From Inputs to Outcomes

In order to make sure that a Community of Practice (CoP) delivers value, first you have to decide which **Outcomes** you would like to have as results of your community's activities.

Once you have decided the Outcomes, you also have to think clearly about the **Inputs** and the **Outputs** that are necessary to obtain those outcomes.

NOTE: Your Outcomes should be aligned with each Short/Long Term Value you decided on (for Members and the Organization) using the Community Value template

Inputs/Outputs/Outcomes Template

Inputs/Outputs/Outcomes Template		
Inputs	**Outputs**	**Outcomes**
		<Start with Outcomes>

Inputs/Outputs/Outcomes Example

Inputs/Outputs/Outcomes Template		
Inputs	**Outputs**	**Outcomes**
Hours worked	Connections created	Solutions sets created
Blogposts written	Unique comments	Projects impacted
People invited	Discussions occurring	Practitioner hours saved
Conversations initiated	Discussion depth	Support requests deflected
Platform management	Files shared	New business sourced

Example Metrics Indicators

When thinking about inputs and outputs, you should think about how you will measure them, that is, what metric indicators you will use. Here are some examples, both Quantitative and Qualitative.

Quantitative Indicators

Blogposts written	Comments on blogposts
People invited	People joining
Conversations initiated	Connections created

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Page views	Time on page
Likes	Unique comments
Discussions	Posts
Questions	Responses to questions
Time to respond to questions	Solution sets created
Course units completed	Courses completed
Certificates awarded	Support requests deflected
Practitioners supported	Practitioner hours saved
New business sourced;	Solutions shared with other practitioners
New ideas generated	New ideas implemented
Clients and Partners involved in solutions design	Solution designs adopted
Discovering mistakes made and avoiding their repetition in the future	Quality improved and costs reduced via peer review of each other's works
Increased overall satisfaction. Increased satisfaction with specific program parameters	Net Promoter Score (NPS)
Number of participants in working groups	Number of people speaking up at a meeting
Number of documents uploaded	Number of documents shared
Numbers of unique participants in various areas in the community	Tweets and retweets

Qualitative Indicators

- Sustainable Innovation and Improvements in Products/Services via crowdsourcing
- Broader framing of development challenges and better translation of solution sets into local contexts
- Specific projects impacted in terms of validation and quality assurance
- Captured members'/practitioners' stories that demonstrate the casual links between inputs generating community activities, outputs, and outcomes (supported by quantitative measures in terms of documents and ideas shared on the online platform, and positive feedback received)
- Anecdotal success stories

This document is part of the Communities4Dev CoP Toolkit featuring practical resources to help you develop impactful Communities of Practice in the development sector. Access the full CoP Toolkit.