

Montana



21st Century

Community Learning Centers

Survey Administration Guide 2018-19



Prepared by: JEM & R, LLC State Evaluator

PREFACE

GUIDE PURPOSE

There are six surveys to be conducted for the Montana 21st CCLC Grant: 1) Teacher Survey, 2) School Administrator Survey, 3) Student Survey, 4) Parent Survey, 5) Center Staff Survey, and 6) Center Administrator Survey. In consultation with the Office of Public Instruction (OPI), the surveys are being coordinated by JEM & R, the state evaluator for the Montana 21st CCLC Grant. This guidebook is designed to ensure that the survey administration process will go as efficiently and as problem free as possible. Every effort has been made to minimize local survey responsibilities, but there are still steps and details involved in successfully conducting the surveys. Step-by-step, this guidebook describes the main tasks that need to be performed and offers strategies to help you along the way. The focus is on planning for grantee-wide survey administration, but the tasks involved apply equally to a single-center administration.

SURVEY DEVELOPMENT HISTORY

Understanding the importance of evaluation, OPI commissioned a 5-year evaluation plan in 2015 to effectively identify the indicators and data needed to measure and evaluate the effectiveness of 21st CCLC programs in Montana. This plan consisted of both the federal GPRA measures, as well as additional indicators identified in Montana as important in order to analyze and measure the success of its 21st CCLC programs. Surveys were also developed as part of the evaluation plan. In 2016, OPI hired JEM & R to serve as the State Evaluator for this initiative. The evaluator reviewed the existing survey items and made revisions to ensure alignment to grant's Federal Guidance, goals, and objectives, as well as new ESSA requirements. Items include, but are not limited to:

- Local partnerships, including linkages with school settings;
- Staff development, retention and training;
- Participant satisfaction and perceptions;
- Parental involvement, awareness and participation
- Academic performance of participating in students in language arts and mathematics, homework completion and class participation; and
- Other outcome measures related to behavior, student engagement, connectedness and sense of belonging, service learning/civic engagement, conflict resolution, career development, and positive youth development assets.

TABLE OF CONTENTS

1. Overview of Surveys	4
Survey Administration Basics	4
What are the surveys and who takes the surveys?	5
Planning and conducting the surveys: General	7
TASK 1 – Make Administration Arrangements	7
TASK 2 – Distribute survey materials	7
TASK 3 – Monitor Participation	7
TASK 4 – Review results	7
2. Survey administration details	8
School Teacher Surveys	8
Student Survey	12
Parent Surveys	13
School Administrator Survey	14
Program Staff Surveys	14
Program Administrator Surveys	15
3. Grantee Administrator Instructions for reports	16
Viewing Reports and Monitoring Response Rates	16
APPENDIX A: Samples	19
Email for Grantee / Center Admins RE: Survey administration	19
Example Parent/Guardian Notification/Opt-out Forms	20
Example Survey Administration Scripts	21
Example Teacher Survey Notification	22
Example Teacher Reminders / Follow-Ups	23
Example School Administrator Survey Notification	24
APPENDIX B: Grantee and Center Name Listing	25

1. OVERVIEW OF SURVEYS

SURVEY ADMINISTRATION BASICS

The following summarizes the basic survey administration procedures that are discussed in more detail in Section 2.

- **Online Administration.** The survey is designed for online administration for convenience and prompt reporting of results. It can also be conducted manually using a paper version, if necessary. Please inform JEM & R if you require paper versions. Note that you will be responsible for data entry of these paper surveys.
- **Administration Period.** The survey will be administered annually in Spring (surveys will be available as March 4th and closed on June 30th). Each person must complete his/her survey in one session.
 - **For the 2018-19 Grant Year:**
 - **Student and School Teacher Surveys must be completed by April 30th.**
 - **Parent, School Administrator, and Center program staff and administrator surveys must be completed by June 1st.**
- **Voluntary Survey Participation.** A request to participate should be made to school teachers/administrators, students and parents, but ultimately these are voluntary.
- **Privacy and Confidentiality.** The survey results are confidential and most are anonymous (teacher surveys are not). There is no way to identify an individual's answers to the questions because: (a) we do not ask for identifying information from respondents; and (b) only aggregated results are available to grantees. JEM & R analyzing the aggregated database (the results from all grantees) will maintain strict data confidentiality.
- **Survey Costs.** There are no costs for the administration of the survey when it occurs as part of the MT 21st CCLC Evaluation. Sites can opt to use paper versions of the survey, at their own cost. Please contact JEM & R if you would like to take this option.
- **Reports.** The grantee administrator will have online access to the teacher, student, and parent survey results. To preserve anonymity, combined results will be presented in tables for all surveyed respondents but only if total respondents is 10 or more. For grantees with multiple centers, results will be available by center.



Assistance. To assist you in planning and implementing the survey, assistance is available. Questions about administration of the survey should be directed to Amanda Domino at adomino@mt.gov, (406) 444-1964. Questions about accessing the survey or technical problems should be directed to JEM & R at support@iemrllc.com, (928)941-7006.

WHAT ARE THE SURVEYS AND WHO TAKES THE SURVEYS?

As noted, there are six surveys total that need to be administered. The following table shows the surveys and target respondents who should complete the survey.

