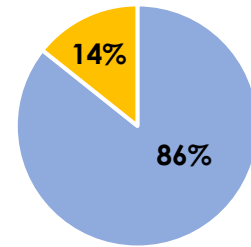


PTTC NCO: PTTC Directors Survey June 2021

Respondents

14 Directors/
Co-Directors
completed
the survey

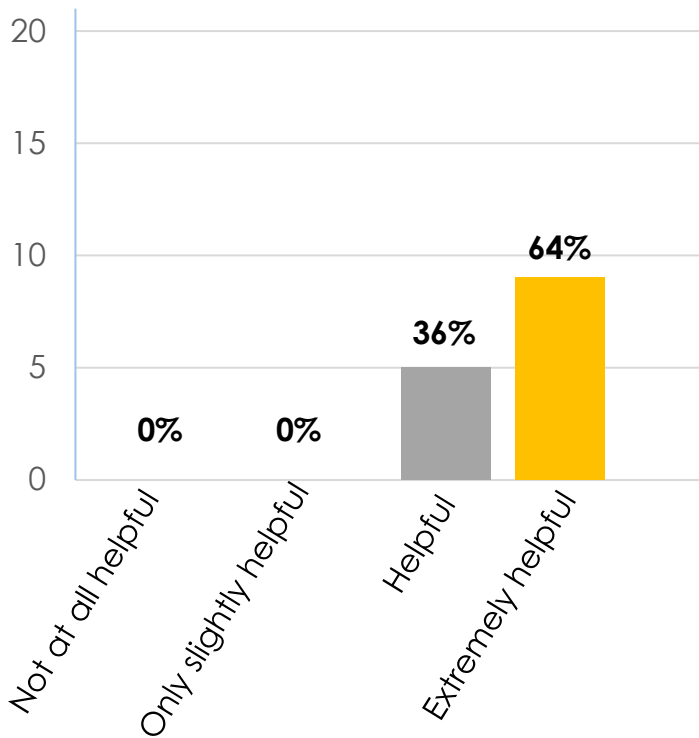
Affiliation



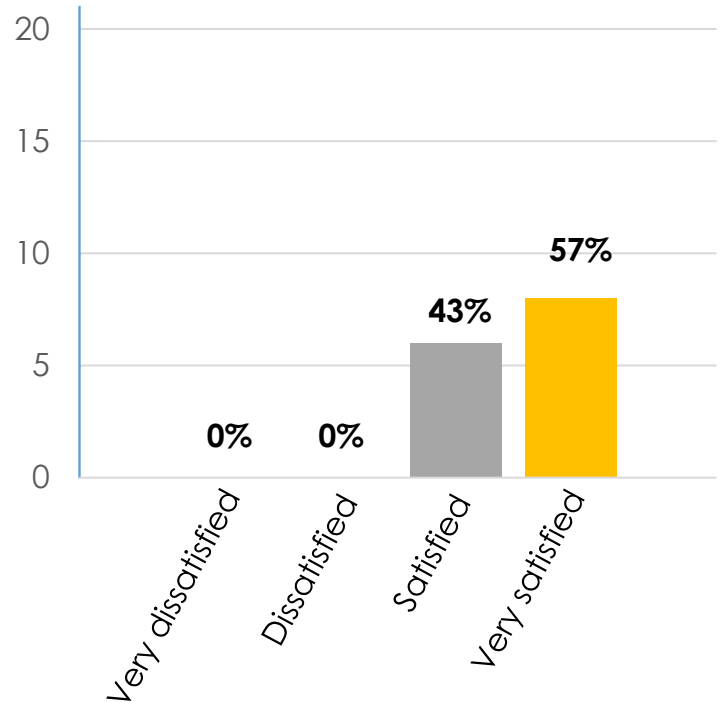
■ Regional ■ National

Service Satisfaction

**Helpfulness of service provided
by NCO staff**
(in response to service
request/issue)
(n = 14)



**Satisfaction with
support and services
provided by the NCO**
(n = 14)



**PTTC NCO:
PTTC Directors Survey**
June 2021

How is the NCO doing with implementing primary objectives?

The NCO...	Strongly Disagree	Disagree	Agree	Strongly Agree	Avg (1-4)
maintains adequate infrastructure for intra-Network communication.	0%	0%	57%	43%	3.43
identifies and facilitates cross-regional and/or Network-wide activities that advance the PTTC's mission.	0%	0%	64%	36%	3.36
prevents duplication of efforts between PTTCs.	14%	43%	36%	7%	2.36
strengthens the PTTC Network.	0%	7%	43%	50%	3.43
serves as the focal point of the PTTC Network.	0%	23%	38%	38%	3.15
raises PTTCs' awareness of, and supports networking with, other SAMHSA-funded projects .	0%	7%	57%	36%	3.29
effectively coordinates and supports Network workgroups.	0%	7%	50%	43%	3.36
does a good job in building and maintaining linkages between the PTTC Network and other national organizations.	0%	15%	54%	31%	3.15
PTTC Network website increases access to PTTC resources.	0%	0%	50%	50%	3.50
provides ample marketing collateral and other tools for PTTCs to use to promote their events and resources.	7%	14%	50%	29%	3.00
does a good job marketing the PTTC Network .	0%	0%	62%	38%	3.38
national projects and products the NCO develops on behalf of the PTTC Network are well done.	0%	0%	46%	54%	3.54
conceptual and logistical support for the PTTC Directors meetings is satisfactory.	0%	0%	46%	54%	3.54
applies knowledge regarding the National Culturally and Linguistically Appropriate Services (CLAS) Standards .	0%	7%	62%	31%	3.23
provides effective tools that enhance PTTCs' ability to collect, manage, analyze and report data based on the required performance measures.	0%	14%	57%	29%	3.14

Highest category is denoted with border

- **76%+ of directors** “agreed” or “strongly agreed” that the PTTC NCO is effectively implementing objectives across 14 of the 15 objectives.
- For most of the objectives, **93%+ of directors** “agreed” or “strongly agreed” that the NCO is effectively implementing the respective objective

PTTC NCO:
PTTC Directors Survey
 June 2021

How useful are the NCO-maintained tools and resources?

