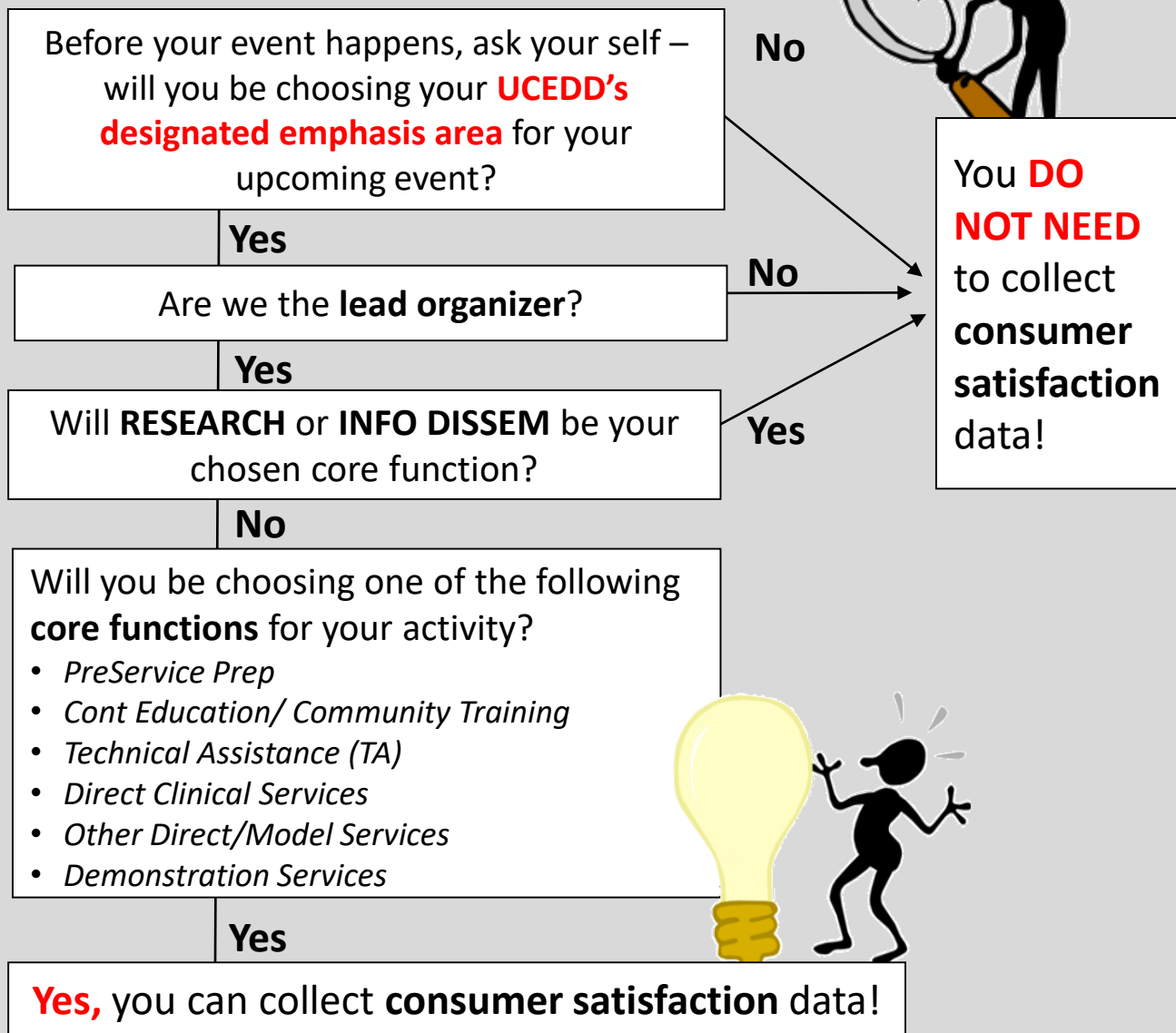


# NIRS Consumer Satisfaction Decision Making Model

Dated 1/2020



Based on the **core function** you chose, use the corresponding question to collect the data. You can revise the statements for plain language as long as the intent remains the same. Use the following responses for all the statements: **Strongly Agree, Agree, Disagree, Strongly Disagree.**

- For **PRESERVICE**, use, "I am satisfied with the knowledge and skills gained from the training."
- For **CONT ED/COMM TRAINING**, use, "I am satisfied with the training and/or TA received."
- For **TA**, use, "I am satisfied with the training and/or TA received."
- For **SERVICES** (Direct, Other, Demo), use, "I am satisfied with the services received."

# NIRS Initial Outcome Measures (IOM) Decision Making Model

Dated 1/2020



**BEFORE** your event happens, ask yourself – which **core function** will apply to your activity?

Will you be choosing one of the following **core functions** for your activity?

## **PreService**

**Community Training** activities that are either 1) conducted with a group of the same participants over a series of sessions, or 2) a one-time training that reoccurs with regular frequency to different participants

**Technical Assistance** only for activity recipients that you have a sustained relationship that is more than 3 contacts per year

Will you be choosing one of the following **core functions** for your activity?

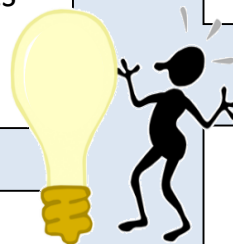
- Continuing Education
- Direct Clinical Services
- Other Direct Services
- Demo Services
- Research
- Info Dissemination

Yes

**Yes**, you can collect **initial outcome measure** data!

No

**No**, you do not need to collect IOM data!



Based on the **core function** you chose, use the corresponding question to collect the data. You can revise the statements for plain language as long as the intent remains the same. Use these responses for all the statements: **Strongly Agree, Agree, Disagree, Strongly Disagree.**

- For **PRESERVICE**, use “As a result of this training, my knowledge of topic has increased.”
- For **COMM TRAINING**, use “As a result of this training, my knowledge of topic has increased.”
- For **TECH ASST**, use one of the following questions:
  - *This TA has enhanced the services I provide.*
  - *This TA has strengthened networking of entities across communities I’m engaged with.*
  - *This TA has increased awareness of evidence-based practices.*
  - *This TA has enhanced my capacity to assess current practice in relation to evidenced-based approaches.*
  - *This TA has helped me identify changes needed within the topic.*

