

# **Energy Corps Performance Measurement (PM) Questions – When and How to Use Them**

## **For use with college level and adult audiences**

\* Use the quality of service questions when conducting hands-on assistance activities such as in-home, one-on-one energy education, weatherization or energy monitoring device installations.

\* Use the education PM questions listed below only when you have NOT included topical quiz or test questions in your presentation. Pre-test and post test self-rating questions are far better to use than the post-test-only question listed below. However, there may be circumstances that the post-test question(s) are the only one you can ask.

How to use the education PM questions – Put the topic name in the “Fill the blank” spot. You can have as many pre-and- post test topic questions as the number of topics you cover in your education session. *Keep it simple* – one to three topical questions is plenty; at least one is mandatory.

For examples of surveys and other information on performance measures, go to the Member Resources page of Energy Corps website. If you have questions or need assistance in developing PM questions for your educational event, contact your state coordinator.

### **I. Energy Corps PM questions for Education Events**

#### **\*Pre-test and Post-test Questions**

##### **1.) Pre-test**

Please rate your knowledge level on the following topic(s) BEFORE this event.

Topic: Fill in the blank

- No Knowledge (never heard of it)*
- Beginner (know a little about the topic)*
- Moderate (understand the basic concepts and principles)*
- Knowledgeable (know enough about the topic to explain the basics)*
- Advanced (Know a lot about the topic and could teach someone else)*

##### **2) Post-test**

Please rate your knowledge level on the following topic(s) AFTER this sustainability education event

Topic : Fill in the blank

- No Knowledge (learned nothing)*
- Beginner (know a little about the topic)*
- Moderate (understand the basic concepts and principles)*
- Knowledgeable (know enough about the topic to explain the basics)*
- Advanced (Know a lot about the topic and could teach someone else)*

**\*Post-test-only Question**

1) Compared to what you knew BEFORE this event, how much did you learn?

Topic: **Fill in the blank**

- Nothing new learned
- Limited new knowledge learned – slightly more than before
- Moderate new knowledge learned -- understand the basic concepts and principles
- Significant new knowledge learned – could explain the basics when asked
- Advanced level of knowledge gained -- enough to teach someone else about this topic

**II. Data Collection Example for a Hands-on Performance Measure**

**Hands-on direct service quality**

Here are the five quality indicator questions for hands on energy assistance performance measure. These questions can be posed at the time of the service, or shortly after the service is provided.

	Agree	Disagree	Don't Know
<b>a) The Energy Corps member(s) was courteous and respectful during his/her visit.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>b) The Energy Corps member(s) answered my questions satisfactorily.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c) The Energy Corps member (s) explained the services being performed at my home in a way I could understand.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d) I was informed on how these services may reduce my home's energy use and possibly increase the home's comfort.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e) I am pleased with the service provided by the Energy Corps member(s).</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>