



# CTEP Capacity Assessment Instructions

Member emails Site Capacity Assessment to CTEP staff by first Corps day in February

## PURPOSE

The purpose of the Site Capacity Assessment is to create a baseline report of the strengths and weaknesses of the technology literacy programming at your site before the member has introduced any improvements. The report concludes with the member creating a plan on how best to improve capacity at their site. This report should not assess the entire agency, but should concentrate only on programming that directly relates to the member.

CTEP integrates a community needs assessment into the report. This involves information gathering, analysis and documentation to understand a community's concerns around digital literacy, effectively characterize its needs and respond with appropriate interventions regarding digital literacy. Discovering those things that matter to the community, what issues the community feels are most important to address, and what resources are available to bring about change may be accomplished through interviews with community members, and by conducting listening sessions, public forums, and other place-based research, resulting in an assessment (or profile) of the community that helps identify and prioritize critical issues and plan future interventions. Besides the value to your site and programming, this is also an excellent professional development activity for members to have completed and analyzed a needs assessment survey, which will assist in future positions and grantwriting.

You will then revisit your survey to assess the impact of your capacity building projects both mid-year and at the end of the member's service year.

## DIRECTIONS

CTEP Member, please complete the Site Capacity Assessment following the instructions below and return the report outlined below by the first Corps day in February. We suggest that you review the assessment from the previous year (if available) as a starting point. There is no page limit for the Survey. It should be sent by email to your CTEP program staff. **If your site serves at multiple service sites, please focus this survey on the service site that you intend to serve the most. You do not have to rate all the different service sites where plan to go. And to repeat, this is not a survey of all of the programming that your agency accomplishes, but only the programming that directly relates to your AmeriCorps service.**

For all of the following topics, provide **at least** a paragraph of information and answer each question. Building in community needs, we would like you to interview a minimum of 2 staff members and 2 community members served by your site through interviews, listening sessions, public forums or other place-based research to help build an assessment of the community need and the current ability of your host site to meet those needs. We anticipate that you will only be asking questions related to the first 7 topics below to community members. We encourage you to use direct quotes from community members when helpful, and incorporate community feedback into the assessment. In addition, you will need to consult your site supervisor and other site staff to both gather information and feedback.

*Based on these results, the CTEP member and site supervisor should assign a score for each topic using the scale below:*

0	<i>nonexistent</i>
1 – 3	<i>low quality and/or needs significant improvement</i>
4 – 6	<i>average quality that could use some improvement</i>
7 – 9	<i>good quality that may need little or no improvement</i>
10	<i>exceptional quality that could not be better</i>

There is no reason that you have to assign a score that is consistent with the score that your previous CTEP member assigned at the end of their year. You are looking at the situation from a different viewpoint.

## **BACKGROUND QUESTION: DESCRIPTION OF NEIGHBORHOOD (no rating for this question)**

What is the neighborhood where your agency is situated? What is the geographic area that your agency serves? What is unique about your neighborhood?

Want more information about your service site's neighborhood? [Check out this amazing neighborhood indicators](#) resource from Minnesota Compass. Sift through the data and find relevant stats to use in your capacity assessment. Feel free to find other sources as well.

### **1. PHYSICAL SPACE- Facilities and Access**

Describe the physical space where technology or media programming is located in the organization. Include a description of items such as a computer lab, classrooms, cameras and equipment, meeting space, etc. Include how users of the facility find its location (e.g., signs outside, directions to rooms, receptionist desk, etc.) Is the facility wheelchair accessible?

### **2. TYPICAL WEEKLY SCHEDULE**

Does the weekly programming schedule meet user needs? Include a current weekly schedule for your host site's technology literacy programs, with items such as when the facilities are open, when classes take place, etc. If applicable, list hours of open lab, hours of instruction, adult only hours, etc. (please break these down).

### **3. TECHNOLOGY EDUCATION**

Does the site programming (curricula, kinds of courses, etc) meet community need? What is lacking that would be important for your site? If media or technology education is provided, please include details about what is offered. Include a description of the curriculum that is used, if any. When

describing these, include how often these services occur and approximately how many people are using them. Include characteristics such as whether the services are used to capacity, if there are waiting lists, etc. If brochures or URLs give more details, include them or list the URL for more information. What is the background of the people providing the education/courses/instruction? Are there both youth and adult classes available?

#### **4. USERS AND OUTREACH**

Are the users for your site consistent with the demographics of the neighborhood being served? What key demographics are missing and why? Is there a health supply of learners for your site, or does it need more or less participants? What outreach resources are available to your site? How do learners hear about services offered at your site? Does your site have a strong data tracking system to document who and what kinds of people are using the technology literacy programming?

Whether or not there is a formal system in place to track this, describe the typical users of technology programming, including background information (ethnic background, age, gender, languages spoken, neighborhoods of residence etc.) Provide any numbers available on how many people use the services (by day, week, year, etc.) If available, list how many users are drop in users and how many users have taken a class.

#### **5. STAFFING**

Does your site have adequate staffing to run the programming as it currently exists? What would be needed to be fully adequate? Describe the current level of staffing in the technology programming. Include the number of hours that staff provide services.

#### **6. VOLUNTEERS**

Is your site adequately benefiting from volunteers? Describe the number and ways volunteers contribute to the work of the technology literacy programming. How are volunteers recruited, trained, and managed? Include the average number of weekly volunteer hours served (this should *not* include AmeriCorps hours).

#### **7. FUNDING**

Is your site adequately funded? Describe how the technology programming at your agency is currently funded. Include the source of funding that makes the infrastructure, staffing, and services of the media and technology programs possible, and whether the funding is permanent or “soft funding” (such as from a grant). List the duration of funding if applicable.

#### **8. PARTNERSHIPS**

Does your site have the necessary community partnerships to make it successful? Describe ways that your agency works collaboratively with other agencies on technology or media programs (e.g., applying for grants together, sharing curricula, shared marketing, etc.)

#### **9. HARDWARE, SOFTWARE, INTERNET**

Does your site have adequate hardware, software, and internet connection to meet community need?

#### **10. RECOMMENDATIONS FOR CAPACITY BUILDING PROJECTS**

Based on the information gathered above, what projects will you complete that will address weaknesses in your programming? Remember that each member needs to complete a minimum of three capacity building projects, as well as implement three new efficient volunteer practices.