

Course 1

A little about you

1. *Self-rating*

Please rate your agreement with the below statements based on the following scale:

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree

- a. I can define culture.
- b. I can describe the three parts of the case for CLAS.
- c. I can identify the barriers to access of care that may be attributed to a lack of cultural competency.
- d. I can differentiate and balance fact-centered and attitude/skill-centered approaches to developing cultural competency.
- e. I understand frameworks for developing cultural competency.
- f. I can define patient-centered care.
- g. I can explain the importance of distinguishing between illness and disease.
- h. I can apply models of effective provider-patient communication.
- i. My colleagues/staff are supportive of me completing this course.

2. *Program Rating.*

Please rate your agreement with the below statements based on the following scale:

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree

- a. The information in this course was presented in an easily understood manner.
- b. The case studies enhanced the content presented in this course.
- c. The language (e.g., in the instructions, in the content, etc.) was easy to understand.
- d. The technology features (e.g., embedded videos, Flash, etc.) enhanced the content presented in this course.
- e. The content in this course was presented in an engaging manner.
- f. The information presented in this course is relevant to my daily work.
- g. Overall, the course is an effective tool to increase my knowledge of cultural and linguistic competency.

3. Based on your previous knowledge and experience, the content in this course was:

- a. Too elementary
- b. Appropriate
- c. Too advanced

4. As a result of completing this course, please rate your agreement with the below statements based on the following scale:

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree

- a. I can define culture.
- b. I can describe the three parts of the case for CLAS.
- c. I can identify the barriers to access of care that may be attributed to a lack of cultural competency.

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- d. I can differentiate and balance fact-centered and attitude/skill-centered approaches to developing cultural competency.
 - e. I understand frameworks for developing cultural competency.
 - f. I can define patient-centered care.
 - g. I can explain the importance of distinguishing between illness and disease.
 - h. I can apply models of effective provider-patient communication.
 - i. I am excited to use the information I learned in this course in my daily work.
 - j. I will incorporate the information I learned in this course into my daily work.
5. Would you recommend this course to a colleague?
- a. Yes
 - b. No
 - i. If no, why?
6. Do you intend to complete the next Course in this e-learning program?
- a. Yes
 - b. No
 - i. If no, why?
7. How do you think this Course could be better? (Enter text)
8. Do you feel that this course was free from commercial bias?
- a. Yes
 - b. No
 - i. If no, why?
9. Was the disclosure of any financial or commercial interest made available to you?
- a. Yes
 - b. No
10. May we contact you in the future to conduct a brief follow up survey?
- a. Yes
 - i. If yes, please tell us how you would prefer to be contacted:
Email (please provide)
Telephone (please provide)
Mail (please provide)
 - b. No

Course 2

A little about you

1. Self-Rating

Please rate your agreement with the below statements based on the following scale:

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree

- a. I can describe the importance of the role of language in patient-provider communications.
- b. I can identify the legal and policy requirements for providing communication and language assistance services.

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- c. I can describe the business practice issues related to providing communication and language assistance services and indicate the costs of not doing so.
 - d. I can describe the components of effective interpersonal communication for individuals with limited English proficiency.
 - e. I can describe the roles of an interpreter.
 - f. I can identify effective language access services related to written materials.
 - g. I can list characteristics of qualified interpreters and translators.
 - h. I can describe the components of the triadic interview process and roles to participants.
 - i. I can list the factors necessary for providers to work effectively with interpreters.
 - j. My colleagues/staff are supportive of me completing this course.
2. *Program Rating.*
Please rate your agreement with the below statements based on the following scale:
1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree
- a. The information in this course was presented in an easily understood manner.
 - b. The case studies enhanced the content presented in this course.
 - c. The language (e.g., in the instructions, in the content, etc.) was easy to understand.
 - d. The technology features (e.g., embedded videos, Flash, etc.) enhanced the content presented in this course.
 - e. The content in this course was presented in an engaging manner.
 - f. The information presented in this course is relevant to my daily work.
 - g. Overall, the course is an effective tool to increase my knowledge of cultural and linguistic competency.
3. Based on your previous knowledge and experience, the content in this course was:
- a. Too elementary
 - b. Appropriate
 - c. Too advanced
4. As a result of completing this course, please rate your agreement with the below statements based on the following scale:
1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree
- a. I can describe the importance of the role of language in patient-provider communications.
 - b. I can identify the legal and policy requirements for providing communication and language assistance services.
 - c. I can describe the business practice issues related to providing communication and language assistance services and indicate the costs of not doing so.
 - d. I can describe the components of effective interpersonal communication for individuals with limited English proficiency.
 - e. I can describe the roles of an interpreter.
 - f. I can identify effective language access services related to written materials.
 - g. I can list characteristics of qualified interpreters and translators.
 - h. I can describe the components of the triadic interview process and roles to participants.
 - i. I can list the factors necessary for providers to work effectively with interpreters.
 - j. I am excited to use the information I learned in this course in my daily work.
 - k. I will incorporate the information I learned in this course into my daily work
5. Would you recommend this course to a colleague?

