

What to collect, when – some guidelines to think about...

Activity	Who / Quality of Experience / Outcomes
One off attendance at event/workshop	In the session: <ul style="list-style-type: none"> • Counting number of attendees through a clicker • Collecting contact details of people who want to know more • Participatory tool about how people find the session (one or two questions) <p>To avoid: registration forms for entry e.g. asking for gender, date of birth etc.</p>
Intensive one-to-one work (e.g. advice session)	One-to-one session collecting: <ul style="list-style-type: none"> • Registration information • Actions and referrals (through session notes) <p>Follow up (call or meeting), recording:</p> <ul style="list-style-type: none"> • Satisfaction with session • Progress of actions, referrals
Longer term attendance: coffee afternoons, classes, workshops, volunteering (more casual contact)	In the sessions: <ul style="list-style-type: none"> • Simple register – number/name of attendees • Regular participatory tool about quality of experience (how people find the session) (e.g. monthly) <p>For a long-running session: yearly focus group or learning review about:</p> <ul style="list-style-type: none"> • Outcomes of the session • Feedback on data collected on 'how people find the session'
Structured course and volunteering roles and expectations	In the initial one-to-one: <ul style="list-style-type: none"> • Registration information • Goal setting/outcomes star <p>During the course:</p> <ul style="list-style-type: none"> • Register of activities • Midcourse and endpoint check-in sessions – group reflection/mini focus group – about quality of experience <p>At one-to-one follow up:</p> <ul style="list-style-type: none"> • Review goals and/or outcomes star
Structured longer term one-to-one support	Regular one-to-one check-in sessions recording: <ul style="list-style-type: none"> • Registration information • Actions and referrals • Goal setting/outcomes star – and progress <p>As a whole:</p> <ul style="list-style-type: none"> • Once yearly focus group or interviews about quality of experience and outcomes