Date: March 2017

Road Safety Evaluation Question Bank

Measuring Delivery Questions

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# Using the Question Bank

This is one of a series of booklets from the online question bank. The purpose of these booklets is to provide examples of questions that you can use in evaluation surveys or questionnaires when you are evaluating your road safety interventions.

This booklet contains some key questions that you may ask those who took part in your intervention to gain an idea of whether the intervention was delivered successfully. These questions would typically be asked after an intervention has been delivered, and can be used to find the strengths and weaknesses of your intervention so that you can decide whether to continue, and if you do want to continue, how you can improve it!

The booklet also contains a number of questions that you can ask yourself or colleagues, to evaluate whether your intervention is going to plan.

You are unlikely to want to use all of the questions in this booklet, therefore, simply copy and paste the ones you wish use into your own evaluation questionnaire.

You may also wish to use some of the questions from the Likert Scales booklet.

You are free to use these questions in your evaluation of your intervention as you wish, without referencing that they have been taken from the question bank. However, some of the questions contained in this booklet have been taken from existing questionnaires and surveys, and therefore the author of the questionnaire must be referenced if you choose to use one of these questions. Questions that require references are clearly marked with a number e.g. 12, and the source you need to cite is provided at the end of the booklet in a numbered list.

If you need any advice on sourcing existing questions appropriate to evaluate your intervention or support to formulate your own questions, please email RoSPA’s Research and Evaluation Officer at

[rneedham@rospa.com](mailto:rneedham@rospa.com).

To find out more about evaluation designs, visit the [‘help and guidance’](http://roadsafetyevaluation.com/helpandguidance/) section of our website.

**Measuring Delivery**

# Satisfaction Levels

These questions are used to measure how satisfied respondents were with an intervention. It is really important to choose your questions carefully. If you choose to write your own questions, be particularly careful to avoid leading questions and double negative questions when measuring the delivery of your intervention, as these kinds of questions will influence the answers of respondents and affect your final results. Typically, these questions would be given to a respondent immediately after taking part in an intervention.

**If you would like to make any comments about the delivery of the workshop, please use the space below:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**If you would like to make any comments about the content of the workshop, please use the space below:**

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**What do you think were the greatest strengths of this session?**

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**What do you think were the weaknesses of this session?**

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**Did the knowledge gained from this event meet your expectations?**

Yes

No (*please specify why)*

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**Which topic(s) of the workshop did you find the most interesting?**

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**Which topic(s) of the workshop did you find the most useful?**

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**Do you hope to change your practice as a result of this training?**

Yes *(please specify how you aim to change your practice)*

No

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**To help us review this session, please could you say what you think should be improved?**

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**To what extent do you agree or disagree with the following statements?** *(Please tick the appropriate column)*

*You are unlikely to want to use all these statements – copy and paste the ones you want to use.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
| The objectives of the workshop were well defined. |  |  |  |  |  |
| The content was consistent with these objectives. |  |  |  |  |  |
| The workshop was well paced. |  |  |  |  |  |
| The presenter was a good communicator. |  |  |  |  |  |
| The presenter was well prepared. |  |  |  |  |  |
| The presenter was knowledgeable in his/her topics. |  |  |  |  |  |
| The presenter clarified content in response to questions. |  |  |  |  |  |
| Participation was encouraged. |  |  |  |  |  |
| Teaching aids were used effectively. |  |  |  |  |  |
| The teaching style was effective. |  |  |  |  |  |
| The teaching level was appropriate to the audience. |  |  |  |  |  |
| The material was presented in an organised manner. |  |  |  |  |  |
| The content was easy to follow. |  |  |  |  |  |
| The presenter was knowledgeable on the topic. |  |  |  |  |  |
| The speaker expressed ideas clearly. |  |  |  |  |  |
| The speaker presented useful examples. |  |  |  |  |  |
| The material distributed was useful. |  |  |  |  |  |
| The content was thorough. |  |  |  |  |  |
| The venue was comfortable. |  |  |  |  |  |
| The facilities at the venue were adequate. |  |  |  |  |  |
| I would recommend this workshop to others. |  |  |  |  |  |

