### How satisfied were you with this course?

| #  | Answer                             | Bar | Response | %       |
|----|------------------------------------|-----|----------|---------|
| 45 | Extremely satisfied                |     | 6        | 100.00% |
| 46 | Moderately satisfied               |     | 0        | 0.00%   |
| 47 | Slightly satisfied                 |     | 0        | 0.00%   |
| 48 | Neither satisfied nor dissatisfied |     | 0        | 0.00%   |
| 49 | Slightly dissatisfied              |     | 0        | 0.00%   |
| 50 | Moderately dissatisfied            |     | 0        | 0.00%   |
| 51 | Extremely dissatisfied             |     | 0        | 0.00%   |
|    | Total                              |     | 6        | 100.00% |

Please explain your dissatisfaction with this course:

Text Entry

If you work for a Tribal VR program, how well has the information in this course improved your effectiveness as an employee?

| #  | Answer          | Bar | Response | %       |
|----|-----------------|-----|----------|---------|
| 11 | Extremely well  |     | 4        | 100.00% |
| 12 | Very well       |     | 0        | 0.00%   |
| 13 | Moderately well |     | 0        | 0.00%   |
| 14 | Not well        |     | 0        | 0.00%   |
| 15 | Not well at all |     | 0        | 0.00%   |
|    | Total           |     | 4        | 100.00% |

#### In what ways has this course influenced your work or studies so far?

**Text Entry** 

This has given me a better understanding of the requirements and it has helped me with clarification on some things. I love it..

I learned better techniques on case management.

Completing, improving our policies and procedures. Working with staff cooperatively.

It has provided me with helpful information on how to improve the management of my case files and to write case notes in a way in which the information is easy to understand should others have the need to review my notes to assist the consumer.

Please share how well course outcomes were met by rating your areas knowledge both before and after completion of the course.

| Before the Course   |   |  |  |  |   |   |   |
|---|---|--|--|--|---|---|---|
| Question  | No<br>Knowledge   | Little<br>Knowledge  | Moderate<br>Knowledge  | High Degree<br>of Knowledge  | Very High<br>Degree of<br>Knowledge   | Response  | Average<br>Value  |
| Listing the required contents of a case record.   | 1   | -  | 2  | 1  | -   | 4   | 2.75  |
| Describing the follow-up on a case that is determined "incapable of benefiting."  | 1   | 1  | 2  | -  | -   | 4   | 2.25  |
| Describing the follow-up on a case that closed due to severity of disability.   | 1   | 1  | 2  | -  | -   | 4   | 2.25  |
| Listing the criteria required to close a case where an employment outcome is successfully achieved.   | 1   | -  | 2  | 1  | -   | 4   | 2.75  |
| Describing why it is important to have a single case record format for a TVR agency.  | 1   | 2  | -  | 1  | -   | 4   | 2.25  |
| Describing your agency's strategy for ensuring that case records meet agency and legal standards, including confidentiality.                            | 1   | 1  | 1  | 1  | -   | 4   | 2.50  |
| Describing the agency's methods for gathering and reporting the case record data to RSA.  | 1   | 1  | -  | 2  | -   | 4   | 2.75  |
| Describing your agency's methods for ensuring client services are deliverable and follow the design of the case record when the assigned VRC is absent. | 1   | -  | 2  | 1  | -   | 4   | 2.75  |
| Describing how a counselor would prioritize caseload duties such as progress notes, paperwork and client contacts.                                      | 1   | 1  | -  | 2  | -   | 4   | 2.75  |
| Describing the legal requirements for retaining closed case records.  | 1   | 1  | 1  | 1  | -   | 4   | 2.50  |
|   | Question         Listing the required contents of a case record.         Describing the follow-up on a case that is determined "incapable of benefiting."         Describing the follow-up on a case that closed due to severity of disability.         Listing the criteria required to close a case where an employment outcome is successfully achieved.         Describing why it is important to have a single case record format for a TVR agency.         Describing your agency's strategy for ensuring that case records meet agency and legal standards, including confidentiality.         Describing the agency's methods for gathering and reporting the case record data to RSA.         Describing your agency's methods for ensuring client services are deliverable and follow the design of the case record when the assigned VRC is absent.         Describing how a counselor would prioritize caseload duties such as progress notes, paperwork and client contacts. | Question         No           Listing the required contents of a case record.         1           Describing the follow-up on a case that is determined "incapable of benefiting."         1           Describing the follow-up on a case that closed due to severity of disability.         1           Listing the criteria required to close a case where an employment outcome is successfully achieved.         1           Describing why it is important to have a single case record format for a TVR agency.         1           Describing your agency's strategy for ensuring that case records meet agency and legal standards, including confidentiality.         1           Describing the agency's methods for gathering and reporting the case record data to RSA.         1           Describing your agency's methods for ensuring client services are deliverable and follow the design of the 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After the Course

