

Attachment 8: Technical Assistance (TA) Satisfaction Instrument-screenshots

Centers for Disease Control and Prevention
National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Divisions of HIV/AIDS Prevention / Capacity Building Branch

Technical Assistance Satisfaction Instrument

Form Approved
OMB No. 0920-1099
Exp. Date: XX/XX/XXXX

Thank you for participating in a capacity building assistance (CBA) technical assistance event delivered by the Centers for Disease Control and Prevention (CDC) or one of our CBA providers. The Capacity Building Branch of the Division of HIV/AIDS Prevention of the CDC would like to get your feedback on your experience with CBA services. We also want to gather suggestions on how to improve the program. Please be candid in your responses; your comments are extremely important to us and will be used to ensure that the CBA program meets the needs of our consumers.

Your responses will be kept secure; results will only be shared in aggregate form. Therefore, CBA providers will not know how you, personally, rated their services. Your participation in the assessment is completely voluntary, and failure to participate will not jeopardize their employment or CDC funding of their organization.

On the following pages, you will be asked questions about a specific CBA event. Completing this instrument should take approximately 15 minutes.

Thank you in advance for your time and assistance!

Start

Public reporting burden of this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; Attn: OMB-PRA (0920-1099)



Technical Assistance Satisfaction Instrument

Technical Assistance Information

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Content Area: Cultural competence
Behavioral, Structural, or Biomedical Intervention:
Venue: Offsite (local)
CBA Provider: A PROVIDER ORG
CBA Request Number: 201402-190

100 % Complete



Question 1 of 22

Your Confidential Identifier is the first two letters of your first name (FN), the first two letters of your last name (LN), the month of your birth (MM), and the day of your birth (DD). For example, John Smith, May 29 would be JOSM0529. (NOTE: Survey responses are confidential and security measures will be taken to protect your identity).

1. Please enter your Confidential Identifier:

BOFL1005

FNFNLNLMDD

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Question 2 of 22

Above is information about technical assistance that you recently received. Please review the details above and answer the questions that follow.

2. Is the information above accurate?

- Yes (Skip to Question 4)
 No
 Don't Know (Skip to Question 4)

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95 % Complete



Question 3 of 22

3. Please correct the information about your TA request below:

Start Date of Technical Assistance Delivery:

End Date of Technical Assistance Delivery:

Service Type:

Request Type:

Delivery Mechanism:

Component:

Content Area:

Behavioral, Structural, or Biomedical Intervention:

Venue:

CBA Provider:

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100 % Complete



Question 4 of 22

4. Please rank your preferred methods of receiving technical assistance.

Rank	Preferred Method
First choice	Phone <input type="button" value="v"/>
Second choice	E-mail <input type="button" value="v"/>
Third choice	E-mail <input type="button" value="v"/>

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100 % Complete



Question 5 of 22

5. What did you expect to gain from the technical assistance? Check all that apply.

- New knowledge and skills
- Opportunities to apply new knowledge and skills
- Basic training
- Advanced training
- TA tailored to my specific needs
- Guidance about which evidence-based intervention would be best for my organization
- I had no expectations [Skip to Question 8]
- Other (please specify):

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Question 6 of 22

6. To what extent did the technical assistance meet your expectations?

- Exceeded my expectations [Skip to Question 8]
- Met my expectations [Skip to Question 8]
- Somewhat met my expectations
- Met few of my expectations
- Did not meet my expectations at all
- Other (please specify): [Skip to Question 8]

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7. In what way(s) were your expectations NOT met?