Survey	Respondents	Description
Student Survey	All students in grades 2-12 who are enrolled in the 21 st CCLC program during the 2018-19 school year (between Sept. 1 2018-May 31, 2019) - Students should have attended a minimum of 15 days.	The survey is designed to measure: <ul style="list-style-type: none"> ○ satisfaction with their center ○ level of involvement/engagement ○ perceptions of support from program staff ○ perceptions of connectedness (including positive peer relations) and safety ○ involvement in community service opportunities / civic engagement ○ personal control (locus of control) over behavior/actions and future plans.
Teacher Survey	All school day teachers of students (K-12) enrolled in the 21 st CCLC program during the 2018-19 school year (between Sept. 1 2018-May 31, 2019) - Students should have attended a minimum of 15 days.	The survey is designed to measure: <ul style="list-style-type: none"> ○ level of collaboration and communication with after school program staff ○ perceived changes in student behavior, including homework completion & class participation ○ perceived changes in academic performance and grades ○ perceived changes in other youth development assets
School Administrator Survey	All principals (or other administration staff) of schools that partner with your center (these should include schools your students attend).	The survey is designed to measure: <ul style="list-style-type: none"> ○ level of collaboration with after school partner ○ recruitment of students for after school programs ○ perceived value and satisfaction with after school program
Parent Survey	All parents/caregivers/legal guardians of students (K-12) enrolled in the 21 st CCLC program during the 2018-19 school year (between Sept. 1 2018-May 31, 2019) - Students should have attended a minimum of 15 days.	The survey is designed to measure: <ul style="list-style-type: none"> ○ perceived value and satisfaction with their center ○ level of involvement/engagement ○ satisfaction with communication family receives from program staff ○ knowledge/awareness of their children's activities and progress within the program ○ participation in 21st CCLC activities ○ perceived changes in youth development assets

Survey	Respondents	Description
Program Staff Survey	All program staff in your center(s) who work directly with youth.	<p>The survey is designed to measure:</p> <ul style="list-style-type: none"> ○ types of professional development offered/received ○ communication with parents & activities offered for families ○ student engagement/involvement ○ collaboration with partners, including day school(s) (e.g., type, frequency, method) ○ perceived changes in youth development assets
Program Administrator Survey	The program administrator for your center(s). We would like at least one survey per center.	<p>The survey is designed to measure:</p> <ul style="list-style-type: none"> ○ Implementation of high quality operational practices (e.g., sustainability plans, emergency plans, sufficient resources available, etc.) ○ types of professional development offered/received ○ staff retention ○ communication with parents & activities offered for families ○ student engagement/involvement ○ collaboration with partners, including day school(s) (e.g., type, frequency, method) ○ student recruitment and retention activities



PLANNING AND CONDUCTING THE SURVEYS: GENERAL

The following is an overview of the major tasks to be completed to ensure survey administration success. Details follow in Section 2.



TASK 1 – MAKE ADMINISTRATION ARRANGEMENTS

The 21st CCLC Surveys are administered online to simplify planning and logistics for grantees. Each participant only needs to go to the Web site as instructed in the next section and complete the survey (no login is required). All the center director needs to do is make sure the instructions are distributed to the appropriate staff / respondent, and encourage a high rate of participation. Respondents can take the survey from any computer, anywhere, at any convenient time during the survey window (they simply need the survey link).

If a large proportion of respondents do not have convenient access to computers, you may elect to use a printed version of the survey(s). Upon request to JEM & R, you will be provided a master print version of the survey for photocopying and distribution. You will be responsible for collecting the completed surveys and entering them into the online survey system.



TASK 2 – DISTRIBUTE SURVEY MATERIALS

The grantee administrator and center director(s) we have on file will be sent the survey materials via email. **It is the grantee administrator's responsibility to make sure this information is sent to the center administrator/staff person who will be responsible for survey administration at the center.** The materials will include these instructions and the survey links. The appendix shows what the instructions will look like. The center director/administrator will then distribute the surveys for administration according to the specific survey directions (see Section 2).



TASK 3 – MONITOR PARTICIPATION

A high level of participation should be encouraged to ensure that your data are representative and valid. However, participation is voluntary. **ONLY grantee administrators** will be provided with a link to view completion rates for each center (i.e., you will view a current count of how many surveys have been completed). **Closely monitor participation to ensure that enough respondents are completing the survey to result in useful data (goal is over 70% response rates).** Section 3 provides additional directions for grantee administrators on how to view and monitor completion.



TASK 4 – REVIEW RESULTS

Grant survey results will be sent approximately 2-4 weeks after the survey window has closed. See Section 3 for more information.

2. SURVEY ADMINISTRATION DETAILS

SCHOOL TEACHER SURVEYS

The teacher survey is offered to one teacher of your 21st CCLC students who have attended your program for *at least* 15 days¹ during the school year. For elementary students, this will be the primary teacher. For middle to high school students, this can be the English/Language Arts or Math teacher or another teacher/staff member (e.g., counselor) who works with your student at school daily and can evaluate their academics and behavior. The teacher survey consists of TWO links; the first is for teacher ratings for EACH student that is in your program (they will complete a set of items for EACH student), and the second link is only completed once and measures collaboration and communication with after school program staff as well as their satisfaction with the program.

Teacher Survey – Part 1(Student Feedback) →

<https://www.surveygizmo.com/s3/4048670/TeacherSurveyPart1>

Teacher Survey Part 2 → <https://www.surveygizmo.com/s3/3352888/teacherpart2>

STEP 1: Select a survey administration window (e.g., 3-4 weeks). Remember, we would like these done by **April 30th**. Also select the method of administration; online is the preferred method but if you would like to administer a paper copy then you will need to factor in time to make copies and enter the survey data onto the online form.

STEP 2: The Center administrator should ensure that partnering schools are aware of and support the administration of surveys. It is very important that information about the surveys has been clearly communicated to partnering schools (i.e., schools that students attend during the day). Center directors should meet with the principals of their respective schools personally to answer questions, solidify their support, and initiate the survey planning process (e.g., are there any conflicts with the survey window and major school events? How should program staff communicate and share survey information with teachers? For example, by e-mailing them or printing them to distribute at staff meetings or put in staff mailboxes?). Also, emphasize how important it is that they strongly communicate the value of the surveys and their expectations that teachers will fully support it. *The most successful surveys have occurred when the school administration has clearly expressed its expectations for success to the staff and the students ahead of time.*

