# Stakeholder Training Evaluation Form

# *Webinars, Webinar-based Q&A Sessions, and User Groups*

## Instructions:

*The following instructions will appear on all surveys.*

Please take a moment to answer the following questions regarding to the Stakeholder Training **<Webinar/Q&A Session/User Group>**, **<Complete Title of Session (including series name, if applicable)>** held on **<mm/dd/yyyy>**. Your feedback will assist CMS in determining the extent to which we achieved the goals of the training and will help CMS to make improvements for future training sessions. Your responses will remain confidential and will be reported in aggregate form only. Please do not include in your responses any personally identifiable information (PII).

## Section A: Session Logistics

*The following questions will appear in Section A for* ***Webinars and Webinar-based Question & Answer (Q&A) Sessions****.*

1. Please rate your level of satisfaction with each of the following **logistical** aspects of the webinar. *Select* ***one*** *response for each aspect.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Aspect** | **Very Satisfied** | **Satisfied** | **Dissatisfied** | **Very Dissatisfied** | **Not Applicable** |
| Ease of the webinar log-in process | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| Webinar functionality | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| Audibility of the speaker(s) | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| Question and Answer (Q&A) process | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |

*The following questions will appear in Section A for* ***User Groups****.*

1. Please rate your level of satisfaction with each of the following **logistical** aspects of the User Group. *Select* ***one*** *response for each aspect.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Aspect** | **Very Satisfied** | **Satisfied** | **Dissatisfied** | **Very Dissatisfied** | **Not Applicable** |
| Ease of audio access | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| Audibility of the speaker(s) | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| Question and Answer (Q&A) process | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |

## Section B: Session Facilitation and Content

*The following questions will appear in Section B for all sessions.*

1. Please rate your level of satisfaction with the **facilitation** of the **<Webinar/ Q&A Session/User Group>**.
   1. Very satisfied
   2. Satisfied
   3. Dissatisfied
   4. Very Dissatisfied

2. Please indicate your level of agreement with **each** the following statements regarding the current session. Select **one** response per statement.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Agree** | **Agree** | **Disagree** | **Strongly Disagree** | **Not Sure** | **Not Applicable** |
| As a result of this session, I clearly understand the concept of **<pre-specified topic>**. | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| In general, the session met the stated learning objectives | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |
| The information provided during this session will be useful to my organization | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 | 🞆 |

3. <**FINAL SESSION OF THE MONTH ONLY>** To what extent have you utilized the information provided during **<Title of Series>, during the month of [Month Year]**?

1. To a great extent
2. To a moderate extent
3. To little extent
4. Not at all

4. <**FINAL SESSION OF THE MONTH ONLY>** To what extent has the information provided during **<Title of Series>, during the month of [Month Year]** helped you in your role?

a. To a great extent

b. To a moderate extent

c. To little extent

d. Not at all

## Section C: Overall Satisfaction

*The following question will appear in Section C for all sessions.*

* + 1. Please rate your level of **overall satisfaction** with this **<Webinar/Q&A Session/User Group>** session.

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied

*The following question will appear in Section C for the* ***final session of the month*** *for Webinar, Webinar Q&A or User Group sessions.*

2. Please rate your **general level of satisfaction** with the **<Title of Series>** sessions held during the month of **<Month/Year>**.

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Don’t Know/Not Applicable

## Section D: Comments and Suggestions

*The following questions will appear in Section D for all sessions.*

1. **(PROGRAMMER INSTRUCTION: IF DISSATISFIED OR VERY DISSATISFIED WITH ANY ASPECT…)** You expressed dissatisfaction with at least one **specific aspect** of this session, in the space below, please provide a brief description of why you were dissatisfied.

|  |
| --- |
| **Session Logistics:**  **Session Facilitation and Content:** |

2. What did you like **most** about this session?

|  |
| --- |
|  |

3. What suggestions do you have for future **<Title of Session/Title of Series>** topics?

|  |
| --- |
|  |

4. Do you have any additional comments regarding the **<Title of Session>** training session or the**<Title of Series>** series as whole **<for a series>**?

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|  |

## Section E: Background Information

*The following questions in Section F will appear on all surveys.*

* + 1. Which of the following **best** describes your organization? *(Select* ***one category*** *that best describes your organization.)*
  1. Agent/Broker/Web-Broker
  2. Auditor/Potential Initial Validation Auditor (IVA)
  3. Centers for Medicare & Medicaid Services (CMS)
  4. Consultant/Contractor
  5. Cooperatives (CO-OP)
  6. Dental Plan
  7. Federally Facilitated Marketplace (FFM) Issuer
  8. Industry Association
  9. Issuer Vendor
  10. Navigators and Marketplace Assistor
  11. Non-Marketplace Issuer
  12. Pharmacy Benefit Managers (PBM)
  13. Qualified Health Plan/Issuer
  14. Regulator
  15. State Agency
  16. State-Based Marketplace (SBM) Issuer
  17. State Reinsurance Entity
  18. Third Party Administrator (TPA)
  19. Other (Specify):
      1. **(PROGRAMMER INSTRUCTION: If E, F, G, K, M or P SELECTED ABOVE…)**

Which of the following best describes your organization’s issuer status? (Select the category that best describes your status.)

1. New Issuer (1 year or less)
2. Existing Issuer (More than 1 year)
3. Not sure
   * 1. Location of organization (State) (Select***one category from dropdown list****.)***(PROGRAMMER INSTRUCTION: INSERT DROPDOWN LIST.)**
     2. Which of the following best describes your role within your organization? *(Select* ***one category*** *that best describes your role.)*
4. Chief Executive Officer
5. Chief Financial Officer
6. Compliance Staff
7. Agent
8. Broker
9. CMS Staff
10. CMS Contractor
11. Business/Program Analyst
12. Third Party Submitter
13. Finance/Revenue Staff
14. Coder/Data Analyst
15. Operations Staff
16. Risk Adjustment Staff
17. Program/Project Manager
18. Information Technology Staff
19. Consultant
20. Industry Association Representative
21. Quality Assurance/Quality Control Staff
22. Other (specify):

**Thank you for completing the Stakeholder Training evaluation form.**

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| *According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1185. The time required to complete this information collection is estimated to average 15 minutes per response, including the time to review instructions, search existing data resources, gather the data needed and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.* |