

Jurisdiction Lead Observation Debrief

Recruitment Messages

Instructions:

After the meeting, the observer will meet informally with a key jurisdiction leader who had participated in the meeting to ask a few questions aligned with the meeting topic and fidelity to those relevant behaviors. This is a brief, informal conversation that will last no more than 15 minutes. For in-person observations these debriefs can occur immediately after the observed meeting or either via phone or e-mail at a later time. For virtual observations the debriefs can occur either via phone or email.

In-person:

- Ask the jurisdiction lead for an additional ten minutes after the observed meeting ends, or
- Email the jurisdiction lead to schedule a brief call at a later time/date
- Email jurisdiction lead with debrief questions

Virtual:

- Email the jurisdiction lead to schedule a brief call at a later time/date
- Email jurisdiction lead with debrief questions

Initial Invitation Email

Subject Line: Seeking your feedback about Center for States services

Body message:

Hello [Insert Jurisdiction Lead Name],

Thank you for letting [insert evaluation team member] observe your meeting on [insert date] with our team. We really appreciate the opportunity to improve our services. We have just a few follow-up questions below. These shouldn't take you more than 15 minutes to respond to but if you would prefer a quick phone call, we are happy to do that as well.

Your responses will be aggregated with the observation data to get a complete picture of how things are going and then combined with data from other observations to look for areas in which the Center for States staff are doing well or could improve. We will keep all responses private and not share any identifying information.

[Insert appropriate questions from Jurisdiction Lead Observation Debrief Protocol]

Please feel free to share any additional comments about your experiences during the meeting. We appreciate your time and hospitality!

[Insert Center for States staff name]

Reminder Email

(Reply to the initial invite email)

Body Message:

Hello [Insert Jurisdiction Lead Name],

I am following up on a request to talk with you about your experiences with the Center's services following the observation of your meeting on [insert date]. We really appreciate the opportunity to improve our services and value your feedback. The questions below shouldn't take more than 15 minutes to respond to but if you would prefer a quick phone call, we are happy to do that as well.

Your responses will be aggregated with the observation data to get a complete picture of how things are going and then combined with data from other observations to look for areas in which the Center staff are doing well or could improve. We will keep all responses private and will not share any identifying information.

[Insert appropriate questions from Jurisdiction Lead Observation Debrief Protocol]

Please feel free to share any additional comments about your experiences during the meeting, if you have any.

Thanks so much!

[Insert Center for States staff name]