



# STEPs WINTER WORKSHOPS



## CHOOSING A MEASUREMENT TOOL

TUESDAY, NOVEMBER 14, 2017 | 9AM-11AM | CEC 127

Finding a tool to measure client outcomes is tough! You need to consider what you want to measure and how you want to measure it, as well as how your clients will react to it. Attendees will discover ways to find outcome measurement tools, learn about validity and reliability, and gain skills in choosing the right tool for your program.

**Presented by:** Dr. Jeanette Harder & Tova Hettinger  
**COST:** \$40 (\$20 for students), plus \$10 for CEUs

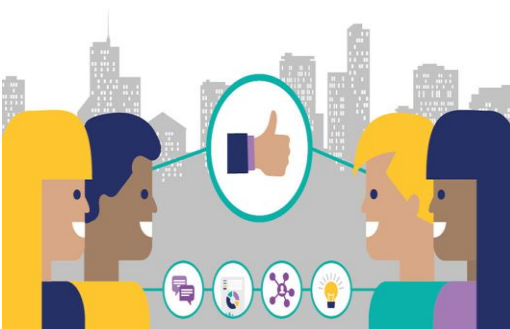


## COLLECTING AND CLEANING YOUR DATA: TIPS, TRICKS, AND CHECKLISTS

WEDNESDAY, JANUARY 17, 2018 | 1PM-3PM | CEC 127

Accurate data provides the foundation for evidence-informed decision-making. In order to be confident about the integrity of your data, you need to pay attention to how you prepare it. Attendees will learn about data collection and entry options as well as data cleaning processes, including how to identify and deal with erroneous or missing values.

**Presented by:** Pamela Ashley & Natalie Scarpa  
**COST:** \$40 (\$20 for students), plus \$10 for CEUs



## ARE YOUR CLIENTS SATISFIED?

WEDNESDAY, FEBRUARY 7, 2018 | 1PM-3PM | CEC 127

Client satisfaction surveys are notorious for low response rates. When we do get them back, the responses aren't always helpful. Let's talk about strategies for overcoming these trouble spots, and increasing the usefulness of survey responses. This interactive workshop will give you knowledge and skills to construct a satisfaction survey and a plan for administering it. We will also discuss ways to maximize the usefulness of results.

**Presented by:** Dr. Jeanette Harder & Natalie Scarpa  
**COST:** \$40 (\$20 for students), plus \$10 for CEUs

Register at: <https://commerce.cashnet.com/UNOCW>

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