MY-PEER USER GUIDE
toolkit [1.0]

PROGRAM MONITORING TOOL
(ONLINE SETTINGS)

Summary

The peer group and program factors associated with a peer-based program can significantly contribute to how well the program is able to deliver its intended impacts and outcomes. The *Program Monitoring Tool (Online Settings)* can be used by service providers to quickly identify any actions needed to ensure their peer program maintains a positive and safe environment for all participants and staff/volunteers.

Keywords

Analysis tool
Cross sectional data (snapshot)
Longitudinal data (trend analysis)
Monitoring
Reporting

Staff/Volunteer Use

Program Evaluation

Resources

Paper-based
At least 2 staff members and/or volunteers
No training/support or external resources needed
No costs associated

Individual Activity

Time

Set up: N/A
Implementation: 15 minutes
Analysis: 30 minutes - 1 hour

Frequency of use

Periodically depending on type of program

⚙️ How to Use This Tool

For monitoring purposes, it is recommended that the *Program Monitoring Tool (Online Settings)* is completed at regular intervals during program implementation, e.g. monthly, at the end of each semester or at the end of a program session. The tool contains 18 indicator items divided into 4 areas:

General factors (3 items)	Number of users, satisfaction, reach
Peer Group factors (8 items)	Peer support, youth engagement, positive peer influences, group rules/norms, positive conflict resolution, skills development, range of perspectives
Program factors (5 items)	Staff capabilities, referrals, role modeling, stress levels
External factors (2 items)	Help-seeking, access to support

Complete the tool as follows:
1. Rate each of the key indicators (**1, 2, 3, 4** or **5**) where 1 indicates very low frequency (or not very often) and 5 indicates very high frequency (or all the time). Your rating could be based on your observations, service usage data or other data that may be available. If an item is not relevant for your program, leave the rating blank and write 'Not applicable' in Notes section.
2. Decide if any **Action** is needed (Y = yes, N = No)
3. Complete **Notes** section e.g. recommended actions, why no action is recommended

👍 Suggested Uses

The *Program Monitoring Tool (Online Settings)* can be used as a troubleshooting guide to identify program areas which may require action.

The *Program Monitoring Tool (Online Settings)* is also useful to monitor the effects of changes to program implementation and e.g. to monitor if service improvements have resulted in positive or negative changes.

The *Program Monitoring Tool (Online Settings)* may also be useful to monitor the quality of program implementation since it includes items in each of the major components considered important for implementing high quality peer-based programs for young people.

🧩 Complementary Tools

The *Program Monitoring Tool (Online Settings)* provides data from the perspective of staff or volunteers. To increase the reliability of the tool further, data should also be collected from participants periodically and the data compared to identify consistencies and inconsistencies.

Evaluation strategies and tools which could be used to collect data from participants are:
- *Evaluation discussion threads (online settings)*
- *Guide to content analysis (online settings)*

- *Safe Space Monitoring Tool*
- *Short Term Impacts Tool*
- *Long Term Outcomes Tool*
- *Camp Evaluation Questionnaire*

Implementation Tips

- If possible, **all** program facilitators should complete the tool so that the results can be compared and discussed and any actions that are required can be agreed. This discussion can take place as part of a scheduled staff meeting or during a program debrief session.
- A version of this tool exists for peer-based programs which are not implemented in online settings (see *Program Monitoring Tool*)
- The *Evaluation framework for peer-based youth programs* provides further information on each of the indicators included in the *Program Monitoring Tool (Online Settings).*
- In order to rate some of the items, some previous evaluation data may need to be collected e.g. General Indicators Item 2: Participants report being satisfied with the program may be determined by implementing a participant satisfaction questionnaire.

Links

Program Monitoring Tool
Program Monitoring Tool (Online Settings)
Evaluation Framework for Peer-Based Youth Programs
Evaluation discussion threads (online settings)
Guide to content analysis (online settings)
Safe Space Monitoring Tool
Camp Evaluation Questionnaire
Short Term Impacts Tool
Long Term Outcomes Tool

COMPLETED BY: _____ **DATE:** _____

KEY INDICATORS	RATING 12345	ACTION? Y/N	NOTES
General factors			
1. Target user numbers reached			
2. Participants report being satisfied with the service			
3. Forum is accessed by diverse groups within target population			
Peer group factors			
1. Users provide peer support to others			
2. Users ask for help and support from others			
3. Positive and constructive dialogue between participants			
4. Participants are exposed to a wide range of views/perspectives			
5. Tensions and conflict within group are resolved positively			
6. Forum rules are observed by program participants			
7. Staff mediation required to maintain forum rules			
8. Negative peer influences within group			
Program factors			
1. Presenting issues are consistent with staff skills and capabilities			
2. Participants are referred to specialist services as needed			
3. Strong relationships exist between program + referral agencies			
4. Staff/volunteers role model positive language/attitudes			
5. Low staff turnover, burnout or stress			
External factors			
1. Evidence of improved help-seeking knowledge + skills			
2. Participants have access to support outside of the program			