**NPHPS Process Evaluation Question Bank (for Assessment participants)**

These evaluation questions are to be used for assessing your performance standards process (i.e. National Public Health Performance Standards (NPHPS), Mobilizing for Action through planning and partnerships (MAPP). You can use these questions to develop an evaluation form to suit your needs. Feel free to “pick and choose” questions from this question bank to tailor the process evaluation to meet your community’s needs. Within questions, you will find terminology options. Use the words that apply to your process.

In this document, the word “meeting” is used to refer to conducting the performance standards assessment.

*The questions below have been grouped by the step in the performance standards process and link to the same as listed in the Local Implementation Guide.*

*For each question in this document, we’ve included suggested response options. These are only suggestions and you should use those that are most appropriate for your audience/community. The following are four possible response options that you will see referenced in the document.*

* *y/n/na = yes, no, not applicable*
* *1-5 = indicates a Likert scale where 1 = strongly agree, 2 = agree, 3 = neither agree nor disagree, 4 = disagree, 5 = strongly disagree, and 99 = not applicable or unsure*
* *Open = free text field*
* *Multiple choice = select one from the list*

# Plan

Preparation

1. Did you participate in the [NPHPS/Local Public Health System Assessment (LPHSA/CHA/MAPP] meeting(s) on [insert date(s)]? (y/n)
2. Did you participate in an orientation session on [insert date/location]? (y/n)
3. I had enough time to prepare for the assessment process (1-5)
4. I felt well-prepared to participate in the assessment process (1-5)

Information sharing prior to assessment

1. Did you receive all the necessary reading materials (ex. the 10 Essential Public Health Services) before the [NPHPS/Local Public Health System Assessment (LPHSA/CHA/MAPP] meeting(s) on [insert date(s)]?? (y/n)
2. I received the necessary performance standards information prior to the meeting (1-5)
3. I received the necessary logistical information (ex. parking, directions, start time) prior to the meeting (1-5)
4. I had enough time to review the necessary reading materials before the assessment (1-5)
5. The coordinator was available before the assessment to answer questions or concerns (1-5)
6. I found the information shared prior to the assessment to be \_\_\_\_\_\_\_\_\_\_\_\_. (multiple choice)
   1. Incomplete or unclear
   2. Sufficient
   3. Thorough
   4. Too much

# Assess

Were the ‘right’ people/partners present/included/involved;

1. Name the 3 key participants involved in your session. (open)
2. Who was missing from the process? (open)
3. All of the people required for a successful meeting were in attendance. (1-5)
4. There were too many people, or organizations involved in the process (1-5)

Meeting facilitation

1. What could have made the meeting run more smoothly? (open)
2. The meeting was well run. (1-5)
3. How was the meeting paced? (open)
4. I found the pace of the meeting to be (multiple choice)
5. Too slow
6. Too fast
7. The right speed
8. The facilitator kept the meeting on track. (1-5)
9. The facilitator worked to build consensus among the partners present. (1-5)
10. The facilitator used techniques to engage all participants. (1-5)
11. The facilitator was unbiased. (1-5)
12. If the process were conducted again, what could the facilitator do differently to improve the process? (open)

Meeting format

1. What did you think of the meeting format? (open)
2. The meeting format allowed participants to be included in the right sessions (1-5)

Areas/opportunities for improvement were identified during the Strenghts, Weaknesses, Opportunities and Threats (SWOT) analysis

1. The SWOT analysis identified areas for improvement (1-5)

Opportunity to provide input

1. I felt like I had an opportunity to provide input during the meeting. (1-5)
2. I felt heard during the meeting. (1-5)
3. I felt my participation and input
   1. Was worthwhile(1-5)
   2. Was reflected in the results (1-5)

Opportunity to learn

1. What did you learn that you didn’t know before the meeting? (open)
2. I felt the meeting was worthwhile (1-5)
3. I felt the meeting was a good learning opportunity (1-5)
4. I learned about new activities in my community (y/n)
5. I learned about the public health system in my community (y/n)
6. What did you learn about the public health system in your community that you didn’t already know? (open)

Usefulness

1. What was the most useful part of the meeting? (open)
2. Upon completing the meeting, my next step will be (open)
3. Upon completing the meeting, I wish the assessment had focused less on (open)
4. What was the least useful part of the meeting? (open)
5. Upon completing the meeting, I wish the assessment had focused more on (open)

Would you take part in again

1. I would like to take part in a future meeting (1-5)
2. I would like to increase my role in future assessments (1-5) or (y/n)
3. What would you recommend to others who may participate in the future? (open)
4. What would you recommend to the planners/coordinators for the next meeting? (open)

# Take Action

Assessment results were shared with participants, were clear, reflected group discussions,

1. A plan to disseminate assessment results was shared at the meeting (y/n)
2. The assessment coordinators/planners delivered results to participants according to the stated timeline (1-5)
3. The assessment results were clear and easy to understand (1-5)
4. The assessment results were presented in a format that made sense (1-5)
5. The assessment results adequately reflected what we had discussed in the meeting (1-5)
6. The assessment results captured what I hoped they would capture (1-5)

Areas/opportunities for improvement from the results

1. The assessment results identified areas for improvement (1-5)
2. The assessment results identified opportunities to improve the process (1-5)
3. I felt my participation and input
   1. Was worthwhile(1-5)
   2. Was reflected in the results (1-5)
4. Overall, what are your thoughts on the assessment results? (open)
5. Overall, what are your thoughts on the assessment report? (open)

Next steps were shared by ‘steering committee’

1. The results included next steps (y/n)
2. I know what the next steps are (1-5)
3. I know what my role is in the next steps (1-5)
4. After the meeting I feel ready to do (open)
5. The next steps
   1. Were presented in a clear manner (1-5)
   2. Adequately reflected the group discussion(s) (1-5)
   3. Adequately reflected the current local public health system (1-5)
   4. Were shared with local public health system partners (1-5)
   5. Were shared with the community (outside of the health department website) (1-5)

Impact on partnerships, communication, collaboration

1. My participation has had an impact on my partnerships (1-5)
2. My participation has improved communication between my agency and our partners (1-5)
3. My participation has increased collaboration activities between my agency and our partners (1-5)
4. Name 3 new contacts/organizations that you may contact in the future for collaboration or partnering. (open)

# Post-assessment meeting:

*This section should be administered according to the defined post-assessment timeline.*

Action plan was developed (clear and realistic), shared, implemented

1. Date since assessment (open)
2. The action plan developed is beneficial (1-5)
3. The action plan is clear and realistic (1-5)
4. The action plan included all the needed elements (objectives, designated responsibilities, and timelines)? [Yes/No] If not, what was missing?
5. Organization of action planning:
   1. Are the right people included? [Yes/No] If no, who was missing?
   2. Is the structure for facilitating accountability appropriate?
   3. Were the appropriate subcommittees convened? [Yes/No] If no, what/who (?) was missing or inappropriate?
6. The action plan includes objectives that
   1. Are directly associated with the achievement of the strategy (1-5)
   2. Link performance to the expected improvement (1-5)
   3. Tighten rather than diffuse accountability (1-5)
   4. Are responsive to changes in expected results (1-5)
   5. Provide timely feedback at a reasonable cost (1-5)
7. The action plan reflects specific, measurable, achievable, realistic and time bound objectives (1-5)
8. This question is intended for use with health department staff: The action plan includes objectives that are valid and reliable (1-5)
9. This question is intended for use with health department staff: The action plan includes objectives that are SMART (1-5)