

## TTA Provider Evaluation

**OMB #:**

**Date of Expiration:**

The purpose of this survey is to gather feedback from TTA providers on OJJDP's NTTAC services. The survey includes questions about OJJDP TTA Provider Collaboration Meetings, the OJJDP TTA Help Desk, OJJDP Resources, TTA360, outreach/dissemination, collaboration, and webinars.

1. Which of the following services have you used from OJJDP's NTTAC in the past [date period]?
  - OJJDP TTA Provider Collaboration Meetings [virtual collaboration platform for the entire TTA Provider Network]
  - OJJDP TTA Help Desk [phone and email services that enable the field to access resources and services from OJJDP-funded TTA providers]
  - OJJDP Resources [Resources developed and/or disseminated by NTTAC]
  - TTA360 [online system for the field to request TTA and for providers to manage TTA requests]
  - Outreach/Dissemination Support [e.g., OJJDP's JUVJUST listserv, OJJDP's NTTAC listserv, OJJDP's NTTAC Facebook]
  - OJJDP's NTTAC-hosted webinars [webinars conducted by TTA providers using OJJDP's virtual training platform]

TTA Provider Feedback					
Webinars					
2. Have you utilized OJJDP's NTTAC to host any trainings/meetings?					
<input type="checkbox"/> Yes <input type="checkbox"/> No					
3. If you have not used OJJDP's NTTAC to host trainings/meetings, what are your barriers to using this resource?					
_____					
4. If you have used OJJDP's NTTAC to host trainings/meetings, how satisfied were you with the overall quality of support you received from OJJDP's NTTAC?	<b>1</b> Very Dissatisfied	<b>2</b> Dissatisfied	<b>3</b> Neutral	<b>4</b> Satisfied	<b>5</b> Very Satisfied

5. If you have used OJJDP's NTTAC to host trainings/meetings, what webinar technology tools did you utilize to boost participant engagement during the training/meeting?

- Polls
- Video
- Chat
- Video Sharing
- Multimedia File Sharing
- Word Clouds
- Breakout Rooms
- Other (please specify) \_\_\_\_\_

6. How many OJJDP's NTTAC-hosted webinars/trainings have you attended in the last year? \_\_\_\_\_

## Collaboration

7. Have you participated in any OJJDP TTA Provider Network Collaboration Meetings in the past 12 months?

- Yes
- No

8. The information shared at the OJJDP TTA Provider Network Collaboration meetings is useful to my work.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

9. I made professional connections as a result of attending OJJDP TTA Provider Network Collaboration meetings.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

10. What are your ideas about how to increase collaboration among providers? \_\_\_\_\_

11. What information would you find useful to know about other TTA providers? \_\_\_\_\_

12. Please share your ideas for how we can improve the content and/or format of the TTA Provider Network Collaboration meetings: \_\_\_\_\_

## Help Desk

*As someone who has recently been in contact with the OJJDP TTA Help Desk, we would appreciate your feedback. Your participation in this survey is completely voluntary and will help us to better serve the field.*

*Please indicate the extent to which you agree or disagree with the following statements about the OJJDP Help Desk.*

13. The OJJDP TTA Help Desk provided a timely response to my questions and needs.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

14. I received the information/assistance I requested.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

15. The information/assistance I received will help me be more effective in my work.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

16. I will return to the OJJDP TTA Help Desk for information and/or assistance.

**1**  
Strongly  
Disagree

**2**  
Disagree

**3**  
Neither  
Agree Nor  
Disagree

**4**  
Agree

**5**  
Strongly  
Agree

17. I will recommend contacting the OJJDP TTA Help Desk to colleagues.

**1**  
Strongly

**2**  
Disagree

**3**  
Neither

**4**  
Agree

**5**  
Strongly

	Disagree		Agree Nor Disagree	Agree
18. How often have you contacted the OJJDP TTA Help Desk in the past 12 months? <input type="checkbox"/> 1-3 times <input type="checkbox"/> 4-6 times <input type="checkbox"/> 7-9 times <input type="checkbox"/> 10+ times <input type="checkbox"/> I have not contacted the OJJDP TTA Help Desk in the past 12 months.				
19. What did you find most helpful about the OJJDP TTA Help Desk? _____				
20. In what ways should the OJJDP TTA Help Desk be improved to better meet your needs? _____				

## OJJDP Resources

*Thank you for accessing the resource [insert resource] developed by OJJDP's NTTAC. To better serve you, we would like to know how satisfied you are with the quality of the resource you just accessed. Your participation is completely voluntary.*

21. How often do you access resources developed or disseminated by OJJDP's NTTAC?

Frequently (daily, weekly)  
 Occasionally (biweekly, monthly)  
 Rarely (a few times a year, annually)  
 Never

*Please indicate the extent to which you agree or disagree with the following statements about OJJDP resources.*

