National Center on Subsidy Innovation and Accountability
Generic Data Collection Bank of Questions

Overview: This document, using constructs and format developed by the Office of Head Start and NORC to facilitate data aggregation and analysis across events of the National T/TA Centers and reviewed by the Office of Child Care (OCC), outlines a bank of data collection questions to assess customer feedback to technical assistance. It identifies five constructs and related survey questions to be used by the National Center on Subsidy Innovation and Accountability (NCSIA) to evaluate the delivery of universal, targeted, tailored, and intensive technical assistance (TA). These constructs are *Content Quality*, *Content Fit*, *Increased Knowledge*, *Intended Application of Knowledge*, and *Diversity, Equity, and Inclusion* (DEI).

This bank of questions is for poll, discussion, pre and post surveys and other customer feedback surveys for the NCSIA's training and TA offerings. Most universal and short-term TA engagements will include a post-survey only. A pre-post survey will likely be used for intensive, targeted, and long-term individualized engagements. NCSIA will select the most appropriate questions from this bank of questions based on the specific technical assistance event.

All information collection requests will include the follow statement:

PAPERWORK REDUCTION ACT OF 1995 (Public Law 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to obtain feedback regarding technical assistance received. Public reporting burden for this collection of information is estimated to average 3 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0401 and the expiration date is 5/31/2027. If you have any comments on this collection of information, please contact …

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
Content Quality	The content of the session was relevant to my work.	**Recommended**	*Scaled item* Strongly Disagree (1) Disagree (2)	Universal, Individualized, Targeted, Intensive

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
			Agree (3) Strongly Agree (4)	
	The technical assistance provided was useful to my work.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	The resources provided during the technical assistance/session/event were useful for my work.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	The identified goals and outcomes of the technical assistance/session/event were met.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Individualized, Targeted, Intensive
Content Fit	Please let us know whether you found the content presented in this technical assistance/session/event to be too simple, too advanced, or just about right.	**Recommended**	*Scaled item* Far too advanced (1)	Individualized, Targeted, Intensive

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
			A bit too advanced (2) About right (3) A bit too simple (4) Far too simple (5)	
	What outcome or desired result, if any, was achieved with the support of this technical assistance?	Optional	Open Response	Individualized, Targeted, Intensive
	The TA increased your agency's access to examples of best practices and innovations implemented by other CCDF grantees.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Targeted, Intensive
Increased Knowledge and Skill	How much did the event increase your knowledge of (specific topics) presented?	**Recommended**	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Universal, Individualized, Targeted, Intensive
	How much did the event increase your comfort with	Optional	*Scaled item*	Individualized,

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
	communicating about (specific topic(s) presented)?		No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Targeted, Intensive
	How much did the technical assistance/event/session increase your skill level in planning and implementing related policies and practices?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Individualized, Targeted, Intensive
	How much did the technical assistance increase your agency's awareness and use of high-quality training or technical assistance opportunities?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Individualized, Targeted, Intensive
	How much did the technical assistance increase your agency's	Optional	*Scaled item*	Targeted, Intensive

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
	access to and use of training or technical assistance resources and tools designed to support (specific topic area) staff orientation and ongoing training?		No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	
	How much did the technical assistance increase your agency's compliance with CCDF rules and policies?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Universal, Individualized, Targeted, Intensive
	How much did the technical assistance increase your agency's use of CQI techniques?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Targeted, Intensive
	How much did the technical assistance increase integration of	Optional	*Scaled item*	Targeted, Intensive

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
	your agency's functions (e.g., administrative, technological, policy)?		No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	
	How much did the technical assistance increase your Tribal agency's access to TA support in establishing agreements with states?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Targeted, Intensive
	How much did the technical assistance increase your agency's ability to establish and leverage partnerships to improve coordination and collaboration with other agencies?	Optional	*Scaled item* No Increase (1) Small Increase (2) Moderate Increase (3) Large Increase (4)	Universal, Individualized, Targeted, Intensive
	BEFORE this technical assistance, my knowledge of (specific	Optional	*Scaled item*	Individualized,

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
	content/topics addressed) can best be described as ... AFTER this technical assistance, my knowledge of (specific content/topics addressed) can best be described as ...		No knowledge (1) Minimal knowledge (2) Moderate knowledge (3) High level of knowledge (4)	Targeted, Intensive
	BEFORE this technical assistance, my comfort with communicating about (specific content/topics addressed) can best be described as ... AFTER this technical assistance, my comfort level with communicating about (specific content/topics addressed) can best be described as ...	Optional	*Scaled item* No comfort (1) Minimal comfort (2) Moderate comfort (3) High level of comfort (4)	Individualized, Targeted, Intensive
	The TA provided increased your agency's use of audits to identify and address policy and procedural gaps.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Individualized, Targeted, Intensive
	The TA increased your agency's use of process mapping and/or systems analysis to identify and address policy and procedural gaps.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2)	Individualized, Targeted, Intensive

