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**?

  - **No**

  - **Yes**

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

    - **No**

    - **Yes**

      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:

        **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 service received.

        **RESPONSES**
        - Strongly Agree
        - Agree
        - Disagree
        - Strongly Disagree

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