THE EDUCATION LOGIC MODEL (ELM) AND PROGRAM OUTCOMES, MEASURES, AND TARGETS (POMT) APPLICATIONS

FREQUENTLY ASKED QUESTIONS

Installing the ELM or POMT apps:

- How do I get the ELM or POMT apps?
- What are the app specifications?
- Will the apps run on my iMac?
- Will the apps run on my PC?
- Will the apps run on my iPad or tablet?
- Do I need a special browser to use the apps?
- Can I still use the apps if I don't have Chrome?
- Do I need the Internet to install the apps?
- Do I need the Internet to use the apps?
- When I open the app, nothing happens. What should I do?
- How long does the download take?
- The download is taking too long. It either times out or freezes. What can I do?
- The download does not work. What can I do?
- What are the minimum operating system requirements for the ELM/POMT?
- I just bought a new iMac and am having trouble downloading the ELM/POMT app. When I try to open the download, I get an error message that says "this application is from an unidentified developer." What do I do?
- I have an older iMac that operates on OS X 10.6.8. When I try to install the app, I receive the error message: The installation failed. What do I do?
- I still have trouble downloading the apps.

Getting started:

- I am new to logic models or program monitoring. What is the best way for me to learn?
- Other examples of logic models include different names and definitions for some logic model components. Which ones do I use?
- Should I develop programs individually or as a team?
- Which app should I start with, ELM or POMT?
- Do I need to start with the ELM before I use the POMT?
- I created a program in ELM. How can I measure the progress of my program?
- I created a program in POMT. Can I go back to create a logic model for my program using the ELM?

- Is there a different file type for the ELM and POMT app?

Using the Apps:

- How do I create a program?
- What do I do if I can't open an existing program?
- Do I need to go through the app steps in order?
- After I create my program what happens?
- I don't know what I am supposed to put in each box. Where can I find help?
- I have more than five short-term, mid-term, or long-term outcomes. What do I do?
- What if my program does not have something for every short-term, mid-term, or long-term outcome? Can I hide the outcome that I do not need?
- What is the file name for my program?
- Where is my program information saved?
- Can I change program information after I have created the project?
- I made a mistake. Can I go back to a previous version of my program?

After I create my program:

- How do I save my work?
- How do I share my program with my supervisor, team, or colleague?
- I want to save my work as a PDF file, but the only option I have when I click on Print/PDF is to Print. What do I do?
- How can I open a copy of my program as a Word document or in a PowerPoint?

I still need help:

- Can I speak with someone at REL Pacific?
- Can I get technical assistance training on how to use the ELM or POMT?
- I'm interested in a tailored workshop or presentation on how to apply the ELM or POMT for my school or district. How can I get content-related or tailored assistance?

Installing the ELM or POMT apps:

How do I get the ELM or POMT apps?
Download the apps directly from the REL Pacific website:
http://relpacific.mcrel.org/PERR.html. Instructions for download and installing the apps can be found here:

- ELM: http://relpacific.mcrel.org/ELM.html#download
- POMT: http://relpacific.mcrel.org/POMT.html#download

For Pacific region educators, the apps are also available on a USB flash drive. Contact REL Pacific to have one mailed to you.

What are the app specifications?
- iMac or PC compatible: the apps have been tested against Windows 7, Windows 8, OS X 10.8, and OS X 10.9.Internet connection not required.
- Provided with Google Chrome browser.
- Available on USB device or zip file.
- All information is stored on your local computer.
- Data can be easily shared from the ELM app by generating a PDF in the print options window; if you are working in the POMT app, you may generate a PDF, Word, or Excel report to share. You may also share your "rel" file with users who have already downloaded the ELM or POMT applications.
- Provides users with "Quick Reference Guides," documents describing logic models and program monitoring in greater depth.
- Contains step-by-step instructions.

Will the apps run on my iMac?
Yes, the app will run on an iMac. You will need to download the iMac version from the REL Pacific website: http://relpacific.mcrel.org/PERR.html.

