



Curtin University

TU 1002 Accessibility Instruments for Planning Practice - Workshop evaluation framework

Roger Mellor – Workgroup 3

9/12/2011



Introduction to proposed COST evaluation framework

- Largely based on existing work completed by COST members
- Will be extended to include the 16 international case study cities that form part of an Australian Research Council funded project into Accessibility Instruments through my PhD



Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally

Roger Mellor (PhD Component)

WORKSHOP

Process Based Measure

Introduction to both case study Accessibility Models

Process Based Measure

Testing the **usability** of the case study Accessibility Models [how will tool x be used in a workshop environment]

Outcome Based Measure

Assess the **outcome** from each Accessibility Modeling exercises
Process & urban form Solution

Evaluation 1. Participant observation

Lidia Zakowska
Sabina Pulawska
Wieslaw Starowicz
David Zaidel
Roger Mellor

Dimitris Milakis (Lead)
Mateo Tabasso
Roger Mellor

Dimitris Milakis
Roger Mellor (PhD component)

Evaluation 2. Post workshop survey

Evaluation B. Post workshop Survey module - decision processes/ outcome

Evaluation 3. Debrief - Semi-structured Focus Group? To be discussed

Evaluation 4. Expert panel
Assess the **outcomes** from each Accessibility Modeling exercises

Leaders of each working group complete the assessment?

Roger Mellor – observation / recording

Based on framework developed by Te Brommelstroet

Roger Mellor - PhD component

Roger Mellor – Workshop evaluation framework

9/12/2011

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EVALUATION - A

Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally

Roger Mellor (PhD Component)

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Dimitris Milakis
Roger Mellor (PhD component)

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Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Purpose of this evaluation item:

- Survey to be developed in order to provide a reference point for analysis related to the growth (or otherwise) of individuals based on the experience of the process and outcomes of the workshop.



Evaluation A. Participant survey - Pre workshop attitudes and experience survey

- Areas may include;
- general *individual* attitudes towards the use of planning support systems;
- general *institutional* attitudes towards the use of planning support systems;
- capturing the nature of experience and understanding of the use of accessibility models in the decision making process;
- Where are accessibility models best placed within the planning decision making process;



Evaluation A. Participant survey - Pre workshop attitudes and experience survey

- Survey will use the COST (online) Accessibility Instruments Survey as the basis for questionnaire development
- The questionnaire provides a logical set of factors used in the development of accessibility Instruments
- This will provide a comparable data set between developer responses and practitioners responses
- This practitioner survey will also be used in the Australian Research Council funded project into Accessibility Instruments in 16 international case cities



Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Examples

Accessibility Instruments Survey		Pre workshop Survey
<p><i>Q2. Planning Goals</i></p> <p>2.1 What are the main public stakeholder goals to be achieved with the instrument</p> <ul style="list-style-type: none"> •How to ensure secure speed / cost efficiency... •How to decide locations of new houses... 	→	<p>What planning goals / policy objectives does your organisation promote (Tick more than one box if required).</p>
	→	<p>Using the same policy objective list, what are the two current policy priorities of your organisation? (1 = top policy priority, 2 = secondary policy priority).</p>

Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Examples

Accessibility Instruments Survey		Pre workshop Survey
<p>Q3. <i>Characteristics of the Instrument</i></p> <p>3.3 Identify the accessibility measure traditions the instrument is attached to</p> <ul style="list-style-type: none"> •Spatial separation measures •Contour measures •etc 	<p>→</p>	<p>How useful do you consider the following measurements within an accessibility model within a variety of planning decision contexts</p>
	<p>→</p>	<p>This question will also be used to test for understanding of the measurement</p>

Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Examples

Accessibility Instruments Survey		Pre workshop Survey
<p>Q3. <i>Characteristics of the Instrument</i></p> <p>3.2 Classify the instrument with regard to the decision support task?</p> <ul style="list-style-type: none">• Passive decision support tool• Active decision support tool•etc	→	<p>This question will seek to uncover where in planning decision different types of accessibility instruments are used or valued</p>

Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Issues for debate

- Is the developer survey an appropriate framework to draw on?
- How long prior to the workshop should the survey be completed?
“I think that we should let enough time (e.g. 1-2 months) between the survey & the workshop, in order to achieve the maximum neutrality of the participants during the workshop processes” (Milakis).
- Should a snapshot of results be presented at the completion of workshop?
– could lead to good (perceptions / attitudes / understanding) discussion during debrief / semi structured interview.
“I am not so sure whether a brief presentation of results would finally improve or distort the post survey results” (Milakis).
- Should other representatives, i.e. The vertical hierarchy from within the institution, also complete the survey or just participants?

