

REACH Participant Post-Conferencing Survey

Name of Conference and/or Health Care Consultant: _____

Session Date: ____/____/____ Your Location: _____ T1 Line Video Phone IP

Family **Provider** **Trainee** **Other** _____

Evaluation questions to be answered by the participant to determine satisfaction with the teleconferencing services.

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|---|-------------------|---|---|---|---|---|----------------|-----------------------|
| 1. I was able to obtain the same information that I would have obtained in person. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 2. The technology did <u>NOT</u> interfere with the meeting. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 3. I was comfortable with my ability to interact with the other participants via the technology. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 4. If I did not have access to a televideo consult, I would not be able to receive (or deliver) these services. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 5. Consulting with the provider through televideo conferencing saved me money. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | N/A Not
Applicable |
| 6. I would willingly use the video conferencing system again. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 7. Overall, I was satisfied with the videoconferencing. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 8. The quality and clarity of the video and audio was acceptable. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 9. The session was conveniently located and accessible. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 10. The technology functioned smoothly and without failure. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 11. The interactive video session was easy to arrange. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 12. The procedures and use of the equipment for my application/needs were adequately explained to me. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |
| 13. To my knowledge, all private information remained confidential during the session. | Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree | |

Please provide any additional comments. We would like to hear your thoughts on any items that you responded less than 3: _____

Center Use Only:	REACH #: _____
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