



Awardee Survey about the Technical Assistance Center FAQs

About the 'Awardee Survey about the Technical Assistance Center'

What is this survey about?

This survey will gather information about the training and technical assistance (TA) your organization received from the Workplace Change Collaborative (WCC) as part of your Health Resources and Services Administration (HRSA) grant. The intent of the survey is to assess the trainings, TA activities, and other resources the WCC provided to support your organization and others in implementing grant-funded initiatives to promote workforce resiliency, reduce burnout, and transform organizational culture.

What types of questions does the survey ask?

The survey will ask about your programs' experiences with various support services from the WCC, including TA, training services, and resources. In addition, the survey asks whether the TA was effective overall, whether there were perceived changes in knowledge, and whether the TA achieved desired impacts.

How long will this take?

It should take about 15 minutes to input your organization's responses into the online survey.

Who is sponsoring the survey?

The U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) is sponsoring the survey. HRSA's mission is to improve health outcomes and achieve health equity through access to quality services, to a skilled health workforce, and to innovative, high-value programs.

What is NORC?

NORC is an independent, non-partisan research organization affiliated with the University of Chicago. NORC has been conducting groundbreaking research studies since 1941. HRSA has contracted with NORC to conduct the survey.

Why should we participate?

Your answers will guide future HRSA program investments by helping HRSA understand which TA activities and trainings you found most valuable when implementing grant-funded activities to promote resiliency and mental health in the health workforce.

Who should complete the survey?

This survey should be completed by the representative(s) within your organization who have the most knowledge of your organization's experience with the WCC. You may want to collect information from

your team to answer the survey questions. Staff members you might ask include, but are not limited to, your Program Director, Program Manager, Program Implementation staff, and administrative leadership. Please submit only one survey for your organization.

Can we share the survey link with other staff?

Can I share the survey with others in my organization to complete the survey questions?

Yes, please feel free to forward the email from norceval@norc.org with the subject line: "We Need Your Feedback about WCC Technical Assistance." If you share the survey link with other organization staff, please first ensure that the survey is not open in your web browser.

Once another staff member accesses the survey from the forwarded email, the survey will pick up from the last question completed. **Both you and any other organization staff who have access to the survey link will have the ability to overwrite and change previously answered survey questions.** If you and other staff enter the survey at the same time, you both will receive prompts as you complete the survey. (See the subsection 'Potential prompts with multiple users completing the survey.')

Before you or other staff member(s) complete the survey (i.e., select 'SUBMIT' on the final question), please review all survey responses to ensure that they reflect accurate information for your organization.

Can we review the survey questions in advance?

Can we print out or reference the survey questions to help collect the requested information as a group?

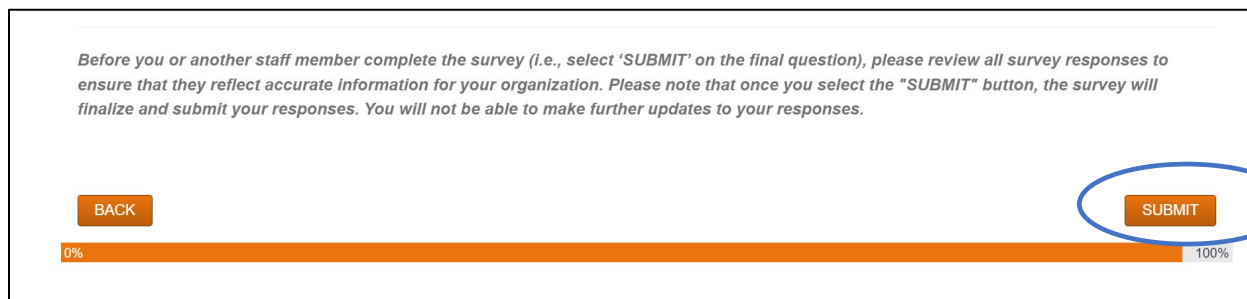
Yes, to review the survey questions in advance or print the questions out, please reference either survey on our website (norceval.norc.org):

- [Awardee Survey About the TAC \(PRMHW program\)](#)
- [Awardee Survey About the TAC \(HPSWRT program\)](#)

Alternatively, you can request the survey questions by emailing NORC at norceval@norc.org or leaving a message at 888-201-3291.

How do we submit the survey?

Before you or other staff member(s) complete the survey (i.e., select 'SUBMIT' on the final question), please review all survey responses to ensure that they reflect accurate information for your organization. Then, please select 'SUBMIT' on the final question to record your organization's responses. Once you select SUBMIT you will not be able to access the survey again.



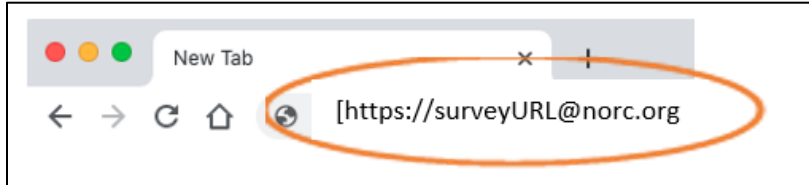
How do we access and complete the survey?

