



Policies and Procedures

Operations Department

Collection and Analysis of Data Policy and Procedure

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1. Policy

Collection of information at Future Focus takes place in different forms. This is acquired from filled-in forms which are completed upon student registration, reports completed following direct observation, questionnaires, surveys or focus group discussions. All such information is recorded in the appropriate ways and is organized so that it is optimally useful. Additionally, recording of information is done concurrent with data collection if possible, or soon afterwards, so that nothing gets lost. We enable such information to be shared with as many interested personnel as possible so that such persons have electronic access to all the information stored and saved. Further to this, regular focus group discussions enable the sharing of information, opinions and ideas which are central to the proper functioning of the Centre.

2. Procedure

The procedure which the administrative staff applies is the following:

- Gathering together of information from all sources and observations
- Making photocopies of all recording forms and any other collected materials, to guard against loss
- Entering all information into a computer program, where they can be arranged and/or worked on in various ways
- Organizing data in ways that make them easier to work with.

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Analysing information involves examining it, by our administrative staff, in ways that will reveal the relationships, patterns or trends that can be found within it. We compare information of various groups with one another. Having a control or comparison group also helps with drawing some conclusions from the data. The objective of the evaluation is to get an accurate assessment in order to better understand the workings within our Centre and its effects on those whom we are concerned with, in order to better understand the overall situation and, to use such information for the enhancement of our service. This data collection is critical not only to serve the purpose of being organised in the present but also as an initiative for future success. Sources used to collect information include the following:

- Pre-existing or official data
- Survey data
- Interviews and focus groups
- Observed data

The aims and objectives of recording information are the following:

- i. Show whether there was any significant change within projected outcomes and whether the methods used brought about the desired results
- ii. Uncover factors that may be associated with changes.
- iii. Show connections between or among various factors that may have an effect on the results of provision of service
- iv. Help to show the reasons that our work was effective or, perhaps, less effective than that projected

By the resulting analysis, we are able to determine not only what worked or did not, but why. These are factors that influence success, and they can be

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highlighted via this information collection and analysis. This knowledge gives a basis for adapting and changing the service that we offer in order to make it more likely to achieve the desired outcomes in the future.

Such collection and analysis, moreover, provides us with credible evidence to show stakeholders that the provision of our service is successful, and that we seek to uncover and address limitations.

Students want to know that their investments are well spent. Our methodology shows evidence of improvements and outcomes, and this is increasingly important to receiving and retaining success across the board.

3. Methodology

Different kinds of results that we look for include the following:

- Differences within groups.
- Differences between groups.
- Correlations and connections between two or more factors - This helps us to highlight potential causes of an issue or condition, and thus help in the approach for future interventions.
- Patterns which may not be specifically what we would have been looking for or expected to find, but they may either be important in themselves or shed light on other areas of interest.
- Other important findings that show that a programme was effective



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The objective of evaluation research is gathering information and analysing it to determine what it shows about the effectiveness of how the Centre is functioning, as well as about how we can maintain and improve that effectiveness. Results and reports enhance the capabilities of exploring new solutions and discovering new factors. We apply such results to continue to evaluate what we do by collecting and analysing data in a manner that will continually improve our Centre.