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- Are Evaluations Enough to Control Quality, Guide Improvement, and Protect Consumers?
- Evaluation as a Profession and Its Relationship to Other Professions
- What Is Evaluation?
- How Good Is Good Enough? How Bad Is Intolerable? How Are These Questions Addressed?
- What Are Performance Standards? How Should They Be Applied?
- Why Is It Appropriate to Consider Multiple Values?
- Should Evaluations Be Comparative, Noncomparative, or Both?
- How Should Evaluations Be Used?
- Why Is It Important to Distinguish Between Informal Evaluation and Formal Evaluation?
- How Do Service Organizations Meet Requirements for Public Accountability?
- What Are the Methods of Formal Evaluation?
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