### Process Evaluation Factors

<table>
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<th>Factor</th>
<th>Sample Questions</th>
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| **Participation**   | • Did you reach your intended audience (reach)?  
                     • What were the demographics of the audience receiving services?  
                     • Were some types of individuals over – or under-represented?  
                     • Did your intended audience participate in the activities as expected?               |
| **Content**         | • Was participation in all different types of activities the same, or different?                                                             |
| **Fidelity**        | • To what extent did the program implementer conform to the guidance on how to implement the program?  
                     • What changes were made, and how did the participants react?                           |
| **Timeliness / Completion** | • Was your intervention implemented on schedule?  
                     • How many sessions or activities were implemented?                                       |
| **Efficiency**      | • Were the resources put into the intervention appropriate in terms of the value and volume of outputs achieved  
                     (i.e., number of participants reached, number/percentage of participants completing the intervention)? |
| **Quality**         | • Were the services/materials you provided perceived as valuable by their intended audience?  
                     • Were they used appropriately?  
                     • Were they culturally appropriate?  
                     • How did others in the field view their quality?  
                     • Did your implementers implement the interventions as they were trained to do? If not, what changes did they make? |
| **Satisfaction**    | • Did those that participated in your interventions perceive their participation to have benefit (satisfaction)?  
                     Why? Who was most/least satisfied?                                                     |
| **Context**         | • What external factors influenced your ability to implement your program as planned?  
                     • What political, economic, leadership or other issues intervened, changing the expected outcomes of your program?  
                     • Were there implementation factors (e.g. setting, time, implementer) involved that affected participation or completion? |