



March 31, 2014

PLEASE READ THE COVER LETTER AND ALL ACCOMPANYING ATTACHMENTS BEFORE ADMINISTERING SURVEYS.

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Dear Sub-Grantees,

Thank you for your commitment to providing much needed afterschool services to students and parents across the State of Florida. The Research and Evaluation Unit (REU) is providing access to surveys in support of your summative evaluation and PPICS data collection and reporting requirements. To that end, we are providing a web link for accessing electronic parent, student, and teacher surveys along with administration guidance for each survey. The parent survey is available online and on paper in English and Spanish. Below are highlights for each survey. Specific guidance and instruction for each survey follows.

All Surveys

Surveys should be completed and submitted by **May 30, 2014**. Surveys are located online at <http://21stcclc.flchild.com/C1/index.php/survey/>. This web address will take respondents to a webpage with links to each of the following surveys and instruction for selecting the appropriate survey:

- 21st CCLC Parent Satisfaction Survey
- Encuesta de Satisfacción de Padres de 21st CCLC (Spanish Parent Survey)
- 21st CCLC Teacher Survey of Student Improvement
- 21st CCLC Student Satisfaction Survey

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On the online surveys, respondents will be asked to select the name of the program site that the student attends from a drop-down menu. On the paper format of the *Parent Satisfaction Survey*, parents will NOT indicate the program site name because the name will be printed on the survey.

The program site names pertaining to your program found within the online survey drop-down menus include:

Program Site Name(s):

- 137. Florida National University: Hialeah Senior High School**
- 138. Florida National University: Westland Hialeah Senior High School**

For your programs to receive a file with data linked to your specific program and sites, it is **critical** that each survey respondent select the accurate program site name. Included within this guidance are suggestions for ensuring that survey respondents accurately report this information.

Teacher Survey of Student Improvement

School-day teachers completing this survey will need access to the student's identification code, name of your program, and the name of the afterschool site for the student they are rating. Suggestions for accomplishing this are detailed in the *Teacher Survey of Student Improvement Guidance*. We recommend that you communicate to teachers via a letter (provided as an attachment in this package) so they know which student(s) they should be rating, the student's identification code, and the program site names.

The teacher survey is also included in this package. Though not preferred, if there are logistical barriers to having teachers directly complete the survey online, this form could be copied and distributed to teachers for completion on paper and later entered online. However, someone on your staff **must enter the teacher reported survey data online**. Please **do not mail paper teacher surveys** to the REU.

Parent Satisfaction Survey

Along with the online survey option, parents may complete the survey on paper in English or Spanish. We recommend that you communicate with parents about the survey via a cover letter (provided as an attachment in this package) during drop-off or pick-up. We also suggest allowing parents to use your computer facilities to take the survey online, if possible.

You will soon receive print-ready PDF parent survey documents via email that can be printed by your program (or sites) and distributed to parents as needed. Paper surveys should only be provided to parents who are unable to access a computer with internet or who would only complete the survey on paper. Recommendations for administration and encouraging parent survey completion are provided in the *Parent Satisfaction Survey Guidance*.

Student Satisfaction Survey

Students participating in your 21st CCLC program in grades 3 to 12 should complete this survey. Younger students may also complete the survey, although it is more appropriate for 3rd grade and above. As indicated, students will need to know the name of their site (or corresponding number) as shown in the drop down menu list earlier in this document. Suggestions for ensuring this are found in the *Student Satisfaction Survey Guidance*.

We recommend that you allow time during your program for students to complete the survey all at the same time or in groups. The survey should only take 15 minutes or less of their time.

Thank you for patience, understanding, and cooperation in completing these surveys. If you have any survey questions or needs, please contact us at 21stcclceval@thechildrensforum.com or 888-FL-CHILD.

Sincerely,



Melissa Clements, PhD
21st CCLC Administrative Project – REU Director

2013-2014
21st CCLC Teacher Survey of Student Improvement Guidance

Teacher surveys on student improvement need to be completed by school-day teachers to assess the educational behaviors/performance of students participating in 21st CCLC programs. Each sub-grantee is required by USED to report their teachers' surveys to **PPICS** annually. Data obtained from these teacher surveys will also be utilized for sub-grantee summative evaluation reports and for the statewide summative evaluation report. Please see the following guidelines for administering the teacher surveys.

