

**CDC WORK@HEALTH™ TRAINEE TECHNICAL ASSISTANCE SURVEY**

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Respondents/Sources	Method	Content	Timing	Respondents	Time per respondent
Training participant	Work@Health™ TA Participant Online Survey (conducted by PHMC and RTI)	<ul style="list-style-type: none"> <li>• Extent of TA participation</li> <li>• Satisfaction with TA</li> <li>• Perceived utility of TA</li> </ul>	Two times: 4-7 months after formal training; 12-15 months post training	1,080	@ 0.25 hrs

**Introduction**

This online survey asks about your participation in and your opinions about Work@Health™ technical assistance. This survey, which should take about 15 minutes to complete, is funded by the Centers for Disease Control and Prevention and is being conducted by the Public Health Management Corporation (PHMC) and RTI International (RTI). PHMC is a non-profit, public health institute located in Philadelphia. RTI is an independent, non-profit organization headquartered in Research Triangle Park, NC.

**Informed Consent**

Before you get started, we'd like to give you some more information to help you decide whether you would like to participate.

- This project is funded by the Centers for Disease Control and Prevention. Many parts of this project are being managed by the ASHLIN Management Group (ASHLIN). ASHLIN is a private sector consulting firm with a focus in the area of health and human services based in Greenbelt, MD. They are helping CDC implement the Work@Health™ program. The Public Health Management Corporation (PHMC), a non-profit, public health institute located in Philadelphia, PA is conducting this survey. Other parts of the project are being managed by Research Triangle Institute International (RTI). RTI is an independent, non-profit institute headquartered in Research Triangle Park, NC. RTI provides technical services to clients worldwide. They are helping CDC evaluate the Work@Health™ program.
- You were asked to complete the survey because of your participation in the Work@Health™ Program.

- Your participation in this survey is voluntary. In the course of this survey, you may refuse to answer specific questions. You may also choose to end the survey at any time.
- The survey is designed to take about 15 minutes.
- All of the comments you provide will be maintained in a secure manner. We will not disclose your responses or anything about you unless we are compelled by law. Your responses will be combined with other information we receive and reported in the aggregate as feedback from the group. In our project reports, your name will not be linked to the comments you provide in this survey.
- There are no right or wrong answers or ideas—we want to hear about YOUR experiences and opinions.
- CDC is authorized to collect information for this project under the Public Health Services Act.
- There are no risks or benefits to you personally for participating in this survey.
- We are interested in your comments so that we can improve the Work@Health™ program for future participants. Please feel free to contact Dr. Laurie Cluff at RTI. Her toll-free number is 1-800-334-8571 x 6514. You can also call RTI's Office of Research Protection and Ethics toll-free at 1-866-214-2043.

Note: In this survey, technical assistance (TA) refers to all Work@Health™ online, telephone, and in-person support services that occurred after the formal training sessions ended.

WE ARE ASKING YOU TO COMPLETE THIS SURVEY AS PART OF YOUR PARTICIPATION IN THE WORK@HEALTH™ PROGRAM.

YOUR RESPONSES WILL HELP US TO ASSESS THE EFFECTIVENESS OF THE TECHNICAL ASSISTANCE (TA) SUPPORT SERVICES THAT WERE AVAILABLE TO ALL WORK@HEALTH™ PARTICIPANTS FOLLOWING THE FORMAL TRAINING. YOUR FEEDBACK WILL HELP US TO IMPROVE THE FUTURE TA.

IN THIS SURVEY, TECHNICAL ASSISTANCE (TA) REFERS TO ALL WORK@HEALTH™ ONLINE, TELEPHONE, AND IN-PERSON SUPPORT SERVICES THAT OCCURRED AFTER THE FORMAL TRAINING SESSIONS ENDED.

Q-1. Which Work@Health™ training model did you participate in?

- [1] Online
- [2] Hands-on
- [3] Blended

Q-2. Which of the following statements best describes your overall level of participation in Work@Health™ Technical Assistance (TA) support services?

- [1] I participated in more TA support services than were required **and was able to participate in as many TA support services as I wanted to.** [Skip to Q-5.]
- [2] I participated in more TA support services than were required, **but was unable to participate in as many as I would have liked.**
- [3] I participated in only the TA support services that were required to meet funding milestones.
- [4] I participated in a few TA support services, but fewer than the required number to meet funding milestones.
- [5] I did not participate in any TA support services. [Survey will end after Q-4 for these respondents.]

