



Chapter 10- Commuter Crew: Evaluation and Post Program

Crew Member Evaluation

As a Crew Leader, you will be using the software to submit weekly reports and Member hours as well as completing end of program reports and Member evaluations. There is a complete manual that will walk you through the different functions of the software so that you can easily log into the system and complete the necessary tasks. This will be given to you at Crew Leader Training and available on the Crew Leader website.

ETO Software®

SCA Commuting Crew Leaders will be using a program management software to track Crew activities this summer. The software ETO® (*Efforts to Outcomes*) is a web-based project management program that will allow SCA to more easily and accurately track and compile information such as Member demographics, Member evaluations, project accomplishments and reports. With this tool, SCA will be able to efficiently compile information program-wide to support program evaluation as well as develop reports to share with our agencies and funders. In short, we'll be able to better track and tell the story of an SCA Crew.

As with many newly implemented systems, we anticipate that lessons will be learned along the way and changes may occur to make improvements. As staff, we will do our best to keep you apprised of any changes that happen. If you have ideas or feedback, please don't hesitate to share them with your Regional Coordinator.

A complete ETO manual will be provided to each Crew Leader at Crew Leader Training and will be available on the Crew Leader website <http://www.scacrewleaders.org/>

On-Line Reporting Requirements:

Equipment - to Access ETO, you will need:

- a PC (the software is currently not compatible with Mac). If you or your co-leader do not have access, whether it be your personal computer, the public library or the SCA office, please talk with your Regional Coordinator.
- Internet Explorer

Weekly Reporting- Weekly reports must be submitted by open of business by the following Monday morning summarizing the previous week's activities and Member hours. You will need to complete the following:

- Member Hours – logs member hours for payroll and program reporting (manual pages 2-3)
- Field Reports - summarizes work and recreational activities (page 3)

End of Program Reporting—At the end of the program, you will need to submit the following reports & assessments:

- Final Report (page 3)
- Member Evaluations (page 4)

Additional paperwork to be submitted to your Regional Coordinator (not using online reporting with ETO)

- Completed budgets/receipts
- Medical logs
- Incident reports/near misses
- Commuter Crew Leader Handbook and other Handbooks/guides

Post Program Duties and Evaluation

After the participants have left and your program is over, you have a number of loose ends to tie up. A few things need to be done while you are still at the program area; while many can be done from the comfort of your own home.

PROJECTS TO BE COMPLETED ON-SITE

Tools

Clean and sharpen all work tools. Return these tools to your Regional Coordinator. If you have borrowed any agency tools return them to the Agency Coordinator. By having an actual check-in -process, you and SCA are no longer responsible for these tools.

Work Log or Field Report using ETO

Complete your *Field Report* on ETO if you have not already done so. This field report is critical to SCA and your agency's ability to quantify the work each season's volunteers contribute. The information is invaluable for marketing new programs and for fundraising.

Debrief with Agency Coordinator

Your Agency Coordinator can provide immediate feedback on your project. Typically, your Regional Coordinator will collect this information however if you have a face to face opportunity to collect feedback then you should do so. Find out if they are pleased with the work you did and why or why not. Ask if there were aspects of the program that they wished had run smoother, and how these could be addressed better next year. Ask if he has any serious concerns about the program that you can relay to SCA. Sometimes Coordinators will be more candid about their reservations (and praise) face-to-face than in writing. Although it might not be pleasant to hear, it is important to know any negative impressions that the agency might have.

Be honest and tactfully direct in explaining what you felt went well and what disappointed you. Let the agency know if you had expectations of support or guidance that were not met.

Discuss Future Projects

Finally, find out if the agency wants to have another SCA Crew and possible projects. You may have a lot of insight about possible projects for next year based on the experience you just completed. If the answer is no, try to find out what seems to be changing from this year. Also take advantage of this time to suggest other SCA programs like SCA interns or SCA teams of Interns called Corps programs.

Make notes of your conversations so you can summarize them in your final report to your Regional Coordinator.