- Teacher surveys are **available online** at <http://21stcclc.flchild.com/CI/index.php/survey/>. Once at this webpage, the teacher will be instructed to click the teacher survey link.
- For every student who is a **regular attendee (30 days or more)**, select one of his or her regular school-day teachers to complete the teacher survey. For elementary school students, the teacher should be the regular classroom teacher. For middle and high school students, a **mathematics or English teacher** should be surveyed. Although you may include teachers who are also serving as 21st CCLC program staff, it is preferable to survey teachers who are not also program staff. There should be one teacher survey filled out for every student identified as a regular attendee.
- **It is not necessary for all surveys for a given site to be completed by the same teacher** (e.g., the teacher survey for John could be completed by his English teacher, Mr. Smith and the survey for Sarah could be completed by her math teacher, Mrs. Perez).
- **Survey response options are divided into two groups:** (1) **Did Not Need to Improve** indicating that the student had already obtained an acceptable level of functioning and no improvement was needed during the course of the school year and (2) **Improvement Warranted** indicating that the student was not functioning at a desirable level of performance on a given behavior. If the student needed improvement on a particular behavior, teachers are to rate the level of improvement during the school year. If a specific behavior is not applicable for the student (e.g., student is too young for homework), teachers should not provide a response for that question.
- Teachers will need to know **each student's identification code** to complete the survey. This is a unique code assigned to each 21st CCLC student. It should NOT be the student's social security number. You could use the unique school district code for each student or assign your own unique code to each student. Just be sure that (1) a different code (any unique string of numbers and/or characters) is assigned to each student and (2) that you maintain a list of the unique codes associated with each student's name for tracking purposes and for linking the survey data to individual students. The data file that the REU sends back to each program will include only the student code. So, it is imperative that each program can link the student data to the appropriate student.
- Teachers will need to know the **grant name of your afterschool program and the name of the site** where the student attends. There is a question at the beginning of the

survey which is listed along with a corresponding number in a drop-down menu of the survey. The correct program site name **MUST** be selected or the data cannot be accurately linked to your program and sites.

- **A teacher letter template follows on the next page.** This letter could be provided to each teacher asked to complete one or more of the student surveys. You would circle the appropriate site for each teacher and fill in the information in the chart **for each student** for which the teacher is responsible for completing a survey.

The 21st CCLC Administrative Team will **provide a teacher survey data spreadsheet** to program main contacts via email once all data have been submitted and processed. This will provide you with the data to be included in your Summative Evaluation and in PPICS.

Dear Teacher,

School-day teachers of students regularly attending the 21st CCLC afterschool program are being asked to provide information about participating student's school-related behaviors to help evaluate the impact of the program. This information is required by USED and is critical for examining the impact of our program and the statewide 21st CCLC initiative. The information will also allow us to make programmatic improvements to better serve children and families in the future. The survey can be accessed at <http://21stcclc.flchild.com/CI/index.php/survey/> by clicking the *21st CCLC Teacher Survey of Student Improvement* link on the webpage. We greatly appreciate your assistance in completing this survey.

You will need the following information to complete of the survey. A separate survey will need to be completed for each student listed in the table below.

Program Site Name:

137. Florida National University: Hialeah Senior High School
138. Florida National University: Westland Hialeah Senior High School

Sincerely,

Florida National University

2013-2014
21st CCLC Parent Satisfaction Survey Guidance

WHO should take the Survey? All parents of children participating at your 21st CCLC sites should be given the opportunity and be encouraged to complete the *Parent Satisfaction Survey*.

WHAT is assessed and **WHY** take the survey? The data from the *Parent Satisfaction Survey* provides information to assess parent perceptions of their child's 21st CCLC program for summative evaluation reporting and to guide continual program improvement for better serving children and families.

