

Types of Key Performance Indicators

Grant Application and
Project Implementation Guidance

Resource

There are three main types of indicators that are all contributing toward the impact – [Inputs](#), [Outputs](#) and [Outcomes](#).

What your project will do/need



Inputs/Components

This refers to what will be directly funded by the project. For Foundation projects, activities might be workshops, networking meetings, or the establishment of infrastructure, while inputs may include training materials, funding for events, equipment and other resources.

Example indicators

- Number of meetings/workshops/events held
- Number of trainings carried out through the project
- Number of materials/handbooks distributed
- Number of schools/companies participating in the project
- Number and description of experts/trainers engaged in training

What your project will deliver




Outputs

The direct results of your activities. For Foundation projects, this may include what was produced as a direct result of the project activities, drafted policy documents, individuals trained, agreements signed, and collaborations established.

Example indicators

- Number of household/schools/communities that have access to the internet as a result of the project and are using it for various purposes
- Number (or percentage) of participants who demonstrate increased levels of skill or knowledge
- Number (or percentage) of participants who exchange contact details with the aim of staying in touch beyond the project
- Number (or percentage) of participants who indicate they were satisfied with the training content/found it relevant and useful to them – useful in that they plan to use their skills in their everyday lives (through a survey)
- Number and role of government officials/decision-makers engaged in the project

What your project hopes to change



Outcomes

The short- and medium-term changes resulting from your project. This is often something that is outside of the direct control of the activity or product. For Foundation projects, this may include demonstrated shifts in perspectives, and changes in behavior or policy (for example, a government body promising to enact a change).

Example indicators

- Number (or percentage) of participants who demonstrated a different attitude to x
- Number (or percentage) of participants who indicated an interest in further training/next steps
- Number (or percentage) of participants who self-reported a change in how they use the internet and independently looked for more information on the training topic
- Number (or percentage) of participants who changed their ways of working based on the project content (for example, teachers using new methods of teaching)
- Number (or percentage) of participants who encouraged their peers to do x (x being what they learned through the project)
- The extent to which participants have increased confidence. In this case, you would provide statements describing the participants' attitudes as expressed through discussion or behavior, for example, "girls overwhelmingly agree that careers in tech are for men only", vs "girls express a motivation to enroll in formal training or apply to related internships"

- The extent to which the local community is aware of the opportunities and threats of emerging internet technologies - for example, “most community members have not heard of digital learning” vs “community members discuss and research digital learning”)
- The extent to which government officials indicate agreement with advocacy demands and – ultimately – enact policy changes
- The extent to which participants have access to – and take advantage of – more opportunities to engage in the Internet for good.

The long-term changes



Impact

The long-term changes in the social, political or economic context. For the Foundation’s projects, this may include changes to laws or government policies (including new laws), community-wide shifts in perspectives and/or adoption of new practices, and adaptation and implementation of new economic practices or policies among private entities. Normally, the impact your project is aiming at will be outside of your control, require many stakeholders to contribute, and take longer to accomplish than the timeframe of the project.

Example indicators

- The extent to which the new law x includes references to y
- The extent to which the community uses the internet to do z



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