

## **Out-of-School Time Resource Center Surveys: Background Research**

The Out-of-School Time Resource Center (OSTRC) is part of the University of Pennsylvania's School of Social Policy and Practice. The OSTRC promotes out-of-school time (OST) youth achievement by enhancing staff support and professional development (PD).

### **OSTRC Surveys**

The OSTRC has created surveys to evaluate conferences and workshops, a common form of OST PD. These instruments include Workshop Surveys, Presenter Self-Assessments, Overall Conference Surveys, and Follow-Up Workshop/Conference Surveys.

### **Professional Development Levels**

The OSTRC surveys measure seven levels of PD:

- Level One: Satisfaction
- Level Two: Acquisition of new knowledge and skills
- Level Three: Belief in the importance of the topic
- Level Four: Perception of professional identity
- Level Five: Institutional support and integration
- Level Six: Application
- Level Seven: Extension/modification

The ultimate goal of OST PD is to positively impact youth outcomes. The OSTRC surveys do not measure youth impact directly. However, each level of evaluation has been linked to an increased likelihood of positively impacting children and youth (Guskey, 2000).

### **Professional Development Research**

The OSTRC levels of PD are based on empirical research (Buher-Kane, Peter, Olitsky, Kinnevy, 2006) and the work of education researchers Donald Kirkpatrick (1996), Thomas Guskey (2000) and Joellen Killion (2002). The OSTRC surveys also integrate information from other disciplines and perspectives, such as adult learning theory, Howard Gardner's Theory of Multiple Intelligences (1983), and the Concerns-Based Adoption Model (Louks-Horsley, 1996).

### **Additional Information**

The OSTRC surveys collect important demographic data. This includes participants' gender, level of education, race, age, job title and responsibilities, population(s) of youth served, and years of experience in the field. The surveys also include questions specific to the PD planners. These questions typically address how participants learned about the event, the efficiency of the registration process, and similar topics.

## OSTRC Survey Matrices

The following six matrices provide the research behind each question on the Overall Conference and Workshop Surveys.

- The conference and workshop “Levels of Evaluation” matrices indicate which survey questions measure or relate to which levels of evaluation.
- The “Areas of Research” matrices identify the fields of research that contributed to developing each survey question.
- The conference and workshop “Assumptions” matrices identify the research-based assumptions for each survey question.

By understanding the reasoning behind each survey question, PD planners can appreciate why individual questions are included and critical to measuring success. This, in turn, may help communicate the importance to other stakeholders, such as funders, administrators, presenters, and participants. Additionally, if surveys must be shortened because of time or space considerations, PD planners can more easily decide which questions to retain and which to eliminate. Finally, understanding the rationale behind each question can help PD planners interpret the results and, subsequently, understand which areas of their conferences and workshops need to be strengthened, reorganized, or otherwise modified.

## References

- Buher-Kane, J., Peter, N., Olitsky, S., & Kinnevy, S. (2006). Findings from five out-of-school time focus groups: Professional development preferences, experiences and recommendations for future planning. *Journal of Youth Development*. Vol.1, No. 2. 95-100.
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- Guskey, T.R. (2000). *Evaluating Professional Development*. Thousand Oaks, CA: Corwin Press, Inc.
- Killion, J. (2002). *Assessing impact: Evaluating staff development*. Oxford, OH: National Staff Development
- Kirkpatrick, D. L. (1998). *Evaluating training programs* (2nd ed.). San Francisco: Berrett-Koehler.
- Louks-Horsley, S. (1996). *The concerns-based adoption model (CBAM): A model for change in individuals*. Reprinted from the chapter entitled, *Professional development for science education: A critical and immediate challenge*. *National Standards & the Science Curriculum*. Edited by Rodger Bybee of the Biological Sciences Curriculum Study. Dubuque, Iowa: Kendall/Hunt Publishing Co.