**Q-3.** What were the main reason(s) that you did not participate in more TA support services? (check all that apply)

[1] Lack of time

[2] Webinars did not work with my schedule

[3] TA support services/topics did not meet my needs

[4] Not sure how to access TA support Services

[5] Other [specify\_\_\_\_\_ ]

**Q-4.** What TA support services would have been useful to you in designing, implementing or expanding a worksite health program at your worksite?

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**Q-5.** How many webinars did you participate in?

[1] None ***[go to Q-7 or Q-8 based on training model selected in Q-1]***

[2] 1 - 3

[3] 4 - 5

[4] 6 - 7

[5] More than 7

**Q-6.** For each of the webinars you participated in, please rate how useful it was for making improvements at your worksite:

Webinar	Did Not Attend	Not Useful	Somewhat Useful	Useful	Extremely Useful
Q-6a. Community Connections Part I	0	1	2	3	4
Q-6b. Worksite Health Assessment - How Healthy is My Worksite? Tools and Logistics of Completing a Comprehensive Worksite Health Assessment	0	1	2	3	4
Q-6c. Communicating Health & Wellness - Evaluating Your Resources	0	1	2	3	4
Q-6d. Planning - Building a Culture of Health - Infrastructure, Support and Health Promotion Team, Identifying Implementation Strategies	0	1	2	3	4
Q-6e. Planning - Community Connections Part II	0	1	2	3	4
Q-6f. Planning - Designing a Culture of Health - Programs, Operational (logistics) Plan, Schedule and Communication Strategy	0	1	2	3	4
Q-6g. Implementation - Managing Policies and Environmental Interventions, Engaging and Sustaining Leadership Support	0	1	2	3	4
Q-6h. Implementing Your Plan - Logistics, Schedules, Supporting and Engaging Your Employees	0	1	2	3	4
Q-6i. Evaluation - How Well is Wellness Working? Continuous Process Improvement Strategies	0	1	2	3	4

NOTE: THE NEXT QUESTIONS WILL BE DETERMINED BY THE TRAINING MODEL SPECIFIED ABOVE IN Q- 1.

Online            *[go to Q-7]*

Hands-on        *[go to Q-8]*

Blended         *[go to Q-7]*

**PARTICIPANTS IN ON-LINE AND BLENDED TRAINING MODELS**

Q-7. On average how often since you completed the Work@Health™ On-line training have you used each of the following TA support services?

TA Support Service	Never	Less than Once Month	About Once a Month	2-3 Times a Month	One or More Times a Week
Work@Health™ Website	1	2	3	4	5
PLNOnLine	1	2	3	4	5
Smart Bar Tool	1	2	3	4	5
Question and Answer (Q&A) Sessions	1	2	3	4	5
Recorded webinars	1	2	3	4	5
Learning Platform tools such as colleagues, teams, messaging and wiki tasks	1	2	3	4	5
CDC Website	1	2	3	4	5
Other [specify_____]	1	2	3	4	5

Q-7a. For each of the following TA support services please rate how useful it was for you in designing, implementing or expanding a worksite health program at your worksite:

TA Support Service	Did Not Use	Not Useful	Somewhat Useful	Useful	Extremely Useful
Work@Health™ Website	1	2	3	4	5
PLNOnLine	1	2	3	4	5
Smart Bar Tool	1	2	3	4	5
Question and Answer (Q&A) Sessions	1	2	3	4	5
Recorded webinars	1	2	3	4	5
Learning Platform tools such as colleagues, teams, messaging and wikitasks	1	2	3	4	5
CDC Website	1	2	3	4	5
Other [specify_____]	1	2	3	4	5

Q-7b. Please rate the following aspects of the On-Line Learning Platform:

	Did Not Use	Poor	Fair	Good	Excellent
Clarity of Instructions	1	2	3	4	5
Navigation throughout the platform web pages and links	1	2	3	4	5
Organization of content, training sequence and assessment	1	2	3	4	5
Tools to communicate with your Work@Health™ Coach(es)	1	2	3	4	5
Tools to communicate with your employer colleagues	1	2	3	4	5

