



Expanded Learning Technical Assistance Unit

Region 11

2016-17 customer
service survey results

Grant Managers/Program Directors

- ◉ 162 grantees
- ◉ Approximately 110 Grant Managers
- ◉ Unknown Program Directors
- ◉ N= 65

Employer

- School District 48%
- Charter school 9%
- City 3%
- CBO grantee 12%
- CBO subcontractor 27 %

Respondents Position Title

- Grant Manager 57%
- Program Director 43%

Services utilized

Service	Very Useful	Useful	Did not utilize
General training	54% (34)	35 % (22)	10% (6)
On demand trainings	31% (10)	24% (15)	43% (27)
Mentoring/Site Coord. Leadership Development Program	30% (18)	13% (8)	53% (32)
Mentoring: Peer Reviewer Program	15% (9)	25% (15)	54% (32)
Coaching	40% (24)	18% (33)	38% (23)
Consultation	44% (27)	20% (12)	34% (21)
Receipt of info/resources	59% (37)	32% (20)	8% (5)
Participation in COPs	28% (18)	34% (22)	32% (21)
Participation in Advisory Committee meetings	55% (35)	30% 19	14% (9)
Participation in support calls and webinars	32% (20)	34% (21)	29% (18)

Results and Timeliness

○ Impact on program

Substantial positive	More than moderate positive	Moderate positive
41% (27)	33% (21)	19% 12

○ Response time

1-2 business days	3-4 business days
90%	7%

Responses to how it impacted work: a sampling

- Roll out of CQI and QS brought most of us on same page for expectations and implementation
- Great knowledge and information shared
- Coaching TA Site Visits have improved the quality of our program
- Provided me with innovative strategies

Note: 94 responses were received

Ways to improve communication

- ◉ Load all items from Advisory onto ASPIRE website [note: this has been done for the past 2 years]
- ◉ Use text messaging to remind us of meetings
- ◉ Provide more reminder emails
- ◉ Message alerts through mobile apps
- ◉ Keep up the great work (9)

Note: 17 responses

TA needs for 2017-18

○ Topics

- Deeper dive into CQI and Quality Standards
- Leadership programs for frontline to Site Coordinator and Site Coordinator to Program Director
- Special Education
- Sustainability
- Older youth

○ Strategies

- More online trainings and webinars
- Videos
- More resources