**Generic Conference Evaluation**  
**Survey Question by Level of Evaluation**

Question*	Level of Evaluation							
	Satisfaction	Knowledge/ Skill Acquisition	Belief in Importance Topic	Professional Identity	Organizational Integration	Application	Extension	Planning
1. I was satisfied with this conference.	X					X		
2. The content of this conference was relevant to my work.	X					X		
3. This conference provided me with new knowledge or skills.		X				X		
4. This conference provided opportunities for participants to network with one another.	X			X		X		
5. This conference included more than one format (such as workshops, panels, key notes).						X		X
6. The pre-registration process was efficient.	X							X
7. The on-site registration process was efficient.	X							X
8. The conference facility was easy to get to.	X							X
9. The conference facility was easy to navigate.	X							X
10. The conference <b>PACKET OR PROGRAM</b> contained useful information.	X					X		X
11. The conference meals were satisfactory.	X							X
12. The opening session was informative.	X	X						X
13. The opening panel presentation was informative.	X	X				X		X
14. The Conference Reception was entertaining.	X							X
15. The State Networking Meeting was helpful.	X			X		X		X
16. The closing panel presentation was informative.	X	X				X		X
17. The Exhibitors' information was useful.	X	X				X		X
18. My professional identity/sense of belonging to this profession, before and after attending this conference.				X		X		
19. I was required to attend this conference.	X				X	X		
20. More than one staff member from my organization attended this conference.					X	X		
21. I would recommend <b>THIS CONFERENCE</b> to colleagues.	X				X	X	X	X
22. I personally paid the conference fees and associated costs.								X
23. My employer, or a third party, paid the conference fees and associated costs.					X			X
24. This was my first <b>CONFERENCE</b> .								X
25. I will attend next year's <b>CONFERENCE</b> .	X							X
26. How did you learn about this conference?								X

\*Questions in red may be customized to meet the organization's needs.

**Generic Conference Evaluation  
Research Supporting Questions**

Question*	Areas of Research				
	Thomas Guskey's Levels of PD Evaluation	OSTRC Focus Groups	Howard Gardner's Theory of Multiple Intelligences	Adult Learning Theory	Concerns-Based Adoption Model
1. I was satisfied with this conference.	X				
2. The content of this conference was relevant to my work.	X	X		X	X
3. This conference provided me with new knowledge or skills.	X	X		X	X
4. This conference provided opportunities for participants to network with one another.	X	X	X	X	X
5. This conference included more than one format (such as workshops, panels, key notes).					
5. The pre-registration process was efficient.	X				
6. The on-site registration process was efficient.	X				
7. The conference facility was easy to get to.	X				
8. The conference facility was easy to navigate.	X				
9. The conference <b>PACKET OR PROGRAM</b> contained useful information.	X		X		
10. The conference meals were satisfactory.	X				
11. <b>The opening session was informative.</b>	X		X		
12. <b>The opening panel presentation was informative.</b>	X		X		
13. <b>The Conference Reception was entertaining.</b>	X		X		
14. <b>The State Networking Meeting was helpful.</b>	X		X	X	
15. <b>The closing panel presentation was informative.</b>	X		X		
16. <b>The Exhibitors' information was useful.</b>	X		X		
17. My professional identity/sense of belonging to this profession, before and after attending this conference.		X		X	
18. I was required to attend this conference.	X	X			
19. More than one staff member from my organization attended this conference.	X				
20. I would recommend <b>THIS CONFERENCE</b> to colleagues.	X				
21. I personally paid the conference fees an associated costs.					
22. My employer, or a third party, paid the conference fees and associated costs.	X				
24. This was my first <b>CONFERENCE</b> .	X				
25. I will probably attend next year's <b>CONFERENCE</b> .					
26. How did you learn about this conference?					

\*Questions in red may be customized to meet the organization's needs.

