

Attachment 8: Technical Assistance (TA) Satisfaction Instrument-screenshots



Centers for Disease Control and Prevention
National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Divisions of HIV/AIDS Prevention / Capacity Building Branch

Technical Assistance Satisfaction Instrument

Form Approved
OMB No. 0920-New
Exp. Date: XX/XX/XXXX

Thank you for participating in a capacity building assistance (CBA) technical assistance event delivered by the Centers for Disease Control and Prevention (CDC) or one of our CBA providers. The Capacity Building Branch of the Division of HIV/AIDS Prevention of the CDC would like to get your feedback on your experience with CBA services. We also want to gather suggestions on how to improve the program. Please be candid in your responses; your comments are extremely important to us and will be used to ensure that the CBA program meets the needs of our consumers.

Your responses will be kept secure; results will only be shared in aggregate form. Therefore, CBA providers will not know how you, personally, rated their services. Your participation in the assessment is completely voluntary, and failure to participate will not jeopardize their employment or CDC funding of their organization.

On the following pages, you will be asked questions about a specific CBA event. Completing this instrument should take approximately 15 minutes.

Thank you in advance for your time and assistance!

Start

Public reporting burden of this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; Attn: OMB-PRA (0920-New)
Clifton Rd, NE, MS D-74, Atlanta, GA 30333; Attn: PRA (0920-New).



Technical Assistance Satisfaction Instrument

Technical Assistance Information

Start Date of Technical Assistance Delivery: 2/26/2014
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Request Type: CBA for Community Based Organizations
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Component: Prevention with High Risk HIV-Negative Persons
Content Area: Cultural competence
Behavioral, Structural, or Biomedical Intervention:
Venue: Offsite (local)
CBA Provider: A PROVIDER ORG
CBA Request Number: 201402-190

100 % Complete

Question 1 of 22

Your Confidential Identifier is the first two letters of your first name (FN), the first two letters of your last name (LN), the month of your birth (MM), and the day of your birth (DD). For example, John Smith, May 29 would be JOSM0529. (NOTE: Survey responses are confidential and security measures will be taken to protect your identity).

1. Please enter your Confidential Identifier:

BOFL1005

FNFNLNLMMD

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95 % Complete



Question 2 of 22

Above is information about technical assistance that you recently received. Please review the details above and answer the questions that follow.

2. Is the information above accurate?

- ☐ Yes (Skip to Question 4)
- ☒ No
- ☐ Don't Know (Skip to Question 4)

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95 % Complete



Question 3 of 22

3. Please correct the information about your TA request below:

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End Date of Technical Assistance Delivery:	
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Request Type:	
Delivery Mechanism:	
Component:	
Content Area:	
Behavioral, Structural, or Biomedical Intervention:	
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100 % Complete

Question 4 of 22

4. Please rank your preferred methods of receiving technical assistance.

Rank	Preferred Method
First choice	Phone v
Second choice	E-mail v
Third choice	E-mail v

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100 % Complete



Question 5 of 22

5. What did you expect to gain from the technical assistance? Check all that apply.

- ☐ New knowledge and skills
- ☐ Opportunities to apply new knowledge and skills
- ☒ Basic training
- ☐ Advanced training
- ☐ TA tailored to my specific needs
- ☐ Guidance about which evidence-based intervention would be best for my organization
- ☐ I had no expectations [Skip to Question 8]
- ☐ Other (please specify):

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100 % Complete

Question 6 of 22

6. To what extent did the technical assistance meet your expectations?

- ☐ Exceeded my expectations [Skip to Question 8]
- ☐ Met my expectations [Skip to Question 8]
- ☒ Somewhat met my expectations
- ☐ Met few of my expectations
- ☐ Did not meet my expectations at all
- ☐ Other (please specify): [Skip to Question 8]

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100 % Complete



Question 7 of 22

7. In what way(s) were your expectations NOT met?

More text



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Question 8 of 22

8. Have you used any of the information you gained from the technical assistance?

- ☒ Yes
- ☐ No [Skip to Question 10]

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100 % Complete

Question 9 of 22

9. How have you used the information gained from the technical assistance? Check all that apply.

- ☒ In day-to-day work with clients
- ☐ In outreach, recruitment, or retention efforts
- ☐ To refine my organization's goals and objectives
- ☐ To modify my organization's protocols
- ☐ Shared information with coworkers or partner organizations
- ☒ Other (please specify):

Other use

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100 % Complete

Question 10 of 22

10. What barriers are preventing you from applying information gained from technical assistance? Check all that apply.

- ☐ The information from the technical assistance was not useful
- ☐ I am not in a position to use this information as part of my job
- ☐ Lack of funding or resources
- ☒ Lack of support from managers
- ☐ Have not had time to apply
- ☐ Have not yet had a need to apply
- ☐ Forgot about the TA information received
- ☐ Other (please specify):

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11. What components of this technical assistance event did you find most helpful?