	Not at all useful	Only slightly useful	Useful	Extremely Useful	N/A (don't use)	Avg (1-4)
System for Automating Input of GPRA Data in SPARS (i.e., Lanitek)	0%	0%	43%	36%	21%	3.45
The Databank (i.e., Customer Relationship Management System)	0%	0%	29%	14%	57%	3.33
PTTC Network intranet ("The Hub")	0%	0%	43%	50%	7%	3.54
Annual Work Plan Database (as it exists in 2021)	0%	0%	43%	50%	7%	3.54
Online Learning Management System (HealthKnowledge.org)	0%	21%	43%	36%	0%	3.14
Listservs (e.g., pttc@ttc.simplelists.com)	0%	21%	29%	50%	0%	3.29
Virtual Exhibit Booth	7%	21%	21%	14%	36%	2.67
TTC Style Guide	0%	14%	36%	50%	0%	3.36
Marketing templates	7%	21%	29%	29%	14%	2.92
Data Visualizations available on the PTTC Hub	0%	14%	43%	29%	14%	3.17
PTTC Biweekly (email news bulletin)	8%	23%	54%	15%	0%	2.77
PTTC Post (monthly newsletter)	0%	7%	71%	21%	0%	3.14
PTTC website administration tools	0%	14%	43%	21%	21%	3.09
Support Request System (i.e., Zen Desk)	0%	14%	21%	21%	43%	3.13
BaseCamp (virtual collaboration platform)	0%	7%	57%	29%	7%	3.23

Highest category is denoted with border

**PTTC NCO:
PTTC Directors Survey**
June 2021

NCO's Significant Contributions

What would you say is the PTTC NCO's most significant contribution to the Network during the current grant cycle? (n = 9)

%	Contribution
56% (n = 5)	Collaborations
44% (n = 4)	Forming and supporting the cross-PTTC Workgroups
22% (n = 2)	SAMHSA Point of Contact
22% (n = 2)	Routine meetings (e.g., Directors' meeting)
11% (n = 1)	Virtual Ethics training
11% (n = 1)	All info located in the hub
11% (n = 1)	Perspective on national issues
11% (n = 1)	Website
11% (n = 1)	Listservs

Branding

What about the PTTC brand works well? (n = 8)

63%: Its **consistency** and/or uniformity within and across TTCs (n = 5)

50%: Its **logo, style guide, and marketing materials** (n = 4)

13%: The **visual aspects** (e.g., colors, image) (n = 1)

13%: Its **flexibility for creativity** (e.g., utilizing the PTTC color schemes) (n = 1)

Other comments:

I think our brand success is less about design elements and more about relationships and experience that lend credibility to who we are and what we do. Being SAMHSA-funded lends us credibility with SAMHSA-funded grantees; having a team with both advanced prevention experience and long-term connections within our region has helped launch us and increased our reach. We have credibility as well due to our deep network of both researchers and highly experienced and successful practitioners who can speak to what the real world of prevention looks like.

Branding

What templates or style elements would you like to see added to the PTTC brand? (n = 7)

43%: **None** (n = 3)

29%: More **templates/variety** (e.g., more slides and handout templates to promote 508 compliance) (n = 2)

14%: **Just like the People First template add one on cultural humility** (n = 1)

14%: Not sure (n = 1)

Other comments:

Not a template or style element but one thing that would be helpful is materials to help on-board new staff related to NCO tools, websites (e.g. PTTC Hub, listservs) etc. We obviously have our own internal policies, etc. But it would be helpful to have a short document or tool outlining the relevant NCO components. Nothing big or in-depth, just an overview of what a regional PTTC staff person would need to be aware of, access, etc. that the NCO provides or maintains.

PTTC NCO:
PTTC Directors Survey
June 2021

Additional Feedback

Is there anything you would like to share about your experience working with the NCO that was not covered in the survey? (n = 7)

26%: Appreciate the support and/or leadership (n = 2)

43%: Indicated they had nothing else to share
(responded "No") (n = 3)

Other individual comments:

- We'd like a **better system for creating national products and national training**. The prevention field has many foundational needs, but the **current workgroup system is not efficient or effective**.
- It would be great if we could **have more informal/off-the-record calls** as well, I've heard the ATTCs do this but not sure of when, how often, or the structure. Just an informal time to network either on a topic or just to share updates on more distant plans to give more opportunities for collaboration.
- The **NCO team is amazing and always super supportive**, thanks for everything you do!
- **HealthKnowledge improvements requested:** "HealthKnowledge was down for a significant amount of time due to the update, which prevented products from being available. We explored using funds to have another organization host our product because it was taking so long to get HealthKnowledge fixed."
- **In pulling together information for SAMHSA requests**, it would be great to **give the PTTCs advanced notice of what is being pulled and reported or allow them to review the document to add things that are missing**. In several documents, there were things that our Center did that were not reported, and thus we did not get credit for.