

Proposed Approach for Task 3: Obtain feedback from users of technical assistance.
April 17, 2018

1. Introduction

In order to assess the effectiveness of the CAHPS technical assistance that Westat provides, Westat will ask those that receive technical assistance to complete a brief web-based questionnaire. The feedback will allow Westat to evaluate its performance in meeting user needs and to identify ways to improve its customer service.

Westat will ask all users who contact the CAHPS technical assistance mailbox (CAHPS1@westat.com) to complete a brief web based questionnaire hosted on SurveyMonkey. SurveyMonkey was chosen because it allows for free, easy to use and secure web-based administration. The questionnaire addresses user experience with obtaining timely and useful technical assistance.

2. Methods of Selecting, Recruiting, and Administering the Questionnaire

2.1 Selection Criteria/Recruitment

In order to ensure meaningful feedback, we will ask all users who email CAHPS related questions to the CAHPS technical assistance mailbox to complete a brief web-based questionnaire. When responding to technical assistance requests, Westat will include a direct link to the questionnaire at the end of the email response and ask that users complete the questionnaire.

Text to be included in email responses asking users to complete the questionnaire.

How are we doing? To help us assess the quality of technical assistance we provide, we are asking that you please answer a brief questionnaire about the technical assistance you received from your recent inquiry about CAHPS. Your participation in this questionnaire is voluntary. Your responses will be confidential and only reported in the aggregate. The questionnaire should take no more than a minute or two.

Thank you for your feedback! Click here to take the questionnaire:

<https://www.surveymonkey.com/r/9MNH78M>

Questions for Users of CAHPS Technical Assistance

1. Compared to what you expected, how much time did it take to address your issue or question?
 - A. Much less time than I expected
 - B. A little less time than I expected
 - C. About as much time as I expected
 - D. A little more time than I expected
 - E. Much more time than I expected
2. How well did the staff understand your particular issue or question?
 - A. Completely understood my issue/question
 - B. Mostly understood my issue/question
 - C. Somewhat understood my issue/question
 - D. Did not understand my issue/question
3. How useful was the information you received in addressing your issues or questions?
 - A. Very Useful
 - B. Useful
 - C. Somewhat useful
 - D. Not at all Useful
4. How would you rate the knowledge level of the staff?
 - A. Very knowledgeable
 - B. Knowledgeable
 - C. Somewhat knowledgeable
 - D. Not at all knowledgeable
5. Overall, how satisfied were you with the technical assistance that you received today?
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Unsatisfied
 - E. Very Unsatisfied
6. Please comment on anything about your experience that went well or could have gone better.

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