

Customer Satisfaction Survey 2015-16: SITE COORDINATOR

We would appreciate your candor in providing feedback on the technical assistance that you have received from the LACOE After School Technical Assistance Unit in the current 2015-16 year. Please complete all of the questions on this survey to the best of your ability.

1. Please indicate the type of employer that you currently work for.

- School District
- Charter School
- City
- Community-based/non-profit organization as a GRANTEE
- Community-based/non-profit organization as a SUB CONTRACTOR

2. Please identify which grade levels your program serves. Select as many as apply.

- Elementary School (TK-5 and/or TK-6)
- K-8
- Middle School (grades 6-8 or grades 5-8)
- High School (grades 9-12)

3. Please identify the types of technical assistance that you have received this year 2015-16 from the ASTAU and then rate their usefulness for informing your work. Select all that apply.

	Very Useful	Useful	Not Useful	Did not participate or use
Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentoring (Site Coordinator Leadership/Development Program, Peer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Reviewer
Program)**

**Coaching
(individualized
support focused
on specific skills
to improve
performance)**

**Consultation both
in person and by
phone
(specialized
support focused
on programmatic
practices and
identified needs)**

**Participation in
ASTAU special
interest groups
(English Learners,
Data/Evaluation)**

**Receipt of
information and/or
resources via
email and/or hard
copy including site
coordinator
newsletters**

**Participation in
Local Learning
Communities**

**Participation in
Coaching
Technical
Assistance Site
Visits**

**Roll out of the
Quality Standards
Trainer of Trainer**

(TOT) Series

Roll out of
Summer Trainer
of Trainer (TOT)
series

Participation in
Site Coordinator
Super Saturday

Participation in
Site Coordinator
Support Group
Calls/Webinars on
the roll out of
Quality Standards
and CQI

4. Please describe any current needs that you would have liked for the ASTAU to address in 2015-16.

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5. Please rate the extent to which the technical assistance you have received from the ASTAU has had a positive impact on your program practices (e.g., your personal work, the overall work of your program)?

It has had a substantial impact It has had a moderate impact It has had a moderate impact It has had a little impact It has had NO impact

The TA that I have received in 15-16 has positively impacted my program practice

6. Please describe how the TA you have received has impacted your work. Provide at least ONE example below.

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7. Given your interactions with the ASTAU team this year, please describe the extent to which they have been responsive in addressing your concerns.

- I received a response in 1 business day
- I received a response in 2 business days
- I received a response in 3-4 business days
- I received a response in 5 or more business days

8. Please share any additional information related to your customer service experiences in 15-16.

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9. Please share any technical assistance needs you think you may have for 2016-17 so that we can give them consideration as we finalize our work plan.

1

2

Done

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