

## CONTENTS

Preface	xiii
Introduction	xvii
<b>CHAPTER ONE: Understanding the Evaluation Function and Process</b>	1
<b>CHAPTER TWO: Focusing the Evaluation</b>	7
<b>CHAPTER THREE: Designing and Conducting the Evaluation</b>	37
<b>CHAPTER FOUR: Communicating and Using Evaluation Findings</b>	101
References	115
Recommended Resources	117
Index	129
About the Authors	137