WHERE should the survey be taken? The survey can be completed online at <http://21stcclc.flchild.com/CI/index.php/survey/>. Once at this webpage, parents will click the appropriate parent survey link depending on their language preference. The survey may also be completed on paper for parents unable to access a computer with internet. If completed on paper, the survey can be returned to the program site and mailed to the REU by your program staff or mailed directly by parents to the REU using a business reply envelope (available to your program upon request).

WHEN and **HOW** to administer, collect, and submit surveys? It is recommended that you provide each parent with a letter (attached) explaining how to complete and return the survey.

Data Collection Requirements

- For online surveys, be sure parents know the **name (and corresponding number) of the site** their child attends which is found in the attached parent cover letter. They will need to enter this into a drop-down menu. For programs with multiple sites, we recommend circling or highlighting the appropriate site before distributing the parent letter.
- For paper surveys, each PDF print-ready survey will have a unique program site name. If you have multiple sites, **you must ensure that surveys are distributed to the specific site identified on the survey**. When the surveys are scanned, the data will be associated with the site name on the survey.
- Paper surveys **should not be folded, stapled, or creased** as they will be scanned.
- Surveys are to be **completed by only one adult family member** for each student.
- For guardians who have multiple children attending the same site, they **only need to complete one survey** per site.
- Parent or student **names or social security numbers should not be included** on the survey. The surveys are intended to be anonymous.

- All surveys are due by **May 30, 2014**. Paper surveys that are returned to your sites should be **collected and mailed to the REU in sufficient time to be received by May 30, 2014** at the address below.

Suggested Survey Administration Options (for your consideration):

- Allow parents to complete the online survey at one of your site computers when they pick-up or drop-off their child.
- Provide a data collection location for paper survey submission at your sites (e.g., suggestion box) **as long as the survey can be submitted without being folded or bent**.
- Designate a program staff person(s) to physically collect paper surveys from parents.
- For parents who are unable to return the survey to the site, provide them with a business reply envelope (available upon request) to mail their survey directly to the REU.

Process for receiving parent survey data from the REU

The REU will scan the forms and create a data spreadsheet for each program. Program sites will be identified within the spreadsheet. The data spreadsheet will be emailed to program main contacts once the data have been submitted and processed.

If you have any questions or need additional surveys, please contact the REU at 21stCCLCeval@thechildrensforum.com.

Mailing Address

Children's Forum
21st CCLC, Research and Evaluation Unit
2807 Remington Green Circle
Tallahassee, FL 32308-3752

Parent Satisfaction Survey Introduction Letters
Follow in English and Spanish

Dear Parent,

We appreciate your support for a successful year of programming for your child with the 21st Century Community Learning Center (21st CCLC)! Please consider completing a *Parent Satisfaction Survey* regarding your experience with your child's 21st CCLC program. This survey can be completed online at <http://21stcclc.flchild.com/CI/index.php/survey/> or on paper. Paper surveys are available at the afterschool program your child attends. If you wish to complete a paper survey, please either return the paper survey to staff at your child's afterschool program or request a postage-paid business reply envelope and mail the survey directly to the research team. For either option, we need to receive the survey by **May 30, 2014**.

You will not be asked to provide your name or your child's name. The online survey will ask you to select from a drop-down menu the name of the afterschool program site your child attends as listed below (if more than one is listed, choose the site your child attends). Your child's site will be easy to find in the drop-down menu if you look for the number in front of the site name.

Program Site Name(s): Please choose the site that your child attends from the following list:

- 137. Florida National University: Hialeah Senior High School
- 138. Florida National University: Westland Hialeah Senior High School

The Children's Forum provides administrative oversight for all of the 21st CCLC programs statewide. Your responses will be provided to programs in aggregate and will be anonymous. It is critical for us to better understand what is working and what is not to provide better services to you, your child, and the program. Thank you for your time and we look forward to continuing this journey by working together to provide the best afterschool programming to your children.