**Generic Conference Evaluation**  
**Research-Based Assumption**

Question*	Research-Based Assumption
1. I was satisfied with this conference.	When participants are satisfied with a conference, they are more likely to remain engaged, acquire new information, and apply what they learned.
2. The content of this conference was relevant to my work.	When conference content is relevant to participants, they are more likely to understand, appreciate, and apply what they learned.
3. This conference provided me with new knowledge or skills.	Conferences should provide new and tangible knowledge, skills, and information.
4. This conference provided opportunities for participants to network with one another.	Peer networking, group process, and collective discovery enhance learning and retention.
5. This conference included more than one format (such as workshops, panels, key notes).	Participants' learning styles vary, and all participants benefit from a variety of learning formats.
6. The pre-registration process was efficient.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
7. The on-site registration process was efficient.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
8. The conference facility was easy to get to.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
9. The conference facility was easy to navigate.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
10. The conference <b>PACKET OR PROGRAM</b> contained useful information.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
11. The conference meals were satisfactory.	Contributes to satisfaction (question #1): participants appreciate a well-run conference.
12. The opening session was informative.	Contributes to satisfaction (question #1): participants want a conference to provide relevant information, and to be a good use of their time.
13. The opening panel presentation was informative.	Contributes to satisfaction (question #1): participants want conferences to provide relevant information, and to be a good use of their time.
14. The Conference Reception was entertaining.	Participants want conferences to balance formal learning with informal enjoyment.
15. The State Networking Meeting was helpful.	Contributes to satisfaction (question #1): participants want a conference to provide useful information, and to be a good use of their time.
16. The closing panel presentation was informative.	Contributes to satisfaction (question #1): participants want a conference to provide useful information, and to be a good use of their time.
17. The Exhibitors' information was useful.	When content is accessible and relevant, participants are more likely to apply what they learned.
18. My professional identity/sense of belonging to this profession, before and after attending this conference.	An enhanced sense of professional identity contributes to increased job satisfaction and longevity in a position or profession.
19. I was required to attend this conference.	When participants are required rather than choose to attend a conference, they may be less likely to find the information relevant.
20. More than one staff member from my organization attended this conference.	When multiple staff from one organization attend a conference, they are more likely to apply and share their experience when they return to work.
21. I would recommend <b>THIS CONFERENCE</b> to colleagues.	When participants recommend a conference to others, more people are likely to attend and benefit from the event.
22. I personally paid the conference fees and associated costs.	Knowing who pays the conference fees helps conference planners establish future costs and marketing strategies.
23. My employer, or a third party, paid the conference fees and associated costs.	Knowing who pays the conference fees helps conference planners establish future costs and marketing strategies.
24. This was my first <b>CONFERENCE</b> .	Knowing who is a first-time attendee helps conference planners identify and address their specific responses.
25. I will attend next year's <b>CONFERENCE</b> .	Knowing who will attend next year's conference helps conference planners make future marketing and logistical decisions.
26. How did you learn about this conference?	Knowing the impact of conference promotion and publicity helps conference planners make future marketing decisions.
Please indicate your city, state, gender, highest level of education, race, age, youth populations with or on behalf of whom you work, and years of experience working with youth.	Participants with different demographic profiles may perceive, experience, or be attracted to a conference for different reasons.
I currently spend most of my work week on upper-level administration, mid-level administration, direct-service, capacity-building, or other.	Since OST job titles vary from organization to organization, identifying job responsibilities helps conference planners understand the professional roles and variation of participants.

\*Questions in red may be customized to meet the organization's need.

