

**National Resource Center for Child Protective Services (NRCCPS)
Customer Satisfaction of Technical Assistance (TA)
State of New Jersey**

Three participants were invited to participate in a survey of customer satisfaction of the technical assistance (TA) relative to the Program Improvement Plan (PIP) provided to the State of New Jersey by the National Resource Center for Child Protective Services. Two participants responded to this survey. Both respondents were extremely satisfied with the technical assistance, as indicated by an overall mean of 5.0.

Exhibit 1: Mean Measures of Satisfaction

Mean Measure of Satisfaction	Response
The NRCCPS responded to our TA request in a timely manner (N = 2)	5.0
The planning process for the TA was designed to address our needs (N = 2)	5.0
The TA provided was flexible (N = 2)	5.0
The TA met our needs (N = 2)	5.0
The written materials/handouts were helpful	N/A
The assigned consultant(s) were qualified to provide TA (N = 2)	5.0
The assigned consultant(s) were well prepared (N = 2)	5.0
Follow-up to the on-site TA was completed in a timely manner (N = 2)	5.0
Overall, I was satisfied with the TA provided by the NRCCPS (N = 2)	5.0
Overall Mean	5.0
1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree	

Comments

What aspects of your PIP (if any) was the Technical Assistance helpful in addressing?

- None.

What aspects of the Technical Assistance did you find the most helpful?

- Review of project proposals, strategies for conducting evaluation, training curriculum and working with stakeholders.

What aspects of the Technical Assistance did you find the least helpful?

- None.

What would you like to see done differently in future Technical Assistance sessions?

- None.