Evaluation A. Participant survey - Pre workshop attitudes and experience survey

Final Workshop detail

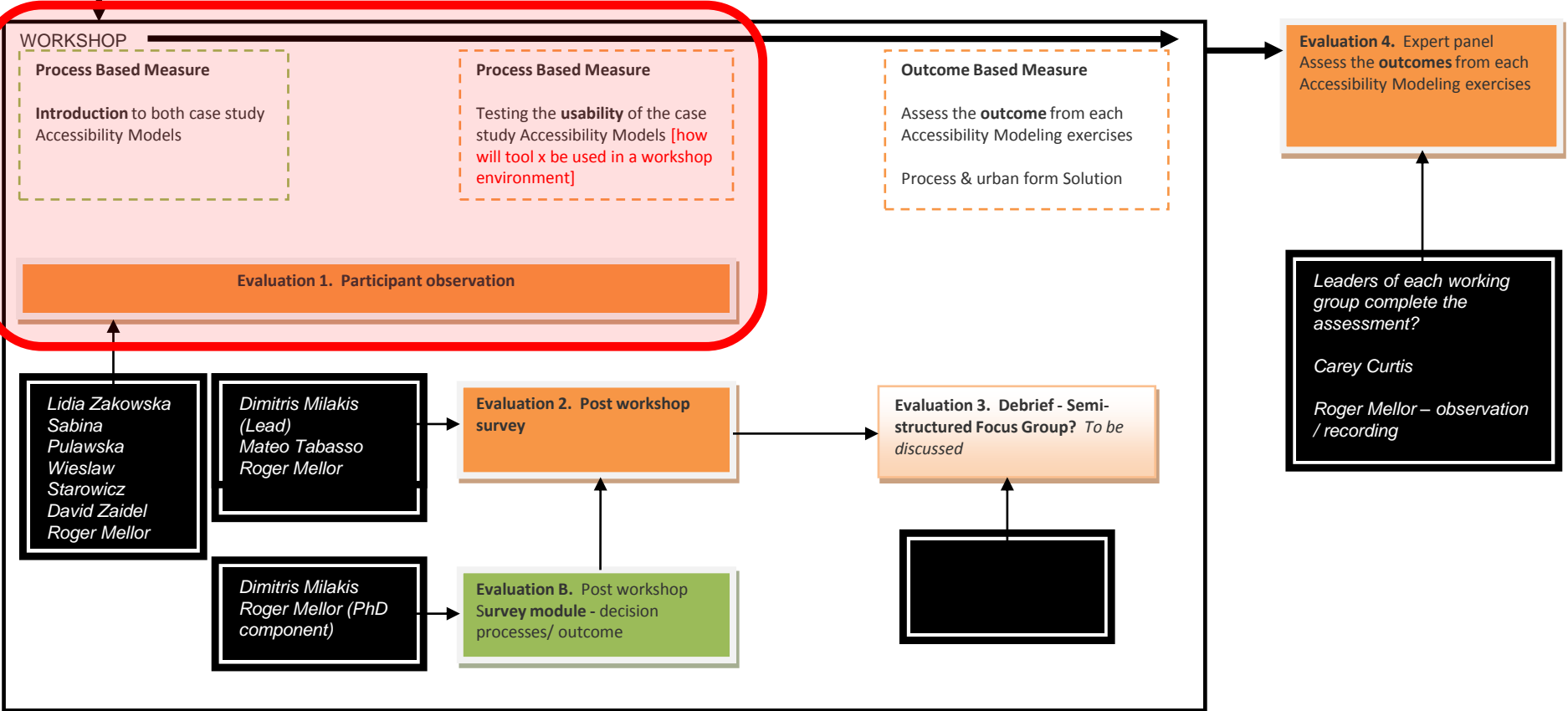
- ?



EVALUATION – 1

Roger Mellor (PhD Component)

Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally



Based on framework developed by Te Brommelstroet

Roger Mellor - PhD component

Roger Mellor – Workshop evaluation framework

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Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Based on the framework developed by Marco te Brommelstroet

Purpose of this evaluation item:

- To measure the observed impact / acceptance of the accessibility tool being used / experienced by the workshop participants. Including:
 - Ease of understanding of the model?
 - Acceptance of the models underlying assumptions;
 - Recording of the key points debated within the introduction to new models;
 - Ease of agreement of a shared objective;

Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Group Members

- ?



Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Dimension	Operationalization	Measurement frame
Reaction of the group	Enthusiasm Satisfaction Credibility	<i>Likert scale – very enthusiastic – through to unenthusastic etc.</i>
Insight	Insight in problem Insight in assumptions	
Perception of consensus	On problem On goals On strategies	
Extent of Resistance to ways of measuring (the assumptions/inputs)		

Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Issues for debate

- Developing a measurement frame to limit the subjectivity with many different actors / cultures / planning problems etc;
- How many observers will use the framework developed to make observations.
- Language barriers will need to be considered in selecting the observers.
- Will the workshops will be videoed for later analysis
 - Several digital video cameras will need to be sourced & time taken for analysis of video footage would need consideration
- The varying degree of complexity of the workshop planning problem?
- How many measurement periods should there be during the day – eg introduction to the tool, introduction to the planning problem, application of the tool, participant exchanges, etc.

Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Issues for debate

- Language used at various international workshops may prove to be a methodological issue?
- Allowing for cultural differences (communication) of participants?
- The varying degree of complexity of the workshop planning problem?
- How many measurement periods should there be during the day – e.g. introduction to the tool, introduction to the planning problem, application of the tool, participant exchanges, etc
- How do we account for differences between participants professional background



Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Confirmed Workshop detail

- Keep a record of the participants' professions and then use it as a filter to analyse the observation results



Evaluation 1. Workshop - Participant observation - to be used by the OBSERVER for evaluation.

Group members

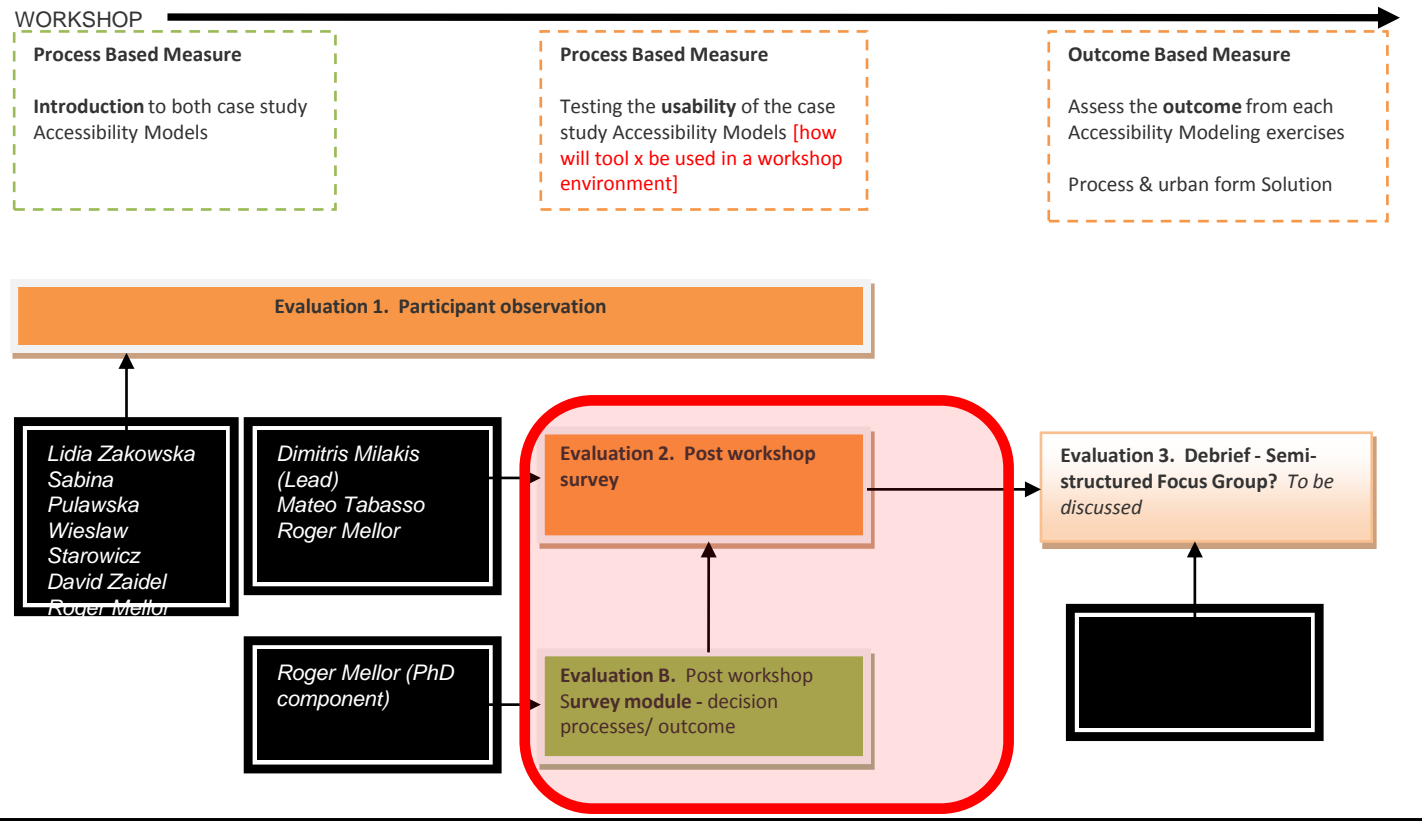
- *Lidia Zakowska;*
- *Sabina Pulawska;*
- *Wieslaw Starowicz;*
- *David Zaidel;*
- *Roger Mellor;*