| #  | Question  | No<br>Knowledge | Little<br>Knowledge | Moderate<br>Knowledge | High Degree<br>of Knowledge | Very High<br>Degree of<br>Knowledge | Response | Average<br>Value |
|----|---|-----------------|---------------------|-----------------------|-----------------------------|-------------------------------------|----------|------------------|
| 1  | Listing the required contents of a case record.   | -               | -                   | 1                     | -                           | 3                                   | 4        | 4.50             |
| 2  | Describing the follow-up on a case that is determined "incapable of benefiting."  | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 3  | Describing the follow-up on a case that closed due to severity of disability.   | -               | -                   | 1                     | 2                           | 1                                   | 4        | 4.00             |
| 4  | Listing the criteria required to close a case where an employment outcome is successfully achieved.   | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 5  | Describing why it is important to have a single case record format for a TVR agency.  | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 6  | Describing your agency's strategy for ensuring that case records meet agency and legal standards, including confidentiality.                            | -               | -                   | 1                     | -                           | 3                                   | 4        | 4.50             |
| 7  | Describing the agency's methods for gathering and reporting the case record data to RSA.  | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 8  | Describing your agency's methods for ensuring client services are deliverable and follow the design of the case record when the assigned VRC is absent. | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 9  | Describing how a counselor would prioritize caseload duties such as progress notes, paperwork and client contacts.                                      | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |
| 10 | Describing the legal requirements for retaining closed case records.  | -               | -                   | 1                     | 1                           | 2                                   | 4        | 4.25             |

#### **Text Entry**

It has helped me to prioritize my cases and to teach me the importance of case management and case notes.. This has been very relevant.

This course was extremely relevant to my work since I have to do case management tasks all the time.

This is every day responsibilities.

The course is extremely relevant to my work as a VRC and as I am working towards becoming a CRC it will help me with that goal.

## If you work for a Tribal VR program, how do you plan on applying to what you've learned in this course to your job?

**Text Entry** 

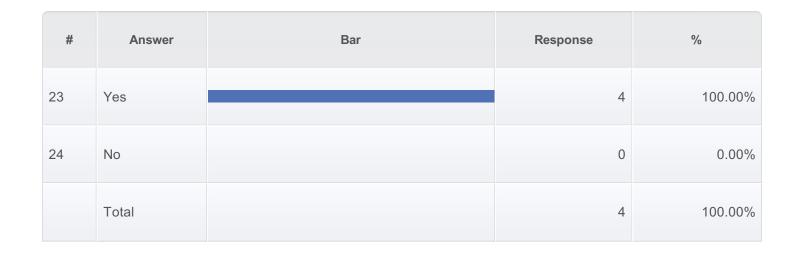
I plan on using it everyday, from case management to case notes, and to assure that the services are being provided as they should be.

I plan on doing a better job when it comes to putting a file together.

Continuous updating of the policies and procedures.

I apply what I have learned throughout my training every single day I am at work. Case management, service delivery, case notes are things that I have improved by taking this course and other courses I have taken.

If you work for a Tribal VR program, do you share information you learn from the course with others you work with?



# Please describe who you are able to share info from the course with and how it is shared (ex. with co-workers at a staff meeting):

**Text Entry** 

I share during meetings with co-workers.

I am able to share the information with coworkers throughout the day. We get together randomly and have quick meetings.

All my staff in monthly staff meetings.

I share the information with the AIVR staff including my Director during staff meetings, case reviews and day to day interactions.

Please rank how your expectations were met for the following:

| # | Question               | Far exceeds expectations | Exceeds<br>expectations | Equals<br>expectations | Short of expectations | Far short of expectations | Response | Average<br>Value |
|---|------------------------|--------------------------|-------------------------|------------------------|-----------------------|---------------------------|----------|------------------|
| 1 | Course<br>organization | -                        | 4                       | -                      | -                     | -                         | 4        | 2.00             |
| 2 | Course<br>materials    | 1                        | 3                       | -                      | -                     | -                         | 4        | 1.75             |
| 3 | Course<br>instructor   | 1                        | 3                       | -                      | -                     | -                         | 4        | 1.75             |

What is the average number of hours per week that you spend completing course requirements outside of the GoToTraining sessions?

