Appendix D: Instrument 4 – Engaging with coworkers remotely

Introduction

Thank you for engaging with Project SPARK (Supporting Partnerships to Advance Research and Knowledge) to help your agency adapt to disruptions brought on by the COVID-19 pandemic. The goal of Project SPARK generally is to equip state and local TANF programs with tools and skills to be better users and producers of evidence. We are conducting a series of short surveys designed to: (1) get your feedback about the usefulness of technical assistance you have received through Project SPARK around program operations during COVID-19, and (2) learn about how your agency has adapted to address challenges for both staff and customers during this public health crisis. This is the fourth of seven planned surveys. Each survey begins with the same four background questions, followed by a unique set of themed questions. The average response time for this collection of information is 10 minutes.

Providing information is voluntary, and all individual responses collected will be kept private and confidential to the extent permitted by law. Responses will help us improve the technical assistance we provide to programs—both the type of information we provide and the way we provide it—so please be candid. Should you have any questions about this survey or about Project SPARK generally, please contact Michelle Derr, Project SPARK director, at 202-484-4830 or mderr@mathematica-mpr.com with any questions.

Paperwork Reduction Act Statement: 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. The OMB control number for this collection is 0970-0531 and it expires 5/31/2021.

The following four questions ask for background information about yourself.

1. In what state or territory are you located?

2. How would you describe your organization? (select one)

    a. Government agency (for example, human services, workforce, vocational rehabilitation)

    b. Educational institution (for example, adult basic education, vocational education, community college)

    c. Quasi-governmental (for example, workforce investment board)

    d. Nonprofit provider

    e. For-profit provider or employer

    f. Other (please specify)

3. What is your position within your organization? (select one)

    a. Program manager

    b. Supervisor/lead worker

    c. Program analyst/data specialist

    d.   Direct services staff

    e.   Other (please specify)

4.   How would you describe the community in which your organization operates? (check all that apply)

    a.   Urban

    b.   Suburban

    c.   Rural

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The remaining questions are about relating to your coworkers remotely.

5.   What kinds of remote exchanges have you led or participated in with your coworkers? (check all that apply)

    a.   Remote all-staff meetings (organization-wide)

    b.   Remote team meetings

    c.   Webinars

    d.   Peer-to-peer exchanges/team-building activities

    e.   Strategic planning sessions

    f.   Informal conversations

    g.   I have not participated in remote exchanges

    h.   Other (please specify)

6.   What strategies for connecting with co-workers have gone particularly well, and why?

7.   What strategies for connecting with co-workers have gone poorly, and why?

8.   Have you conducted or participated in any formal staff trainings remotely, including onboarding new staff?

    a.   Yes

    b.   No

9.   Prior to the COVID-19 crisis, what was your preference for participating in trainings remotely?

    a.   Strongly prefer

    b.   Tend to prefer

    c.   Tend not to prefer

    d.   Strongly do not prefer

    e.   I don't have a preference

10. What is your preference for participating in trainings remotely now?

     a. Strongly prefer

     b. Tend to prefer

     c. Tend not to prefer

     d. Strongly do not prefer

     e. I don't have a preference

11. Please explain why your preference for participating in trainings remotely has changed or not changed. [OPEN-ENDED RESPONSE]

12. Moving forward, what is one strategy related to remote exchanges you plan to continue? [OPEN-ENDED RESPONSE]