EVALUATION – 2 & B

Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally

Roger Mellor (PhD Component)



Evaluation 4. Expert panel
Assess the **outcomes** from each Accessibility Modeling exercises

Leaders of each working group complete the assessment?

Carey Curtis

Roger Mellor – observation / recording

Based on framework developed by Te Brommelstroet

Roger Mellor - PhD component

Roger Mellor – Workshop evaluation framework

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Evaluation 2. Post-Workshop Participant Survey - Process based measures - to be used by the PARTICIPANT for evaluation.

Based on the framework developed by Marco te Brommelstroet

Purpose of this evaluation item:

- To measure the impact of the accessibility tool when used/experienced by the workshop participants - explicitly measuring participants reactions of process and the day's events.

Evaluation 2. Post-Workshop Participant Survey - Process based measures - to be used by the PARTICIPANT for evaluation.

Extract

Dimension	Operationalization	Measure statements
Reaction	Enthusiasm	I have a good feeling about the session The session resulted in valuable results
	Satisfaction	The session was successful. I am satisfied with this session. I am confident that the group solution is correct
	Credibility	The results of the session offer real solutions for the problem The results of the session are based on correct assumptions on the underlying system
Insight	Insight in problem	My insight into the problem has increased. The session has given me more insight into the relations between the elements that compose the problem. It is clear to me what the causes of the problem are. I now have more insight into the processes that play a role in the problem. The session has given me insight into the possibilities that my organisation has in 'steering' the problem. The session resulted in new insights.

Evaluation 2. Post-Workshop Participant Survey - Process based measures - to be used by the PARTICIPANT for evaluation.

Issues for debate

- ?



Evaluation 2. Post-Workshop Participant Survey - Process based measures - to be used by the PARTICIPANT for evaluation.

Confirmed Workshop detail

- ?



Evaluation 2. Post-Workshop Participant Survey - Process based measures - to be used by the PARTICIPANT for evaluation.

Members

- *Dimitris Milakis (Lead)*
- *Mateo Tabasso*



Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Purpose of this evaluation item:

- To understand the potential barriers to use, and model features that encourage the use of accessibility models in the planning decision making process.

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to 'planning decision processes'.

Examples

- Recap of the Pre workshop survey to measure individual capacity building;
- Understand the individual barriers to the transfer of outputs to the institution;



Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Dimension	Operationalization	Measure statements
Technology	Appropriateness	<p>Model ‘x’ was too technologically orientated to be relevant to real world planning decisions.</p> <p>Model ‘x’ was well grounded in planning and could be very relevant to real world planning decisions.</p> <p>Model ‘x’ is too generic to meet the needs of specific planning decisions.</p> <p>Model ‘x’ is too inflexible to meet the needs of specific planning decisions.</p> <p>The language used in Model ‘x’ was too technical to be useful in real world planning decisions.</p> <p>The concepts / calculations / assumptions used in Model ‘x’ were too technical to be useful in real world planning decisions.</p>
How are models selected for use in decision making	Agency goals / Policy tradition	<p>Model ‘x’ would not likely be selected for use in planning decisions as the organization is not familiar with any accessibility models.</p> <p>Model ‘x’ may be selected for use in planning decisions as the organization is familiar with other accessibility models.</p> <p>Do you consider that accessibility modeling is a part of a learning process or should it provide solutions?</p>
	Political constraints	<p>The results from model ‘x’ are not relevant to the political debate and therefore are not relevant to the organization.</p>