**Generic Workshop Evaluation**  
**Survey Question by Level of Evaluation**

Question*	Level of Evaluation								
	Satisfaction	Knowledge/ Skill Acquisition	Belief in Importance Topic	Professional Identity	Organizational Integration	Application	Extension	Planning	
1. The <b>TITLE OR DESCRIPTION</b> of this workshop was accurate.	X							X	
2. The workshop topic was relevant to my work.	X	X				X			
3. This workshop provided me with new knowledge or skills.	X	X				X			
4. This workshop provided opportunities to practice using new knowledge or skills.	X	X				X			
5. This workshop provided opportunities for participants to interact with one another.	X	X		X		X			
6. This workshop used more than one format (such as lecture, discussion, or brainstorming).	X	X				X			
7. The presenter(s) stated the goals of this workshop at the beginning of the session.		X				X		X	
8. The presenter(s) exhibited expertise in this workshop topic.	X	X				X		X	
9. The presenter(s) was/were well-prepared and organized.	X	X				X		X	
10. The presenter(s) welcomed questions and comments.	X	X				X		X	
11. The presenter(s) maintained a safe and respectful environment.	X					X		X	
12. The presenter(s) suggested ways to use this workshop information.	X	X				X		X	
13. The presenter(s) provided their contact information for follow-up.						X		X	
14. I was satisfied with this workshop.	X					X			
15. I plan to use this workshop information.						X			
16. My organization will support me in using this workshop information.					X	X			
17. My organization will expect me to use this workshop information.					X	X			
18. I plan to share this workshop information with colleagues.						X	X		
19. The size of the room was...	X							X	
20. The temperature of the room was...	X							X	
21. The number of participants was...	X							X	
22. I was required to attend this workshop.	X				X	X	X		
23. More than one staff member from my organization attended this workshop.				X	X	X			
24. I would recommend this workshop to colleagues.	X					X	X		
25. My knowledge of this workshop content, before and after attending this workshop...	X	X				X			
26. My belief in the importance of this workshop content, before and after attending this workshop...	X		X			X			

\*Questions in red may be customized to meet the organization's needs.

**Generic Workshop Evaluation  
Research Supporting Questions**

**Areas of Research**

Question*	Thomas Guskey's Levels of PD Evaluation	OSTRC Focus Groups	Howard Gardner's Theory of Multiple Intelligences	Adult Learning Theory	Concerns-Based Adoption Model
1. The <b>TITLE OR DESCRIPTION</b> of this workshop was accurate.					
2. The content of this workshop was relevant to my work.	X	X		X	X
3. This workshop provided me with new knowledge or skills.	X	X		X	X
4. This workshop provided opportunities to practice using new knowledge or skills.	X	X	X	X	X
5. This workshop provided opportunities for participants to interact with one another.	X	X	X	X	X
6. This workshop used more than one format (such as lecture, discussion, or brainstorming).		X	X		
7. The presenter(s) stated the goals of this workshop at the beginning of the session.		X		X	X
8. The presenter(s) exhibited expertise in this workshop topic.	X	X		X	
9. The presenter(s) was/were well-prepared and organized.	X	X		X	
10. The presenter(s) welcomed questions and comments.	X	X		X	X
11. The presenter(s) maintained a safe and respectful environment.	X	X		X	X
12. The presenter(s) suggested ways to use this workshop information.	X	X		X	X
13. The presenter(s) provided their contact information for follow-up.	X	X			
14. I was satisfied with this workshop.	X				
15.. I plan to use this workshop information.	X				
16. My organization will support me in using this workshop information.	X	X			X
17. My organization will expect me to use this workshop information.	X	X			X
18. I plan to share this workshop information with colleagues.	X				
19. The size of the room was...	X				
20. The temperature of the room was...	X				
21. The number of participants was...	X				
22. I was required to attend this workshop.	X				
23. More than one staff member from my organization attended this workshop.					
24. I would recommend this workshop to colleagues.	X				
25. My knowledge of this workshop content, before and after attending this workshop...	X				
26. My belief in the importance of this workshop content, before and after attending this workshop...	X				X

\*Questions in red may be customized to meet the organization's needs.

