

NICE

National Intervener Certification E-portfolio

NICE INTERVENER FEEDBACK SURVEY RESULTS AS OF 8/19/2021

NICE Intervener Feedback Survey Results

Interveners who successfully complete the NICE certification process are asked to complete a survey on their experience. The survey has questions on a rating scale as well as open ended questions. Certified interveners are asked for feedback on the following topics:

- Registration and log-in process
- Use of e-portfolio as a means of establishing knowledge and skill competencies
- Use of the Venture platform (technical aspects)
- Overall experience
- Mentor Assistance

Registration and Log-in Process

I found the login to Venture easy to use.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	2		8	11	1

I found the registration and payment process easy to use.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			6	13	

Use of e-portfolio as a means of establishing knowledge and skill competencies

The e-portfolio is a good way to demonstrate my professional knowledge, skills and abilities.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			4	14	1

The portfolio building process encouraged me to reflect on the professional knowledge, skills and abilities that I have acquired.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			4	17	1

Use of e-portfolio as a means of establishing knowledge and skill competencies

Completing this e-portfolio has made me more aware of my strengths as an intervener.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			3	18	

The e-portfolio encouraged me to think critically about what I have learned in the field.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			3	18	

Use of e-portfolio as a means of establishing knowledge and skill competencies

Completing this e-portfolio has made me more aware of areas where I need development.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		1	3	17	

The portfolio building process encouraged me to think about how to be a better intervener.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		1	2	18	

Use of e-portfolio as a means of establishing knowledge and skill competencies

I did not have difficulty creating artifacts for my e-portfolio.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	5	3	11	2	

The criteria of the assignments in the e-portfolio were clear.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
1	1	4	11	4	

Use of e-portfolio as a means of establishing knowledge and skill competencies

I will use my e-portfolio in the future.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		4	9	8	

Comments on use of the E-Portfolio as a means of establishing knowledge and skill competencies

- Gathering, sorting and arranging the artifacts in the e-portfolio was rather confusing. Also, the definitions for artifacts, documentation, explanation, etc. were very unclear and confusing.
- I learned a lot through this process
- There were a few technical glitches but they were cleared up quickly.
- The E-portfolio was helpful in reflecting on knowledge and skills.
- Knowing more about the NICE process before taking the modules probably would have made this less disjointed and lengthy in completion.
- I struggled with showing skill, more face-to-face observations would have helped in my specific situation

Use of the Venture platform (technical aspects)

Technical issues limited my use of the Venture e-portfolio.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	10	5	1	3	1

I found the Venture e-portfolio system easy to use.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
2	2	2	8	5	

Use of the Venture platform (technical aspects)

If I had a technical problem, I knew whom to contact.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
1	1		9	4	

I felt confident using the Venture e-portfolio.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	1		8	10	

Use of the Venture platform (technical aspects)

I found the technical aspects of e-portfolio process unnecessarily complex.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
2	10	2	2	2	

Comments on use of the Venture platform (technical aspects)

- Assistance was prompt when I needed help.
- I wish I had been given contact info for Venture tech support to use outside the system itself.
- I never had a single problem with the website
- My portfolio kept saying that certain things were not complete despite the fact of that I had finished everything.
- I did not like the way a group of photos loaded in. Did not load in a sequence. I had to reshuffle them one by one manually.
- I had difficulty uploading some videos. For example, the system would tell me the video was uploaded but when my mentor would try to watch the video it wasn't there.
- My only confusion was regarding the signed consents, confidentiality, and how the identity of the children remained confidential to reviewers. I did call someone and received clarification that reviewers do not see the actual signed consents associated with the children presented. This might be helpful to mention in an FAQ.

