

## **16.31 Program Evaluation**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to maintain a program evaluation system.

### Procedure:

The following system enables the organization to measure the outcome of services offered, the effects of the program on the participants served and their satisfaction of services received.

Upon completion of services, the participant will be given a program evaluation to determine whether the program was consistent with the participant's needs.

The assigned Career Services staff member, the CEO/President and the referring agency will review the completed evaluation and note any negative comments.

Program evaluations and any formal participant complaints will be reviewed by staff annually to determine trends, areas needing improvement and actions to be taken.