



Expanded Learning Technical Assistance Unit

Region 11

2016-17 customer
service survey results
Site Coordinator

Site Coordinators

- 162 grantees
- Approximately 1300 Site Coordinators
- N= 115

Employer

- School District 44%
- Charter school 11%
- City 6%
- CBO grantee 20%
- CBO subcontractor 20%

Services utilized

Service	Very Useful	Useful	Did not utilize
General training	28% (31)	45 % (50)	23% (25)
On demand trainings	19% (21)	39% (43)	36% (40)
Mentoring/Site Coord. Leadership Development Program	25% (28)	29% (31)	42% (46)
Mentoring: Peer Reviewer Program	20% (22)	20% (22)	55% (60)
Coaching	17% (19)	33% (36)	44% (48)
Consultation	16% (17)	29% (31)	50% (53)
Receipt of info/resources	29% (32)	42% (46)	23% (25)

Services utilized continued

Service	Very Useful	Useful	Did not utilize
Roll out of QS TOT (July-Dec)	17% (18)	40% (42)	38% (41)
Participation in Site Coordinator CQI Training (November-April)	23% (25)	44% (49)	27% (30)
Summer Train the Trainer	11% (11)	25% (26)	60% (62)
Site Coordinator Super Saturday	18% (19)	25% (26)	49% (52)
Participation in COPs	19% (20)	22% (24)	55% (59)
Participation in Coaching TA Site Visits	18% (19)	31% (34)	46% (50)

Results and Timeliness

○ Impact on program

Substantial positive	More than moderate positive	Moderate positive
14% (16)	32% (36)	25% (28)

○ Response time

1-2 business days	3-4 business days
60%	29%

Responses to how it impacted work: a sampling

- Provided great coaching and training on Implementation of CQI and Quality Standards
- Super Saturdays gave us an abundance of information
- I feel more confident and comfortable in my position
- Great recommendations for improvements that has helped tighten up program policies'
- I have more resources

Note: 101 responses were received

Ways to improve communication

- ◉ Send emails directly to the Site Coordinator₁
- ◉ Send more emails about offerings
- ◉ Provide flyer email links for services offered
- ◉ Send out a monthly list of offerings
- ◉ Keep up the great work (4)

Note: 30 responses

TA needs for 2017-18

○ Topics

- Training frontline staff
- Continue Site Coordinator Leadership Cohort
- Special needs students
- Sustainability
- Older youth: middle and high school

○ Strategies

- More online trainings and webinars
- Videos
- More resources
- More trainings on Fridays