



SafeStart Advisory Council Learning Presentation on Victim Services Summary of Evaluation Results

The SafeStart Advisory Council held its fifth learning presentation on August 16th, 2002. Lynda Alexander, Director of the Victim Services Department, delivered the presentation. Twenty-nine council members and guests attended the learning presentation. The following report summarizes the results of the 22 attendees who filled out the learning presentation evaluation instrument.

The evaluation instrument was divided into four sections: *Content*, *Presentation Components*, *Overall Impressions*, and *Comments for Future Training*. It included five statements that were rated on a scale of five from "Very little" to "A lot" and six statements that were rated on a 4-point scale of "Excellent, Good, Fair, and Poor."

Key Findings

1. *In general, participants reported gaining a greater awareness of Victim Services. Specifically, every respondent reported learning "a lot" about the array of services provided.*
2. *Respondents were satisfied with the way the information was delivered and the quality of information presented.*
3. *Attendees positively rated the overall quality of the presentation and its usefulness.*
4. *Participants would have liked more handouts, brochures, and applications at the presentation.*

CONTENT	A LITTLE (1-2)	NEUTRAL (3)	A LOT (4-5)	MEAN SCORE
How much did this presentation make you more aware of:				
The historical perspective of victims' rights?	1	6	15	3.95
The eight distinct programs within Victim Services?	0	4	19	4.23
How Victim Services works within the criminal justice system and the community?	1	1	20	4.36
The array of services provided by Victim Services?	0	0	22	4.77
The victim compensation program?	0	1	21	4.45
PRESENTATION COMPONENTS	EXCELLENT	GOOD	FAIR	POOR
Please rate the following:				
How the presenter delivered the information to you (organization, style, preparation, enthusiasm, etc.).	14	6	2	0
The amount of time allotted for this learning presentation.	10	12	0	0

The quality of information presented.	14	6	2	0
The quality of visual aids and handouts.*	3	6	4	0
OVERALL IMPRESSIONS Please rate the following:	EXCELLENT	GOOD	FAIR	POOR
The overall quality of the training.	11	10	1	0
The session's usefulness/applicability for my work.	8	13	1	0

* Nine participants indicated 'NA' for this item.

Additional Materials or Resources Requested

- Five participants requested additional brochures and handouts on Victim Services.
- One participant requested application forms to Victim Services.
- Another participant indicated wanting more information on eligibility criteria.

Areas for Further Training Needs

Participants suggested some areas for further training:

- Relocation services.
- Victim compensation services.
- Training/workshops to help families who are victims.
- Visit to or attendance in Court 18.
- Training on how to complete application forms to Victim Services.

Other Comments

- Can't wait for training for my staff!
- We need training for all members of San Francisco Police Department.