Overall Experience

I would recommend the e-portfolio certification process to others.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	1	1	3	14	1

I felt supported during the portfolio creation process.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
	2		5	12	

Overall Experience

I could have used more assistance in completing my e-portfolio.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
5	3	7	3	1	

I enjoyed creating the e-portfolio.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		2	12	5	

Overall Experience

Most people would learn to use the Venture e-portfolio quickly.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
1	2	5	8	5	

I found the Venture e-portfolio difficult to use.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
6	10	1	2		

Comments on your overall experience

- Using a mentor was key to making the experience less frustrating.
- Easy to use but some tech difficulties
- Thankfully, I had a good mentor and technology person to help me when I had difficulty.
- The website was easy to navigate and use
- Absolutely helped increase my awareness of my weaknesses and strong abilities as well. The level of knowledge and professionalism was appreciated.
- I wasn't sure if what I was submitting was meeting expectations. I am glad I had the experience of going through the NICE process. One of my roles in our state deafblind project will be to mentor others in this process.
- I would welcome support from the school my learner and I attend. I was not allowed to work with my student during school hours. His teacher was not very receptive to my suggestions. I truly tested my strength to be a good advocate for my student.

Mentor Assistance

My mentor answered my questions satisfactorily.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		2	5	12	1

My mentor was helpful in providing direction and guidance.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		1	7	11	

Mentor Assistance

My mentor demonstrated content expertise in my area of need.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
		1	6	12	

My mentor was supportive and encouraging.

Strongly disagree	Disagree	Neither agree/nor Disagree	Agree	Strongly agree	N/A
			3	17	

Comments Concerning your Mentor

- She was awesome
- My mentor made herself available every time I asked her. Great support from her side.
- My mentor helped me so much by giving me guidance, but she really helped me mentally and emotionally when I felt like I wasn't doing enough to portray the skills. I was often overthinking and doing more than I should
- Very supportive and knowledgeable. Very motivating and always willing to explain everything required and offer clarification on confusing competencies for me.
- She was the best and deserves a raise!
- I have a great mentor but I was the first participant in this process for our state deafblind project so this process was new to us both.
- When my mentor was unsure of a question I had, she quickly reached out to someone who could help.

The three most important factors that helped you complete the e-portfolio process (rank 1 to 3 in importance).

1) Mentor 2) 9 years working with a deafblind student 3) Computer skills

1) Organization 2) Resources from my training binder 3) Mentor support

1) Modules to look back on 2) Making a plan 3) Help from mentor

1) Planning out my artifacts 2) Having access to past modules 3) Saving my assignments

1) Motivation 2) Learning experience 3) Education

1) Time limit 2) Job requirements 3) Self improvement

1) I was motivated to being the first in the state to receive the Intervener certification. 2) I want to make the school district that I work for proud since they took a chance with me and paid for everything.

1) Students 2. Supportive Mentors 3. Personal drive

1) Learning how to use the system 2) learning the difference between knowledge and practice
3) ability to revise documents.

The three most important factors that helped you complete the e-portfolio process (rank 1 to 3 in importance, cont'd).

1) Supportive mentor 2) Willing deafblind participants and families 3) Colleagues' willingness to help capture photos/video evidence

1) Having many pictures and documents to choose from for artifacts 2) Working with my mentor to learn how to talk about my work 3) quick responses from tech when Venture was acting up

1) Having a mentor. I was able to meet with my mentor on a regular basis, to check on my progress and answer any questions I had. 2) Making myself a timeline. Once I figured out how to make an artifact, I had more of an idea of how much time I would need. This helped me plan my time better and get things finished. 3) Being with my student on a daily basis helped me to focus in on specific competencies.

1) Support from the education team I worked with in school 2) Collecting artifacts based on the competencies in advance to starting and thinking where I'd use them 3) Mentor support

The three most important factors that helped you complete the e-portfolio process (rank 1 to 3 in importance, cont'd).

1) Planning ahead and sticking to a schedule 2) Following examples that were provided
3) Being coached and mentored

1) Modules 2) Mentor 3) Meetings with others in the NICE process

1) Parent 2) Caregiver 3) My perseverance

1) My mentor 2) My artifacts 3) The Venture system layout

The most important factor that helped Interveners complete the e-portfolio process

Mentor Support



The three greatest challenges in creating the e-portfolio (please rank in importance)

1) Understanding how they wanted the artifacts put together 2) Not being able to meet with my mentor in person 3) Technological issues.