Sincerely,

The Research and Evaluation Unit at the Children's Forum, Inc.
Florida's 21st CCLC Administrative Team
On behalf of the 21st CCLC program: Florida National University

Estimado Padre,

Agradecemos su apoyo durante un año del programa para el éxito de su niño en el programa del 21st Century Community Learning Center (21st CCLC por sus siglas en inglés). Por favor considere completar la *Encuesta de Satisfacción de Padres* sobre su experiencia con el programa 21st CCLC de su hijo(a). Esta encuesta se puede completar en el sitio web:

<http://21stcclc.flchild.com/CI/index.php/survey/> o en papel. Las encuestas en papel están disponibles en los programas después de la escuela que su hijo(a) asiste. Si usted desea completarla en papel, por favor entréguela a la persona que está en el programa después de la escuela o pida un sobre con correo ya pagado y envíelo directamente al equipo de investigación. Por favor, envíela antes del **30 de mayo del 2014**.

No se le preguntará su nombre ni el nombre de su hija(o). La encuesta por internet le preguntará para seleccionar el nombre del programa después de la escuela al cual su hijo/a asiste como aparece aquí abajo (si hay más de uno en la lista, elija solo el que asiste su hijo). El Programa será fácil para encontrarlo si mira el número en frente del nombre del lugar.

Nombre del Programa: Por favor escoja de la siguiente lista el sitio donde su hija(o) asiste:

- 137. Florida National University: Hialeah Senior High School
- 138. Florida National University: Westland Hialeah Senior High School

El Children's Forum provee vigilancia administrativa para todos los programas estatales del 21st CCLC. Sus respuestas serán dadas a programas en su totalidad y serán anónimas. Para nosotros es importante entender mejor qué sirve y qué no, para ofrecer mejores servicios para usted, su hijo(a) y el programa. De nuevo, le agradecemos su tiempo y esperamos continuar este camino juntos para proveerle a sus niños el mejor programa después de la escuela.

Atentamente,

La Unidad de Investigación y Evaluación en el Children's Forum, Inc.
El Equipo Administrativo de la Florida del 21st CCLC
De parte del programa 21st CCLC: Florida National University

2013-2014
21st CCLC Student Satisfaction Survey Guidance

WHO should take the survey? Students completing this survey should be on the official attendance list for your program. All students in grades 3 to 12 who have participated in at least one day of your 21st CCLC program during the 2013 to 2014 program year should complete a survey. Though recommended for 3rd grade and higher, the survey may also be completed (if desired) by children in grades kindergarten to 2nd with staff assistance.

WHAT is assessed and **WHY** take the survey? The data from the Student Satisfaction Survey provides information to assess student perceptions of each program site for summative evaluation reporting and to guide continual program improvement.

WHERE is the survey? The Florida 21st CCLC Student Satisfaction Survey is available on-line at the following link <http://21stcclc.flchild.com/CI/index.php/survey/>. Once at this webpage, students will need to click the student survey link.

HOW and **WHEN** to administer the survey?

- The survey should be administered through **May 30, 2014**.
- The survey will take most students about 15 minutes to complete.
- Adult support should be available as students complete the survey.
- Students will need assistance selecting the **Program Site Name** at the beginning of the survey which is listed along with a corresponding number in a drop down menu of the survey. The drop-down menu options are provided in the cover letter accompanying this document. The correct program site name **MUST** be selected or the data cannot be accurately linked to your program and sites. Strategies such as the following are recommended to ensure students select the correct site:
 - Write the program site name and number on the whiteboard/chalkboard or create and post a sign with this information.
 - Attach a sentence strip to the computer or desk with the program site name and number.
 - Provide strips of paper to each student with the program site name and number.
- Assure students that there are no “right or wrong” answers and that they only need to provide their honest opinion.
- Younger students may need more hands-on assistance in completing the survey.
- There are a number of yes/no items designed to allow students to only rate activities that are provided by your program. Also, some items will only be required of students in grades 6 and above. This means that each student may see slightly different items depending on their response to a prior item.

We appreciate your most conscientious efforts to collect each student's honest response to each survey item. The 21st CCLC Administrative Team will **provide a student survey data spreadsheet** to program main contacts via email once all data have been submitted and processed. Program sites will be identified within the spreadsheet.