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Dimension	Operationalization	Measure statements
	Professional preference	<p>Accessibility is not a fundamental concern of my profession.</p> <p>Mobility is more important to my profession</p> <p>Accessibility models are not considered relevant to my profession.</p> <p>Model ‘x’ does not provide solutions to planning problems.</p>
	Multiple communities	<p>The organization serves the needs of multiple communities, and model ‘x’ outputs would be useful to inform the debate.</p> <p>The organization is solely focused on its own goals and model ‘x’ does not assist with its own decision making.</p> <p>The organization is subject to community criticism if decisions are not taken quickly and this would limit the use of model ‘x’ in planning decision making.</p>
	Complexity	<p>The precision of Model ‘x’ would make its use too costly to use.</p> <p>The precision of model ‘x’ would be cause community concern / public opposition.</p>

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Dimension	Operationalization	Measure statements
When should models in the planning process	Process	<p>Model ‘x’ would be useful at identifying problems in the urban structure.</p> <p>Model ‘x’ would be useful at generating goals for the urban structure.</p> <p>Model ‘x’ would be useful for analysis during the analysis stage of urban structure problems.</p> <p>Model ‘x’ would be useful for generating options for urban structures.</p> <p>Model ‘x’ would be useful at evaluating different options / scenarios.</p> <p>Model ‘x’ would be useful at choosing an urban structure solution.</p> <p>Model x’ would be useful during implementation of an urban structure solution.</p>
	Or simpler	<p><i>Early integration</i></p> <p><i>project selection and implementation</i></p> <p><i>strategic planning phases</i></p>
	Or planning action	<p><i>Strategic city planning</i></p> <p><i>Strategic transport planning</i></p> <p><i>Strategic land use planning</i></p> <p><i>Operational functions</i></p> <p><i>Infrastructure provision</i></p> <p><i>Statutory planning</i></p> <p><i>Economic assessment</i></p> <p><i>Conceptual stage</i></p> <p><i>Scenario building stage</i></p> <p><i>End user - operational</i></p>

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Dimension	Operationalization	Measure statements
How should the modeling output be used?	Outputs	<p>Accessibility model outputs should be part of a learning process and not provide answers.</p> <p>Accessibility model outputs should confirm decisions / plans already devised.</p> <p>Accessibility model outputs should be used to look for alternative scenarios to a planning solution.</p> <p>Accessibility model output should be used to find operational efficiencies.</p> <p>Accessibility model output should be used to communicate urban structure concepts and ideas</p>

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to ‘planning decision processes’.

Dimension	Operationalization	Measure statements
Barriers to using the model		<p>All accessibility modeling is completed by a consultant.</p> <p>Other agencies in the decision making process do not value or use the outputs of accessibility models.</p> <p>Models are only used to justify decisions / position already taken.</p> <p>Accessibility models have not demonstrated well the relationship between Land use and transport to be useful.</p> <p>Planning for accessibility is not an integrated process.</p> <p>There are not sufficient resources (time/money/skills) to complete accessibility modeling.</p> <p>The culture of the organisation does not enable the use of accessibility models.</p> <p>Conflicting policies between agencies inhibits the use of accessibility models.</p> <p>There is little formal incentive for cooperation between agencies on accessibility issues.</p> <p>There is little informal incentive for cooperation between agencies on accessibility issues.</p>

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to 'planning decision processes'.

Issues for debate

- Participant fatigue?

Evaluation B. Post-Workshop Participant Survey - Suite of questions related to 'planning decision processes'.

Confirmed Workshop detail

- ?



Evaluation B. Post-Workshop Participant Survey - Suite of questions related to 'planning decision processes'.

Group members

- Roger Mellor – PhD Component



EVALUATION - 3

Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally

Roger Mellor (PhD Component)

WORKSHOP

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Roger Mellor

Evaluation 2. Post workshop survey

Dimitris Milakis
Roger Mellor (PhD component)

Evaluation B. Post workshop Survey module - decision processes/ outcome

Evaluation 3. Debrief - Semi-structured Focus Group? To be discussed

Evaluation 4. Expert panel

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Leaders of each working group complete the assessment?

