

Customer Satisfaction Survey for Picturing Your Program: An Introduction to

Picturing Your Program: An Introduction to Logic Modeling is a web-based online training course developed by the United States Environmental Protection Agency's Evaluation Support Division (ESD). ESD is located in the Office of Policy's Office of Strategic Environmental Management (OSEM). The online course was designed to provide users with practical instruction and the basic steps needed to develop a logic model. After completing the logic modeling course, ESD hopes that users will: 1) have the necessary information and skills to develop a logic model for their program or project, 2) understand how a logic model can be used in preparation for developing meaningful performance measures and conducting program evaluations. To improve our online training course to best meet your needs, ESD needs your feedback. Please help us by using about 5 minutes of your time to tell us what you think about the course. Thank you for giving us the opportunity to serve you better.

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1. Have you completed ESD's online Logic Model training course?

- Yes
- No (Please complete the Logic Model course prior to taking the survey at: <http://epa.gov/evaluate/lm-training/index.htm>)

2. How did you learn about this Logic Model training course?

- Internet/Search Engine
- Friend/Colleague
- Conference
- Training/Workshop
- List/Serve

Other (please specify)

3. Please check the statements that best characterize your experience developing logic models or theories of change.

- None
- A little experience (1 time)
- Some experience (2 - 4 times)
- A lot of experience (5 times or more)

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FUNCTIONALITY (The software related capabilities of the course)

4. During the course, how satisfied were you with:

| | Do not know | Very Satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|--|-----------------------|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|
| Your ability to hear the speaker? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Your ability to pause, stop, play etc.? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Navigation locks when the quiz is initiated? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interactivity of certain slides and quizzes? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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DESIGN (Aesthetics, organization and flow of the slides)

5. Please rate the extent to which you agree with the following statements. During the course:

| | Strongly Agree | Agree | Neither agree nor Disagree | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| I was able to read all of the text. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There was an appropriate balance of graphics and text. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The information was logically structured. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was satisfied with the use of tables. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was satisfied with the use of diagrams. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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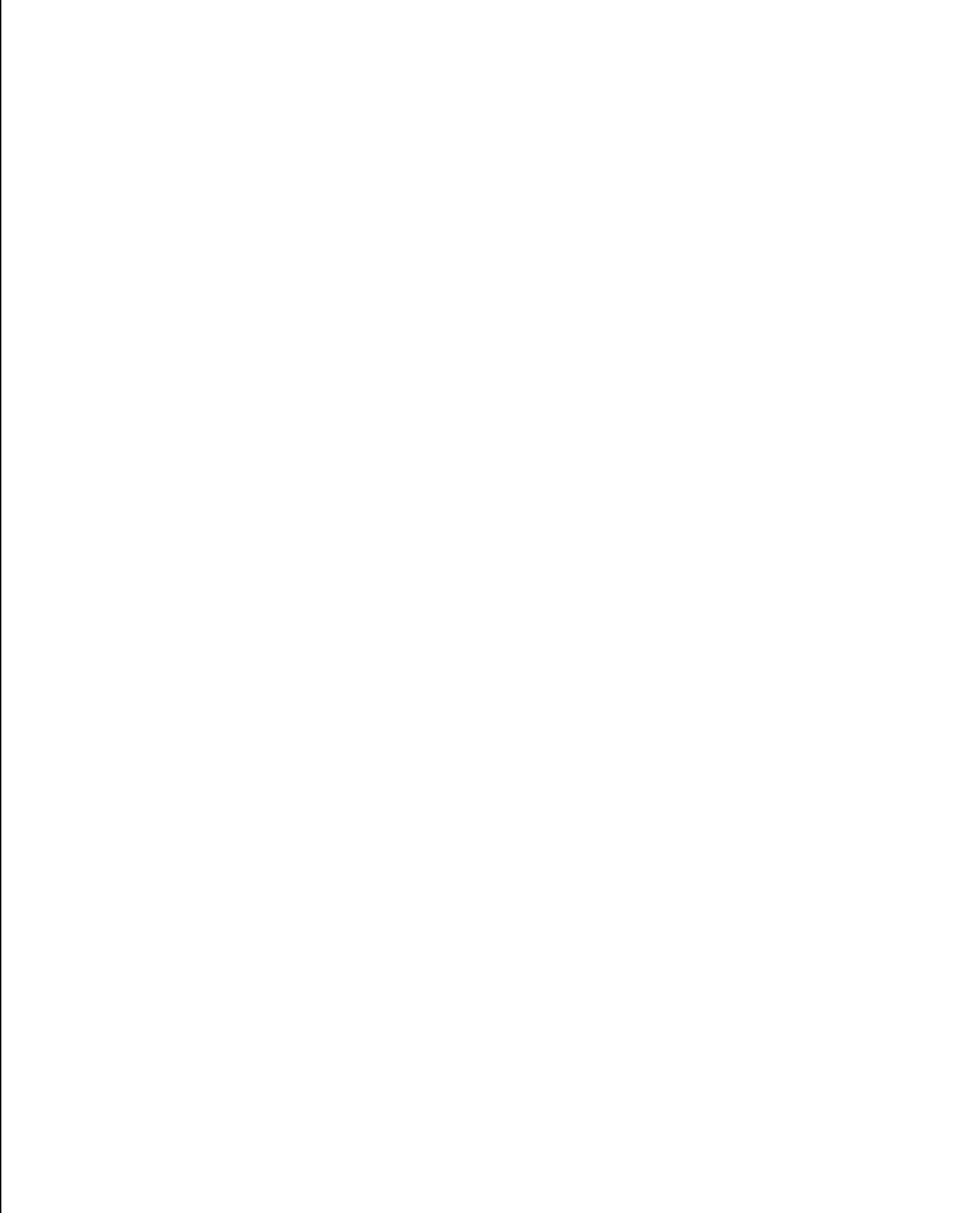
CONTENT (The topics and subjects addressed in the course)

6. How satisfied were you with:

| | Do not know | Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
|--|-----------------------|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| The depth of the topic coverage? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The breadth of the topic coverage? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The amount of theory presented? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The explanation of acronyms? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The choice of case studies? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The exercises used to help reinforce the concepts? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. Please rate the extent to which you agree with the following statements.

| | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Overall, the course is of high quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The content covered is relevant to your work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The content covered is appropriate to your level of knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The course improved your ability to develop logic models | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The course helped improve your understanding of the steps needed to develop a logic model | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The course helped improve your understanding of how logic models can be used to identify performance measures | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The course helped improve your understanding of how logic models can be used to support the evaluation of your program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You are confident in developing a logic model | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I would recommend this course to a colleague/friend | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



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8. Please indicate whether your organization is based in the United States or Internationally. (Check only one.)

- United States
- International

If International, in which country is it based?

9. Please indicate the type of organization with which you are affiliated. (Check only one.)

- Non-profit organization
- Academic institution
- Consulting company
- State government
- Local government
- Tribal government
- Federal government

If Federal, please identify which Department or Agency

10. How have you used or do you plan to use the content of this course? (Check all that apply.)

- To develop a logic model
- To teach others about logic modeling
- To clarify how a program is designed to operate
- To communicate program design or the priorities of a program
- To guide how a program is implemented
- To identify/develop performance measures
- To identify evaluation questions or design an evaluation

Other (please specify)

11. Do you have any suggestions for improving the course?

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THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.

WE APPRECIATE YOUR FEEDBACK!

Click "Done" when finished.