

PGI Internal Evaluation

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public good
initiative

About the Client:

Public Good Initiative

The Public Good Initiative (PGI) is a student-led pro bono consulting organization at the University of Toronto's School of Public Policy & Governance (SPPG). We match our student consultants with community organizations looking to benefit from our students' policy-based consulting services. The mission of the PGI is to make a positive contribution to the policy capacity of the not-for-profit sector.

About the Project:

Project Scope:

With guidance from PGI's directors and Board of Advisors, consultants assessed the internal evaluation processes, including a logic model/theory of change with indicators. Consultants conducted an analysis of available data on the PGI experience, made recommendations for future improvements, and presented their findings to PGI's directors and Board of Advisors. The final deliverable was a report that summarized their findings and recommendations.

Project Rationale:

In order to evaluate and improve the consultant and client experience and to measure the extent of our community impact, PGI would like consultants to conduct a thorough evaluation of the program. Each year, PGI has conducted an internal evaluation to focus on the operations of the program, as well as the experiences of consultants and clients.

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Methodology:

- **Phase 1** – Review of Previous Evaluation Framework
 - Reviewed the 2016/2017 Internal Evaluation.
 - Updated the theory of change to minimize redundancies.
- **Phase 2** – Development of Workshop Surveys
 - Distributed surveys after each of the consultant professional development workshops.
- **Phase 3** – Consultant, Client, & Stakeholder Interviews
 - Led in-person focus groups with consultant teams to hear feedback on the PGI experience.
 - Interviewed past and present clients to assess PGI performance.
 - Interviewed key stakeholders at SPPG.
- **Phase 4** – Final Report
 - Compiled and coded data received throughout the year.
 - Drafted a final report detailing the evaluation with recommendations for future years.

RESULTS & DELIVERABLES

- Midterm Report
- Final Report
- Presentation to the Board of Directors

PROJECT IMPACT

- Help PGI ensure transparency;
- Document yearly successes and challenges;
- Identify and pursue opportunities for improvement;
- Provide the organization with baseline quantitative and qualitative data about its operations and impact; and
- Grow and uphold the PGI's reputation.

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