

2007

Direct Support Professional Training Student Satisfaction Survey

Results Analysis Report November 2006-May 2007

A Report Prepared for the CA Department of Developmental Services by the
WestEd Center for Prevention & Early Intervention.



Introduction

The data discussed herein represents survey responses collected from November, 2006 through May, 2007. Data was collected by the East San Gabriel Valley ROP & Technical Center. The Student Satisfaction Survey was administered to 1259 participants to date. Of those, 819 respondents participated in Year One of the DSP training, and 440 respondents participated in Year Two of the DSP training. The survey collected responses to 17 questions focused on the participants' reaction to:

1. Overall quality of training.
2. Adequacy of the training facilities and location.
3. Impression of trainers' abilities.
4. Helpfulness of training materials.
5. The effectiveness of the training.
6. The impact of the training on participant skills and abilities.

Methodology

The percentages presented in this report are based on the total number of respondents for each question. The data indicates a slight variation in the number of respondents on any given question. Statistically the number is not significant unless it is associated with specific demographic information. Consequently, it is suggested that conditions in which the survey is administered, including the administration protocol, be examined and reviewed to identify any potential inefficiencies and the need for any accommodations. The data shows a discrepancy of ten (10) Year One respondents and nine (9) Year Two respondents between the total number of respondents and the number answering the participant classification question (Question 1 A and B).

The data is presented as percentages of respondents that selected one of the following choices for each question: *Strongly Agree, Agree, Disagree, and Strongly Disagree*. The responses for the questions presented below represents the cumulative average of Year One and Year Two responses for each question.

Results

For Year One and Year Two the participants included an average of 83% DSP Professionals and an average of 17% Administrators or Owner-Operators. Of the respondents 76% received training in the classroom, 19% at a community care facility and 5% at other facilities.

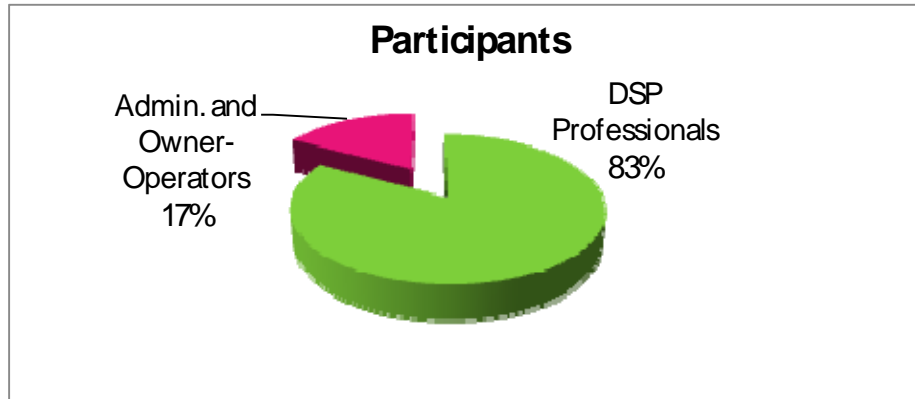


Figure 1 – Participants

A combined average of the Strongly Agree and Agree responses indicated a 98.7% satisfaction rate. The combined average for Strongly Disagree and Disagree indicated a 1.21% rate of dissatisfaction. The low rate of dissatisfaction can be interpreted as an indicator of the appropriateness of training and the effectiveness of trainers in addressing the varied needs of the trainee population.

Questions 3-9 focused on the logistics of the training and the participants' overall impression with the components of training, including the trainer's ability. Questions dealing with overall quality of training (Q3, Q5, Q6, Q7) registered higher satisfaction rates ranging from 76% to 87%.

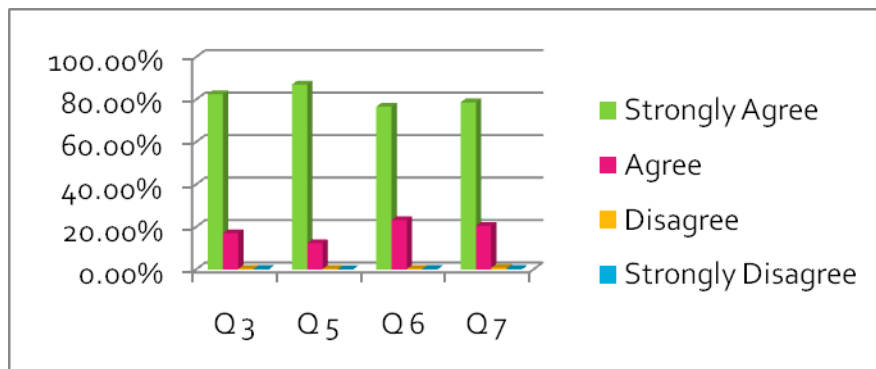


Figure 2 - Training Quality

Questions dealing with the logistics, such as location, appropriateness of the classroom or care facility and training schedule, (Q4, Q8, Q9), registered lower levels of satisfaction ranging from 60% to 68% satisfaction rate.