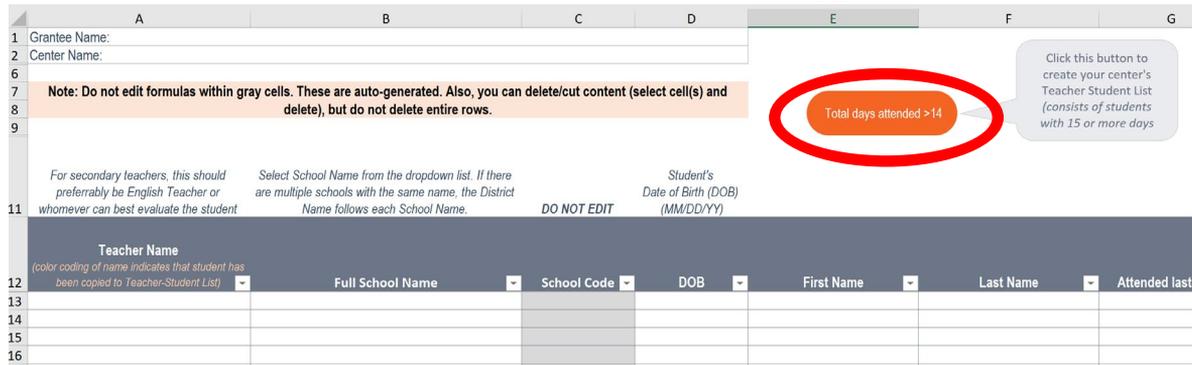
STEP 3: Use the APR Attendance Spreadsheet to identify all students in grades K-12 who are eligible to be surveyed by the teacher [all students who attended your center for at least 15 days during the school year (Sept. 1-May 31)]. The *school day teachers* of these students are the survey target sample. For response rate calculations, this is your denominator.

¹ This threshold was previously 30 days.

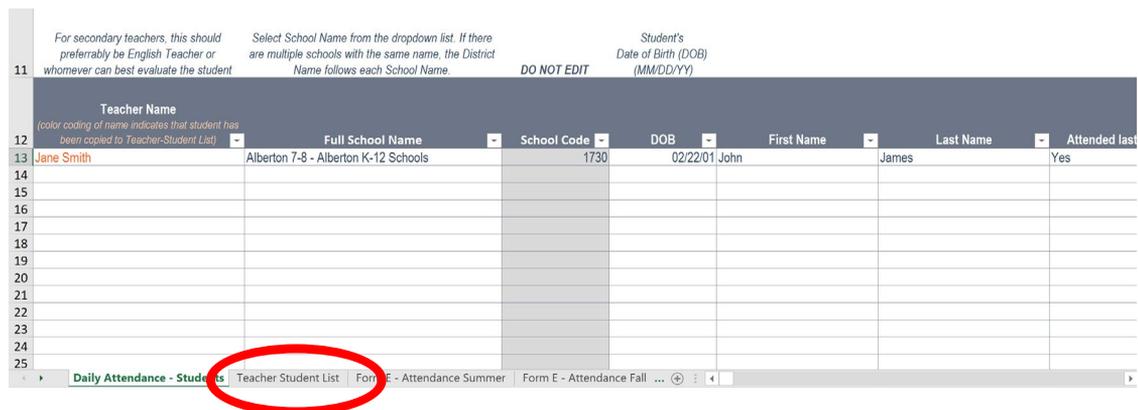
NOTE: Your APR Attendance Spreadsheet should be up to date. If you have not kept up with daily attendance data, first add missing attendance (including teacher, school, district columns) at least *two weeks prior to the survey start date* you selected in Step 1. This is important because you will need to notify teachers ahead of time of the upcoming survey.

STEP 4: Prepare a Teacher-Student list for EACH separate teacher that you will be requesting surveys. Simply click on the orange oval labeled “Total days attended > 14” located on the top of the first tab to generate your updated Teacher-Student List.

NOTE: This “button” will ONLY work if you selected to enable macros. It is very important that you enable macros when prompted.



a. Click on the tab that reads: “Teacher Student List.”



b. Save the file. This is your **master** list that contains all students that you will request teachers to rate in terms of perceived changes in various areas (**you will also use this list for student and parent surveys**).

c. From this list, you can create custom lists for each teacher;

- 1) sort by teacher name,
- 2) copy and paste only the specific teacher's students (columns E-F) into the email/letter template provided in Appendix.

- d. Make sure you keep this file in a safe place because: 1) you will be sharing this information to Amanda for federal reporting purposes, and 2) you will need this spreadsheet to also track completion of the parent and student surveys counts.

STEP 5: Email or present the notification in person as provided in the Appendix at least ONE week prior to the survey start date you selected in Step 1. Feel free to edit, but make sure it provides at minimum:

- a. **What the survey contains:** teacher perceived changes in behavior and academic achievement for 21st CCLC students who have participated in the program for 15+ days, and their feedback on the program and collaboration activities.
- b. **Why you are sending the survey:** enables the program to complete their grant requirement as well as guides program improvement.
- c. **When they should complete the survey:** see your survey window.
- d. A statement on confidentiality of their responses.
- e. **The name of your center** (see Appendix B) -- they will be asked to select your center from a list of 140+ centers.

STEP 6: On the day of the survey start date, email a reminder to teachers that the survey is now open and the deadline.

STEP 7: Send reminders to teachers. It is strongly recommended that a reminder be sent one week prior to deadline and then again on the day prior to deadline. An example of these reminders is provided in the Appendix.



Note that because teachers must enter their last name, it is possible to track surveys by teacher. Only your grantee administrator will have access to this information so you will need to coordinate with the administrator to determine which surveys are missing and follow-up accordingly.

Please note that in order to have valid and reliable data, an adequate response rate is needed. To this end, our goal is to have a response rate of 70% and above (the higher, the better). If you are not near this rate, you may be asked to re-open the survey window.

Q For home school students, do I just have the student and his parent each fill out their respective surveys and not worry about a teacher survey from the parent?

A You can have the parent complete the Teacher Survey for the Home School student, and then they can complete a Parent Survey as well. The Teacher Survey covers questions on how the student has improved over the year (as perceived by the “teacher” - parent), while the Parent Survey covers both improvement for the student as well as the parent's perception of the quality of the overall program.

Q Can I get hard copies of the surveys for teachers and parents?

A Yes you can use hard copies for the surveys. Just remember that you will then have to enter each one in to the Surveygizmo system, yourself. If you need a copy of the surveys, contact the OPI 21st CCLC office.

Q Why does the survey ask for the student's Date of Birth (DOB)?

