

## **Evaluative Feedback: Performance and Results of Performance Vistas, Inc.**

### **Service Orientation**

1. How satisfied are you with the *responsiveness* of PVI in meeting the needs of DSS under the contract?
2. How satisfied are you with PVI's *communication* with your agency?
3. How satisfied are you with PVI's *availability* to your agency?
4. How satisfied are you with the *professional attitudes and appearance* of PVI's staff?
5. How satisfied are you with the *preparation* of PVI's staff?
6. How satisfied are you with the *timeliness of any products* PVI has produced under the contract?

### **Quality of Services**

1. How satisfied are you with the *overall quality of services* provided by PVI through its 2000-01 contract?
2. How satisfied are you with the *accuracy of any products* PVI has produced under the contract?
3. How satisfied are you with the *usefulness of any products* PVI has produced under the contract?
4. How satisfied are you with the *participation* of PVI staff in meetings conducted under the contract?
5. How satisfied are you with the *facilitation* by PVI staff of meetings conducted under the contract?
6. How satisfied are you with the *effectiveness of the services* provided by PVI under the 2000-01 contract?
7. Has the *quality of PVI's services improved* over last year's services? If so, in what ways?

### **Results**

1. To what extent has PVI been successful in the development of planning and evaluation systems at DSS?
2. To what extent has PVI been successful in enhancing cooperation and communication among DSS divisions and within their various units?
3. A major goal of the PVI contract has been to build the capacity of DSS. How successful have we been in accomplishing this goal?
4. What results did DSS produce as a result of PVI's involvement?

### **Improvement Suggestions**

Think about the time you were most disappointed with PVI. Please tell us what went wrong, how it was resolved, and how you wish it had turned out.

Think about the time you were most pleased with PVI. Please tell us what went well, how it ended, and how you would like us to apply the lesson to our other work with DSS.

What is the most important thing you think PVI should do to improve for the next year?