

# Q11: Evidence of effectiveness

Question 11 from NIDILRR reads *"What would be evidence of effectiveness, and how might it be measured/described?"*

Although not explicitly covered at the workshop, the PGA work has begun to surface a framework for measuring the effectiveness of the First Discovery tools. Effectiveness measures initially identified include:

- Uptake of the tools - measured by number of user accounts created for preference sets in the GPII server, number of downloads of developer toolkits, etc...
- Ease-of-use - measured by tool analytics data showing, e.g., frequency of use of a "back button" and of a "help" or "get assistance button", ...
- Satisfaction with the tools, measured by surveys and interviews.