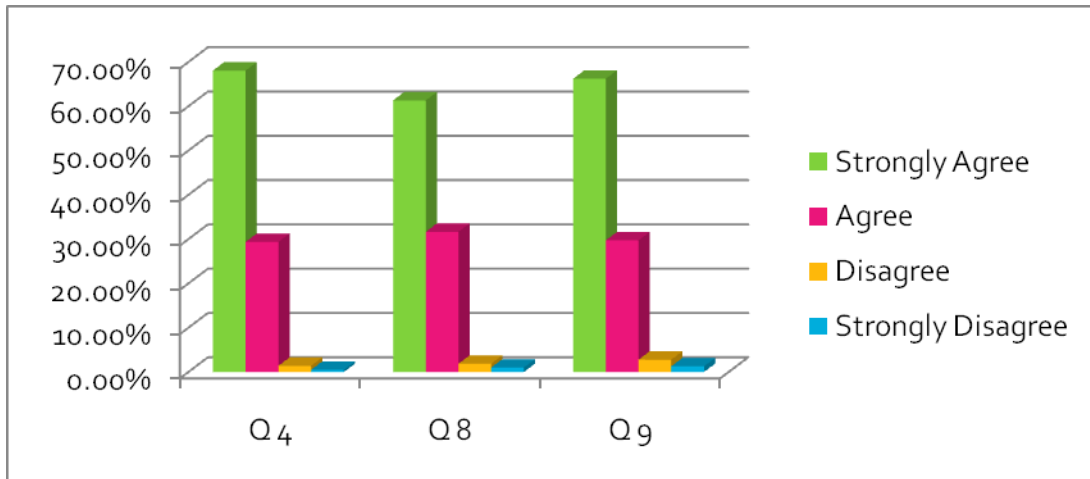


Figure 3 - Training Logistics

Questions dealing with the effectiveness of specific training tasks (Q12-17) indicated consistently high rates of satisfaction ranging from 70%-76%.

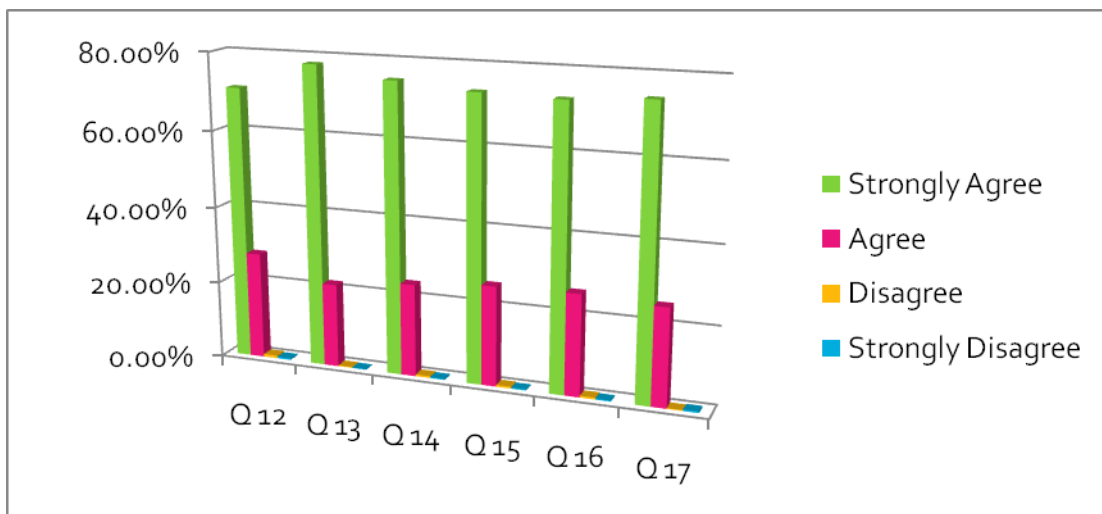


Figure 4 - Training Task Effectiveness

Conclusions

The results indicate a general trend of satisfaction with the training approach and its contents. The satisfaction rate indicated by respondents shows only slight variation between Year One and Year Two of the curriculum. The number of non responses ranged from 1.82 to 6.59.

Recommendations

Survey Administration

A standardized recording of the conditions of survey administrations may be useful in identifying factors that may contribute to preventing students from selecting an answer for particular questions. A standardized protocol for implementation of surveys should be used to create a consistent environment in order to facilitate a stricter interpretation of results.

Data Disaggregation

Disaggregation of data, correlated with demographic factors of the trainee population and location of data collection (location of training) will also facilitate an accurate analysis of trends in satisfaction and dissatisfaction in specific DSP student populations. Quarterly or semiannual analysis and reporting of survey results will allow the state to easily identify positive trends and any deviation from such trends. Linking location of training with year of training (year one or year two) will also allow correlation with other DSP program quality control measures including trainer performance and curriculum evaluation.

Satisfaction Benchmarks

The survey is a potentially strong tool for informing the creation of quality control benchmarks. Trends made evident by data collection and subsequent analysis can serve as a roadmap for establishing state-wide best practices. Detailed classification of data may provide an additional venue for quality control when satisfaction benchmarks are not met. Similarly, if satisfaction benchmarks are consistently met at certain training locations, the data will provide venues for identifying best practices, documenting them and implementing them across the state.

Survey Question Revisions

While the survey is adequately targeting the DSP student population, data collection may benefit from greater specificity in certain questions. With care to not impede student comprehension, some necessarily qualitative questions may be rephrased to elicit responses with greater meaning. For instance, students may not be able to adequately assess an instructor's performance and therefore default to a "feel-based" response that may not accurately reflect the results of instructional practice.