Carey Curtis

Roger Mellor – observation / recording

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Evaluation 3. Semi structured focus group

Purpose of this evaluation item:

- To uncover unexpected insights regarding the planning problem, process and use of planning support systems in the planning process

Evaluation 3. Semi structured focus group

Issues for debate

- *A formalized survey may be suitable for evaluating the conduct of the workshop and participant satisfaction (a fairly generic survey), but getting the participants to talk may solicit useful (and perhaps unexpected) insights regarding the planning problem, the instrument, the composition of the group, the decision making process, and other mental , emotional or interpersonal processes. (Zaidel)*
- Who will lead the discussion
- Should large parts of the survey be transformed into semi structured interview questions

Evaluation 3. Semi structured focus group

Confirmed Workshop detail

- ?



Evaluation 3. Semi structured focus group

Group members

- Roger Mellor – PhD Component



EVALUATION - 4

Evaluation A. Pre workshop survey – individual / institutional attitudes & perceptions to PSS generally

Roger Mellor (PhD Component)

WORKSHOP

Process Based Measure

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Process Based Measure

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Outcome Based Measure

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Process & urban form Solution

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Evaluation 3. Debrief - Semi-structured Focus Group? To be discussed

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Roger Mellor (PhD component)

Evaluation B. Post workshop Survey module - decision processes/ outcome

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Evaluation 4. Expert panel Outcome based measurement

Based on the framework developed by Marco te Brommelstroet

Purpose of this evaluation item:

- To measure the effectiveness of the accessibility tool in delivering the solution to the planning problem.

Evaluation 4. Expert panel Outcome based measurement

Usability of PSS	Operationalization	Measure statements
Novelty	Originality	The strategy is ingenious The strategy is imaginative The strategy is surprising The strategy is novel
	Paradigm relatedness	The strategy is radical The strategy is transformational
Workability	Implementable	The strategy can be easily implemented
	Acceptability	The strategy is socially acceptable. The strategy is legally acceptable. The strategy is politically acceptable.
Relevance	Applicability	The strategy clearly applies to the stated problem.
	Effectiveness	The strategy will solve the problem. This is an effective strategy
Specificity	Completeness	The strategy can be decomposed into independent subcomponents. The strategy covers who The strategy covers what The strategy covers where The strategy covers when The strategy covers why The strategy covers how
		Implicational explicitness
	Clarity	The strategy is clearly communicated with regard to grammar and word usage. The strategy is easy to understand

Evaluation 4. Expert panel Outcome based measurement

Issues for debate

- The lack of a control group
- Who will complete the assessment / will practitioners be involved
 - “The leaders of each group (4) could form a panel to complete the evaluation” (Milakis)*
 - “I am quite sceptical about the participants’ contribution to the output evaluation. They may be confused with the whole process. On the contrary it’s good idea to ask the institutions to evaluate the output of the workshop” (Milakis)*
- When will it be completed
- Could this be incorporated into the post workshop focus group activity if practitioners are involved

Evaluation 4. Expert panel Outcome based measurement

Final Workshop detail

- ?



Evaluation 4. Expert panel Outcome based measurement

Group members:

- ?



General Comments on the whole evaluation process

Issues for debate

- Participant fatigue?
- Will there be a wide range of stakeholders / professions represented ;
- *How to prepare the workshops materials, instructions (is it sufficient to have only oral instructions, if no – In which language, English and local, or only in English??) (Zakowska)*
- *Should workshop participants receive written instructions, information etc. some days before the workshop, or Just at the start?? (Zakowska)*
- *How to deal with geographical differences? And other regional? (Zakowska)*
- *How to involve all participants in active participation, Any common strategy? (Zakowska)*
- *How to avoid the problem of receiving too short/Or none answers to the “open” questions? Is the “open” question strategy safe in this context? Maybe some answers could be suggested for choice? (Zakowska)*



General Comments on the whole evaluation process

- *There are references eg. to 'traditional method' and 'regular sessions'. Are there traditional methods and regular sessions related to the development of accessibility instruments and what do they mean in different contexts?* (Mantysalo)
- Evaluation A - pre workshop attitudes and experience survey - would be crucial. But do we need all of the evaluation instruments that are proposed? The more sophisticated it is, the less there is flexibility. Perhaps a more rudimentary questionnaire might work better, where you have more detailed questions opening under the more general ones, and in every pilot case you would not have to reach an even level of detail in the evaluation? (see *comment in Final Workshop Detail*) (Mantysalo)



General Comments on the whole evaluation process

Final Workshop detail

- It is acknowledged that the process is extensive, and has been reduced in size and complexity. However, should the proposed framework still prove to be too onerous on participants during the pilot project, then this can be addressed through the pilot debrief and review.

General Comments on the whole evaluation process

Discussion!

