Once you’ve decided to evaluate a program, your next decision is whether or not to use scan forms.

**Use Scan Forms**

- By using scan forms, most parts of the evaluation are done for you including evaluation design, questionnaire design, data entry, and data analysis.
- Must work within the constraints of the scan form (only change or add to the form if allowed).
- There are four sets of scan forms that might meet your needs.
- Some counties are required by the state to use a customer satisfaction scan form at least once every fiscal year.

**Customer Satisfaction Scan Forms (Standard) – no client change**

- Using one of these forms meets the state requirement for customer satisfaction but any county can use them.
- Can be used with any program.
- No client change section.
- Cannot change form nor add own items.

**Customer Satisfaction Scan Forms – with client change**

- Using one of these forms meets the state requirement for customer satisfaction but any county can use them.
- Can be used with any program.
- Has one or more client change sections such as change in understanding, intentions to adopt, etc.
- Some allow you to add your own items to client change section(s).
- Some allow your own questions in blank area (that are not scanned).

**Specialist-Developed Outcome Program Scan Forms**

- These are program or region specific.
- Available for some 4-H, ANR, and FCS programs.
- Does not meet state requirement for customer satisfaction.
- Typically has one or more client change sections.
- Some do not allow you to change the form nor add own items.
- Some allow to add your items to client change section(s).
- Some allow your own questions in blank area (that are not scanned).
- Some allow you to hide certain questions.

**Outcome Program – Test of Knowledge Scan Forms**

- True-False versions.
- Multiple choice versions.
- Works well for large ag awareness events

**Your own outcome evaluation**

- You develop an evaluation strategy and questionnaire (or other data collection strategy).
- Once data are collected, you enter and analyze your own data using EZAnalyze in Excel (suggested resource), SPSS, or SAS.

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**Do not use scan forms**

(by choice or you didn’t find a scan form to meet your needs)

- By not using scan forms, all parts of the evaluation are done by you. You have total freedom to design and implement the evaluation to best meet your needs. Examples: ARS, web surveys, own paper survey

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Once you’ve received results from OD (by using scan forms) or generated your own results, you’re ready to interpret the data and share with others.