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Question 8 of 22

8. Have you used any of the information you gained from the technical assistance?

- Yes
 No [Skip to Question 10]

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Question 9 of 22

9. How have you used the information gained from the technical assistance? Check all that apply.

- In day-to-day work with clients
- In outreach, recruitment, or retention efforts
- To refine my organization's goals and objectives
- To modify my organization's protocols
- Shared information with coworkers or partner organizations
- Other (please specify):

Other use

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100 % Complete



Question 10 of 22

10. What barriers are preventing you from applying information gained from technical assistance? Check all that apply.

- The information from the technical assistance was not useful
- I am not in a position to use this information as part of my job
- Lack of funding or resources
- Lack of support from managers
- Have not had time to apply
- Have not yet had a need to apply
- Forgot about the TA information received
- Other (please specify):

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11. What components of this technical assistance event did you find most helpful?

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100 % Complete



Question 12 of 22

12. What would have made the technical assistance you received more useful? Check all that apply.

- More time spent with the technical assistance provider(s)
- TA better tailored to my needs
- More materials and resources provided during technical assistance
- Technical assistance provided through another method (e.g., via email, in person)
- Not sure
- There is no need for improvement
- Other (please specify):

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13. What additional training needs do you have related to this topic?

Additional training



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100 % Complete



Question 14 of 22

Please rate the technical assistance provider(s) on the following:

		Neutral					
		1	2	3	4	5	
14. Knowledgeable about subject matter	<i>Not knowledgeable</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very knowledgeable</i>
15. Clear communication of information	<i>Not clear</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very clear</i>
16. Gave appropriate guidance and suggestions	<i>Not at all appropriate</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very appropriate</i>
17. Accessible	<i>Not at all accessible</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very accessible</i>
18. Responsive to questions	<i>Not responsive</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very responsive</i>
19. Took into consideration the cultural background of the people served by my organization	<i>Did not take into account at all</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very much took into account</i>
20. Overall effectiveness	<i>Not effective</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very effective</i>

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100 % Complete



Question 15 of 22

Please rate the technical assistance content and materials on the following:

		<i>Neutral</i>					
		1	2	3	4	5	
21. Content tailored to me	<i>Not at all tailored</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very tailored</i>
22. Usefulness of materials	<i>Not at all useful</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very useful</i>
23. Relevance of materials to me	<i>Not at all relevant</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very relevant</i>
24. Overall usefulness of TA	<i>Not at all useful</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very useful</i>
25. Overall relevance of TA to me	<i>Not relevant</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very relevant</i>
26. Overall effectiveness	<i>Not effective</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Very effective</i>

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100 % Complete



Question 16 of 22

Please rate the technical assistance in the following areas:

		<i>Just right</i>					
		1	2	3	4	5	
27. TA length	<i>Much too long</i>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Much too short</i>
28. TA complexity	<i>Much too basic</i>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<i>Much too complex</i>

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95 % Complete



Question 17 of 22

29. To what extent did the technical assistance meet your needs?

- More than met my needs [Skip to Question 31]
- Met my needs [Skip to Question 31]
- Somewhat met my needs
- Met few of my needs
- Did not meet my needs at all

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30. In what ways were your needs NOT met?



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100 % Complete



Question 19 of 22

31. If the need arises, how likely is it that you will be interested in working with this CBA provider again?

- Very likely
- Likely
- Somewhat likely
- Not likely
- Not at all likely
- Not sure

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100 % Complete



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32. Overall, how satisfied are you with the technical assistance you received?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

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100 % Complete



Question 21 of 22

Please rate the level of importance of the following aspects of technical assistance in determining your overall level of satisfaction with the technical assistance.

	<i>Not at all important</i>		<i>Neutral</i>		<i>Very Important</i>
	1	2	3	4	5
33. Quality of content/materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Quality of technical assistance provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Technical assistance delivery method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Match of technical assistance with your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The relevance of the technical assistance content to your/your organization's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The technical assistance's emphasis on the most important information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The extent to which the technical assistance prepared you to perform newly learned skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Other (please specify): <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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41. How many years of professional experience do you have in the field of HIV prevention?

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Technical Assistance Satisfaction Instrument

End of Survey.

Thank you for your time and assistance in completing this instrument.

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