

## Overview: Evaluation Overview – End of Year Review

The Evaluation Overview – End of Year Review was created by the Career Centre, Trent University because the entire institution and post-secondary sector is moving towards a model of accountability and it was important for the Career Centre to follow this trend and ideally develop its own set of measures and processes. It also allowed the team to take a long look at our services to determine what was working and what could be changed. We are now much more deliberate in our actions. Finally, this also fit very well with our strategic planning process.

We developed this in-house and started using it in Winter 2008. This tool is used for quality improvement discussions within the team, but has also been helpful in terms of reporting and influencing. For example, the results have given us a stronger case when presenting our final report and/or making budget arguments. It has also allowed us to better illustrate the type of usage we experience.

Through using this review, we learned the power of evaluation and how to use it effectively. We've found the strengths of using this tool are it helps make our process consistent, thorough, thoughtful and involves the whole team in the process. The weaknesses stem from weaknesses in our evaluation activities themselves, such as low response rates, and ensuring questions/scales are not too complex.

We continue to use this process. In an ideal world, having more time to dedicate to the process would be great. At this point, we are constantly evaluating our process to ensure it still works effectively and is appropriate for our staffing and services. We were able to apply for a subsidized 1-year position through Service Canada to assist with the research and implementation associated with this program.

*This tool and overview were submitted by the Career Centre, Trent University.*