A We are asking for student names and DOB in order to match them with your program's attendance data. By having this information, we can enter into our state database to retrieve some student level information, protecting student confidentiality, and this process will reduce the burden of data collection and entry for the grantees. The Federal Department of Education and the OPI are interested in examining whether greater program attendance is associated with more positive changes in academic performance.

Q When and how will program directors receive the reports from the Teacher Surveys so that they can monitor which teachers have completed them? Will there be a way for them to know which teacher has completed surveys so that they can send out reminders to specific teachers?

A Grantee Administrators will receive a link to online reports (being sent to whomever was on the grantee contact list). This link provides real-time data on completed surveys. If they know that teachers have completed the surveys, and this is not reflected on their report, please contact Miriam Resendez, miriam@jemrllc.com so she can check on their reports and teachers.

Q My report shows teachers that I am unfamiliar with. OR My report does NOT show teachers that I know completed the survey. What should I do?

A Please contact Miriam Resendez, miriam@jemrllc.com. This is most likely due to teachers incorrectly entering the wrong center name. For this reason, it is VERY important that Program Directors provide teachers with the complete and correct spelling of their center name (see Appendix B). You are responsible for providing this information and if teachers select another center, they will be given “credit” (erroneously) for the teacher survey(s).

STUDENT SURVEY

Student Survey → <https://www.surveygizmo.com/s3/3440703/studentsurvey>

STEP 1: Determine your center's policies regarding student surveys. You may be required to secure authorization or permission to conduct the survey from a school board or another governing body or person. Investigate the clearance procedures in your community for conducting student surveys. Generally, clearance procedures involve parental notification and passive consent (see Appendix for an example). Parental notification should include information such as the rationale for conducting the survey; when and by whom the survey will be administered; the steps you will take to ensure confidentiality and privacy of students; and how the results will be used. Passive Consent involves sending written notice to parents/guardians about the survey, who in turn notify the center ONLY if they DO NOT want their child to participate in the survey. The survey must be anonymous, confidential, and voluntary, and parents/guardians must be given reasonable opportunity to review the survey and to decline their child's participation. *Research and experience show that most parents do not object to student participation. The challenge is making sure that they are fully notified.*

Because parents need to be given time to review the survey and provide permission, we recommend you **send out notifications at least two weeks prior to the survey window start date** (see Step 2).

STEP 2: Select a survey administration window (e.g., 3-4 weeks). Remember, we would like these done by **April 30th**. Also select the method of administration; online is the preferred method but if you would like to administer a paper copy then you will need to factor in time to make copies and enter the survey data onto the online form.

STEP 3: Use the "Teacher Student List" Spreadsheet (see Teacher Survey instructions) to identify all students in grades 2-12 who are eligible to complete the survey (all students who attend your center during the survey administration window).

- a. Sort by grade or filter data by grade so you can easily identify students in grades 2+.
Highlight these students in some way (e.g. color cells or text) so you know which students need to be requested surveys.
- b. In addition, note any students whose parent did not consent to their child's participation if this is a required step (see column "Parent Consent: Withdrawn from Student Survey"). Prior to the scheduled survey administration, filter these students out so a survey is not requested. Note: this final list is the survey target sample. For response rate calculations, this is your denominator.

STEP 4: Identify the best way to administer the survey in your center. For example, you can have students complete as a whole group (e.g., in a computer lab) or small group activity (e.g. if have a small number of computers). Note that the surveys were written/designed for the developmental level of three grade groupings: 2-3, 4-5, and 6-12. However, if you have students who require reading support or other supports, please provide these supports to the student during the survey administration (e.g., read aloud the survey). While the survey includes directions to the student (it is designed as a self-administered survey), a recommended script is provided in the Appendix to introduce your students to the survey.



Write down the name of your center (as was written on the grant application, see Appendix B for listing of all centers) and place it near the computer(s) that students are using or write it on a board nearby. They will be asked to select your center from a list of 140+ centers. You can do this for them as well on the first page.

STEP 5: Track students who have completed the survey and make sure to follow-up with students who have not completed. While the surveys are anonymous and voluntary, you can track which students have completed the survey (e.g., via the Teacher-Student List spreadsheet) and conduct follow-ups/reminders as necessary. *Let your grantee administrator know when your students have completed surveys.*

PARENT SURVEYS

The parent survey is offered to all parents, guardians, or other caregivers of a 21st CCLC program participant. **Should a parent, guardian, or other caregiver have more than one child at the center, only one survey should be completed (in their instructions, parents are directed to select the student whose first name starts with the letter that is closest to the letter A).** It can be filled out by parents together or by one parent. The link to the survey is:

<https://www.surveygizmo.com/s3/3352528/parentsurvey>

STEP 1: Select a survey administration window (e.g., 3-4 weeks). Remember, we would like these done by **June 1st**. Also select the method of administration; online is the preferred method but if you would like to administer a paper copy then you will need to factor in time to make copies and enter the survey data onto the online form.

STEP 2: Identify the best way to administer the parent survey in your center. Some options include but are not limited to:

- Ask parents to complete on available computer(s) as they drop off their student.
- Hold a “parent night,” parent/student conference, or as part of regularly scheduled family programming, and have parents complete during this time.
- Send a note home with the survey link (or a paper version of the survey), and ask that upon completion, they put into a “confidential” folder/box at the front office for privacy.
- Provide multiple reminders.
- Offer incentives, such as entered into drawing for a prize (gift certificate, free day/night, etc.).

Be creative, and remember, you can always use multiple methods to increase your response rate. Some tips to improve participation include stressing to parents:

- The value of the survey data for: 1) addressing the needs of students, 2) improving learning and personal enrichment conditions within the center, and, ultimately, 3) improving attendance, academic performance, and behavior.
- The opportunity it provides parents to communicate confidentially their perceptions and concerns about the center in a neutral context.

- Make sure parents are aware that the center/grantee will take their data very seriously and involve them in the process of addressing their needs. This communicates that taking the survey is worth their time.

STEP 3: Identify your target sample. Open the “Teacher-Student List” spreadsheet (from Attendance file). All students on the list parents/caregivers are eligible to complete the survey.