**Continue to Q-9 If participated in On-Line Training; Blended model participants continue with Q-8]**



**PARTICIPANTS IN HANDS-ON AND BLENDED TRAINING MODELS**

**Q-8.** On average how often since you completed the training have you used each of the following TA support services?

TA Support Service	Never	Less than Once Month	About Once a Month	2-3 Times a Month	One or More Times a Week
Work@Health™ Website	1	2	3	4	5
PLNLive	1	2	3	4	5
Community Commonswebsite	1	2	3	4	5
Video Conferences	1	2	3	4	5
Question and Answer (Q&A) Sessions	1	2	3	4	5
Meet-Ups (e.g. in-person and via chat services such as google hangout)	1	2	3	4	5
CDC Website	1	2	3	4	5
Other [ <i>specify</i> _____]	1	2	3	4	5

**Q-8a.** For each of the following TA support services please rate how useful it was for designing, implementing, or expanding a worksite health program at your worksite:

TA Support Service	Did Not Use	Not Useful	Somewhat Useful	Useful	Extremely Useful
Work@Health™ Website	1	2	3	4	5
PLNLive	1	2	3	4	5
Community Common website	1	2	3	4	5
Video Conferences	1	2	3	4	5
Question and Answer (Q&A) Sessions	1	2	3	4	5
Meet-Ups (e.g. in-person and via chat services such as google hangout)	1	2	3	4	5
CDC Website	1	2	3	4	5
Other [ <i>specify</i> _____]	1	2	3	4	5

**BLENDED TRAINING MODEL PARTICIPANTS WILL ANSWER QUESTIONS ABOUT TA  
SUPPORT SERVICES FROM BOTH ON-LINE AND HANDS-ON MODELS**

**Q-9.** How effective was the Technical Assistance Learning Community and the associated Peer Learning Networks (PLNLive and PLNOnline) in bringing people together?

[1] Not at all effective

[2] Not effective

[3] Somewhat effective

[4] Effective

[5] Extremely effective

[6] Did not participate in the Technical Assistance Learning Community and associated Peer Learning Networks

**Q-10.** How helpful were your peers in expanding your understanding of how to design, implement and/or expand a worksite health program at your worksite?

[1] Not at all helpful

[2] Not helpful

[3] Somewhat helpful

[4] Helpful

[5] Extremely helpful

[6] Did not participate in the Technical Assistance Learning Community and associated Peer Learning Networks

**Q-11.** How effective were the TA support services you received in helping you with each of the following:

	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
Identifying partners to help you with your worksite health program.	1	2	3	4	5
Helping you to identify community resources for your worksite health program.	1	2	3	4	5
Helping you to identify and use CDC resources.	1	2	3	4	5

**Q-12.** Please rate the Work@Health™ technical assistance you received OVERALL on the following dimensions:

	Poor	Fair	Good	Very Good	Excellent
a. <b><u>Overall quality</u></b> of the technical assistance provided (e.g. clarity, content)	1	2	3	4	5
b. <b><u>Usefulness</u></b> of the technical assistance resources and information.	1	2	3	4	5
c. <b><u>Appropriateness</u></b> of the materials and resources used during technical assistance	1	2	3	4	5
d. <b><u>Promptness</u></b> of the feedback you received from instructors/coaches	1	2	3	4	5
e. <b><u>Amount of time</u></b> your instructor(s)/coach(es) spent on providing technical assistance	1	2	3	4	5
f. <b><u>Dependability</u></b> of the instructor(s)/coach(es) (e.g. did they do what they said they would do within the timeframe discussed?)	1	2	3	4	5
g. <b><u>The overall quality</u></b> of the instructor(s)/coach(es) and his/her knowledge of the subject matter (e.g. effectiveness, expertise in program development and implementation)	1	2	3	4	5

**Q-13.** Is there anything about the technical assistance support services that you would change?

**[1]** Yes, I would change it significantly

**[2]** Yes, I would make minor changes

**[3]** No, I would not make changes **[go to Q-14]**

**Q-13a.** Please describe what you would change.

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**Q-14.** What additional topics or support services would you have liked to see included as part of the technical assistance?

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**Q-15.** Please provide up to three examples of goals you have accomplished because of the TA support you received from the Work@Health™ program

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