

---

## RSN TA Services Feedback

The Department of Education and the RSN are committed to providing quality TA services. Please take a few minutes to provide feedback about your experience to help us improve future TA and understand how TA benefits each state.

**Title:** <insert pre-printed information>

**TA Date/Location:** <insert pre-printed information>

**Goals and Anticipated Outcomes of TA:**

- <insert pre-printed information>

Please indicate your agreement with the following statement regarding this TA.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. The knowledge and skills of <insert expert provided> were appropriate for the goals of this TA. (repeat for additional experts, if needed)	1	2	3	4	5
2. As a result of this TA, I am able to <insert goal #1> (repeat for additional concrete goals)	1	2	3	4	5
3. The format and content of this TA will help me move forward in achieving our education reform goals	1	2	3	4	5
4. The knowledge and/or skills I acquired through this TA are directly applicable to my work.	1	2	3	4	5
5. The format of the event provided ample opportunity and encouragement for participants to meaningfully interact with <insert 'other RTT states,' etc >	1	2	3	4	5
6. I will share the knowledge/skills I learned in this TA with < insert 'other educators' 'other states,' etc >	1	2	3	4	5
7. I was satisfied with the overall quality of the TA materials (handouts, audiovisuals, etc).	1	2	3	4	5
8. I am satisfied with the overall quality of this TA experience.	1	2	3	4	5

9. What aspects of this TA were most useful and relevant for your work and why?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10. How would you suggest changing future similar events to make them more useful for participants?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. How do you plan to apply the information from this TA to your work in education reform?

\_\_\_\_\_

\_\_\_\_\_

---

---

## RSN TA Services Feedback

---

12. What additional TA would you like to see in the future?

---

(Optional) Please identify your state: \_\_\_\_\_

(Optional) Please indicate your RTT related role: <insert response choices if appropriate>

*These are optional questions that can be added to the RSN generic feedback form to address the specifics of a particular mode of TA being provided. It is expected that each final TA feedback form will be no longer than the front and back of one page or 20 questions, whichever is shorter, with a burden of no more than 3-5 minutes per respondent.*

### Optional Questions:

#### Webinars/conference calls:

- 1) Additional agreement statements for webinars that can be added to the generic TA feedback form as needed:
  - The technology provided a good learning environment.
  - The webinar has increased my knowledge about <insert topic>.
  - The webinar has increased my practical skills <insert topic>.
- 2) Additional open-ended response questions for webinars that can be added as needed:
  - How can the event be more interactive in a way that would be useful and informative to you?
  - What additional TA topics would be useful for your state and would be appropriate for the webinar format?

#### Meetings/Conferences/Convenings:

- 3) Additional agreement statements for meetings/conferences/convenings that can be added to the generic TA feedback form as needed:
    - This interactive format, of bringing multiple actors from my State, was beneficial towards increasing collaboration, coordination, and communication amongst our State team.
    - The topics covered in this convening will help my state achieve our education reform goals.
    - The registration and logistics information were clear, helpful, and easily accessible.
    - The meeting space and/or technology provided a good learning environment.
    - Please rate the usefulness of the following sessions, using a 1 to 5 scale where a rating of “1” means “not useful” and “5” means “very useful.” <list sessions and provide room for comment>
  - 4) Additional open-ended response questions for meetings/conferences/convenings that can be added as needed:
    - How can the format of the event be improved for future convenings in a way that is useful and informative to you?
    - Was the format of the participant materials (agendas, PowerPoint slides, resources) helpful to you? Do you have any recommendations for making the materials more user-friendly?
    - Was <insert title of activity of interest> helpful? If so, why, and if not, what would be more helpful?
    - What are the action steps that your State team is planning to implement as a result of this convening?
-

---

## RSN TA Services Feedback

- What would be most useful at future convenings/meetings (check up to three):
  - More time to discuss with our state teams on our own
  - More time to discuss with similar roles in other states
  - More time to interact as state teams with our 'peer states'
  - More time hearing from experts
  - More facilitated discussion time within our state teams
  - More concrete tasks that will help us in moving our state forward as a team
  - A specific topical focus on(please specify): \_\_\_\_\_
  - Other: \_\_\_\_\_

### Individualized TA:

- 5) Additional agreement statements for individualized TA that can be added to the generic TA feedback form as needed:
  - This individualized TA experience is useful for helping my state achieve our education reform goals.
  - The RSN TA coordinator was responsive, detail oriented and thorough in planning.
  - I was satisfied with the overall planning and support of the event by the Reform Support Network
  
- 6) Additional open-ended response questions for individualized TA that can be added as needed:
  - As a result of the TA received, our state will take the following action steps (e.g., actions or changes in policy, practice, procedures, or programming).
  - What could the RSN have done differently to help you plan better for the TA?
  - On a scale of 1 to 5, with 1 representing "very dissatisfied" and 5 representing "satisfied" how satisfied are you with the quality of the expert(s)'s work in achieving the expected outcomes for the technical assistance? Please explain.
  - What obstacles or challenges, if any, did you encounter during the delivery of the technical assistance? Do you have any suggestions for improving delivery of future technical assistance?
  
- 7) For individualized TA that does not end up being implemented for whatever reason, we will not use the generic form above in order to minimize participant burden. Instead, the ITA coordinator will ask the following two questions at the conclusion of the TA:
  - Were you satisfied with the initial planning and supports provided by the RSN?
  - Do you have any suggestions for improving future TA?

### Community of Practice Working Groups:

- 8) Additional agreement statements for CoP Working Groups that can be added to the generic TA feedback form as needed:
    - My participation in this CoP working group is useful for helping my state achieve our education reform goals.
    - The working group facilitator is engaging, responsive, and helpful in moving the work forward.
    - The structure of the working group activities makes my participation not overly burdensome.
    - The working group activities are appropriate and helpful for CoP members.
    - I was satisfied with the overall support of the working group by the Reform Support Network
-

---

## RSN TA Services Feedback

- 9) Additional open-ended response questions for CoP Working Groups that can be added as needed:
- As a result of my participation in the working group, our state will take the following action steps (e.g., actions or changes in policy, practice, procedures, or programming):
  - Is the format of the working group activities appropriate for the intended goals?
  - What activities would be more helpful in achieving the goals of the group?
  - On a scale of 1 to 5, with 1 representing “very dissatisfied” and 5 representing “satisfied” how satisfied are you with the quality of the expert(s) assisting your working group? Please explain.
  - Does the working group contain the right mix of membership? What types of additional members would be appropriate (e.g., expertise, roles, state, etc)

### Trainings:

- 10) Additional agreement statements for trainings that can be added to the generic TA feedback form as needed:
- I understand/can identify *<insert learning objective content here>*
  - The materials and information were appropriate for my level of experience and knowledge.
  - The training has increased my knowledge about *<insert topic>*.
  - The training has increased my practical skills *<insert topic>*.
- 11) Additional open-ended response questions for trainings that can be added as needed:
- How can the event be more interactive in a way that would be useful and informative to you?
  - What additional trainings would be useful for your state?
  - Was the format of the participant materials (text, PowerPoint slides, resources) helpful to you? Do you have any recommendations for making the materials more user-friendly?
  - Was/Were *<insert title of each interactive activity>* and *<insert title of each activity>* helpful? If so, why, and if not, how can they be improved? (*pick one or two appropriate training activities*)
  - Identify **three** things you plan to do or change as a result of the training you received. Please be as specific as you can (e.g., actions or changes in policy, practice, procedures, or programming).

### 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 4 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](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1880-0542. Note: Please do not return the completed Customer Feedback Form to this address.

---