**Generic Workshop Evaluation  
Research-Based Assumption**

Question*	Research-Based Assumption
1. The <b>TITLE OR DESCRIPTION</b> of this workshop was accurate.	When a workshop title is accurate, participants are less likely to be surprised or disappointed and more likely to find the content relevant and to apply what they learned.
2. The workshop topic was relevant to my work.	When workshop content is relevant to participants, they are more likely to understand, appreciate, and apply what they learned.
3. This workshop provided me with new knowledge or skills.	Workshops should provide new and tangible knowledge, skills, and information.
4. This workshop provided opportunities to practice using new knowledge or skills.	When participants practice using new information in a workshop, they are more likely to understand and apply what they learned.
5. This workshop provided opportunities for participants to interact with one another.	Peer networking, group process, and collective discovery enhance learning and retention.
6. This workshop used more than one format (such as lecture, discussion, or brainstorming).	Participants' learning styles vary, and all participants benefit from a variety of learning formats.
7. The presenter(s) stated the goals of this workshop at the beginning of the session.	When goals are clearly communicated at the outset, participants are more likely to understand and follow a workshop's scope and sequence.
8. The presenter(s) exhibited expertise in this workshop topic.	When a presenter is knowledgeable and experienced, participants are more likely to trust and utilize the workshop information.
9. The presenter(s) was/were well-prepared and organized.	When a presenter is prepared and organized, participants are more likely to acquire new information and apply what they learned.
10. The presenter(s) welcomed questions and comments.	When participants actively participate in a discussion, they are more likely to gain new knowledge and skills.
11. The presenter(s) maintained a safe and respectful environment.	When participants feel safe and respected, they are more likely to participate, acquire new information, and apply what they learned.
12. The presenter(s) suggested ways to use this workshop information.	When a presenter suggests ways to use workshop information, participants are more likely to apply what they learned.
13. The presenter(s) provided their contact information for follow-up.	When presenters provide follow-up information, participants are more likely to seek resources and support, and apply what they learned.
14. I was satisfied with this workshop.	When participants are satisfied with a workshop, they are more likely to remain engaged, acquire new information, and apply what they learned.
15. I plan to use this workshop information.	When participants anticipate using workshop information, they are more likely to apply what they learned.
16. My organization will support me in using this workshop information.	When organizations support the utilization of workshop information, participants are more likely to share and apply what they learned.
17. My organization will expect me to use this workshop information.	When organizations expect that workshop information will be utilized, participants are more likely to share and apply what they learned.
18. I plan to share this workshop information with colleagues.	When participants share workshop knowledge and skills with colleagues, the information will more likely to be used by and integrated into their organization.
19. The size of the room was...	Contributes to satisfaction (question #1): participants want a physically comfortable environment.
20. The temperature of the room was...	Contributes to satisfaction (question #1): participants want a physically comfortable environment.
21. The number of participants was...	Contributes to satisfaction (question #1): participants want a workshop that is not too crowded or too empty.
22. I was required to attend this workshop.	When participants are required rather than choose to attend a workshop, they may be less likely to find the information relevant.
23. More than one staff member from my organization attended this workshop.	When multiple staff from one organization attend a workshop, they are more likely to apply and share their experience when they return to work.
24. I would recommend this workshop to colleagues.	When participants recommend a workshop to others, more people are likely to attend and benefit from the event.
25. My knowledge of this workshop content, before and after attending this workshop...	When knowledge and skills increase as the result of attending a workshop, participants are more likely to apply what they learned.
26. My belief in the importance of this workshop content, before and after attending this workshop...	When belief in the importance of content increases as a result of attending a workshop, participants are more likely to apply what they learned.
Please indicate your city, state, gender, highest level of education, race, age, youth populations with or on behalf of whom you work, and years of experience working with youth.	Participants with different demographic profiles may perceive, experience, or be attracted to a conference for different reasons and in different ways.
I currently spend most of my work week on upper-level administration, mid-level administration, direct-service, capacity-building, or other.	Since OST job titles vary from organization to organization, identifying job responsibilities helps workshop planners understand the professional roles and variation of participants.

\*Questions in red may be customized to meet the organization's needs.