

COVID-19 Support Survey

Available April 2020

Purpose

TNTP believes that an entire community plays a role in ensuring that students meet their full potential. We believe that when students, families, and community members form powerful partnerships with schools and districts, students reap the benefits. With COVID-19 changing the education landscape in unprecedented ways, understanding and responding to community stakeholders' most urgent needs is more important now than ever.

With this in mind, [TNTP's Insight Surveys](#) team developed the online COVID-19 Support Survey to provide district/network leaders quick and frequent access to the current experiences of different stakeholders across a school community. This pulse survey focuses on capturing regular data on stakeholder needs, so that districts in turn can provide in-the-moment support and urgently needed resources as well as plan for what may be needed in the future. The survey feeds into a reporting dashboard that enables leaders to easily interpret information and respond rapidly to stakeholders as they navigate the challenges of the COVID-19 outbreak.

Survey Objectives

Provide district / network leaders with:

- **immediate, actionable feedback on communications and supports** provided by the district (academic and non-academic),
- **input on additional communications and supports** (academic and non-academic) that stakeholders need from their district/network leaders,
- **valuable insight to support with planning** for the summer and next school year

Survey Audiences and Content

The survey allows for a variety of stakeholders, selected by the district, to provide their feedback. TNTP has identified five essential domains designed to generate actionable feedback on critical aspects districts and networks are currently facing.

Survey Domains	Description	Students	Families	Teachers/ Support Staff	School Leaders	Central Office
Basic Needs	Student and family needs related to food, housing, and childcare.	X	X	X	X	X
Student Learning	Access to technology and resources for students, families, and school-based staff to navigate remote learning; Effectiveness and frequency of communications between school/families	X	X	X	X	X
Connectedness	Continued interaction and collaboration between peers and groups of stakeholders			X	X	X
Communications & Expectations	Effectiveness and frequency of communications between district/network stakeholders and clarity of professional role and expectations		X	X	X	X
Future Planning	Preparation and thinking about needs for next school year				X	X

Description of Services: Survey Administration & Reporting

Survey Tools and Services

Tools and services provided by TNTP to the district will include:

- Survey content tailored to the selected stakeholder groups.
- Link to online survey in English and Spanish for the district/network to distribute to stakeholders (additional languages may be available for an additional fee)
- Communications templates in English and Spanish for each stakeholder group that the district/network can customize and send with the survey link
- Response dashboard (updated twice daily) where district/network leaders can access aggregated feedback from survey respondents and filter by stakeholder, school, and timing of response.
- Technical support to help users troubleshoot if they are having difficulty with the survey.

Survey Administration and User Experience

Prior to survey administration, districts will select the stakeholder groups they wish to target (options: students, families, teachers, non-instructional staff, school leaders, central office staff). If they wish to see results by school, districts will be asked to provide a file including school names and grade levels. Finally, districts will provide names, titles, and emails of leadership who should have access to the survey result dashboard. Prior to survey administration, TNTP will provide access to the item bank. Questions will be standard across sites, and any customization requests may come at an extra charge.

The district/network will then distribute the electronic survey via the link provided by TNTP using the means of its choice (SMS, email). Each respondent will self-select their role from a drop-down list and respond anonymously to questions tailored to their relationship with the district/network. The length of the survey is 3-5 minutes for any stakeholder and is continuously open for additional feedback. The survey is intended to be completed on a regular frequency (as determined by the district) to provide in the moment feedback on district efforts and ongoing input on needs. Each district decides how frequently to send the survey link to each stakeholder group.

Survey Results and Reporting

District/network leaders with permission will be able to access aggregated feedback from survey respondents on an online Tableau dashboard that is updated twice daily. Those with dashboard access will be able to sort and filter responses to view by stakeholder group, school, grade level, and date received. District leadership may also opt to download responses by school and share with school leaders. Districts will be responsible for translation of any open-ended responses.

Pricing

The \$5,000 cost of this service includes staff time to build a unique survey link and response dashboard for the district/network and associated technology costs. This price includes one unique survey link per district/network (regardless of number of stakeholders included). Not included is any question customizations or additions that a district may want. For more information on survey customization, please email contact information below.

Next Steps

We recognize the urgent need for this survey and our team is readily available to talk to someone on your team about operationalizing this initiative. We anticipate having survey links ready for distribution the week of 4/6. Email Allison.deptula@tntp.org to discuss next steps.