

Getting Client and Staff Feedback Through Road Testing

Continuous Quality Improvement (CQI) Office Hours

May 26, 2020

Presenters:

- ▶ Angela Rachidi, Consultant to Mathematica
- ▶ Scott Richman, Mathematica
- ▶ Pamela Holcomb, Mathematica

CQI resources for all healthy marriage and responsible fatherhood grantees

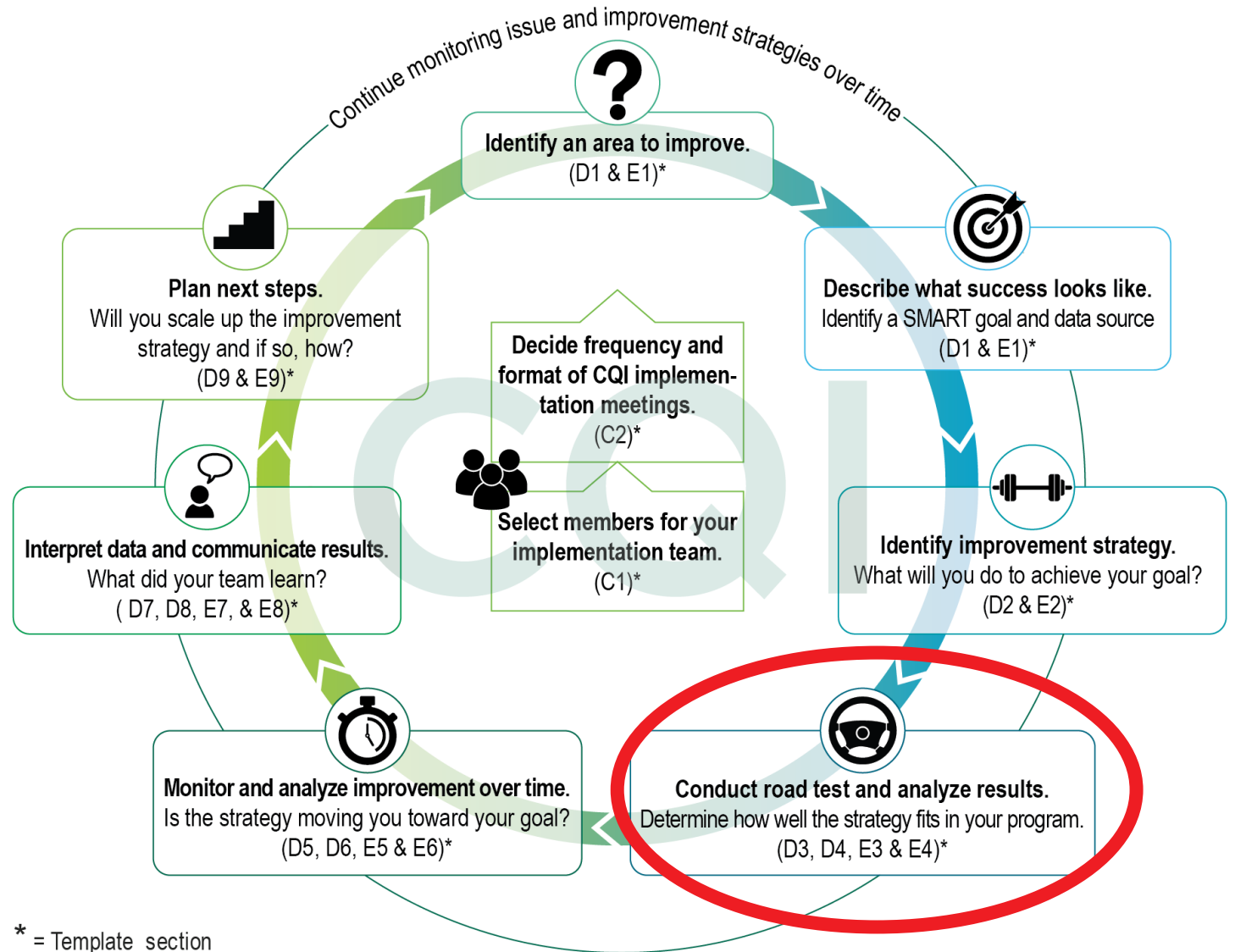
- ▶ Monthly CQI office hours
- ▶ CQI Best Practices Series
 - ▶ Tools and tips disseminated by the healthy marriage and responsible fatherhood (HMRF) CQI Team
 - ▶ Coming soon: Sample session client feedback forms

Today's topic: Collecting feedback when road testing a new strategy

- ▶ Planning to collect feedback during a road test
- ▶ Examples of collecting feedback from staff and clients
- ▶ Discussion and questions

Road Testing

- Small scale assessment of implementation
- Identify learning questions
 - Was the strategy implemented as planned?
 - What worked well and did not work well?
 - What can we change?
- Collect data to meet your learning questions



Use your learning questions to inform the feedback you need to collect

1

What do you want to learn from road testing your new strategy?
Identify your learning questions.

2

Who to collect feedback from?
Individuals/partners who are implementing and experiencing the new strategy.

3

What feedback do you need from these sources?
Information to determine if the new strategy is being implemented and experienced as intended.

Use your learning questions to inform the feedback you need to collect (cont'd)

4

How and when are you going to collect this feedback?

The mode of data collection you will use (e.g., surveys, interviews, nFORM data, observations, focus groups), and at what time (e.g., before and after implementation).

5

How will you use this information?

Review the feedback to determine if the strategy was implemented as intended or if tweaks are needed.