Write down the name of your center (as was written on the grant application, see Appendix B) and share this with your parent(s). They will be asked to select your center from a list of 100+ centers.

STEP 4: While the surveys are anonymous and voluntary, you can track which parents have completed the survey (e.g., via the Teacher-Student List spreadsheet) and conduct follow-ups/reminders as necessary. *Parent surveys are the most difficult to get so we encourage you to be creative and motivate parents to complete.*

SCHOOL ADMINISTRATOR SURVEY

A single survey from each partnering school is requested. A “partnering” school(s) is one that students in your 21st CCLC program attend.

School Administrator Survey → <https://www.surveygizmo.com/s3/3352682/schooladmin>

STEP 1: Select a survey administration window (e.g., 3-4 weeks). Remember, we would like these done by **June 1st**. Also select the method of administration; online is the preferred method but if you would like to administer a paper copy then you will need to factor in time to make copies and enter the survey data onto the online form.

STEP 2: Identify the best way to administer the school administrator survey. For example, you can send an email communication with the survey link or during your meeting (see above re: teacher surveys), you can provide the survey link to the administrator in person. An example of a notification is provided in the Appendix.

STEP 3: The grantee administrator can track counts by school. Please conduct follow-ups/reminders as necessary to ensure a high response rate.

PROGRAM STAFF SURVEYS

All staff within a center (program leaders and assistants, staff working at multiple sites, etc.) who work with students directly should have the opportunity to participate in the program staff survey. This is especially important to have confidence that the results are unbiased and are truly representative of staff perceptions.

Program Staff Survey → <https://www.surveygizmo.com/s3/3352937/programstaff>

STEP 1: Select a survey administration window (e.g., 3-4 weeks). Remember, we would like these done by **June 1st**. Also select the method of administration; online is the preferred method but if you would like to administer a paper copy then you will need to factor in time to make copies and enter the survey data onto the online form.

STEP 2: Identify the best way to administer these surveys. For example, as part of a staff meeting or request they be completed during a specified work time.

STEP 3: Due to the anonymous nature of these surveys, it is not possible to track for completion. However, it is strongly recommended that at least two reminders be delivered to staff (one week prior to due date and one day prior to due date).

PROGRAM ADMINISTRATOR SURVEYS

The administrator for the center who is most familiar with programming and center practices (e.g., student recruitment, staff training, etc.) should complete the program administrator survey. If necessary, multiple administrators can work together to complete the survey in a single seating, but submit one per center.

Program Administrator Survey → <https://www.surveygizmo.com/s3/3353354/programadmin>

Remember, we would like these done by June 1st.

3. GRANTEE ADMINISTRATOR INSTRUCTIONS FOR REPORTS

VIEWING REPORTS AND MONITORING RESPONSE RATES

All grantee administrators that are listed in the provided file "2018-2019 Sites and Centers with Contact Information.xls" will receive a link to their survey completion report. **If you would like to assign someone else (or add another person(s)), please email your request to support@jemrllc.com (include Name and Email of additional person).**

A. Viewing the Completion Reports

You will receive an email from JEM & R that will include a link to access your latest survey counts. Simply open the email and click on the link (**TIP:** save this email or bookmark the webpage so you can easily find this information in the future).

A sample of a completion report (for the Teacher Survey) is shown below:

Completion Report for Montana 21st CCLC School Teacher Survey Part 1

Response Counts

Augusta Public Schools

	Count	Percent
Complete	1	100
Partial	0	0
Total	1	

Bigfork ACES, Inc.

	Count	Percent
Complete	1	100
Partial	0	0
Total	1	

In the completion report, counts are broken out by CENTER so you can track for each center.

For which 21st Century Community Learning Center (after school program) are you reporting?

Value	Percent	Count
Augusta Public Schools	50.0%	1
Bigfork ACES, Inc.	50.0%	1
	Total	2

Your (TEACHER) last name (this information is ONLY for tracking of completed surveys)

Augusta Public Schools

Count	Response
1	Smith

Bigfork ACES, Inc.

Count	Response
1	Jones

NOTE: This item will allow you (and center directors) to track which teachers have completed the survey and how many they have submitted. This should be cross-checked against the center's Teacher-Student List.

School name

Augusta Public Schools

Count	Response
1	Scott Elementary

Bigfork ACES, Inc.

Count	Response
1	Dade Middle School



1. If you have multiple centers, we recommend sharing these counts with your Centers so they can monitor and conduct follow-ups as needed to produce a high response rate (our goal is *at least 70%*).

2. Completion reports will be provided for the following surveys only: 1) Teacher Survey, 2) Student Survey, and 3) Parent Survey.

3. Request from each center their total counts (from the Teacher Student List) of surveys they requested from each of the above respondents. This is the denominator for calculating response rate. The numerator are the counts provided in the Completion reports. To calculate your center'(s) response rate by dividing the Total counts (from Teacher Survey List) by Completion counts. Remember, we want this to be at least 70%.

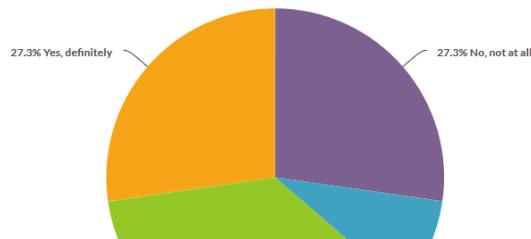
B. Survey Results Reports

Approx. two-four weeks after all the surveys close (June 1st), you will receive an email from JEM & R that will include a link as well as PDF copy of your survey results by center. Below are a couple of snapshots of what the report will look like.

14. How much to you agree or disagree with each of the following?

	Strongly Agree	Disagree	Agree	Strongly Agree	Responses
I like the after school program. Count Row %	4 57.1%	0 0.0%	2 28.6%	1 14.3%	26.9%
I would recommend the after school program to my friends who do not already attend. Count Row %	1 11.1%	3 33.3%	0 0.0%	5 55.6%	34.6%
I want to come back to the after school program next year. Count Row %	4 40.0%	1 10.0%	2 20.0%	3 30.0%	38.5%
Total					100.0%

15. Would you like more activities, other than homework help, in the after school program?



APPENDIX A: SAMPLES

EMAIL FOR GRANTEE / CENTER ADMINS RE: SURVEY ADMINISTRATION

Grantees – please edit as needed and share this with your centers asap.

