Performance Measurement Matrix

**QUANTITY**

**HOW MUCH DID WE DO?**
- # of program participants
- # of activities
- How productive?

**QUALITY**

**HOW WELL DID WE DO IT?**
- Satisfaction of participants
- Retention rates
- Following protocols
- Are we doing things right?

**IS ANYONE BETTER OFF?**
- # skills / knowledge
- % skills / knowledge
- % attitude / opinion
- % attitude / opinion
- % behavior
- % behavior
- # circumstance / condition
- % circumstance / condition

**EFFORT**

- Are we doing the right things?

**EFFECT**

- # of program participants
- # of activities
- How productive?