**Knowledge Management Evaluation Report Template**

*This template includes the main sections of a typical knowledge management (KM) evaluation report. Other sections, such as a Foreword or Acknowledgments, may also be included in an evaluation report but are not included in this template. On subsequent pages of this template, you will find the following section headings with a summary of the type of information you should include under each section and how you should write each section.*

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**Title**

**Authors (if personal authors are listed)**

**Date**

*[additional front matter]*

Date of copyright

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Publisher address

Suggested citation:

**Table of Contents**

* You can either create this manually once you have finalized your report, or you can have Microsoft Word create the Table of Contents automatically if you’ve used the headings in the Styles window. Search for “Create a table of contents in Word” in Microsoft Word Help (F1) for instructions.

**Acronyms**

* Include a list of all acronyms used in the report, with the acronyms spelled out, in alphabetical order.

**Executive Summary**

* The Executive Summary is a synopsis of the full evaluation report; it often will have the same headings that are used in the main body of the report (e.g., Background, Methods, Findings, Discussion/Recommendations).
* Some people will read only the Executive Summary of the report, so make sure you convey clearly the core evaluation findings and recommendations for the future.
* It’s ok to repeat in the Executive Summary what is written in the main body of the report, but if you can find different ways of saying the same thing, that’s good too.
* Make sure whatever is in the Executive Summary is consistent with what’s in the main body of the report.

**Background**

* The Background section (sometimes labeled the Introduction) describes *What?* and *Why?* What was the KM intervention? Why did you conduct the evaluation?
* Briefly state what problem the KM intervention was trying to solve, the rationale for why the problem was important to tackle, and the purpose of the evaluation.
* If the KM intervention/evaluation was based on a specific theoretical framework, introduce the framework here.

**Methods**

* The Methods section describes the procedures uses to generate the evaluation findings. You should provide enough detail so that others can replicate your study design by following your description.
* Use objective statements and avoid subjective words, feelings, or impressions. For example, “The students examined three pictures.” Not: “The students examined three *interesting* pictures.”
* The Methods section is typically the easiest section to write because it does not require a lot of abstract or interpretive thinking.
* Be sure to write down notes on your methods/approaches as you are conducting the evaluation so you don’t forget important details.
* Include information on study design, program/study site, participant selection, when the study was conducted, data collection methods, and data analysis methods. Also include a statement indicating study approval by an Institutional Review Board (IRB), if applicable.

**Findings**

* The purpose of the Findings section (sometimes labeled Results) is to present the *key* findings of your evaluation. Determine which findings to present by deciding which are relevant to the purpose of the evaluation that you presented in the Background section.
* You can organize the Findings based on the key questions you set out to answer or common themes that emerged from the evaluation.
* Use visuals, such as tables and figures, to display you findings efficiently and clearly.
* Write the Findings section in past tense because it refers to specific observations made in the past during the evaluation.

**Discussion/Recommendations**

* Sometimes the Discussion and Recommendations are separate sections. Other times, they are grouped together in one section.
* The Discussion/Recommendations section is the heart of the evaluation report. This is where you will reflect on the meaning of the findings you presented in the Findings section, explain the implications of the findings, state the limitations of the evaluation, and make suggestions for the future (future iterations of the KM intervention, new KM interventions, policy changes, future KM evaluations, etc.).
* This is also where you will analyze how the findings fit in with existing knowledge on the topic. Make sure you tie the points you make in the Discussion/Recommendations section with what you reported in the Findings section (i.e., your Discussion should be supported by the data you presented).

**Appendices**

* Copies of survey instruments are commonly included as appendices.

**References**

* Include a list of references cited in your evaluation report at the end of the report.
* Decide which reference style you want to use (e.g., APA, AMA, MLA, Chicago) and format your references accordingly.
* When citing references, remember to follow these best practices:
  + Cite original sources
  + Cite recently published sources (unless you need an older reference for historical purposes)
  + Avoid citing personal communication unless necessary
  + Don’t hesitate to cite references that contradict as well as support your findings
* Make sure all citations cited in the body of the report are included in the Reference list, and conversely that all references in the Reference list are cited in the body of the report.