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- a. Yes
 - b. No
 - i. If no, why?
6. Do you intend to complete the next Course in this e-learning program?
- a. Yes
 - b. No
 - i. If no, why?
7. How do you think this Course could be better? (Enter text)
8. Do you feel that this course was free from commercial bias?
- a. Yes
 - b. No
 - i. If no, why?
9. Was the disclosure of any financial or commercial interest made available to you?
- a. Yes
 - b. No
10. May we contact you in the future to conduct a brief follow up survey?
- a. Yes
 - i. If yes, please tell us how you would prefer to be contacted:
Email (please provide)
Telephone (please provide)
Mail (please provide)
 - b. No

Course 3

A little about you

1. *Self-Rating.*

Please rate your agreement with the below statements based on the following scale:

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree

- a. I can describe at least two aspects of the office environment that support cultural competency.
- b. I can assess my organization, office, or clinic, including resources, interactions, materials, environment, and organizational strategies.
- c. I can describe strategic planning processes that support cultural competency development.
- d. I can describe the importance of data collection and analysis in the provision of culturally competent care.
- e. I can identify resources to collect, use and manage data to create community and practice profiles and needs assessment.
- f. I can describe the challenges to data collection and way to mitigate them.
- g. I can describe the importance of developing health-related partnerships with the community.
- h. I can identify at least two components of forming community health partnerships and list at least three characteristics of successful community partnerships.

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- i. I can describe the benefits of including minority community members in health partnerships.
 - j. My colleagues/staff are supportive of me completing this course.
2. Program Rating.
*Please rate your agreement with the below statements based on the following scale:
1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree*
 - a. The information in this course was presented in an easily understood manner.
 - b. The case studies enhanced the content presented in this course.
 - c. The language (e.g., in the instructions, in the content, etc.) was easy to understand.
 - d. The technology features (e.g., embedded videos, Flash, etc.) enhanced the content presented in this course.
 - e. The content in this course was presented in an engaging manner.
 - f. The information presented in this course is relevant to my daily work.
 - g. Overall, the course is an effective tool to increase my knowledge of cultural and linguistic competency.
3. Based on your previous knowledge and experience, the content in this course was:
 - a. Too elementary
 - b. Appropriate
 - c. Too advanced
4. As a result of completing this course, please rate your agreement with the below statements based on the following scale:
1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree
 - a. I can describe at least two aspects of the office environment that support cultural competency.
 - b. I can assess my organization, office, or clinic, including resources, interactions, materials, environment, and organizational strategies.
 - c. I can describe strategic planning processes that support cultural competency development.
 - d. I can describe the importance of data collection and analysis in the provision of culturally competent care.
 - e. I can identify resources to collect, use and manage data to create community and practice profiles and needs assessment.
 - f. I can describe the challenges to data collection and way to mitigate them.
 - g. I can describe the importance of developing health-related partnerships with the community.
 - h. I can identify at least two components of forming community health partnerships and list at least three characteristics of successful community partnerships.
 - i. I can describe the benefits of including minority community members in health partnerships.
 - j. I am excited to use the information I learned in this course in my daily work.
 - k. I will incorporate the information I learned in this course into my daily work.
5. Would you recommend this course to a colleague?
 - a. Yes
 - b. No
 - i. If no, why?

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Think Cultural Health (TCH) Course/unit Evaluation Questions

6. How do you think this Course could be better? (Enter text)
7. Do you feel that this course was free from commercial bias?
 - a. Yes
 - b. No
 - i. If not, why?
8. Was the disclosure of any financial or commercial interest made available to you?
 - a. Yes
 - b. No
9. May we contact you in the future to conduct a brief follow up survey?
 - a. Yes
 - i. If yes, please tell us how you would prefer to be contacted:
 - Email (please provide)
 - Telephone (please provide)
 - Mail (please provide)
 - b. No