THE SUCCESS CASE METHOD

A simple evaluation tool to identify critical success factors and program/training impact

Creating an "impact model"

that defines 'what success should look like in order to understand what successful behaviours and results should be found if the program were working well'

Interviewing and documenting success cases

in order 'to capture and document the very particular and personal ways in which an innovation or intervention has been used to achieve successful results';

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Focusing and planning

in order 'to clarify and understand what the study needs to accomplish';

Designing and implementing a survey

to search for best and worst cases that may take the form of a written survey as well as interviews with key stakeholders;

Communicating findings, conclusions and recommendations

'that includes some sort of process to help stakeholders understand the results and reach consensus on the study's implications'