**Please rate the following aspects of the workshop:** *(please tick the appropriate column)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Good | Good | Average | Poor | Very poor |
| Content of the presentation. |  |  |  |  |  |
| Delivery of the presentation. |  |  |  |  |  |
| Organisation of materials. |  |  |  |  |  |
| Facilities at the venue. |  |  |  |  |  |
| Handouts. |  |  |  |  |  |

**In your opinion, was this workshop:**

Too short

The right length

Too long

**In your opinion, was this workshop:**

Very Difficult

Difficult

Just right

Easy

Very easy

# Self Assessment and Colleague Assessment

The questions in this section are not for those who take part in your intervention. Instead, they are intended to help you to assess yourselves or colleagues throughout the intervention, to ensure you are staying on track!

**Needs Assessment Stage**

Before you begin to develop an intervention, it is advised that you carry out a needs assessment. A needs assessment is carried out to help you to understand whether the intervention is actually needed based on existing evidence such as local collision data. These questions can be used to help you and your colleagues to carry out a thorough needs assessment.

**What is the scope of the problem that our intervention intends to address? 1**

**How is the need geographically distributed in our target area? 1**

**How is the need demographically distributed in our target area? 1**

**What types of information are needed?** 1

**Where is the information needed?** 1

**What types of services are needed?** 1

**Where are the services needed?** 1

**What approaches are the most effective to address the problem in this demographic?** 1

**Evaluation Planning Stage**

These questions can be used when you are beginning to plan your evaluation, and are used to check whether you are ready to begin evaluating your intervention.

**Does the intervention have clear aims?**

**Does the intervention have clear objectives?**

For more advice on setting clear aims and objectives, view our ‘Doing the intervention’ webinar.

**Are the intervention activities clearly related to the intended outcomes of the intervention?** 1

**Are the intended outcomes realistic and attainable?** 1

**Questions for evaluations collecting process data**

These questions can be used amongst yourselves and colleagues to assess your intervention if you are collecting process data. Process data is collected when you want to measure the delivery of your intervention, for example, was the workshop delivered as you intended it to be? Process data is typically used to identify the strengths and weaknesses of intervention design, exploring whether anything needs to be done to improve the intervention.

**Have the resources been allocated as intended?** 1

**Are the resources allocated sufficient to deliver the intervention intended?** 1

**How much time was spent delivering the intervention?** 1

**How much money was spent delivering the intervention?** 1

**Are the materials used to deliver the intervention being developed and delivered as intended?** 1

**Are the materials used to deliver the intervention of high quality?** 1

**Is the intervention managed effectively?** 1

**How many individuals participated in the intervention?** 1

**Did the intervention reach the population it intended to reach?** 1

**Are those who participated in the intervention satisfied with the content of the intervention?** 1

**Are those who participated in the intervention satisfied with the delivery of the intervention?** 1

**Questions for evaluations collecting outcome data**

These questions can be used amongst yourselves and colleagues to assess your intervention if you are collecting outcome data. Outcome data is collected when you want to measure the outcomes of your intervention e.g. has your intervention changed the knowledge, attitudes or behaviour of those who took part? For example outcome data might measure whether more people are wearing a seatbelt after attending a workshop about seatbelt use.

**Did the intervention produce intended changes?** 1

**Did the intervention have unintended consequences that are the immediate result of participation in the intervention?** 1

**How does the intervention compare to others designed to address the same road safety issues in terms of effectiveness?** 1

**How does the intervention compare to others designed to address the same road safety issues in terms of efficiency?** 1

**Was the value of producing the outcomes at the level achieved worth the resources invested in the intervention?** 1

# References

1 Magill, B. A. (2010) *A Menu of Assessment Activities*, St. Louis: St. Louis University.