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
			Agree (3) Strongly Agree (4)	
Intended Application of Knowledge	I learned something during this event that I plan to use in my work.	**Recommended**	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	BEFORE this technical assistance, my comfort with implementation efforts related to (specific content/topics addressed) can best be described as ... AFTER this technical assistance, my comfort level with implementation efforts related to (specific content/topics addressed) can best be described as ...	Optional	*Scaled item* No comfort (1) Minimal comfort (2) Moderate comfort (3) High level of comfort (4)	Individualized, Targeted, Intensive
Diversity, Equity, and Inclusion	The information presented was respectful, nonjudgmental, and supportive of diverse populations (i.e., free from stereotypes or bias).	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	The content of the presentation was inclusive of diverse	Optional	*Scaled item*	Universal,

Construct	Survey Question	Optional or Recommended	Responses	Example Type of TA for Use of Question
	cultural experiences and backgrounds.		Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Individualized, Targeted, Intensive
	How could this technical assistance/session/event be more inclusive of or responsive to diverse audiences?	Optional	Open response	Universal, Individualized, Targeted, Intensive

Optional Constructs: The following four constructs and related questions are optional, designed for planning future technical assistance, providing internal feedback to presenters, and improving technical assistance delivery. These constructs are *Satisfaction, Presenter Quality, Formative Assessment,* and *Barriers to Application of Knowledge.*

Construct	Question	Type	Responses	Type of TA for Use of Question
Satisfaction	I was satisfied with the quality of this technical assistance/session/event.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	I was satisfied with the timeline of this technical assistance/session/event.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Targeted, Intensive
	I would recommend this technical assistance/session/event to my colleagues	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Targeted, Intensive
	What is your preferred way of learning virtually?	Optional	*Choices* Small Group Discussions Large Group Discussions	Universal, Individualized, Targeted, Intensive

Construct	Question	Type	Responses	Type of TA for Use of Question
			Presentations Working Session Combination of Above	
	What is your preferred technical assistance session length?	Optional	*Choices* Less than 60 minutes 60 minutes 90 minutes More than 90 minutes	Universal, Individualized, Targeted, Intensive
	What is your preferred meeting schedule for ongoing technical assistance?	Optional	*Choices* Every Two Weeks Once per Month Quarterly Other _____	Universal, Individualized, Targeted, Intensive
Presenter Quality	The presenters were knowledgeable in the content area.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	Universal, Individualized, Targeted, Intensive
	The presenters were effective in engaging participants.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2)	Universal, Individualized, Targeted, Intensive

Construct	Question	Type	Responses	Type of TA for Use of Question
			Agree (3) Strongly Agree (4)	
	The presenters were responsive to participants' questions.	Optional	*Scaled item* Strongly Disagree (1) Disagree (2) Agree (3) Strongly Agree (4)	
Formative Assessment	How can we improve this technical assistance/session/event?	Optional	Open response	Individualized, Targeted, Intensive
	What topics would you like to learn more about in the future?	Optional	Open response	Universal, Individualized, Targeted, Intensive
	What type(s) of follow-up support or resource(s) would be most useful to you on (this specific topic?	Optional	Open response	Universal, Individualized, Targeted, Intensive
	What is the likelihood you or your staff would participate in a peer learning opportunity on this topic?	Optional	*Scaled item* Very unlikely (1) Unlikely (2) Likely (3) Very likely (4)	Universal, Individualized, Targeted, Intensive
	What additional T/TA opportunities would help you further improve your policies or practices?	Optional	Open response	Individualized, Targeted, Intensive
	Would you be willing to share the work of your Lead Agency	Optional	Yes (1)	Universal, Individualized,

Construct	Question	Type	Responses	Type of TA for Use of Question
	related to this technical assistance opportunity?		No (2)	Targeted, Intensive
	How did you find out about this event?	Optional	Open response	Universal, Individualized, Targeted, Intensive
	What are you most interested in learning about (this specific topic)?	Optional	Open response	Universal, Individualized, Targeted, Intensive
Barriers to Application of Knowledge	What factors, if any, may prevent you from using what you learned?	Optional	Open response	Individualized, Targeted, Intensive