



Continuing Education Self-Assessment

Participants enrolled in the Township Governance Academy (TGA), MTA's credentialing program, may obtain 2 elective credits for successful completion of this quiz. To obtain credit, participants must answer the following 10 multiple-choice questions by circling the correct answer and receive a minimum passing score of 70 percent. The questions are based on content from the article, "Evaluate your township's programs and services". There is no charge for MTA members to take the quiz or to obtain TGA credit.

Completed quizzes should be faxed to (517) 321-8908 or mailed to: MTA, 512 Westshire Dr., Lansing, MI 48917. MTA will notify you of your results within two weeks after receiving your quiz. **IMPORTANT:** Please keep a copy of your completed quiz in your TGA binder. For information about TGA, call (517) 321-6467, email tga@michigantownships.org, or visit www.michigantownships.org/learning/tga.

TGA Continuing Education Evaluate your township's programs and services

NAME: _____ **TOWNSHIP & COUNTY:** _____

EMAIL ADDRESS: _____

- 1. Evaluating your township's programs and services:**
 - a. Should be done each year by the department head.
 - b. Is the supervisor's responsibility.
 - c. Is a requirement in state statute.
 - d. Is the entire board's responsibility.
- 2. Ideally, programs and services would be evaluated by:**
 - a. An annual report at a township board meeting.
 - b. Carefully examining the department's outcomes.
 - c. Daily interaction between board members and township employees.
 - d. Providing board members with a log of recent activities.
- 3. Goal-setting:**
 - a. Provides the criteria by which departments are held accountable.
 - b. Allows boards to create action plans for each department, program and service.
 - c. Tells boards how much to budget for new equipment.
 - d. Provides an up-close look at each aspect of the township.
- 4. How are goals turned into action plans for departments?**
 - a. Board members create a list of steps and activities.
 - b. Township managers are responsible for interpreting policy.
 - c. Department heads and staff interpret goals.
 - d. Township supervisors delegate this responsibility to trustees.
- 5. Boards create a culture of accountability by:**
 - a. Eliminating employees who don't meet their goals.
 - b. Communicating its policies to township personnel.
 - c. Creating policies in closed session.
 - d. Hiring experienced department heads and staff.
- 6. How can boards evaluate accomplishments when a major project isn't involved?**
 - a. Carefully track the department's activities.
 - b. Delegate the responsibility to the department head.
 - c. Evaluate it through the lens of risk management.
 - d. All of the above.
- 7. When should the board check in on a department's progress?**
 - a. Monthly
 - b. Weekly
 - c. Yearly
 - d. Up to the board
- 8. Boards should determine metrics for evaluating programs and services in advance, including:**
 - a. Data provided by the state
 - b. Personal observations.
 - c. Feedback from social media.
 - d. All of the above
- 9. While complaints can be an indicator of how a program or service is doing, your board should consider:**
 - a. Who was making the complaint.
 - b. If the complainer was trying to get someone in trouble.
 - c. Whether the complaint indicates a systemic problem.
 - d. Whether the complaint was made by a prominent citizen.
- 10. When a department isn't meeting a goal, the board should:**
 - a. Put the department head on a performance improvement plan.
 - b. Determine what factors contributed to the problem.
 - c. Budget more money for the department.
 - d. Create a less lofty goal for next year.