1) Technical difficulties 2) Time restrictions with being busy and putting it together 3) Getting permission from parents of former clients or clients I haven't seen in a while

1) Sometimes I had trouble uploading my artifacts, so I'd have to wait until IT fixed it. They were really great, though! 2) Evaluating myself 3) Coming up with artifacts.

1) How to think of the artifact. Was told to think of it as a noun by my mentor (best advice) 2) The format was set up odd. I would rather type in a horizontal space than a vertical column.

1) Making sure that I was portraying in the video of my student what was asked in the competency.
2) Sometimes if my student wasn't in the mood it was hard to get footage of me working with him so many times things that I had planned I had to put off for another day.

The three greatest challenges in creating the e-portfolio (please rank in importance, cont'd)

1) Organizing work completed with designated artifacts 2) Unable to create video artifacts
3) Classroom with unusually high staff turnover - hard to provide consistency at times.

1) Not knowing requirements of NICE while completing modules made for disjointed preparation of artifacts 2) Not having peers who had been through the process to talk to. 3) My own visual limitations in capturing photo/video for artifacts.

How the Venture e-portfolio process can be improved for future candidates

- This process was great on the Venture site, no changes need to be made.
- It would be very nice if some of the OHOA module assignments would automatically meet the requirements for some of the knowledge competencies.
- Having an email or document containing Venture info such as the website address to login, and various contact people and their info. A FAQs page may be helpful.
- Please fix the technical difficulties with checking off if a competency is complete.
- More assignments linked to eportfolio
- Having complete access to modules to refer back to
- Less requirements
- It would have been nice for me to see a portfolio. I could have learned so much more if I had been able to experience another portfolio.

How the Venture e-portfolio process can be improved for future candidates

- I didn't see any need for improvements
- To provide a workshop session midway, just to see if any consistent skills/knowledge were lacking or unclear. The trainings on how to participate using the e-portfolio were incredibly helpful.
- Continue updating the system and have more tutorials.
- I believe steps are being taken by offering mentoring webinars and creating documents that tie OHOA assignments to competencies. The NICE process should be introduced at the beginning of OHOA so that participants can be thinking of evidence as modules are completed rather than waiting until someone has completed the bulk of the modules. The Intervener Pilot Project was very helpful.

Benefits of creating the e-portfolio

- It was good self-reflection
- To learn about yourself
- Allowed me to see what I do on paper and to prove with facts and documentation that I know this specialty
- Showcasing my knowledge to others
- Being able to recognize what you do know and what else you need to know.
- The biggest benefit to me personally has been learning how to talk about my work and explain it to others; I also enjoyed the self reflection process once I got the hang of it. I hope it will also become beneficial as a way to help interveners gain more recognition as professionals in the near future.

Benefits of creating the e-portfolio

- Having to reflect on the things you do as an intervener and why you do them is very enlightening. It helps you see your successes as well as where you need to improve. It also gave me a great sense of accomplishment. The e-portfolio process can seem very overwhelming at first, but as you move through it, you become more aware of all the little things that make this relationship between student and intervener so important. It is also very rewarding to be able to refer to yourself as a deafblind intervener.
- The benefits I experienced are: finding out my strengths and weaknesses, areas that I need to improve, it gave me new insights and perspectives into DeafBlindness and how it affects individuals, it refreshed information in areas I haven't thought about in a while and I got to demonstrate my knowledge and passion for my work with individuals who are DeafBlind and receive feedback
- Wonderful way to see your body of work as a whole. You can really see trends of your areas of strengths and areas to improve

Benefits of creating the e-portfolio

- The portfolio is great proof of what an interveners job entails
- Showcasing what I know and helping students be successful
- It helps you see strengths and weaknesses
- Reflecting on my accomplishments and areas that I need to improve.....and becoming a certified intervenor!
- Learning your strengths and weaknesses and analyzing all of my skills as an Intervener. I am made much more aware of what I'm doing.
- Great way to show student's team members his strength and weaknesses. Show parent gradual progress of their child's development.
- I was able to truly see where I needed to improve and seek trainings as well as find my strengths as an Intervener. As also reminded me of how important it is to continually learn and become a resource.



The NICE Team
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