| # | Answer       | Bar | Response | %       |
|---|--------------|-----|----------|---------|
| 1 | 1 or 2 hours |     | 1        | 25.00%  |
| 2 | 3 or 4 hours |     | 2        | 50.00%  |
| 3 | 5 or 6 hours |     | 1        | 25.00%  |
| 4 | 7+ hours     |     | 0        | 0.00%   |
|   | Total        |     | 4        | 100.00% |

| # | Question  | Always | Most of the time | About half<br>the time | Sometimes | Never | Response | Average<br>Value |
|---|---|--------|------------------|------------------------|-----------|-------|----------|------------------|
| 1 | The content in the documents relates to my work.                  | 4      | -                | -                      | -         | -     | 4        | 1.00             |
| 2 | The content in the documents relates to my educational interests. | 4      | -                | -                      | -         | -     | 4        | 1.00             |
| 3 | The documents were easy to read and understand.                   | 4      | -                | -                      | -         | -     | 4        | 1.00             |

### Please rank how clear you found the following:

| # | Question                    | Extremely clear | Somewhat<br>clear | Neither clear<br>nor unclear | Somewhat<br>unclear | Extremely<br>unclear | Response | Average<br>Value |
|---|-----------------------------|-----------------|-------------------|------------------------------|---------------------|----------------------|----------|------------------|
| 1 | Requirements for the course | 4               | -                 | -                            | -                   | -                    | 4        | 1.00             |
| 2 | Course materials            | 4               | -                 | -                            | -                   | -                    | 4        | 1.00             |
| 3 | GoToTraining<br>sessions    | 3               | 1                 | -                            | -                   | -                    | 4        | 1.25             |
| 4 | Discussion<br>questions     | 3               | 1                 | -                            | -                   | -                    | 4        | 1.25             |

Which of the following would improve your experience with the course? Please check all that apply:

| # | Answer  | Bar Re | esponse | %       |
|---|---|--------|---------|---------|
| 1 | More training on how to use Canvas before the start of the course.                  |        | 0       | 0.00%   |
| 2 | More visual material like videos or pictures.                                       |        | 2       | 50.00%  |
| 3 | Simplified materials presented during class time (e.g., a PowerPoint presentation). |        | 0       | 0.00%   |
| 4 | More case studies or examples.  |        | 2       | 50.00%  |
| 5 | Getting to know my classmates better.   |        | 0       | 0.00%   |
| 6 | Better organization of course materials.  |        | 0       | 0.00%   |
| 7 | Other (please explain):   |        | 1       | 25.00%  |
| 8 | More training on how to use GoToTraining before the start of the course.            |        | 0       | 0.00%   |
|   | Total   |        | 5       | 100.00% |

Other (please explain):

1. system froze, lost some of my writing. 2. Improve communication when there is no class. 3. Give other alternatives on how to submit coursework when havng trouble uploading our work.

### Which of the following did you find challenging? Please check all that apply:

| # | Answer   | Bar Response | %       |
|---|--|--------------|---------|
| 1 | Making sure I was on track with all my assignments.                | 1            | 25.00%  |
| 2 | Communicating during GoToTraining sessions (chat box, phone, mic). | 0            | 0.00%   |
| 3 | Accessing course materials.  | 0            | 0.00%   |
| 4 | Understanding the instructor's lectures.                           | 0            | 0.00%   |
| 5 | Understanding course materials.                                    | 1            | 25.00%  |
| 6 | Posting on the discussion board in Canvas.                         | 2            | 50.00%  |
| 7 | Using the Canvas email.  | 0            | 0.00%   |
| 8 | Knowing how to get technical support.                              | 0            | 0.00%   |
| 9 | Other (please explain):  | 2            | 50.00%  |
|   | Total  | 6            | 100.00% |

 Other (please explain):

 Its tough to work full time and to take classes and then to have to respond to discussion boards

 Nothing at this time.

| #  | Answer                      | Bar | Response | %       |
|----|-----------------------------|-----|----------|---------|
| 11 | Extremely likely            |     | 4        | 100.00% |
| 12 | Moderately likely           |     | 0        | 0.00%   |
| 13 | Slightly likely             |     | 0        | 0.00%   |
| 14 | Neither likely nor unlikely |     | 0        | 0.00%   |
| 15 | Slightly unlikely           |     | 0        | 0.00%   |
| 16 | Moderately unlikely         |     | 0        | 0.00%   |
| 17 | Extremely unlikely          |     | 0        | 0.00%   |
|    | Total                       |     | 4        | 100.00% |

Please rank how clear you found the following:

| #  | Answer                      | Bar | Response | %       |
|----|-----------------------------|-----|----------|---------|
| 11 | Extremely likely            |     | 4        | 100.00% |
| 12 | Moderately likely           |     | 0        | 0.00%   |
| 13 | Slightly likely             |     | 0        | 0.00%   |
| 14 | Neither likely nor unlikely |     | 0        | 0.00%   |
| 15 | Slightly unlikely           |     | 0        | 0.00%   |
| 16 | Moderately unlikely         |     | 0        | 0.00%   |
| 17 | Extremely unlikely          |     | 0        | 0.00%   |
|    | Total                       |     | 4        | 100.00% |