	1	2	3	4	5
22. The resource(s) addressed the issues related to the topic(s).	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
23. The resource(s) were well organized and clear.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
24. The resource(s) increased my knowledge related to the topic(s).	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
25. The resource(s) were appropriate for my level of experience and knowledge.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
26. The resource(s) were useful to my work.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
27. I am satisfied with the overall quality of the resource(s).	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree

28. How have the resource(s) accessed from OJJDP's NTTAC supported you or your organization?  
 \_\_\_\_\_

29. What are some topics you would like OJJDP's NTTAC to consider as it develops future resources?  
 \_\_\_\_\_

30. Please share any additional feedback: \_\_\_\_\_

## TTA360

*Please indicate the extent to which you agree or disagree with the following statements about OJJDP's TTA 360.*

	1	2	3	4	5
31. TTA360 was easy to use.	Strongly	Disagree	Neither	Agree	Strongly

	Disagree		Agree Nor Disagree		Agree
32. I had a positive experience with TTA360.	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> Neither Agree Nor Disagree	<b>4</b> Agree	<b>5</b> Strongly Agree
33. I was satisfied with the support I received from OJJDP's NTTAC on using TTA360.	<b>1</b> Strongly Disagree	<b>2</b> Disagree	<b>3</b> Neither Agree Nor Disagree	<b>4</b> Agree	<b>5</b> Strongly Agree
34. Which aspects of TTA360 have you used in the past month? Please select all that apply.					
<input type="checkbox"/> Submit TTA Request <input type="checkbox"/> View TTA Request <input type="checkbox"/> Accept TTA Request <input type="checkbox"/> Manage TTA Request <input type="checkbox"/> Standard Reports <input type="checkbox"/> Custom Reports					
35. Which service(s)/resource(s) of OJJDP's NTTAC around TTA360 were most useful? Please select all that apply.					
<input type="checkbox"/> Frequently Asked Questions <input type="checkbox"/> User Guide for Providers <input type="checkbox"/> Training videos for requesters and providers <input type="checkbox"/> TTA Help Desk <input type="checkbox"/> Individual training by NTTAC					
36. What about TTA360 could be improved to better meet your needs? _____					
37. What are your main challenges to using TTA360? _____					
38. What topics/areas would you like to see covered in TTA360 trainings (e.g., how to enter scopes and outcomes, how to use the consultant module, how to close a case successfully)?					
39. Please share any additional feedback: _____					
<b>Dissemination/Outreach</b>					
40. Are you aware of dissemination/outreach support offered by OJJDP's NTTAC?					
<input type="checkbox"/> No <input type="checkbox"/> Yes					
41. Which of the following have you submitted to OJJDP's NTTAC in the past 12 months? Select all that apply.					
<input type="checkbox"/> Spotlight/content marketing form <input type="checkbox"/> Event submission form <input type="checkbox"/> Resource submission form					

42. How do you currently receive information from OJJDP's NTTAC? Select all that apply.

- OJJDP website
- OJJDP's NTTAC webpage
- OJJDP's NTTAC listserv
- OJJDP's JUVJUST listserv
- Social media (e.g., Facebook, Twitter, YouTube)
- Another OJJDP TTA provider
- OJJDP exhibit, publication, or conference presentation
- Link from another website
- Colleague/coworker
- My OJJDP Program Manager or other OJJDP staff person
- Search engine (e.g., Google, Yahoo)
- Other (please specify): \_\_\_\_\_

43. What TTA topics do you currently focus on? \_\_\_\_\_

44. What audiences do you currently target for TTA? \_\_\_\_\_

**Please indicate the extent to which you agree or disagree with the following statements about OJJDP's dissemination/Outreach support.**

	1	2	3	4	5
45. I was satisfied with the support I received from OJJDP's NTTAC on dissemination/outreach.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
46. Dissemination of my services/products through OJJDP's NTTAC has increased traffic to my website and/or use of my services/products.	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree

## TTA Provider Support

47. In what areas does your organization need additional training, resources, and support?  
\_\_\_\_\_

48. Which formats are better for you to receive training?

- In-person training
- Virtual training
- Blended learning experience (a mix of in-person and virtual)

## Demographics

49. How long have you worked in the field?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- More than 10 years

50. Which of the following best describes the field or profession in which you work?

- Faith-Based
- Law Enforcement
- Prosecutors
- Courts
- Defenders
- Mentoring

- Child Welfare/Safety
- Victims of Crime
- Probation/Parole
- Detention/Corrections
- Tribal Community
- State Advisory Groups (SAG members, juvenile justice specialists)
- JJDPA Compliance (compliance monitor, DMC coordinator)
- Substance Abuse
- Mental/Behavioral Health
- Military
- Education
- Training/Technical Assistance
- Advocacy
- Research
- Youth Services
- Families
- Youth
- Other (please specify): \_\_\_\_\_

51. Please indicate the state in which you work: \_\_\_\_\_