Hello,

As part of the 21st Century Community Learning Centers (CCLC) grant, we are required to conduct six surveys:

- a. Teacher Survey – due April 30th
- b. School Administrator Survey– due June 1st
- c. Student Survey– due April 30th
- d. Parent Survey – due June 1st
- e. Center Staff Survey– due June 1st
- f. Center Administrator Survey– due June 1st

In consultation with the Office of Public Instruction, the surveys are being coordinated by Miriam Resendez, President of JEM & R and the state evaluator for the Montana 21st CCLC Grant. Attached to this email is a guidebook that was designed to help ensure that the survey administration process goes as efficiently and as problem free as possible. Every effort has been made to minimize local survey responsibilities, but there are still steps and details involved in successfully conducting the surveys. Step-by-step, this guidebook describes the main tasks that need to be performed and offers strategies to help you along the way.

Because surveys are center-based (i.e., they are initiated at the center level), the 21st CCLC Center Director/Administrator (you) plays a major role in this process. While the director may designate a staff person within the center to be in charge of the survey administration, ultimately it is the Center (and Grantee) Directors'/Administrators' responsibility to ensure a high response rate --- our goal is for **a minimum 70% response rate** for all surveys. Tools and tips are provided in the guidebook on how you can achieve this but your suggestions are also welcomed!

Please carefully read through the entire guidebook. If you have any questions, please contact Amanda Domino or JEM & R as noted in the guidebook.

Thank you ahead of time for your efforts in helping to make this a successful survey period!

(Grantee Name)

EXAMPLE PARENT/GUARDIAN NOTIFICATION/OPT-OUT FORMS

These sample forms can be used to notify parents/guardians of the upcoming 21st CCLC Survey administration and provide the opportunity to opt out if desired. **It is important to check with your Grantee Administrators / Governing Board / School Board about required or preferred language.**

EXAMPLE PARENTAL NOTIFICATION/OPT-OUT FORM

Dear Parent / Caregiver:

The 21st CCLC Student Survey (for students in grades 2-12) is an anonymous survey used to measure how we are doing as an after school program and obtain information on their perceptions of school-related work, motivation, engagement, and behavior, and feelings about safety.

The survey includes 22 to 48 questions (depending on grade range) and should take no more than 10–20 minutes to complete. This is an [online] survey and with your and your student's permission, students will be provided with a computer to take the survey.

The survey is voluntary and parents/guardians should be given the option to opt out if desired.

The data collected from the survey will be used to identify student perceptions of changes they may have experienced as a result of their participation in our program as well as obtain important feedback so that we can improve our services. Responses are housed securely and with the state's 21st CCLC evaluator for evaluation research purposes. This evaluation research project is in compliance with human subjects regulations (Protection of Human Subjects 45 CFR 46). The survey is anonymous (we do NOT ask for student names), is kept private and data is not shared with anyone outside of the researchers and evaluators on the state evaluation team, and data is reported in ONLY aggregate form.

Our desire is to involve parents in their children's experiences. If you **do not** wish for your student to participate in this important activity, please sign and return this form to the afterschool program by _____. If you would like to examine the survey, please come by the center between _____ and _____ and we will be happy to provide you with a copy for your review.

Do not return this form if your child CAN participate in this survey.

If you do not wish your child to participate in this survey, please sign this form and return it to the center by _____.

I would prefer that my child NOT participate in the 21st CCLC Student Survey.

Student Name: _____

Parent Signature: _____

EXAMPLE SURVEY ADMINISTRATION SCRIPTS

Use these scripts as examples for how to introduce the survey to students immediately before they complete it.

INTRODUCING THE SURVEY FOR ELEMENTARY STUDENTS

“We want to know what you think about our program and how it may affect you. There are no right or wrong answers—this is not a test! We just want to know how you feel. Your answers give us important information to help our program become even better.

Your answers are anonymous, which means your teachers or family will not see your answers. No one will ever see how you filled out your own survey.

Participation is voluntary, this means you don't have to take the survey or complete any questions that you don't want to answer.

Anyone who does not wish to participate should tell me now.

Please read each item carefully and mark one choice for each item. If you prefer not to answer a question just skip it. If you need help reading a question, you may ask the person giving the survey or another adult here at the center to help you.

This survey should take you about 10 minutes.

Now you can read the directions on the computer screen and go to question number one. For question 1, be sure to select (*Center Name as written in Appendix B – write it down nearby so they can easily see spelling*). When you have completed the entire survey, click the submit button and exit the survey. If you have any questions during the survey, please raise your hand. Once the survey has begun, do not talk.

Thank you for taking this survey!

Please begin.”

INTRODUCING THE SURVEY FOR MIDDLE/HIGH SCHOOL STUDENTS

“We want to know what you think about our program and how it may affect you. There are no right or wrong answers—this is not a test! We just want to know how you feel. Your answers give us important information to help our program become even better.

All of your responses are completely anonymous; your teachers and family will not see your answers. No one will ever see how you filled out your own survey.

Participation is voluntary. You are here because your parent or guardian gave their permission for you to participate, but you don't have to take the survey or complete the questions that you don't want to answer.

Anyone who does not wish to participate should tell me now.

As you respond to each item, focus on your thoughts and feelings based on your own personal experiences as a student. If you prefer not to answer a question just skip it. If you need help reading a question, you may ask the person giving the survey or another adult here at the center to help you.

This survey should take you approximately 15-20 minutes.

Now you can read the directions on the computer screen and go to question number one. For question 1, be sure to select (*Center Name as written in Appendix B – write it down nearby so they can easily see spelling*). When you have completed the entire survey, click the submit button and exit the survey. If you have any questions during the survey, please raise your hand. Once the survey has begun, do not talk.

Thank you for taking this survey!

Please begin."

