

## 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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### Think Cultural Health (TCH) Course/unit Evaluation Questions

- 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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### Think Cultural Health (TCH) Course/unit Evaluation Questions

- 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?

## Appendix C Form Approval

### Think Cultural Health (TCH) Course/unit Evaluation Questions

- 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?

Appendix C Form Approval  
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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