Will the apps run on my PC?
Yes, the app will run on a PC. You will need to download the PC version from the REL Pacific website: http://relpacific.mcrel.org/PERR.html.

Will the apps run on my iPad or tablet?

No, at this time the apps will only run on an iMac or PC.

Do I need a special browser to use the apps?

Yes, you need to use a Chrome browser. Chrome is the only browser that allows files to be saved locally on your computer. If you do not have Chrome, the apps come bundled with a copy of Chrome portable. When the app is set up for the first time, it automatically sets up Chrome on your computer.

Can I still use the apps if I don't have Chrome?

Yes, the apps come bundled with a copy of Chrome. When the app is set up for the first time, it automatically sets up Chrome on your computer.

Do I need the Internet to install the apps?

If you want to install the app from the REL Pacific website, then you need the Internet to access the download. However, if you are a Pacific educator, you may request the apps on a USB flash drive. Contact REL Pacific to have one mailed to you. In this case, you do not need the Internet. You may share the flash drive with as many colleagues as you like so that they can install the ELM and/or POMT.

Do I need the Internet to use the apps?

No, the apps run on Chrome browser, which is the only browser that allows files to be saved locally on your computer without the Internet.

When I open the app, nothing happens. What should I do?

Try closing all other Chrome browsers and then open the ELM and/or POMT app. If this does not work, you can also try to access the apps by typing the URL directly into the Chrome browser. For the ELM, type: file:///C:/ELM/index.html. For the POMT, type: file:///C:/POMT/index.html. If you continue to have trouble, contact us at relpacific@mcrel.org.

How long does the download take?

Download times vary, taking as little as one minute or taking a much longer time. Download times vary based on the speed of your Internet connection and McREL's service connection to the Internet. Slow download speeds may be caused by a number of reasons, such as:

- o Downloading with a dial-up connection or a modem is much slower than using broadband. If possible, try to download in a location where there is broadband, such as at an office or at a school.
- o Doing more than one thing while on the Internet will affect download speeds. Make sure you are not downloading or using any other programs while downloading and installing the ELM and/or POMT.
- o Consider the time of day. When more people are online, servers and Internet connections become overloaded and cause delays. Try downloading the apps during less busy times, such as early morning or later in the evening.

These are just a few examples of what may cause slow download times. If the download is taking too long, you may want to stop it and try again.

The download is taking too long. It either times out or freezes. What can I do?

If the download takes too long or times out, stop the download and try again. When restarting the download, the Internet connection may find a new, faster Internet route.

The download does not work. What can I do?

Make sure your PC or Mac computer is running the most current operating system. Using an older computer without an updated operating system could cause an issue with downloading new applications.

What are the minimum operating system requirements for the ELM/POMT?

The ELM and POMT apps have been tested against Windows 7, Windows 8, OS X 10.8, and OS X 10.9.

I have an older Mac that operates on OS X 10.6.8. When I try to install the app, I receive the error: The installation failed. What do I do?

Unfortunately, the ELM/POMT software is only compatible with v10 generation iMac computers, which means that older operating systems may not be able to fully install the programs. This issue is how the iMac OS handles the unbundling of the package (Chrome, the ELM or POMT application, desktop icon, etc). There were major changes in how each generation of OS handles the loading of new software in terms of bundling/unbundling on the iMacs. If possible, we may try to offer a fix in future versions of the apps.

I just bought a new iMac and am having trouble downloading the ELM/POMT app. When I try to open the download, I get an error message that says "this application is from an unidentified developer." What do I do?

This is a design security function of iMac OS X. By default all apps that are not specifically downloaded from the Apple App Store (as is the case with the ELM/POMT application) are considered unidentified developers and so end users will experience this message. You can choose to override your security settings and open the app anyway. To do this, follow these directions:

1. In the Finder, locate the app you want to open. Most apps can be found in the Applications folder.

2. Press the Control-key, then click the app icon.

3. Choose Open from the shortcut menu.

4. Click Open.

The app is saved as an exception to your security settings, and you will be able to open it in the future by double-clicking it, just like any authorized app.

I still have trouble downloading the apps.

