

Advancing Career and Technical Education (CTE) in State and Local Career Pathways Systems

Technical Assistance Customer Satisfaction Survey

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This survey solicits your feedback on the quality and usefulness of services provided to you and your state team through the *Advancing CTE in Career Pathways* project during **[enter dates corresponding to time period]**. Your participation in this voluntary survey will help the study team assess the status of project services and identify areas for improvement. Your participation in this survey is voluntary and all responses you provide are confidential.

State Coaching Activities

1. On average, how often did you consult with your state coach during **[enter dates]** to discuss your team's activities?
 - Less than once a month
 - Once a month
 - 2–3 times a month
 - 4–5 times a month
 - More than 5 times a month

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2. Please mark your level of agreement with the following statements about your state coach.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
My state coach has...					
Established a positive, trusting relationship with team leaders					
Built a positive and trusting relationship with my state team members					
Has helped me to build a strong and cohesive team					
Supported me in planning and carrying out my team's activities					
Responded to my requests for assistance in a timely manner					
Provided me with useful project information and materials					
Helped me to adapt resources for use in my state					
Helped me find Subject Matter Experts to address identified needs					
Please provide additional feedback on the support you received from your state coach.					

3. On average, how often between **[enter dates]** did your coach meet with your state team?

- Less than once a month
- Once a month
- 2-3 times a month
- 4-5 times a month
- More than 5 times a month

4. How many *on-site* meetings did your state coach hold with your state team between **[enter dates]**?

Enter number _____

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5. How helpful were the meetings with your state coach in supporting your team in carrying out its state action plan?

- Not at all helpful
- Somewhat helpful
- Moderately helpful
- Very helpful
- Extremely helpful

6. Please mark your level of agreement with the following statements about the coaching services provided for your state team meetings during **[enter dates]**.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
My state team coach...					
Assisted me in addressing meeting logistics (e.g., identifying a site)					
Helped me plan meeting agendas and activities					
Identified useful materials and resources for the meeting					
Provided appropriate facilitation during our team meeting					
Contributed to achieving desired meeting outcomes					
What meeting mode worked best for your state team (conference call, webinar, video chat, on-site)?					
What changes, if any, would you make to improve future meetings?					

7. On average, how often between **[enter dates]** did your state team meet—without your state coach—to work on your state action plan or other related activities?

- Less than once a month
- Once a month
- 2-3 times a month

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4-5 times a month
 More than 5 times a month

Technical Assistance, Resources, and Materials

8. Please mark your level of agreement with the following statements about the usefulness of project technical assistance, resources, and materials provided to your state team during **[enter dates]**.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
The project technical assistance, resources, and materials ...					
Were useful in developing and carrying out my state action plan					
Assisted my team in aligning state policies and programs to support Career Pathways development					
Helped build cross-agency partnerships of education and training providers within my state					
Were useful in identifying and engaging appropriate state industry representatives and employers					
Helped identify state resource needs and potential funding sources					
Helped guide development of a set of Career Pathways measures to assess system performance					
Helped my team to integrate career and technical education programs of study into my state's Career Pathways system					
Please provide additional feedback on how the technical assistance, resources, and materials provided to your team have helped to achieve the goals you have set for your state under this project.					

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Technology Use

9. On average, how often between **[enter dates]** did you access the Virtual Hub?

- Less than once a month
- 1–2 times a month
- 3–5 times a month
- 6–10 times a month
- More than 10 times a month

10. Please mark your level of agreement with the following statements about the Virtual Hub.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
My team used the Virtual Hub as a workspace to share project documents					
My team used the Virtual Hub to learn about work in other states					
The resources on the Virtual Hub were useful in carrying out my state action plan					
The Virtual Hub is a promising technology for coordinating project work					
What were the most useful features of the virtual hub?					
What resources would you like added to the virtual hub?					

11. How useful were the virtual meetings involving all five state teams that were held between **[enter dates]** in supporting your team in carrying out its state action plan?

- Not useful
- Somewhat useful
- Moderately useful
- Very useful
- Extremely useful

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Overall Rating of Advancing CTE in Career Pathways Project

12. How effective were each of the following meeting strategies in helping your state team in carrying out its state action plan during **[enter dates]**.

Please assign a ranking of “1” to the most effective strategy, “2” to the next most effective strategy, and continue until you have ranked all of the strategies. Enter “NA” if the strategy was not used during the indicated dates

Ranking

- ___ In-person state team meetings with state coach
- ___ In-person state team meetings without state coach
- ___ Telephone conference calls
- ___ Webinars
- ___ Video chats
- ___ Other (specify)_____

13. Please indicate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree
The project is contributing to integrating career and technical education into my state’s career pathways system				
The project is helping to create a viable Career Pathways coalition in my state				
My involvement in the project is a good use of my time				
Please provide any additional feedback that you wish to share with the project team to help improve the quality of program services				

Thank You!

Thank you again for participating in this survey.

Your responses will be used to improve future project services and to assist the U.S. Department of Education in determining the usefulness of this effort.

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