Methods for collecting feedback

- ▶ Identify the approach that is the most efficient, minimally burdensome, and works best for what you hope to learn
 - ▶ Questionnaires administered to staff or clients
 - ▶ Interviews (one-on-one) and focus groups with staff or clients
 - ▶ Observations of workshop sessions
 - ▶ Tracking forms to record staff activity (e.g., Google forms)
 - ▶ Existing program data (e.g., nFORM data)

Methods for collecting feedback (cont'd)

- ▶ Identify who will collect feedback
 - ▶ Important to identify responsibilities for data collection
 - ▶ Self-administered questionnaires
 - ▶ Data/evaluation lead or team
 - ▶ Conduct interviews
 - ▶ Observe workshops/operations
 - ▶ Analyze nFORM data

Feedback Strategy Example

Make facilitation more engaging
to reduce drop out from
workshops

Learning questions: New facilitation strategy to reduce drop out

How the strategy is
experienced

How the strategy is
implemented

Collect data from:

Clients experiencing the strategy

Staff implementing the strategy

- Did clients like the new facilitation approach?
- Did clients find the content useful?
- What would clients change, if anything?
- Did it change clients' behavior (with attending the next workshop session)?

- Were the facilitators able to adopt the new strategy?
- What were challenges in implementing the new facilitation strategy?
- What worked well?
- How receptive were clients?

How clients experience the strategy

Learning Questions

- Did clients like the new facilitation approach?
- Did clients find the content useful?
- What would clients change, if anything?

CARE4U EXIT SLIP

Circle the number that best fits your answer.

I did **not** find the topics of today useful. 1 2 3 4 5 I did find the topics of today useful.

The way the topics were presented today was **not** clear and understandable. 1 2 3 4 5 The way the topics were presented today was clear and understandable.

The main take-away(s) I remember from today:

I'd like more help understanding _____

Include your name, if you want to talk 1-on-1: _____

How clients experience the strategy (cont'd)

Learning Questions

- Did clients like the new facilitation approach?
- Did clients find the content useful?
- What would clients change, if anything?

Example 2: Workshop Feedback Form

You can use this sample workshop feedback form to gather information from participants on their experience as well as intended workshop outcomes. It includes both participant ratings, which can be quantified, as well as open-ended responses, which are a source of qualitative data.

Workshop # _____ Session # _____ Today's Date: [Click here to enter a date.](#)

Educators: _____

TODAY'S CLASS

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Facilitators were friendly and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Facilitators knew the topics, spoke clearly, and were organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The session materials were helpful (PowerPoint, video clips, display board)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TODAY'S CURRICULUM CONTENT

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My knowledge of the topics discussed <i>today</i> increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
These topics are relevant to my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How clients experience the strategy (cont'd)

Learning question

-Did it improve clients' attendance at the next workshop session?

How to collect data to answer this question

- Client feedback form
- Interviews with clients
- nFORM data

Feedback from staff

Learning questions

- Were the facilitators able to adopt the new strategy?
- What were challenges in implementing the new facilitation strategy?
- What worked well?
- How receptive were clients?

How to collect data to answer these questions

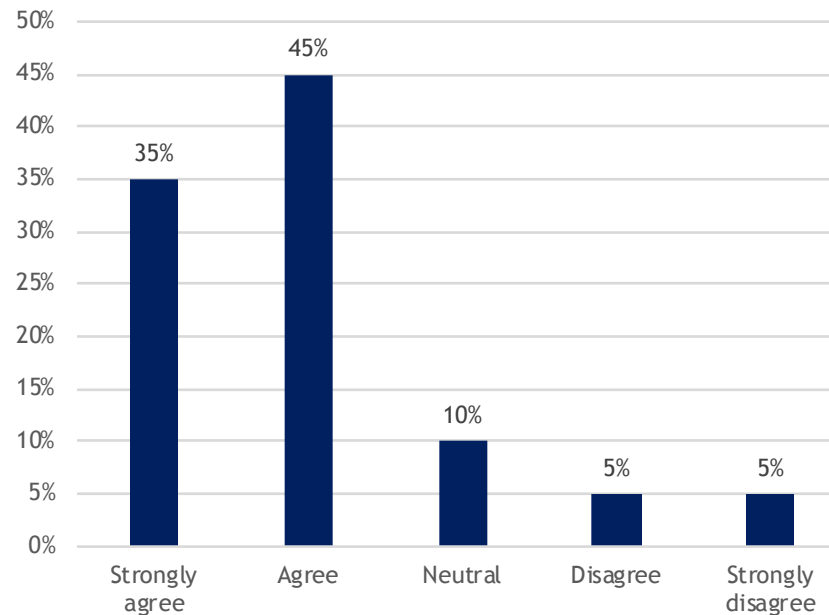
- Interviews with staff
- Observations of workshop sessions
- Staff surveys

Collecting and analyzing feedback

Analyzing and reporting the feedback

- ▶ Compile the feedback in user-friendly form
- ▶ Distribute widely
 - ▶ Helps gain buy-in
 - ▶ Encourages additional feedback
- ▶ Ensure decision makers have time to absorb the feedback

Facilitators were friendly and helpful
(from Week of March 15 2020)



Using the results

- ▶ Important to get quick results and share with the CQI Implementation Team
 - ▶ A common problem is collecting data but not using it to make program decisions
- ▶ Make tweaks to the strategy based on feedback
- ▶ Collect consistent data across time to assess changes

Discussion

- ▶ As your team tests out new strategies or ideas, are you collecting feedback on how the implementation is going?
- ▶ What has worked well with collecting feedback from staff, clients, or partners? What has been challenging?
- ▶ Is there anything you learned from the collected feedback that changed how you implemented the new strategy? How so?



Questions?