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100 % Complete

Question 12 of 22

12. What would have made the technical assistance you received more useful? Check all that apply.

- ☐ More time spent with the technical assistance provider(s)
- ☐ TA better tailored to my needs
- ☒ More materials and resources provided during technical assistance
- ☐ Technical assistance provided through another method (e.g., via email, in person)
- ☐ Not sure
- ☐ There is no need for improvement
- ☐ Other (please specify):

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13. What additional training needs do you have related to this topic?

Additional training



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100 % Complete

Question 14 of 22

Please rate the technical assistance provider(s) on the following:

		Neutral					
		1	2	3	4	5	
14. Knowledgeable about subject matter	Not knowledgeable	☐	☐	☐	☐	☐	Very knowledgeable
15. Clear communication of information	Not clear	☐	☐	☐	☐	☐	Very clear
16. Gave appropriate guidance and suggestions	Not at all appropriate	☐	☐	☐	☐	☐	Very appropriate
17. Accessible	Not at all accessible	☐	☐	☐	☐	☐	Very accessible
18. Responsive to questions	Not responsive	☐	☐	☐	☐	☐	Very responsive
19. Took into consideration the cultural background of the people served by my organization	Did not take into account at all	☐	☐	☐	☐	☐	Very much took into account
20. Overall effectiveness	Not effective	☐	☐	☐	☐	☐	Very effective

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100 % Complete

Question 15 of 22

Please rate the technical assistance content and materials on the following:

		Neutral					
		1	2	3	4	5	
21. Content tailored to me	<i>Not at all tailored</i>	☐	☐	☐	☐	☐	<i>Very tailored</i>
22. Usefulness of materials	<i>Not at all useful</i>	☐	☐	☐	☐	☐	<i>Very useful</i>
23. Relevance of materials to me	<i>Not at all relevant</i>	☐	☐	☐	☐	☐	<i>Very relevant</i>
24. Overall usefulness of TA	<i>Not at all useful</i>	☐	☐	☐	☐	☐	<i>Very useful</i>
25. Overall relevance of TA to me	<i>Not relevant</i>	☐	☐	☐	☐	☐	<i>Very relevant</i>
26. Overall effectiveness	<i>Not effective</i>	☐	☐	☐	☐	☐	<i>Very effective</i>

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100 % Complete

Question 16 of 22

Please rate the technical assistance in the following areas:

		Just right					
		1	2	3	4	5	
27. TA length	Much too long	☐	☐	☒	☐	☐	Much too short
28. TA complexity	Much too basic	☐	☒	☐	☐	☐	Much too complex

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95 % Complete



Question 17 of 22

29. To what extent did the technical assistance meet your needs?

- ☐ More than met my needs [Skip to Question 31]
- ☐ Met my needs [Skip to Question 31]
- ☒ Somewhat met my needs
- ☐ Met few of my needs
- ☐ Did not meet my needs at all

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95 % Complete



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30. In what ways were your needs NOT met?

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100 % Complete

Question 19 of 22

31. If the need arises, how likely is it that you will be interested in working with this CBA provider again?

- ☐ Very likely
☐ Likely
☐ Somewhat likely
☐ Not likely
☐ Not at all likely
☒ Not sure

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100 % Complete



Question 20 of 22

32. Overall, how satisfied are you with the technical assistance you received?

- ☐ Very satisfied
- ☒ Satisfied
- ☐ Somewhat satisfied
- ☐ Not very satisfied
- ☐ Not at all satisfied

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100 % Complete

Question 21 of 22

Please rate the level of importance of the following aspects of technical assistance in determining your overall level of satisfaction with the technical assistance.

	<i>Not at all important</i>		<i>Neutral</i>		<i>Very Important</i>
	1	2	3	4	5
33. Quality of content/materials	☐	☐	☐	☐	☐
34. Quality of technical assistance provider	☐	☐	☐	☐	☐
35. Technical assistance delivery method	☐	☐	☐	☐	☐
36. Match of technical assistance with your needs	☐	☐	☐	☐	☐
37. The relevance of the technical assistance content to your/your organization's needs	☐	☐	☐	☐	☐
38. The technical assistance's emphasis on the most important information	☐	☐	☐	☐	☐
39. The extent to which the technical assistance prepared you to perform newly learned skills?	☐	☐	☐	☐	☐
40. Other (please specify):	☐	☐	☐	☐	☐

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100 % Complete



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41. How many years of professional experience do you have in the field of HIV prevention?

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Technical Assistance Satisfaction Instrument

End of Survey.

Thank you for your time and assistance in completing this instrument.

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