**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*, and *Intended Application of Knowledge*.

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 ncsia@wrma.com

| **Construct** | **Survey Question** | **Optional or Recommended** | **Responses** | **Example Type of TA for Use of Question** | **Alignment with NCSIA Logic Model** |
| --- | --- | --- | --- | --- | --- |
| **Content Quality** | The content of the session was relevant to my work. | **Recommended** | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA |
| 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 | Desired Result:   * #3 – Effective and clear TA |
| **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)  A bit too advanced (2)  About right (3)  A bit too simple (4)  Far too simple (5) | Individualized, Targeted, Intensive | Desired Result:   * #1 – Trusted partner |
| What outcome or desired result, if any, was achieved with the support of this technical assistance? | Optional | Open Response | Individualized, Targeted, Intensive | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcome:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **ASSIST –** Application of skills or concepts from ASSIST TA used in participants’ work |
| 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 | Desired Results:   * #4 Opportunities to learn from others   Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS |
| **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 | Desired Results:   * #3 Effective and clear TA   Large-scale TA Projects:   * **ASSIST** – Increase in knowledge of the topic(s) about which ASSIST participants have requested TA * **PICCC** – Increase in knowledge of this series and the topics presented in the modules * **Cost-based Subsidy Payments** - Increase in Lead Agency staff knowledge on gathering, analyzing, and using cost data to inform subsidy rates; Increase in Lead Agency staff’s knowledge of OCC requirements, guidance, and best practices on cost-based alternative methodology |
| How much did the event increase your comfort with communicating about (specific topic(s) presented)? | Optional | *Scaled item*  No Increase (1)  Small Increase (2)  Moderate Increase (3)  Large Increase (4) | Individualized, Targeted, Intensive | Desired Results:   * #3 Effective and clear TA   Large-scale TA Projects:   * **PICCC** – Increase comfort in presenting the train-the-trainer series to front-line staff |
| 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 | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcome   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **ASSIST** – Increase in participant skill level for assessing, planning, and implementing policies and practices related to the TA they received |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies   Large-scale TA Projects:   * **PICCC** – Increase in knowledge of this series and the topics presented in the modules; Increase comfort in presenting the train-the-trainer series * **CBC Landscape Scan** – Question in PWS |
| How much did the technical assistance increase your agency’s access to and use of training or technical assistance resources and tools designed to support (specific topic area) staff orientation and ongoing training? | Optional | *Scaled item*  No Increase (1)  Small Increase (2)  Moderate Increase (3)  Large Increase (4) | Targeted, Intensive | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies   Large-scale TA Projects:   * **PICCC** – Increase comfort in presenting the train-the-trainer series to front-line staff |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **ASSIST** – Increase in participant skill level for assessing, planning, and implementing policies and practices related to the TA they received * **CBC Landscape Scan** – Question in PWS |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies     Large-scale TA Projects:   * **ASSIST** – Increase in participant skill level for assessing, planning, and implementing policies and practices related to the TA they received * **CBC Landscape Scan** – Question in PWS |
| 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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA     Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS |
| 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 | Desired Results:   * #3-4 – Effective and clear TA, and opportunities to learn from others   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS Large-scale TA Project: |
| 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 | Desired Results:   * #4 – Opportunities to learn from others   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS |
| 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 | Desired Results:   * #3 Effective and clear TA   Large-scale TA Projects:   * **ASSIST** – Increase in knowledge of the topic(s) about which ASSIST participants have requested TA * **PICCC** – Increase in knowledge of this series and the topics presented in the modules * **Cost-based Subsidy Payments** - Increase in Lead Agency staff knowledge on gathering, analyzing, and using cost data to inform subsidy rates; Increase in Lead Agency staff’s knowledge of OCC requirements, guidance, and best practices on cost-based alternative methodology |
| 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 | Desired Results:   * #3 Effective and clear TA   Large-scale TA Projects:   * **PICCC** – Increase in knowledge of this series and the topics presented in the modules |
| 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 | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS |
| 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)  Agree (3)  Strongly Agree (4) | Individualized, Targeted, Intensive | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Projects:   * **CBC Landscape Scan** – Question in PWS |
| **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 | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA |
| 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 | Desired Results:   * #3 Effective and clear TA   Evaluation Plan Outcomes:   * Lead Agencies report progress toward reaching their goals with the assistance of NCSIA   Large-scale TA Project:   * **CBC Landscape Scan** – Question in PWS |

**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** | **Alignment with NCSIA Logic Model** |
| --- | --- | --- | --- | --- | --- |
| **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 | Desired Results:   * #1 – Trusted partner |
| 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 | Desired Results:   * #1 – Trusted partner |
| 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 | Desired Results:   * #1 – Trusted partner |
| 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 | Desired Results:   * #2 – Differentiated support   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies |
| 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 | Desired Results:  #2 – Differentiated support  Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies |
| What is your preferred meeting schedule for ongoing technical assistance? | Optional | *Choices*  Every Two Weeks  Once per Month  Quarterly  Other \_\_\_\_\_ | Universal, Individualized, Targeted, Intensive | Desired Results:   * #2 – Differentiated support   Evaluation Plan Outcomes:   * NCSIA TA is tailored when possible, to the individual needs of Lead Agencies |
| **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 | Desired Results:   * #1 – Trusted partner |
| The presenters were effective in engaging participants. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) | Universal, Individualized, Targeted, Intensive | Desired Results:   * #1 & 3 – Trusted partner and effective and clear TA |
| The presenters were responsive to participants' questions. | Optional | *Scaled item*  Strongly Disagree (1)  Disagree (2)  Agree (3)  Strongly Agree (4) |  | Desired Results:   * #1 & 3 – Trusted partner and effective and clear TA |
| **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 | Desired Results:   * #1-3 – Trusted partner, differentiated support, and effective and clear TA |
| 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 | Desired Results:   * #3 – Effective and clear TA |
| 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 | Desired Results:   * #1 & 3 – Trusted partner and effective and clear TA |
| What additional T/TA opportunities would help you further improve your policies or practices? | Optional | Open response | Individualized, Targeted, Intensive | Desired Results:   * #3 – Effective and clear TA   Large-scale TA Projects:   * **ASSIST** - Increase in participant skill level for assessing, planning, and implementing policies and practices related to the TA they received |
| 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 | Desired Results:   * #4 – Opportunities to learn from others |
| How did you find out about this event? | Optional | Open response | Universal, Individualized, Targeted, Intensive | Desired Results:   * #4 – Opportunities to learn from others |
|  | What are you most interested in learning about (this specific topic)? | Optional | Open response | Universal, Individualized, Targeted, Intensive | Desired Results:   * #2 – Differentiated support |
| **Barriers to Application of Knowledge** | What factors, if any, may prevent you from using what you learned? | Optional | Open response | Individualized, Targeted, Intensive | Desired Results:   * #1-3 – Trusted partner, differentiated support, effective and clear TA |