EXAMPLE TEACHER SURVEY NOTIFICATION

Hello _____,

Your students' afterschool program (*insert here name as listed in Grantee/Center List*) would appreciate your completing a short online teacher survey within the next ___ weeks to support the work of its federally funded 21st Century Community Learning Center (CCLC) grant. The survey is part of the State & Local Evaluation of this grant, and is important to understanding how 21st CCLC can influence student outcomes, such as increased student academic performance.

Your participation is voluntary, but it is very important for us and our work.

The 21st CCLC program is largely focused on providing enrichment activities outside of school hours that (*insert here what your program does and how it impacts/aligns with school day such as: help students meet state and local standards in core academic subjects. In addition, the 21st CCLC grant supports other educational services, including literacy, to the families of participating children*).

- The information you provide will help improve our program and guide its efforts to provide student enrichment, enhance learning supports, promote positive youth assets, and ultimately, student achievement (*or state your own mission*).
- **There are two parts of the survey.** The first part asks the extent to which you have observed changes in your student's behavior including but not limited to: homework completion, class participation, academic performance, attendance, motivation, and peer relations. The second part of the survey asks for your feedback on the program and collaborative activities. We estimate the first part to take approximately 10 minutes per student, and the second part to take 5-8 minutes.
- **Your answers to the survey questions are completely private and confidential.** The nature of the first part of the survey means that you will be asked to supply your and the student's name and hence, your answers will be identifiable. However, rest assured that your answers are completely confidential and will be only known to the researchers involved in the analysis of these surveys. Grantee/center staff will have access to your name ONLY to track survey completion but will NOT have access to your individual responses. These data will ONLY be reported in aggregated form and used as part of the local, state, and federal evaluation of 21st CCLC programs. The second part of the survey is anonymous and provides an opportunity for you to communicate in a private, neutral context your perceptions about the center.

Teacher Survey - Part 1

The following is a list of students in our program who we have identified as being in your classroom. We ask that you complete **Part 1 of the Teacher Survey** for EACH of the following students:

(insert here from teacher class list)

You can access Part 1 of this survey by going to the following web address:

<https://www.surveygizmo.com/s3/4048670/TeacherSurveyPart1>

A couple of important notes on the survey:

- Please select **(insert here name as listed in Grantee/Center List)** as the Center Name for the student.
- After you hit submit at the end, you will be presented with a new survey. Complete a new survey if you have an additional student to rate. Otherwise, go to Part 2 below.

Teacher Survey - Part 2

Complete this survey ONLY ONCE.

You can access Part 2 of this survey by going to the following web address:

<https://www.surveygizmo.com/s3/3352888/teacherpart2>

Timeline

You will have access to this online survey for ____ WEEKS beginning _____. We ask that you complete the survey(s) by _____.

Thank you again for your assistance in helping improve our program,

(Center Director)

EXAMPLE TEACHER REMINDERS / FOLLOW-UPS

Hello,

I just wanted to send a friendly reminder that the 21st CCLC Teacher Survey is due on _____. You can access the survey via the following two links:

To be completed per student → <https://www.surveygizmo.com/s3/4048670/TeacherSurveyPart1>

To be completed ONCE → <https://www.surveygizmo.com/s3/3352888/teacherpart2>

If you have already completed the survey, thank you for your assistance in helping improve our services and to measure important outcomes. If you have not, we look forward to receiving your surveys in the next few days.

Thank you again and if you have any questions, please don't hesitate to contact me.

(Center Director)

EXAMPLE SCHOOL ADMINISTRATOR SURVEY NOTIFICATION

Hello _____,

Your students' afterschool program (*insert here name as listed in Grantee/Center List*) would appreciate your completing a short online administrator survey within the next ___ weeks to support the work of its federally funded 21st Century Community Learning Center (CCLC) grant. The survey is part of the State & Local Evaluation of this grant, and is important to understanding how 21st CCLC Afterschool Programs are working collaboratively with their school partners. **Your participation is voluntary, but it is very important for us and our work.**

As you may be aware, the 21st CCLC program is largely focused on providing enrichment activities outside of school hours (*insert here what your program does and how it impacts/aligns with school day such as:* help students meet state and local standards in core academic subjects. In addition, the 21st CCLC grant supports other educational services, including literacy, to the families of participating children).

- The information you provide will help improve our program and guide its efforts to provide student enrichment, enhance learning supports, promote positive youth assets, and ultimately, student achievement (*or state your own mission*).
- The survey measures collaboration between school and afterschool program and your satisfaction / feedback with the program. We estimate the survey to take approximately 5-8 minutes.
- **Your answers to the survey questions are completely anonymous, private and confidential**, and provides an opportunity for you to communicate in a private, neutral context your perceptions about the center. All data will be reported in aggregate form only and only when sufficient sample sizes exist (10 or more).

You can access this survey by going to the following web address:

<https://www.surveygizmo.com/s3/3352682/schooladmin>

You will have access to this online survey for ___ WEEKS beginning _____. We ask that you complete the survey(s) by _____.

Thank you again for your assistance in helping improve our program,

(Center Director)

APPENDIX B: GRANTEE AND CENTER NAME LISTING

Please use the following naming conventions when reporting Grantee and Center data. These exact titles should be provided to survey respondents so they can select the correct entity when selecting your grant/center in the surveys.