Clean, Inventory, and Store Equipment

Check that all equipment is clean, dry, and in good working order. If there is equipment that is in need of repair, return them to the Regional Coordinator noting its condition and specific repair needs, using the brown tags provided. Do not send back items beyond repair. If you have doubts, please ask your Regional Coordinator. At the end of the season all first aid kits, sleeping bags, backpacks and stoves must be returned to your regional office. *Note: do not pack liquids, fuels or stoves containing fuel for shipment or storage. Also, do not pack perishable food.*

Inventory the SCA equipment (using the inventory sheet provided with your cache), make sure it is permanently marked as SCA property, and store it properly. Equipment should be stored in a secured location. If you have any doubts about the safety of storing your SCA equipment at your area, return it to SCA.

Send the completed inventory sheet to your Regional Coordinator along with your cache items. Please make an effort to return equipment in neat and dry condition for off season storage.

Dispose of Excess Food

You may have food left over from your program. It is very important that you do not store it in your gear cache at the area or return it to SCA Regional caches. Stored at either place, much of the food will attract critters. If it is canned, and the storage area is not protected from freezing, the cans can explode, or get misshapen enough that next year's Crew Leader will assume that they are botulism bombs, and throw them away.

Take the responsibility to distribute this food appropriately. You may be able to donate to a local homeless shelter or soup kitchen. Or you can take the extra food home yourself. Do your best to make sure that there is as little waste as possible.

PROJECTS TO BE COMPLETED USING ETO

Evaluations / Reports

Final Report via ETO

It is a common myth that once your Crew is finished with the work that the program and your responsibilities are over. The reality is, however, that there are many tasks that must be completed once your Crew's work is finished. It is also important to remember that the post-program tasks are intimately linked with many things! The following section provides an overview of the tasks that must be completed once your Crew is finished with the program to bring closure to your responsibilities.

You must submit a final report at the end of your program. Make a copy of the reports for your own files before sending it to SCA. Any additional materials to be used in the reports must be typed. Reports are due **September 15**.

You will receive more information about the use of ETO as an Evaluation tool at training, but as you prepare for your program know that we will be looking for much of the following information below:

1. Give a brief overview of the Crew and Crew Leaders – where they came from and one of two positive distinguishing characteristics each.

2. Describe your work project(s). Comment on the location, type of work performed, amount of work accomplished, and the suitability of the project. This should compliment your Work Log/Field Report, which specifies hours worked on projects. Describe the measures you took to minimize the group's impact.
3. Describe your recreation trip: the route and mileage, special arrangements, and any particular problems. Would you recommend this hike for other crews? Why or why not? Describe the measures you took to minimize the group's impact.
4. Describe your environmental education experience: your goals, topics covered, and teaching methods used. Discuss the educational value of the program to the Members. Also note particular resources, presenters or educational opportunities.
5. Provide feedback for your Agency Coordinator and/or partner. Specifically comment on coordinator assistance, direction and availability, as well as logistics and tools.
6. Describe any crew highlights that may be interest to our agency partners.

Internal Program Report

This report is for SCA's eyes only. Please be completely honest and candid in this report. We hope that you will not only address problems and discuss sensitive issues, but that you will also highlight what went well. Please include suggestions for improvement.

1. Discuss the group in the overall evaluation. First, list each Crew Member and state whether he/she is *recommended or not recommended* for another Crew in the future. You may chose to provide each student with a sentence of explanation (this is not required). Then move into a more general discussion about highlights and/or problems that arose within the group and/or with individual Members. Describe any disciplinary actions taken and the circumstances surrounding any early departures or dismissals.
2. Evaluate your Agency support. How well was your coordinator/the cooperating agency prepared for your program. How well were you supported, including supervisory direction, feedback on your project, the coordination of logistics, the provision of tools, materials and educational opportunities? Should the SCA continue to work with this agency? List names and titles of those you feel deserve special mention in our end of season thank you letters to Forest Supervisor, Park Superintendent, etc.
3. Report Medical Issues. Summarize your medical log and discuss any incidents or near-misses.
4. Review Transportation Arrangements. Report on transportation for your students, yourself, and moving supplies into the field. Discuss any problems you encountered and recommendations for next year.
5. Evaluate the equipment SCA provided you.
6. Report the Agency's plans for the future. Recount the conversation with your coordinator regarding plans for the agency having an SCA crew next year. Offer your comments and suggestions to improve the program.
7. Evaluate SCA staff support. Comment on the effectiveness of SCA staff in assisting you to run your program. Was staff available to help you when you needed it? Did staff return emails and calls in a timely manner? Were all of your questions answered? How can SCA better assist and prepare you for a successful program? Please provide

