

program evaluation: systematic collection and analysis of specific data purposes: improvements

approaches: 1– product oriented approach: the focus of evaluation is on the explicit defined objectives, its all about achieving, formative.(what extent, how much) Tools or methods or procedures or means: the qualitative and quantitative tools (interviews, tests, questionnaire, surveys)qualitative data: there is no numbers, non numerical example: preferences (how and why) not like what extent or how much (a qst of number), when we talk about likes , dislikes , views...3–static : anything that have to do with the institution itself, it is very limited in the sense that it focuses less on what we've mentioned earlier.2– process oriented approach: formative, focus on the process itself; strategies, steps..etc quantitative data: the opposite.not necessarily the outcome.