

Decision Making Model to Collect Consumer Satisfaction

Updated 2/2016

Before your event happens, ask yourself – will this upcoming event be **<<Emphasis Area>>** related?

Yes

Are we the **lead organizer**?

Yes

Is the activity's core function **Research** or **Info Dissemination**?

No

Is the activity's **core function** one of the following?

- Interdisciplinary PreService Prep
- Continuing Education/ Community Training
- Technical Assistance
- Direct Clinical Services/Model Services
- Other Direct/Model Services
- Demonstration Services

Yes

You **MUST** collect **consumer satisfaction** data! Based on the core function of your activity, use the corresponding, specific question below to collect this data:

No

No

Yes

No

IMPORTANT: You must consider these things **BEFORE** your activity to appropriately collect the data!



You **DO NOT NEED** to collect **consumer satisfaction** data!



Core Function

InterPreServPrep
 ContEd/CommTraining
 Technical Assistance
 Services (Dir,Oth,Demo)

SPECIFIC Question

I am satisfied with the knowledge and skills gained from the training.
 I am satisfied with the training and/or technical assistance received.
 I am satisfied with the training and/or technical assistance received.
 I am satisfied with the service received.

RESPONSES

Strongly Agree
 Agree,
 Disagree
 Strongly Disagree