

# TCU WEVAL D4-PNOC

## Pre-training Workshop Evaluation for Perceived Needs and Organizational Climate

### *Item Scoring Guide and Scales*

**Scoring Instructions.** Items shown below from this assessment are *re-grouped by scales*, and response categories are 1=Strongly Disagree to 5=Strongly Agree. Scores for *each scale* are calculated as follows (and no more than half of the items for any scale can be missing).

1. Find and reverse the scoring for reflected items (i.e., those designated with ®) by –
  - a. subtracting the response value (1 to 5) for this item from “6”,  
(e.g., if the response is “2”, the *revised* score is “4” [i.e., 6-2=4]),
2. Sum the response values of all non-missing items for each scale,
3. Divide the sum of item responses by the number of items included (yielding an average),
4. Multiply this average by 10 (in order to *rescale* the score so it ranges from 10 to 50)  
(e.g., an average response of “2.6” for a scale therefore becomes a score of “26”).

#### **PART A: Perceived Needs (based on ORC-D4 Form)**

##### **Clinical staff at your program needs guidance in –**

1. assessing client needs.
2. using client assessments to guide clinical care and program decisions.
3. using client assessments to document client improvements.
4. matching client needs with services.
5. increasing program participation by clients.
6. improving rapport with clients.
7. improving client thinking and problem solving skills.
8. improving behavioral management of clients.
9. improving cognitive focus of clients during group counseling.
10. identifying and using evidence-based practices.

##### **Your organization needs guidance in –**

11. defining its mission.
12. setting specific goals for improving services.
13. assigning or clarifying staff roles.
14. establishing accurate job descriptions for staff.
15. evaluating staff performance.
16. improving relations among staff.
17. improving communications among staff.
18. improving record keeping and information systems.
19. improving billing/financial/accounting procedures.

##### **You need more training for –**

20. basic computer skills/programs.
21. specialized computer applications (e.g., data systems).
22. new methods/developments in your area of responsibility.
23. new equipment or procedures being used or planned.
24. maintaining/obtaining certification or other credentials.
25. new laws or regulations you need to know about.
26. management or supervisory responsibilities.

**Current pressures to make changes in your program come from –**

27. the people being served.
28. other staff members.
29. program supervisors or managers.
30. board members or overseers.
31. community groups.
32. funding agencies.
33. accreditation or licensing authorities.

**PART B: Organizational Climate (based on ORC-D4 Form)**

**Mission**

1. Some staff members seem confused about the main goals for your program. ®
9. Your duties are clearly related to the goals for your program.
15. Your program operates with clear goals and objectives.
24. Staff members at your program understand how program goals fit as part of the treatment system in your community.
29. Management for your program has a clear plan for its future.

**Cohesion**

8. Staff members at your program work together as a team.
14. Mutual trust and cooperation among staff in your program are strong.
19. Staff members at your program get along very well.
21. Staff members at your program are quick to help one another when needed.
23. There is too much friction among staff members you work with. ®
25. Some staff in your program do not do their fair share of work. ®

**Autonomy**

4. Treatment planning decisions for clients in your program often get revised by a counselor supervisor. ®
11. Counselors in your program are given broad authority in treating their clients.
18. Counselors in your program can try out different techniques to improve their effectiveness.
20. Staff members are given too many rules in your program. ®
26. Management fully trusts professional judgments of staff in your program.

**Communication**

7. Ideas and suggestions in your program get fair consideration by management.
6. More open discussions about program issues are needed where you work. ®
12. Your program staff is always kept well informed.
22. The formal and informal communication channels in your program work very well.
27. Staff members always feel free to ask questions and express concerns in your program.

**Stress**

2. The heavy staff workload reduces the effectiveness of your program.
10. You are under too many pressures to do your job effectively.
16. Staff members at your program often show signs of high stress and strain.
28. Staff frustration is common where you work.

**Change**

3. You frequently hear good ideas from other staff for improving treatment.
5. The general attitude in your program is to accept new and changing technology.
13. Novel treatment ideas by staff are discouraged where you work. ®
17. It is easy to change procedures at your program to meet new conditions.
30. You feel encouraged to try new and different techniques.

## Sources:

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