If you still have trouble downloading the ELM and/POMT after trying the troubleshooting tips above, please check your security and/or firewall settings. These settings may prevent new applications from downloading. If you work at a school or office, please check with your IT administrator.

Getting started:

I am new to logic models and/or program monitoring. What is the best way for me to learn?

If you are new to logic models and/or program monitoring, we suggest starting with the Quick Reference Guides and then moving on to additional resources. Reference Guides and Additional Resources are found at the top menu on the app's homepage. Guidance is also provided throughout the app and is designed to be a step-by-step process. The Quick Reference Guides can also be found on the REL Pacific website: http://relpacific.mcrel.org/PERR.html, or:

- o ELM: http://relpacific.mcrel.org/ELM.html#qrg
- o POMT: http://relpacific.mcrel.org/POMT.html#qrg

Other examples of logic models include different names and definitions for some logic model components. Which ones do I use?

There are many different approaches to creating a logic model and you will find that various sources use different names and definitions for some logic model components. For example, outcomes are the changes in knowledge, beliefs, and behaviors that occur due to involvement in a program. Outcomes usually occur in stages and can be observed along a continuum from short- to long-term outcomes. For the purposes of REL Pacific's ELM/POMT application, the terms short-term outcomes, mid-term outcomes, and long-term outcomes are used. Other terms you may encounter include:

- o Short-term: initial, immediate, proximal
- o Mid-term: medium-term, intermediate, midpoint
- o Long-term: impact, final, ultimate, distal outcome

Should I develop programs individually or as a team?

The development of a program is typically a collaborative process involving many people in different areas, such as program development, evaluation, and management. Programs are successful when all constituents involved in a program collaborate on development of a logic model or the program outcomes, measures, and targets.

Which app should I start with, ELM or POMT?

You can start with either app.

- o The ELM helps you create a logic model to organize, communicate, and evaluate the outcomes of a program. It provides a way to identify resources and activities necessary for program success.
- o The POMT helps you design a process to monitor the progress of a program. Therefore, you may begin with the app you feel most comfortable.

Information is easily transferred from one app to the other. After you create your program in one app, you may open it using the Existing Model button in the other app.

Do I need to start with the ELM before I use the POMT?

No, you may start with either app first. Both apps share the same file type (.rel). Each app can open the file and each app uses only those data that are applicable to that app.

I created a program in ELM. How can I measure the progress of my program?

You can create your logic model with the ELM, and then use the POMT app to develop measures and identify progress. Your (.rel) file can be opened by either the ELM app or the POMT app by using the Existing Program button on the top menu.

I created a program in POMT. Can I go back to create a logic model for my program using the ELM?

Yes, you can open the POMT file in the ELM app. Open the (.rel) file using the Existing Model button on the top menu.

Is there a different file type for the ELM and POMT app?

No, both apps share the same file type (.rel). Each app can open the file, and each app uses only those data that are applicable to that app.

Using the apps:

How do I create a program?
Start by selecting New Program from the top menu and then follow the steps in the instructions. The Existing Program option is only used when you want to revisit a program that you already created. If you are just getting started, you will need to create a new program using the New Program button.

What do I do if I can't open an Existing Program?
You can only open a file using the Existing Program option when there is already an existing program saved. If you have never created a program or are new to the apps, then you must start by opening a New Program, from the top menu. Once you have created a program, it is saved as a (.rel) file, and then you may open it from the Existing Program button.

Do I need to go through the app steps in order?
No, you may go through the app in any order you like. Please remember to regularly save your work as you move from one section to the next.

After I create my program what happens?
Your program will be saved in the computer location of your choosing, and you will be able to make changes when you open it as an Existing Program. You will also be able to print or save it as a PDF file.

I don't know what I am supposed to put in each box. Where can I find help?
There are instructions, examples, and a tutorial for each component of the apps. These will help guide you through the apps. Help instructions are provided as a PDF or you can listen to voice instructions. The Reference Guides can be found on the top menu and provide instructions and specific examples to help you through the process. You can also find the Reference Guides on the REL Pacific website: http://relpacific.mcrel.org/PERR.html, or:

- o ELM: http://relpacific.mcrel.org/ELM.html#qrg

- POMT: http://relpacific.mcrel.org/POMT.html#qrg

I have more than five short-term, mid-term, or long-term outcomes. What do I do?

