# Evaluations in Services to Individuals

## Prof. Katia Montalbetti

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

The course aims to provide students with knowledge to orientate themselves within today's debate on evaluation and to promote methodological competences useful for structuring evaluation actions in professional practice, for understanding and participating in evaluation processes activated in personal services and the use of evaluation data with improvement purposes.

*Knowledge and understanding*

At the end of the course, students will have to know:

- the fundamental themes and problems of evaluation in the educational and training fields

- the fundamental concepts and the specific language of the discipline

- the different approaches and evaluation models

- the methodological architecture of a monitoring and evaluation tool

- the main monitoring and evaluation tools

*Apply knowledge and understanding*

At the end of the course, students will be able to:

- correctly use the fundamental concepts and the specific language of the discipline

- critically orient themselves among the different evaluation models and approaches

- build a monitoring and evaluation tool

- develop some monitoring and evaluation tools

- use the evaluation results for improvement

*“Independent judgment”, “Communication skills” and “Learning skills”*

At the end of the course, students will be able to:

- demonstrate articulated independent judgment in evaluating the quality of educational and training projects;

- effectively communicate and argue the methodological choices made in the evaluation contexts

- critically learn from own experience by developing reflective working methods.

***COURSE CONTENT***

The course will explore the following core issues:

a. General aspects and issues of evaluation in the social field

b. Specific aspects and issues of evaluation in services to individuals

c. Evaluation forms and practices in education professions and work

d. Design, construction and implementation of monitoring and evaluation tools

e. Development and use of methods and tools for monitoring and evaluation

f. Notes on impact assessment

***READING LIST***

Compulsory textbook:

K. Montalbetti, *Manuale per la valutazione delle pratiche formative,* Vita e Pensiero, Milan, 2011.

A textbook to choose from:

S. Serbati, *La valutazione e la documentazione pedagogica. Pratiche e strumenti per l'educatore*, Carocci, Rome, 2020.

E. Restiglian, *Valutazione della qualità nei servizi per l'infanzia*, *Sistemi e strumenti*, Carocci, Rome 2020.

V. Lo Presti, *L'uso dei Positive Thinking nella ricerca valutativa*, Franco Angeli, Milano 2020.

***TEACHING METHOD***

The course involves the use of complementary teaching strategies: lectures, participatory lessons, practical exercises and guided practical activities in the classroom; some lessons may be held in seminar form in co-presence with scholars, specialists and professionals in the field.

The teaching material used during the lessons is made available to students on the Blackboard platform.

***ASSESSMENT METHOD AND CRITERIA***

The exam consists of an oral interview preceded by a written test.

The written test will consist in the drafting of a paper in which students are expected to show both their knowledge and critical understanding of the topics covered by the course and the operational skills and competences related to them.

In the paper, students will be required to design an evaluation tool starting from a situation chosen by them. An analytical guiding outline will be made available on the platform at the beginning of the course. The paper must be uploaded to the platform according to the timing communicated by the lecturer (approximately ten days before the exam date).

The interview will take its cue from the discussion of the paper and will be aimed at verifying: the knowledge developed on the topics of the course; the ability to reflect on different contents and discuss their applicability in specific contexts; mastery of the specific language of the discipline.

There will be a single mark awarded at the end of the oral interview based on all the elements collected in the assessment process.

*Assessment criteria*

The quality of the paper will be assessed using the following criteria: completeness, clarity, appropriateness of language, relevance, consistency, argumentation, adequacy, validity, conceptual references, critical reflection, and feasibility/sustainability.

For the assessment of the oral interview, the following criteria will be taken into account: correctness and quality of the answers provided, command of language, clarity of presentation, reasoning skills and analytical rigour, quality of the logical and methodological argumentation.

***NOTES AND PREREQUISITES***

Prerequisites

Knowledge of the basic elements of research and design methodology in the educational and training fields is a prerequisite. Students who did not acquire these competences in their previous training path are invited to contact the lecturer to obtain information about possible supporting texts.

Notes

Students *are required to regularly consult* the information tools used for the course (lecturer web page and *Blackboard* IT platform), where notices and updates will be communicated when needed.

Further information can be found on the lecturer's webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENG or on the Faculty notice board.