Safe Supportive Schools Technical Assistance (SSSTA) Center Focus Group Draft Protocol

Thanks for participating in this focus group. The "focus" for this focus group concerns your experiences with the SSSTA center, including a discussion of your involvement in webinars, use of the website, and any additional services that you may have received from SSSTA. Your participation is completely voluntary and you are under no obligations to participate.

Your information will help the Center be data-informed so that it can improve its products and services. Information that we receive from you will be shared with the Center but not identified with your name.

This session will be recorded or we will have a note taker (TBD).

In order for people to feel free to express whatever feelings they have, we'd like you all to agree to keep what is said here in confidence. In short, we'd like for everyone to agree on not repeating what is said here after you leave.

[PAUSE for verbal/nonverbal agreement]

Although we have agreed not to repeat what is said here, we cannot guarantee that everyone will honor this agreement, so you should not discuss anything that you are uncomfortable sharing.

Are there any questions? Let's begin.

Focus Group Questions

Webinars

- Access
    - o Under what conditions will you be most likely to access webinars?
        - ▪ Examples:
            - Availability of a computer with internet access,
            - Adequate computer and internet skills
            - Timely notifications of scheduled webinars
            - Sufficient time availability
    - o Which of these facilitating conditions currently exist? Are there barriers to your accessing webinars? What would help overcome any barriers?
- Utility
    - o Under what conditions will you be most likely to use content from webinars in your work?
        - ▪ Examples:
            - Relevance to job role
            - Relevance to priorities of a school district
            - Relevance to a targeted group of students
    - o Which of these facilitating conditions currently exist? Are there barriers to your using the content from the webinars in your work? What would help overcome any barriers?
- Satisfaction
    - o Under what conditions will you be most likely to be satisfied with webinars?
        - ▪ Examples
            - Opportunities for interaction
            - Adequate pace
            - Understandable information
            - Positive presenter characteristics
            - Minimal technical problems
    - o Which of these facilitators of satisfaction currently exist? Are there any barriers to your being satisfied with webinars? What would help overcome any barriers?

Website/Resources

- Access
  - Under what conditions will you be most likely to access the website and resources?
    - Examples: availability of a computer with internet access, computer and internet skills, general awareness of the website and how it may be useful
  - Which of these facilitating conditions currently exist? Are there barriers to your accessing the website? What would help overcome any barriers?
- Utility
  - Under what conditions will you be most likely to apply content or resources from the website in your work?
    - Examples: Relevance of webinar/resources' content to the mission of an organization , relevance to a job role, relevance to the needs of a targeted population, timely
  - Which of these facilitating conditions currently exist? Are there barriers to your using the content/resources from the website in your work? What would help overcome any barriers?
- Satisfaction
  - Under what conditions will you be most likely to be satisfied with the website/resources?
    - Examples: user-friendly navigation, stimulating graphics and colors, complete and up-to-date information about evidence-based practices or innovations for the workplace
  - Which of these facilitators of satisfaction currently exist? Are there any barriers to your being satisfied with the website? What would help overcome any barriers?

TA Center

- Access
  - Under what conditions will you be most likely to access technical assistance (TA) from the TA Center (e.g. on-site TA visits, off-site phone support)?

- Examples: Knowledge of TA needs, awareness of available services and how to make requests
  o Which of these conditions currently exist? Are there barriers to your accessing TA? If yes, what would help overcome the barriers?
- Utility
  o Under what conditions will you be most likely to experience the transfer of TA into your work?
    - Examples: opportunities to practice new skills with TA providers, proactive follow-up support
  o Which of these conditions currently exist? Are there any barriers to the transfer of TA into your work? ? If yes, what would help overcome the barriers?
- Satisfaction
  o Under what conditions will you be most likely to be satisfied with TA?
    - Examples: TA providers make timely responses, TA is customized to particular settings and roles, collaborative relationship between TA providers and recipients
  o Which of these facilitators of satisfaction currently exist? Are there any barriers to your being satisfied with TA? If yes, what would help overcome the barriers?

Unmet Needs

Are there unmet needs that you think the SSSTA should try to addres*s?*

Public Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 60 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20202-4536 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1880-0542. Note: Please do not return the completed SSS TA Focus Group response to this address.