing 	PDP & CES membership systems Council minutes President & VP records	Target: Evaluation late in Year 3 to address: 1. To what extent is the PDP operating as planned – financially? procedurally?
Systems, processes & HR support the demand for CE	<ul style="list-style-type: none"> Timely & credible decisions # of complaints about PDP # & nature of reported systems problems & adjustments 	Application Administrator log VP records	2. Is the governance and program structure adequate for accountability, transparency and quality service delivery?
The PDP is cost neutral to CES	<ul style="list-style-type: none"> Additional revenue from increased use of CES courses Additional revenue from increased membership 	CES Treasurer & accountant records	3. Is the PDP still relevant to CES Members? to CES Stakeholders?
The CE is a desirable designation	<ul style="list-style-type: none"> Level of demand # and nature of complaints 	PDP system Application Administrator log	4. To what extent has PDP been successful in attaining its intended results?
CES renews the foundations of the PDP	<ul style="list-style-type: none"> Plan for review of ethics, standards & competencies 	Council minutes President & VP records	



Results	Performance Indicator	Data Source/ Collection Method	Timing/Frequency of Measurement & Reporting
	adopted by 2010 <ul style="list-style-type: none"> • CES members are consulted in renewal efforts • # & nature of revisions to ethics, standards & competencies 		5. What, if any, have been the unintended impacts or consequences from this program 6. What alternatives or adjustments should be considered to the CE? To the PDP?
CES explores other designations	<ul style="list-style-type: none"> • CE designation is used to assess the need and interest for other designations 	VP, PDP reports to Council Council minutes	
External organizations support, promote and make use of the CE	<ul style="list-style-type: none"> • Use of CE in training / education • Use of CE in recruitment / contracting 	Member & Stakeholders <ul style="list-style-type: none"> • survey &/or focus sessions 	
CES contributes to the professionalization of evaluation in Canada	<ul style="list-style-type: none"> • CES members believe the PDP has given credibility to evaluation 		
CES brings clarity & definition for and within Canadian Evaluation practice	<ul style="list-style-type: none"> • Stakeholders view evaluation as a professional practice and understand its value 		