**National Center on Early Childhood Quality Assurance**

**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 training and technical assistance 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 four constructs and related survey questions to be used by the National Center Early Childhood Quality Assurance (NCECQA) to evaluate the delivery of universal, targeted, tailored, and intensive technical assistance (TA). These constructs are *Content Quality, Content Fit, Increased Knowledge*, and *Intended Application of Knowledge*.

This bank of questions is for poll, discussion, pre and post surveys and other customer feedback surveys for the NCECQA’s training and TA offerings. Most universal and targeted TA engagements will include a poll question and a post-survey. A pre- and post-survey will likely be used for intensive, and individualized TA engagements. NCECQA will select the most appropriate questions from this bank of questions based on the specific TA 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 5 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 Carol Hartman at [Carol.Hartman@icf.com](mailto:Carol.Hartman@icf.com).

| **Construct** | **Survey Question** | **Optional or Recommended** | **Responses** | **Example Type of TA for Use of Question** |
| --- | --- | --- | --- | --- |
| **Content Quality** | The purposes and objectives are clear. | **Recommended** | *Scaled item*  *Strongly* Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| The experience of being in the [Event] is relevant to my current work (i.e. pertinent to your current work). | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| 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 |
| Resources are provided as needed. | 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 |
|  | I am increasing my awareness and knowledge by participating in the [Event} | Recommended | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| **Content Fit** | The experience of being in the [Event] is useful (i.e. provides you with practical information or a practical perspective to inform your work.) | Optional | *Scaled item*  Far too advanced (1)  A bit too advanced (2)  About right (3)  A bit too simple (4)  Far too simple (5) | Individualized, Targeted, Intensive |
| What outcome or desired result, if any, was achieved with the support of this technical assistance? | Optional | Open Response | Individualized, Targeted, Intensive |
| The experience of being in the [Event] is influential (i.e. influenced your thinking: gave you “a-ha” moments; enabled you to think in a different way about your system(s), your partnerships, or other critical aspects of your work; and/or helped you analyze, synthesize, or integrate information in a new way.) | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted, Intensive |
|  | The materials for use with child care providers are easy to use and easy to understand. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted |
| **Increased Knowledge and Skill** | How much did the event increase your knowledge of (specific topics) presented? | Optional | *Scaled item*  No Increase (1)  Small Increase (2)  Moderate Increase (3)  Large Increase (4) | Universal, Individualized, Targeted, Intensive |
| Work with the technical assistance staff increased my knowledge on potential tasks, plans, or directions for [TA focus]. | **Recommended** | *Scaled item*  NA  Unsure  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Intensive |
| Work with the technical assistance staff helped me identify priorities and clear action steps for [TA focus]. | **Recommended** | *Scaled item*  NA  Unsure  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Intensive |
| Work with the technical assistance staff connected me to resources (internal or external) that will help me more easily access answers/solutions in the future. | Optional | *Scaled item*  NA  Unsure  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Intensive |
| Work with the technical assistance staff influenced my overall approach to improving the quality of early care and education. | Optional | *Scaled item*  NA  Unsure  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Intensive |
| Work with the technical assistance staff was valuable to my work supporting [TA focus]. | Optional | *Scaled item*  NA  Unsure  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Intensive |
| In a few words, describe up to 3 goals you were hoping to accomplish through your work with the NCECQA technical assistance specialist. | Optional | Open response | Individualized, Intensive |
| In a few words, describe up to (x) goals you hope to accomplish through your work with the NCECQA technical assistance specialist. | Optional | Open response | Individualized, Intensive |
| Please indicate the extent to which the technical assistance helped you accomplish your goals. | Optional | *Scaled item*  *I’m not sure (1)*  *The TA did not help me achieve my goals (2) The TA somewhat helped me achieve my goals (3)*  *The TA helped me achieve my goals (4)* | Individualized, Intensive |
| [If it did not help is selected] Please describe how the technical assistance could better support you in achieving your goal. | Optional | Open response | Individualized, Intensive |
| [If helped or somewhat helped is selected] What resources or supports provided by the NCECQA technical assistance specialist were most helpful? | Optional | Open response | Individualized, Intensive |
| I feel ready to apply new resources or ideas shared to my work. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Targeted, Intensive |
| Overall, the experience is relevant and fits my needs. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Individualized, Targeted, Intensive |
| I significantly improved my understanding of the content [needed to offer this training or to train other trainers]. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted |
| How much has your understanding or awareness of [insert concept] improved? |  | *Scaled item*  Not Improved (1)  A Little Improved (2)  Moderately Improved (3)  Significantly Improved (4) | Universal, Targeted |
| I feel ready to [offer this training or to train other trainers]. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted |
| 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 integration of your agency’s functions (e.g., administrative, technological, policy)? | 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 content/topics addressed) can best be described as …  AFTER this technical assistance, my knowledge of (specific content/topics addressed) can best be described as … | Optional | *Scaled item*  No knowledge (1)  Minimal knowledge (2)  Moderate knowledge (3)  High level of knowledge (4) | Individualized, 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 |
| **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 |
| How have you used- or how do you plan to use- what you learned from this technical assistance in your work? | Optional | Open response | Individualized, Intensive |
| How will you use the content covered today? | Optional | Open response | Universal, Individualized, Targeted, Intensive |
| How likely will you use at least one of these strategies or practices? | Optional | *Scaled item*  Won’t (1)  Probably not (2)  Will consider (3)  Definitely (4) | Universal |
| How likely are you to use the resources that were shared in the technical assistance? | Optional | *Scaled item*  Very unlikely (1)  Unlikely (2)  Somewhat likely (3)  Already use this resource (4) | Universal, Individualized, Targeted, Intensive |
| What has your agency done/is your agency doing (around this topic)? | Optional | *Open Response* | Individualized, Targeted, Intensive |
| Add your example of (this practice) to (the mural board/chat box). | Optional | Open Response | 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 |