feedback on Crew Leader Orientation and Work Skills (if applicable), the Commuter Crew Leader Handbook and paperwork, and other administrative functions. This will help SCA staff better prepare for the following field season.

8. Share your personal reflections on the program. Illustrate the successes and challenges with your agency, students, and co-leader. Revisit your goals that you set for yourself and your program at training. Did you achieve your goals for the program?

To be included and/or attached to the Final Report

1. Includes participant recommendations which will be reviewed by SCA staff and determine students status next year should they reapply.
2. Evaluation of agency and program. A copy of the external report will go to the Agency Coordinator.
3. Final report logistics, etc. This will go to Crew Leaders next year so add whatever you would have liked to know.

Also include:

1. Budget and Receipts. Give final receipts to Regional Coordinator as soon as possible.
2. Program Evaluation by Crew Leader(s). (Copies will be provided to the agency by Regional Coordinators)
3. Work Log/Field Report. This is the primary way to document the work you and your Crew completed. The log is designed to capture the type and quantity of work as well as hours devoted per project and to travel to work site. Our agency partners need and refer to these more and more. This work log has been replaced by the weekly reporting using ETO however, if you have additional hand written notes please submit these as well.
4. Medical / Near-Miss Log, with necessary Wilderness Risk Managers Incident Report Forms.
5. Crew Journal, photos, address lists, quotes, etc.
6. Return to SCA regional office: Lightly on the Land, Outdoor Leadership, First Aid Kit, budget card.
7. Agency Letter

Evaluation Process using ETO

It is our goal to provide each Crew Leader with annual, constructive feedback from program staff. The evaluation will be based upon several sources of information: your final report, your participants' evaluations of the program, your area coordinator's evaluation of the program, and the observations of Regional Coordinator who may have visited your program in the field. It will also take into account any discussions you may have had with your supervisor.

The evaluation discusses the successes and shortcomings of your program. We use it to acknowledge and praise you for what you did well and offer constructive feedback for those areas needing improvement. Your Regional Coordinator will schedule a follow up

phone call with you. A copy of the evaluation will become part of your personnel file at SCA. All Crew Leaders will receive copies of the evaluation forms that both your participants and Agency Coordinator fill out if we have received them.



Post Program Checklist

	COMPLETE	DATE
On-site:		
• Clean, sharpen and return tools	_____	_____
• Complete work log/Field Report (ETO)	_____	_____
• Debrief with Agency Coordinator and discuss next year's program	_____	_____
• Clean, inventory and store SCA equipment.	_____	_____
• Return damaged (repairable) equipment to the appropriate regional office	_____	_____
• Return all First Aid kits, water filters, sleeping bags and backpacks to the appropriate regional office	_____	_____
• Dispose of extra food	_____	_____
Final Paperwork packet to send to SCA		
• Final Report completed on ETO	_____	_____
• Member Evaluations	_____	_____
• Completed budget and receipts	_____	_____
• A check for budget surplus	_____	_____
• Reimbursement request (as needed)	_____	_____
• Participant Evaluations originals	_____	_____
• Equipment Inventory List	_____	_____
• Medical Documents	_____	_____
• Medical Log	_____	_____
• Incident Report Forms	_____	_____
• Insurance forms (originals)	_____	_____
• Work Log/Field Report using ETO	_____	_____
• Copy of Journal	_____	_____
• Lightly on the Land , Outdoor Leadership, Commuter Crew Leader Handbook	_____	_____