



# Providing Follow-Up Support

## — Guiding Questions —

1. **How will you decide which follow-up support (FUS) strategies/tools are the most appropriate to use?**
  - Consider *your* knowledge and skill levels, timeframe for providing support, and available resources.
  - Consider your *participants'* knowledge and skill levels, technology capabilities, and available resources.
  - Determine whether you will be working with each individual separately or with the group as a whole.
2. **How will you determine participants' capabilities?**

*For example:*

  - A needs assessment conducted with the target population prior to planning your professional development (PD) event.
  - A pre-assessment (survey prior to the event) with registered participants.
  - Process evaluation checkpoints during the event (verbal or written).
  - Post-event feedback (verbal or written).
3. **How will you determine the appropriate timeline for implementing the chosen FUS strategies?**
  - Consider collecting process evaluation feedback (verbal or written) at certain intervals during the event to gauge and anticipate the level and frequency of participants' FUS needs.
  - Other considerations:
    - Difficulty level of content.
    - Your previous experience (with the content and implementation of similar skills).
    - Participants' previous experience (with the content and implementation of similar skills).
    - Tapered timing and intensity (frequent and extensive contact is important just prior to participants' first implementation of the content, then taper off).
4. **What data need to be collected to determine future follow-up support needs?**

*For example:*

  - Participants' next steps and time line for implementing the new skill.
  - Participant level of comfort in implementing the new skill.
  - Organizational support for participants as they implement the new content/skill.
  - Opportunities to collect data:
    - Individual participant pre-assessment results.
    - Process evaluation questions/concerns.
    - End-of-event feedback questionnaire/evaluation instrument.
    - Delayed post-evaluation.
5. **What data collection methods would be most appropriate to assess the effectiveness of your FUS strategies?**

*For example:*

  - Surveys (paper or electronic).
  - Mailing with returned postcard.
  - Interviews/conversations.
  - Focus groups.

Note: Effective FUS planning should begin during the initial design process of a professional development event. The full FUS plan, including tools and timeline, should be developed before the event, and participants should be informed of the FUS plan before and during the event.