Accessing the survey

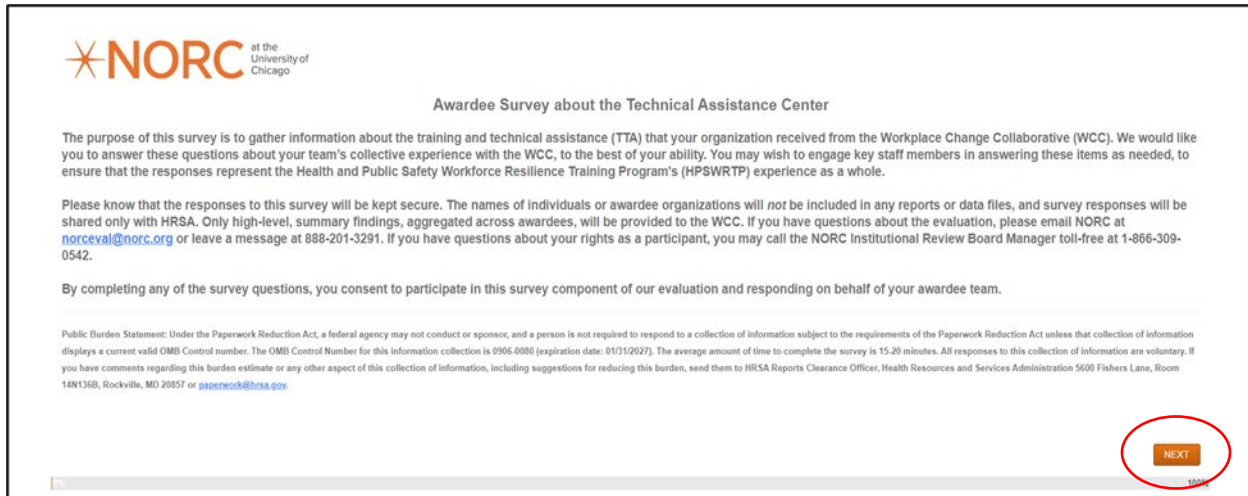
Using a computer, smartphone, or tablet, access the survey by clicking on the secure link you received via email from NORC norceval@norc.org with the subject line “*We Need Your Feedback about WCC Technical Assistance.*”

If you have not received an email with the survey link, please contact the NORC survey support team at norceval@norc.org.

1. The online survey will open in a new tab.



An example of the initial survey page can be seen below. After reviewing the survey information, please use the orange NEXT button at the bottom to advance to the next screen:

A screenshot of a survey page. At the top left is the NORC logo (a starburst) and the text "NORC at the University of Chicago". The title is "Awardee Survey about the Technical Assistance Center". The main text describes the purpose of the survey and provides contact information for HRSA. At the bottom right, there is an orange button labeled "NEXT", which is circled in orange. The page also includes a public burden statement at the bottom.

Navigating the survey

2. As you move through the survey, do *not* use your Internet browser back or forward buttons, as you may lose your answers. Instead, please use the BACK or NEXT orange buttons at the bottom of the survey page itself.

Your program has been identified to receive this survey as an awardee in the *Health and Public Safety Workforce Resilience Training Program (HPSWRTP)* funded by the Health Resources and Services Administration (HRSA). The purpose of the survey is to assess the trainings, technical assistance activities, and support resources provided by the Health and Public Safety Workforce Resiliency Technical Assistance Center at George Washington University, referred to as the 'Workplace Change Collaborative' (WCC).

This survey aims to collect information from awardees who participated in WCC-sponsored trainings and technical assistance activities designed to support organizations in implementing grant-funded initiatives to promote workforce resiliency, reduce burnout, and transform organizational culture.

NORC is conducting this survey as an independent contractor for HRSA. The NORC project team and HRSA will have access to the survey data which will be used for evaluation purposes only. We will only present aggregated data in survey reports and will never report awardee-level evaluation data to the WCC.

0% 100%

BACK
NEXT

Exiting the survey

- 3. To exit the survey at any time, simply close your Internet browser window. You will be able to reopen the survey using the same survey link to pick up where you left off.
- 4. It may take multiple sittings to collect information from team members to complete the survey.

Potential prompts with multiple users completing the survey

- 1. The following prompt appears when multiple organization staff access the same survey link and update responses to survey questions. (Only one survey link is available per organization.)

Information

Your session was outdated, but we have updated you to your most recent response.

- 2. The following prompt appears when organization staff attempt to engage with a survey that has already been 'submitted.' Once a staff member selects SUBMIT you will not be able to access the survey again.

You have either already completed the survey or your session has expired.

Will this be private?

Will our answers be private?

Yes, your organization's answers to the survey will be kept private and will **not** be shared with the Workplace Change Collaborative. Your name will **not** be associated with any information sent to HRSA.

Who will see our answers?

Your organization's survey responses will go directly to NORC. NORC designed the survey and programmed it on NORC software.

Will doing the survey affect our grant funding from HRSA?

Your organization's responses will *not* affect your grant funding from HRSA. Your answers will be kept private, and survey responses will be combined with those of other awardee organizations taking part in the survey.

Who do we contact if we have questions?

If you or your team has questions about the survey, please email the NORC survey support team at norceval@norc.org or leave a message at 888-201-3291.

If you have any questions about your rights completing the survey, feel you have been harmed, or wish to discuss other survey-related concerns with someone who is not part of the research team, contact the NORC Institutional Review Board (IRB) manager at irb@norc.org or toll-free at 1-866-309-0542.

Public Burden Statement: Under the Paperwork Reduction Act, a federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control number. The OMB Control Number for this information collection is 0906-0080 (expiration date: 01/31/2027). The average amount of time to complete the survey is 15-60 minutes. All responses to this collection of information are voluntary. If you have comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, send them to HRSA Reports Clearance Officer, Health Resources and Services Administration, 5600 Fishers Lane, Room 14N136B, Rockville, MD 20857 or paperwork@hrsa.gov.