

**Note:** The survey information gathered using the tool below is used in the following ways:

- The TPPI Team Led uses the feedback in performance reviews. Each TPPI team member has goals/objectives related to customer service.
- Contractor feedback on areas for improvement are collected in the open-ended questions, as well as through site visits and networking meetings. Based the feedback we receive, we implement quality improvement projects to improve the efficiency and/or effectiveness of the processes identified.
- For more information please contact Kristen Carroll, 707-5685, [kristen.carroll@dhhs.nc.gov](mailto:kristen.carroll@dhhs.nc.gov)

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**Please provide your honest feedback about the Technical Assistance you have received from Teen Pregnancy Prevention Initiatives program staff by answering the following questions.**

1. Did you receive any technical assistance from a TPPI team member this quarter? (in person, by email, or by phone?)

Yes      No

2. Please rate the technical assistance you received from \_\_\_\_\_ using the scales below.

a. How helpful was the assistance provided to you by \_\_\_\_\_ ?

*very helpful    helpful    a little helpful    not at all helpful    Other (please specify)*

b. How professional was \_\_\_\_\_ in her interactions with you?

*professional    somewhat professional    unprofessional    Other (please specify)*

c. How timely was \_\_\_\_\_ in her response to your request?

*very timely    timely    somewhat timely    not at all timely    Other (please specify)*

d. How knowledgeable was \_\_\_\_\_ in her interactions with you?

*very    knowledgeable    somewhat    unknowledgeable    Other (please specify)*

e. Overall, how satisfied were you with the technical assistance provided?

*very satisfied    satisfied    a little satisfied    not satisfied at all    Other (please specify)*

3. Please tell us what you liked best about your technical assistance or what you learned.

4. Please tell us what we can improve upon for future technical assistance.