

CIS LIVE HELP QUALITY ASSURANCE TOOL

Information Specialist: _____

Date: _____

Session ID # _____

Reviewer initials: _____

Quality Measure	Score	Comments
	Meets Expectations = 2 Needs Improvement = 1 Unacceptable = 0	
<u>Information Needs</u> Quality Indicators: Accurate and complete content information provided. Accurate knowledge of resources evident and applied in context of inquiry. Asked questions relevant and tailored to user's situation/inquiry. Information presented in organized manner. Attempt made to define technical terms and/or technical terms defined throughout session.	Score: _____	
<u>Delivery</u> Quality Indicators: Explanation of URL provided before URL listed; tone was professional, empathetic, and credible. Coping cues were acknowledged. Words spelled correctly, punctuation correct, sentences complete. Correct grammar used.	Score: _____	
<u>CIS Policy and Procedures</u> Quality Indicators: CIS policy adhered to. NCI-developed, supplied, or approved resources used.	Score: _____	
<u>Overall Score</u> Meets Expectations = 6 Needs Improvement = 5-3 Unacceptable = 2-0	Total: _____	