If you have more than five short-term, mid-term, or long-term outcomes, consider putting them into logical groups to improve organization and communication.

What if my program does not have five short-term, mid-term, or long-term outcomes? Can I hide the outcome that I do not need?

Not all programs will have all short-term, mid-term, or long-term outcomes. If your program does not have anything particular for one or more of the outcomes, then leave the box blank. However, you will not be able to hide it.

What is the file name for my program?

The program name is also the file name for your project. All files are saved as a (.rel) file. Similar to Microsoft Office products, you may type in any file name to save your program.

Where is my program information saved?

When you save your work, a "Save As" window will appear. Type in a file name and designate a location on your computer to save the file (e.g., Desktop, Documents folder). Every time you open an existing file using the Existing File button, you must navigate to the location on your computer where you saved the .rel file(s).

Can I change program information after I have created the project?

Yes, when you open a previously saved program (through the Existing Program tab), you can change any of the program information.

I made a mistake. Can I go back to a previous version of my program?

Yes, each time you save your program, a new version is created. By selecting Existing Program on the top menu bar, it will lead you to find the folder with your previous version(s). Each version has a number after the file name. For example, if your program is

called *Program*, it will be saved as Program.rel. Each time a new version is saved, it will have a different number, such as Program(1).rel, Program (2).rel, Program(3).rel, etc.

After I create my program:

How do I save my work?

Please remember to always save your work as you move through the app, whether moving forward through the app steps or jumping around to different sections. There is a **Save** button at the top of the menu bar. You must save before you move forward or backward, or else your work will not be saved.

How do I share my program with my supervisor, team, or colleague?

There are several ways to share your program. You may print it out, save it as a PDF file, or email the program (.rel) file. If you email the program (.rel) file to another person, the recipient will need to have downloaded the ELM or POMT app to open the program. You cannot open a (.rel) file without a ELM or POMT app.

I want to save my work as a PDF file, but the only option I have when I click on Print/PDF is to Print. What do I do?

The functionality to Print or Save as PDF comes from the operating system on your iMac or PC. Please check your Adobe Acrobat settings. A possible solution is to disable protected mode at startup:

1. Open Acrobat Reader

2. Edit -> Preferences -> General

3. Un-check "Enable Protected Mode at startup"

4. Accept the change and restart Acrobat Reader.

How can I open a copy of my program as a Word document or in a PowerPoint?

Use the print feature and save your logic model as a PDF file. With a PDF file, you can then import it into a Word document or PowerPoint file.

I still need help:

Can I speak with someone at REL Pacific?

Yes, please feel free to send us an email at relpacific@mcrel.org or call us directly at 1.808.664.8175. Our office hours are Monday–Friday, 8:00 a.m. – 5:00 p.m. Hawaii/ Pacific Standard time.

Can I get technical assistance training on how to use the ELM and/or POMT?

There will be webinars in the future on a variety of topics, including how to think about your school program and apply the ELM and/or POMT app. Information on events and webinars will be posted on the REL Pacific website: http://relpacific.mcrel.org/PERR.html. Please be sure to regularly check the website. You can also contact us by email at relpacific@mcrel.org.

I'm interested in a tailored workshop or presentation on how to apply the ELM and/or POMT for my school or district. How can I get content-related or tailored assistance?

REL Pacific regularly travels in the Pacific region and may be able to visit your school or host an event. Please feel free to send us an email at relpacific@mcrel.org or call us directly at 1.808.664.8175 to see if we will be in your area. Our office hours are Monday-Friday, 8:00 a.m.–5:00 p.m. Hawaii/ Pacific Standard time. Please also check the REL Pacific website http://relpacific.mcrel.org/PERR.html for information related to events and webinars on the ELM and/or POMT.