

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

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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.