**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 would recommend this technical assistance/session/event to my colleagues | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted |
| The script and resources provide me with the information I need to offer the training. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Targeted |
| What worked well about today’s session? | Optional | Open Response | Universal, Individualized, Targeted, Intensive |
| What didn’t work well in today’s session? | Optional | Open Response | Universal, Individualized, Targeted, Intensive |
| What is your preferred way of learning virtually? | Optional | *Choices*  Small Group Discussions  Large Group Discussions  Presentations  Working Session  Combination of Above | Universal, Individualized, Targeted, Intensive |
| 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 had robust knowledge and experience with the content. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| The facilitator is well prepared | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| The facilitator helps the group value the contributions of each member. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| The facilitator helps guide discussions and share activities about our shared interest. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive |
| The presenters were able to respond appropriately to my questions. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, |
| The NCECQA Specialist’s approach to working with our team on the technical assistance is: | Optional | *Scaled Item*  Poor (1)  Fair (2)  Good (3)  Excellent (4) | Individualized, Intensive |
| The NCECQA Specialist’s ability to convey important concepts effectively is: | Optional | *Scaled Item*  Poor (1)  Fair (2)  Good (3)  Excellent (4) | Individualized, Intensive |
| The NCECQA Specialist’s expertise relative to the challenges your state is experiencing is: | Optional | *Scaled Item*  Poor (1)  Fair (2)  Good (3)  Excellent (4) | Individualized, Intensive |
| Please write any comments you have about your engagement with the technical assistance specialist. | Optional | Open response | Individualized, Intensive |
| Please write any comments you have about the NCECQA Specialist | Optional | Open response | Individualized, Intensive |
| **Formative Assessment** | What worked well about today’s session? | Optional | Open response | Individualized, Targeted, Intensive |
| What questions do you have about the content covered today? What, if anything, is confusing or needs clarification? | Optional | Open response | Individualized, Targeted, Intensive |
| What recommendations do you have for future sessions? | Optional | Open response | Universal, Individualized, Targeted |
| Are there other webinar topics that would be useful to you? | Optional | Open response | Universal, Targeted |
| How will you use the content covered today? | Optional | Open response | Individualized, Targeted, Intensive |
| What additional comments do you have about the curriculum/content covered today? | Optional | Open response | 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 |
| Is your state, territory, or Tribe currently engaged in an initiative around [subject]? | Optional | Yes (1)  No (2) | Universal, Individualized, Targeted, Intensive |
| Would you be willing to share the work of your Lead Agency related to this technical assistance opportunity? | Optional | Yes (1)  No (2) | Universal, Individualized, Targeted, Intensive |
| How did you find out about this event? | Optional | Open response | Universal, Individualized, Targeted, Intensive |
| I would like to learn about (topic #1) (topic #2) (topic #3) (topic #4) and/or (topic #5) | Optional | Choices | 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 factor(s), if any, may prevent you from using what you learned? (Select all that apply.) | Optional | * I have not faced any barriers; I have used or intend to use what I learned * Lack of time * Not enough staff * Need for more TA and/or professional development * Competing priorities * Limited funds or other resources to support this effort * Lack of state policies or processes to support this effort * Lack of support/guidance from state leadership * Need more time to build readiness among state leaders to support this effort * Need more time to build buy-in from other partners * What I’ve learned is not applicable to my work * I don’t have the authority or influence to gain support for this effort * Other (Please describe):\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Individualized, Intensive |
| To what extent did the technical assistance address how to overcome this factor as a potential barrier to using what you’ve learned in your work? | Optional | *Scaled item*  Did not address this barrier (1)  Briefly addressed this barrier (2) Addressed this barrier, but I was left with a few questions (3)  Fully addressed this barrier (4) | Individualized, Intensive |
| What supports or resources would you need to overcome this barrier? How could we improve this work to better meet your needs? | Optional | Open response | Individualized, Intensive |