# EVALUATION SUMMARY

## Bureau of Educational and Cultural Affairs
## Office of Policy and Evaluation

## Internet Access and Training Program (IATP) In Eurasia

*The purpose of the evaluation was to assess the ability of the U.S. Department of State's Internet Access and Training Program (IATP) in Eurasia to provide access and enhanced computer skills to alumni of the Bureau of Educational and Cultural Affairs' (ECA) exchange programs and other community users.*

## *Key Findings*

➢ **Satisfaction and Use of the IATP Centers**
- 94% of ECA alumni respondents, and 90% of the community user respondents, were satisfied or very satisfied with IATP Center services.
- 60% of both alumni and community user respondents visit the Centers five or more times a month.
- Alumni (71%) and community users (77%) selected Internet research as one of the IATP services they valued most highly.

➢ **Training Opportunities and Benefits**
- 92% of community user respondents, and 70% of alumni respondents, reported that the IATP Center offered opportunities to work in their communities with NGOs and partners.
- Integration of IATP Centers and their partner organizations have led to libraries, universities, NGOs and other organizations coordinating their own training needs with Center offerings.
- Training courses are targeted to people in various professions such as medicine, educators at all levels, library science and research, legal and civil education, and professional development.

➢ **Contact with the United States**
- 91% of alumni use the IATP Centers to help them stay in touch with colleagues and friends in the United States.
- Nearly half of the community user respondents (49%) have made some kind of contact related to the United States in the past six months.

➢ **Centers Serve as a Means for Alumni Engagement**
- 80% of alumni respondents indicated that they had participated in alumni meetings at the Centers, and 75% indicated that they had attended lectures, talks or other presentations at the Centers.
- 36% of alumni reported participating in online discussion groups, and 88% of these respondents found the groups useful.

**Project Information**:  Aguirre International of Washington, D.C. conducted the evaluation in seven Eurasian countries: Armenia, Belarus, Kyrgyzstan, Russia, Tajikistan, Ukraine, and Uzbekistan.  From October 2004 to November 2004, 4,324 users of IATP Centers and resources completed an online survey.  In addition, 401 ECA alumni participated in telephone interviews.  From July 2004 to February 2005, the evaluation team also conducted 39 focus groups with ECA alumni and IATP Center users and staff, and visited 46 different IATP Centers.

**Program Information**:  The IATP Program provides free Internet access and training through a network of access sites (or Centers) in 11 countries throughout Eurasia. Via these sites, ECA alumni and members of the community have free access to the Internet and training in a wide variety of computer applications.  The overall goal of the program is to foster a community of IATP Center users committed to the free exchange of information.  More program information is available at http://exchanges.state.gov.

**Contact Information**:  For more information, or to request a copy of the 106-page report, please contact the Office of Policy and Evaluation at (202) 632-6325, by mail at Annex 5, 2200 C Street NW, Washington, DC 22301, or by email at ECAevaluation@state.gov.  Results of other program evaluations are available at http://exchanges.state.gov/programevaluations.

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