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1. The Need for Evaluation and Reporting

Because the *Read Write Now!* Program receives government and private funding to deliver a literacy service to adults, we have an obligation to both our funding bodies and our students to continuously evaluate and report on our effectiveness.

Most businesses and all public sector departments view it as good management to have a set of Performance Indicators which enable the organisation to compare and measure the results it's getting in return for the dollars allocated to it. These indicators are modified from year to year and are discussed with coordinators as part of the strategic planning workshop each year.

As a result of these meetings we trust that the Coordinators will see why it is so important that regional statistics are forwarded to Central Office promptly.

In addition, Coordinators are asked to complete an Annual Evaluation for their region, which is mailed out at the end of each year. A sample of the type of questionnaire follows. A revised version will be sent out each December.