

Evaluation of Technology Assisted Assessment Methodology

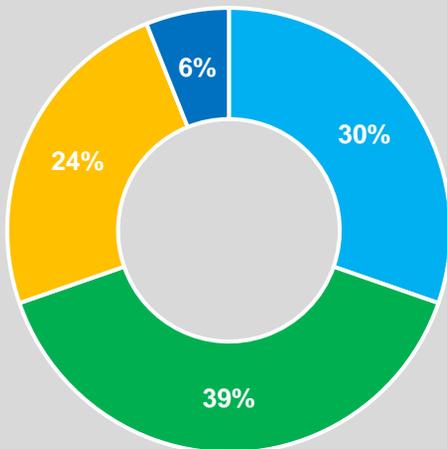
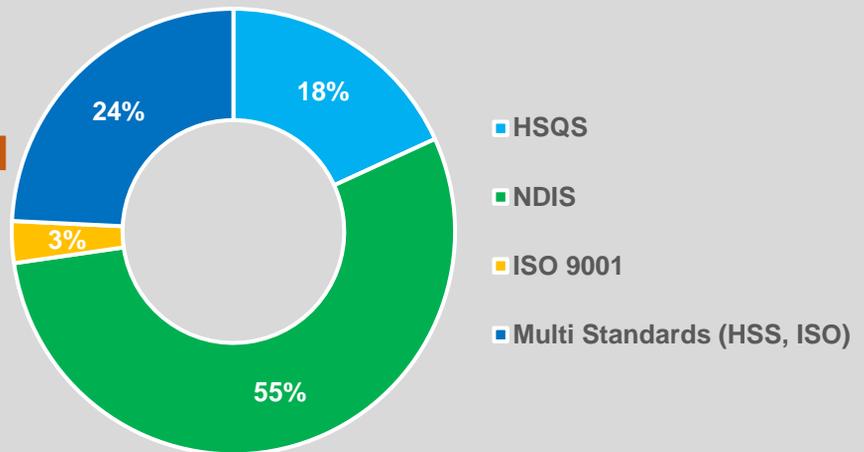
Client Demographics



A total of **33** clients responded to the survey.

Standards assessed

The largest proportion of respondents had a TAA against the NDIS Practices Standards ($n = 18, 55\%$).

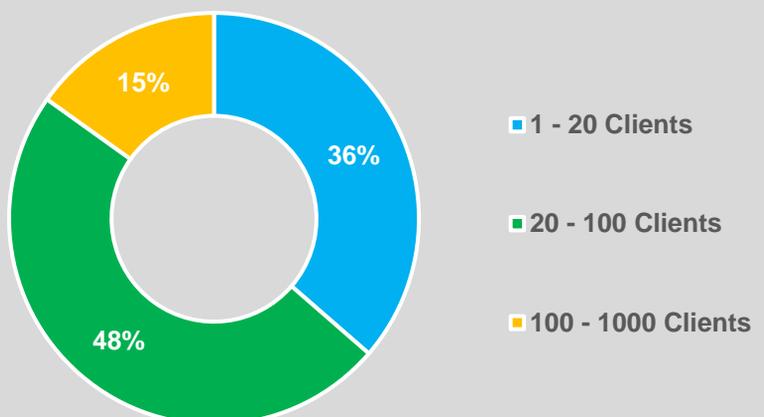


No. of sites assessed

The majority of clients had 2 -3 sites including their Head Office ($n = 13, 39\%$).

No. of clients supported

The majority of clients had between 20 – 100 participants ($n = 16, 48\%$).



Key Findings

Client's level of agreement	Mean Score	% Positive
Able to easily navigate the required technologies to provide the assessor with the information needed.	4.4	100%
The Lead Assessor was competent in the use of the technologies used during the TAA.	4.6	97%
The quality of the assessment process was maintained through the use of the TAA.	4.2	91%
HDAA provided sufficient information to prepare for the TAA.	4.2	91%
The TAA went smoothly with no major technical issues.	4.1	88%
I would recommend TAA to other similar organisations.	3.8	70%
TAA was less disruptive on staff and participants compared to onsite assessments.	3.7	61%
As an organisation we prefer TAA to onsite assessments.	3.3	52%
The TAA contributed to quality development within our organisation.	3.6	52%
It was easier to prepare for the TAA compared to an onsite assessment.	3.2	36%
Client's level of satisfaction	Mean Score	% Positive
Overall satisfaction with TAA experience.	4.4	97%
Overall satisfaction with the Lead Assessors management of TAA.	4.6	97%

Note. The mean score takes into account every response on the 5-point Likert scale in the survey. The percent positive is a calculation of the proportion of respondents who reported they 'Agreed' or 'Strongly Agreed' and were 'Satisfied' or 'Very Satisfied'.

Key Findings

The results above have been ordered from highest % Positive to lowest. Over half of respondents reported they preferred TAA to onsite assessments. There were no significant differences between the number of participant's, and number of sites a client had and their preference for TAA. Likewise, there was no difference which standards were assessed and a client's preference for TAA.

Overall, **70%** of respondents reported they would recommend TAA to other similar organisations, 27% neither agreed nor disagreed, and only one (3%) would not recommend TAA. Most clients (**97%**) were either Satisfied (52%) or Very Satisfied (45%) with their TAA experience. Similarly, the majority of clients (**91%**) reported the quality of the assessment was maintained through the use of TAA.

Only **36%** of respondents reported it was easier to prepare for TAA compared with onsite assessments, which may indicate the development of supporting resources could help improve the client experience.

The majority of respondents (**97%**) either Agreed (33%) or Strongly Agreed (64%) that the Lead Assessor was competent in the use of technologies. Likewise, **97%** of respondents were either Satisfied (30%) or Very Satisfied (67%) with the Lead Assessors management of the TAA.