

Program Evaluation Prospectus

Ryan Lang

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Dr. Abhik Roy

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## Information Technology Program Evaluation

For this example, I am considering an evaluation of the IT Department within the Healthcare Company I work for. This department handles all IT request for the various clinic, and two administration buildings across over 20 states. The overall IT Department has over 50 employees in varying degrees of IT background experience to handle a wide array of issues.

The IT Department has recently gained another section under its domain, and is in the process of “redesigning” how workflow is to be dispersed through the department. I feel that now would be a good time to review/evaluate the current systems n place for solution of IT issues that arise on a daily/weekly/monthly/etc. basis. How this issues are handled, and what improvement might be able to be done. Since the department is already taking a look at how to transition workflow with an influx of new employees, now would be a great time to review the department.

I would implement evaluation based around employees, their workflows, job duties, hierarchy, etc. I would utilize my technical knowledge, and understanding of technical systems to better asses their current workflows, review data of the types of issues solve, and compile a list of them all. I would review times of IT tickets, how long they were opened, how long the employee was “down” and unable to perform his/her job duties.

## Member Satisfaction Program Evaluation

For my next example, I will take a look at my other job, and how satisfied the “members” or customers are in regard to the overall establishment, offerings, and staff. This company is a fitness training center that offers a wide array of training equipment, personal trainers, and other “perks” for member interest in fitness, sports, training, etc. This establishment handles over 150 guests daily, in all of its major offerings.

As with many of customer facing originations (especially corporate entities), customer satisfaction drives business. Making sure the customers feel safe, secure, and happy with their services are just a few key points. When management comes in to “checkup” on staff to see how they are preforming, or stop in the establishment at random, it can be a stressful time and they nitpick areas that might not be “up to snuff.” This is where customer satisfaction comes into play. If the customers, are happy, healthy and enjoying their faculty a few minor “oversights” might not be as big a deal to a customer if there overall experience is possible (or if the customer even noticed).

I would employ member surveys upon entering and exiting the facility to get the member reactions before, and after their visits. I would look at check in/check out data to see what days are most popular. The other “perks” are all data logged each time they are used. I would pull this data for review to showcase areas, pieces of equipment that are most used, and liked among members.