# Protocols for Implementing the On-Site Feedback Form

## Purpose of the On-Site Feedback Form

* For Health Educator Supervisors to have a tool to record their observations of the ***quality*** with which evidence-based programs (EBP) are being implemented.
* For Health Educator Supervisors to have a structured process for gathering information and giving constructive feedback to their Educators to improve the quality of implementation.

## Protocols

### Preparation for an observation

* No matter which form you use for observations, the Educator should be familiar with the form well in advance of the observation.
* Be thoroughly knowledgeable about the specific EBP you will observe (ideally, have experience implementing it yourself).
* Make an outline of the module you will be observing to record your notes (see sample online: <https://actforyouth.net/docs/providers/observation-sample-notes.docx>).
* Become very familiar with the On-Site Feedback Form so you will know what you are looking for during the observation. Use your notes to complete the form as soon ***after*** the module is complete as possible.
* Prepare the Educator for the visit so s/he understands it is intended to be a learning experience, to give behavior-specific feedback, and to facilitate achieving the best outcomes possible.
* Make arrangements with the Educator to provide feedback right after the module or as soon after as possible ***in person***.
* Wherever the EBP is to be delivered, but especially if it will be in a school classroom, let the organization/school know well ahead of time that you will be observing the session, and be sure to follow any regulations regarding signing in, wearing a name tag, etc.

### The Observation in General

* You are there to observe the Educator’s and Participants’ *behaviors* during the module and that should be your only focus throughout.
* You should arrive well before the scheduled start time to greet and reassure the Educator and find an unobtrusive place to sit.
* The Educator should introduce the Observer to the participants, tell participants why the module is being observed, and reassure them that the discussions and students’ identities will be kept totally confidential.

### Recording Your Notes on Your Outline

* It is very important to remember you are observing Educator behaviors that are indicative of the quality of implementation as described in all areas on the Form, as well as Youths’ actions. Please try to remain as objective as possible. The focus is on what the Educator actually does and how well they do it.
* During the observation use your module outline to make notes of what the Educator does. Write a detailed description of what the Educator did well, did okay, and what needs improvement.

### Giving Feedback after the Module is Completed

* Immediately or soon after the module is completed, the Observer and Educator should spend some time together for feedback. It is very important to conduct this session in person and not put it off for too long.
* The feedback session should be conducted in a friendly manner with lots of give and take discussion. It should include:

Time for the Educator to describe how they felt about the module and what went well, did not go so well, and how they might do it differently another time.

* Feedback from the Observer about what they observed and what went well interspersed with a discussion of what needs improvement provided in a constructive and conversational tone.
* Time for the Educator to suggest how they may improve their skills. The Observer/Educator can role play (practice) different ways of approaching any issue. Practicing different ways of facilitating is important to learning and changing behavior.
* The Observer should keep notes about any agreements for changes that are reached during the feedback session.
* If needed, the Observer can plan with the Educator to observe another module in the near future to examine how new skills/approaches are implemented. This is especially important if an Observer identifies that multiple improvements are needed.

## Completing the On-Site Feedback Form

* Review your notes from both the observed module and the Feedback session and transfer them onto the On-Site Feedback Form.
* When completing the Form, please circle your rating and the behaviors that you saw that led you to your rating and add comments to each section as needed.

## Summary Checklist

\_\_\_ Learn the EBP and On-Site Feedback Form really well

\_\_\_ Arrange with Educator and site for your visit and a time to give feedback

\_\_\_ Prepare an outline of the module you will observe to be used for note-taking during the observation

\_\_\_ Arrive ahead of time

\_\_\_ Takes notes of Educator’s behaviors you observe during the module and use them for the feedback session and to complete the On-Site Feedback Form as soon as possible after the feedback session

\_\_\_ Circle your ratings for each section and the behaviors you observed