



OJJDP National Training and Technical Assistance Center

REQUESTER FEEDBACK FORM

In planning for a training/technical assistance event, the Office of Juvenile Justice and Delinquency Prevention National Training and Technical Assistance Center (OJJDP NTTAC) assesses the needs of the requester and creates a training/technical assistance (TTA) plan to meet those needs in the most efficient and effective manner. **Your feedback is vital** in our ongoing efforts to improve the support that OJJDP NTTAC provides. Therefore, we would like to know about your experiences with the TTA delivery and consultant provided, and your overall impressions of the support you received.

In the Planning Assessment section, please assess all the tasks and processes that went into planning this event. In the Training/Technical Assistance On-Site and Post-Delivery Assessment section, please assess the actual delivery of the assistance received. **NOTE: Please complete one form per event.** In the final section, please assess the overall TTA provided for the event.

Paperwork Reduction Act Notice

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create accurate and easily understood forms that impose the least possible burden. The estimated average time to complete this form is 10 minutes. If you have comments regarding the accuracy of this estimate, or suggestions for making this form simpler, please write to the Office of Juvenile Justice and Delinquency Prevention, National Training and Technical Assistance Center, Needs Assessment and Evaluation Division, 9300 Lee Highway, Fairfax, VA 22031.

EVENT TITLE/TA#: pre-printed information
LOCATION: pre-printed information
DATE(S): pre-printed information
CONSULTANT: pre-printed information
REQUESTER: (name of individual) pre-printed information
(name of organization) pre-printed information
OJJDP NTTAC COORDINATOR: pre-printed information

ACTIVITY DESCRIPTION: pre-printed information

TRAINING/TECHNICAL ASSISTANCE EXPECTED OUTCOMES: pre-printed information



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PLANNING ASSESSMENT

For Questions 1-7, please indicate the extent to which you agree or disagree with the statements about the planning of the training/technical assistance event.

- 1 – I Strongly Disagree with this statement (SD).
- 2 – I Disagree with this statement (D).
- 3 – I Neither agree nor disagree with this statement (N).
- 4 – I Agree with this statement (A).
- 5 – I Strongly Agree with this statement (SA).
- NA – Not Applicable (NA).

PLANNING	SD	D	N	A	SA	NA
1. The OJJDP NTTAC Coordinator was detail-oriented and thorough in planning.	1	2	3	4	5	NA
2. The OJJDP NTTAC Coordinator was responsive to my needs.	1	2	3	4	5	NA
3. The OJJDP NTTAC Coordinator effectively utilized own knowledge and experience to assist in planning the event and helped to identify critical issues to be covered.	1	2	3	4	5	NA
4. The level of outreach initiated by the OJJDP NTTAC Coordinator (telephone calls, emails, etc.) was non-intrusive and effectively moved the planning process along.	1	2	3	4	5	NA
5. OJJDP NTTAC Coordinator was effective in identifying an appropriate consultant for the event.	1	2	3	4	5	NA
6. The consultant effectively collaborated with us to understand our training/technical assistance needs and plan for the event.	1	2	3	4	5	NA
7. I was satisfied with the overall planning of the event by OJJDP NTTAC.	1	2	3	4	5	NA

8. Did the level of communication (e.g., via telephone calls, email) with OJJDP NTTAC and/or the consultant meet your needs in preparing for this event?

9. What could OJJDP NTTAC have done differently to help you plan better for the event?

10. What obstacles or challenges, if any, did you encounter during the planning phase and how could this be corrected in the future to better meet your needs?

11. What other comments or suggestions do you have about the planning phase?



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REQUESTER FEEDBACK FORM

TRAINING/TECHNICAL ASSISTANCE ON-SITE AND POST-DELIVERY ASSESSMENT

For Questions 12-27, please indicate the extent to which you agree or disagree with the statements about the delivery of the training/technical assistance, using the same scale.

Table with 7 columns: ON-SITE AND POST-DELIVERY, SD, D, N, A, SA, NA. Contains 27 rows of assessment items and their corresponding scale values.

28. Please indicate the actual number of attendees at the event: _____

29. Based on conversations with the OJJDP NTTAC Coordinator prior to the event, did the consultant provide services as you expected/needed? Is there anything else the consultant could have done to better meet the needs of participants? Please explain.

30. On a scale of 1 to 5, with 1 representing “unsuccessful” and 5 representing “successful” how successful was the consultant in achieving the expected outcomes for the training/technical assistance?

1 2 3 4 5
unsuccessful successful

Please give a reason for your rating, using examples where possible. _____

31. Would you request the services of this consultant again? Yes No
Please explain.

32. What obstacles or challenges, if any, did you encounter during the delivery of the training/technical assistance? Do you have any suggestions for improving delivery of future events?



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REQUESTER FEEDBACK FORM

33. What other comments or suggestions do you have about the delivery phase?

OVERALL ASSESSMENT

34. On a scale of 1 to 5, with 1 representing "far below my expectations" and 5 representing "exceeded my expectations," how well did this training/technical assistance event meet your expectations?

1	2	3	4	5
<i>far below my expectations</i>				<i>exceeded my expectations</i>

Please give a reason for your rating, using examples where possible.

35. Now that the training/technical assistance event has concluded, what, if any, *additional* needs does your organization have regarding this topic?

36. On a scale of 1 to 5, with 1 representing "highly unlikely" and 5 representing "highly likely," how likely are you to recommend OJJDP NTTAC to others with training/technical assistance needs?

1	2	3	4	5
<i>Highly unlikely</i>				<i>Highly likely</i>

Why or why not? _____

37. What other comments do you have about the event overall?

Thank you for completing this OJJDP NTTAC Requester Feedback Form. We value your input!

Please fax completed forms to: 703-934-3740 or mail to:
OJJDP National Training and Technical Assistance Center
ATTN: Christine Leicht
Needs Assessment and Evaluation Division
9300 Lee Highway, Fairfax, VA 22031