



Date: 12/31/2016 **Updated:** 12/31/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 10.1.2 LOPR_Staff Training on How to Evaluate Programs, Services, and Facilities

Background:

Lake Oswego Parks & Recreation (LOPR) provides training on how to evaluate programs, services and facilities using methods that facilitate the understanding of the tool used for evaluation (what is measured and why), the source of the data, comparing the results of the evaluation for achievement against desired targets, previous internal results, or external results, and to develop action items that impact future performance results.

Process:

Review of evaluation tools, analysis and use of findings is part of LOPR practices including pre-meeting agendas, informational documentation, checklists and post-evaluation training reports. There are two types of evaluation trainings most common for LOPR, required or recommended. Evaluation trainings may include a facilitator or instructor-led learning in a group situation or self-guided and self-assessment training.

High level (City level) evaluation tools used for services, policies and practices include toolkits, implementation strategies and required actions. An example of a high level evaluation training is the ADA Self-Assessment. LOPR trainings specific to program, service, and facility evaluation training begin with CAPRA/Parks, Policies and Procedures evaluation training.

Overall department and project evaluation training occurs during “Management” meetings for Leadership Team and Projects Team. An example of a LOPR Department level training is the Annual Leadership Retreat and a CAPRA Leadership level training.

Specialized training for parks and facilities occurs during “Staff” meetings for the Parks Team. Certain job positions require specialized evaluation training for example, playground inspections, and LOPR provides opportunities for employees to train at National Recreation and Parks Association to learn how to evaluate the safety of LOPR’s playgrounds.

Specialized training for recreation programmers and leaders include evaluation tools, outcomes evaluations and use of findings is described in 6.1.1.B LOPR_Activity and Service Development and Delivery Process (ASDDP) and in the Customer Excellence Survey Report presented three times seasonally and once annually and discussed for actionable opportunities during Recreation Team “Programming” meetings.



Director Approval - Original Approval Date: _____
Update Approval Date: _____
Signature: _____

PARKS & RECREATION

Related Documents:

[Excerpt from ADA SETP Who, Self Eval Process](#)

[Leadership Training Packet 2022 - Agenda, Attendees and Outputs](#)

[Program Meeting Agenda and Attendees 01/19/2023](#)

[NRPA Playground Inspection Certificate](#)

[Parks Maintenance Manual Training Session – Agenda and Attendees](#)

[Excerpt from ASDDP, Section 2: Activity & Service Delivery and Evaluation Tools #5 - #9, pgs 7-9](#)

[Customer Excellence Results Packet FY 21-22](#)

Responsibility/Contacts: Director, Deputy Directors Recreation and Parks, Program and Parks Managers, Program Supervisors, Crew Leaders, Administrative Assistant