Grantees (Per E Grants Application)	Grantee Centers (Name as per E Grants Application)
BOULDER ELEM - CONSORTIUM	Basin Elementary School
BOULDER ELEM - CONSORTIUM	Boulder Elementary School
BOULDER ELEM - CONSORTIUM	Jefferson High School District #1
BOULDER ELEM - CONSORTIUM	Twin Bridges School District #7
BOYS & GIRLS CLUB OF GLACIER COUNTRY-COLFLS	Boys & Girls Glacier-COLFLS
BOYS & GIRLS CLUB OF LEWISTOWN	Boys & Girls Club of Lewistown
BOYS & GIRLS CLUB OF YELLOWSTONE-CASTLE ROCK	Bair Family Clubhouse
BOYS & GIRLS CLUB OF YELLOWSTONE-CASTLE ROCK	Bench Extension
BOYS & GIRLS CLUB OF YELLOWSTONE-MCKINLEY	McKinley/Teen
BOYS AND GIRLS CLUBS OF CASCADE COUNTY - CONSORTIUM	Great Falls Housing Authority Club
BOYS AND GIRLS CLUBS OF CASCADE COUNTY - CONSORTIUM	Westside Boys & Girls Club
BROWNING ELEM	Browning Elementary (2-3)
BROWNING ELEM	Browning High School (9-12)
BROWNING ELEM	Browning Middle School (7-8)
BROWNING ELEM	Browning Summer Center* (No surveys requested)
BROWNING ELEM	Browning-KW Bergan & Vina Chattin Elementary School
BROWNING ELEM	Napi Elementary (4-6)
BUTTE ELEM	Butte Summer Center - East Middle School (No surveys requested)
BUTTE ELEM	Emerson Elementary
BUTTE ELEM	Kennedy Elementary
BUTTE ELEM	Margaret Leary Elementary
BUTTE ELEM	West Elementary
BUTTE ELEM	Whittier Elementary (Butte)
CASCADE ELEM-CONSORTIUM	Cascade Public School
CASCADE ELEM-CONSORTIUM	Ulm Public School

MONTANA 21ST CCLC SURVEY ADMINISTRATION GUIDE

CENTERVILLE ELEM	Centerville Public School District
CHARLO ELEM	Charlo
Conrad Consortium	Chester-Joplin-Inverness Schools
Conrad Consortium	Conrad High School 7-12
Conrad Consortium	Meadowlark School
Conrad Consortium	Utterback School
CORVALLIS K-12 SCHOOLS	Corvallis 7-8
DIXON	Dixon School 21st CCLC
DRUMMOND ELEM	Drummond Elementary (K-6)
DRUMMOND ELEM	Drummond JH/HS (7-12)
EAST HELENA ELEM	Prickly Pear Elementary School
EAST HELENA ELEM	Radley Elementary School
EUREKA ELEM	Eureka Elementary
Fairview Consortium	Circle
Fairview Consortium	Fairview
Fairview Consortium	Frontier
FRENCHTOWN K-12	Frenchtown-Colt's Community Learning Center
GREATER GALLATIN UNITED WAY	Whittier (Greater Gallatin United Way)
GREATER GALLATIN UNITED WAY	Saddle Peak Elementary School
HAMILTON K-12	Hamilton High School (9-12)
HAMILTON K-12	Hamilton Middle School (6-8)
HAMILTON K-12	Keystone - Hamilton Elementary
Hays Lodge Pole K-12 Consortium	Hays Lodge Pole Elementary School
Hays Lodge Pole K-12 Consortium	Hays Lodge Pole High School
Hays Lodge Pole K-12 Consortium	St. Pauls Mission School
HEART BUTTE K-12	Heart Butte K-12 Center
HELENA FAMILY YMCA	Bryant
HELENA FAMILY YMCA	Helena Middle School
HELP Boys & Girls Club (Havre)	Boys & Girls Club of the Hi-Line
HELP Boys & Girls Club (Havre)	Havre Middle School
HELP Boys & Girls Club (Havre)	Sunnyside Intermediate School
Highwood Consortium	Fort Benton Elementary
Highwood Consortium	Geraldine Elementary
Highwood Consortium	Highwood Elementary
Hot Springs Consortium	Hot Springs High School
Hot Springs Consortium	Plains High School
Irwin & Florence Rosten Foundation (MAPS)	MAPS Media Institute
LAME DEER	Lame Deer Elementary School
LAME DEER	Lame Deer High School
LIBBY K-12	Libby Elementary School
LIBBY K-12	Libby Middle/High School
Lincoln Consortium	Augusta Public Schools

MONTANA 21ST CCLC SURVEY ADMINISTRATION GUIDE

Lincoln Consortium	Helmville Elementary
Lincoln Consortium	Lincoln K-12 Schools
Lincoln Consortium	Ovando Elementary
LODGE GRASS ELEM-CONSORTIUM	Arrow Creek Elementary School
LODGE GRASS ELEM-CONSORTIUM	Lodge Grass Elementary School
LODGE GRASS ELEM-CONSORTIUM	Lodge Grass High School
LODGE GRASS ELEM-CONSORTIUM	Plenty Coups High School
LODGE GRASS ELEM-CONSORTIUM	Wyola Public School
LONE ROCK ELEM	Lone Rock School
MISSOULA ELEM	Missoula-C.S. Porter Middle School
MISSOULA ELEM	Missoula-Franklin Elementary School
MISSOULA ELEM	Missoula-Hawthorne Elementary School
NOXON ELEM	Noxon Schools
PHILLIPS COUNTY COALITION FOR HEALTHY CHOICES-CONSORTIUM	Harlem Afterschool Program
PHILLIPS COUNTY COALITION FOR HEALTHY CHOICES-CONSORTIUM	Malta Boys & Girls Club
POLSON ELEM	Linderman
Rocky Boy Consortium	Box Elder Schools
Rocky Boy Consortium	Rocky Boy Schools
RONAN ELEM	Ronan/Pablo-K. William Harvey Elementary
RONAN ELEM	Ronan/Pablo-Pablo Elementary
RONAN HS	Ronan High School
RONAN HS	Ronan Middle School
Seeley Lake Consortium	Clinton Elementary
Seeley Lake Consortium	Seeley Lake Elementary
Seeley Lake Consortium	Swan Valley Elementary
SHERIDAN ELEM	Sheridan Elementary School
SHERIDAN ELEM	Sheridan School (Middle School/High School)
Superior Consortium	Alberton School District #2
Superior Consortium	Superior School District #3
Townsend Consortium	Stevens Youth Center
Townsend Consortium	Townsend Schools
WHITEHALL H S	Whitehall K-8
Yellowstone Consortium	Bridger Public Schools
Yellowstone Consortium	Friendship House
Yellowstone Consortium	Fromberg School District
Yellowstone Consortium	Huntley Project School District
Yellowstone Consortium	Orchard School
Yellowstone Consortium	Terry Schools