

MSIX Operational Analysis (OA) Plan

MSIX Operational Analysis (OA) Survey Plan

Purpose: An MSIX user survey is required to validate the findings of the MSIX Operational Analysis (OA). The data collected will be used to:

- Determine satisfaction with MSIX, records exchange, and the MSIX Team,
- Assess of progress with MSIX and records exchange, and
- Validate the findings of the OA.

MSIX IV&V will use the feedback collected to provide recommendations on how to refine MSIX processes and products to meet the expectations of the users.

The proposed survey questions can be found on page 2 of this plan.

Participants: The previous OA survey was given to all MSIX users. In order to get an accurate random sample of MSIX users who have logged on to MSIX in the last six months (1178), we need to collect at least 400 surveys. Since we anticipate a 50 percent response rate, we propose sending the survey to 800 MSIX users. Potential respondents will be selected after eliminating users who have frequent contact with the MSIX team (SUGAR members and active participants in MSIX meetings).

Survey Test: Based on lessons learned from the previous OA survey, we recommend testing the survey with a small group. Prior to distributing to the larger MSIX user pool, the draft survey should be sent to the small group of nine SUGAR members to ensure the questions to make sure they are understandable and comprehensive. These members will be excluded from the larger pool in order to reduce redundancy.

Distribution: The survey will be sent electronically through e-mail and responses will be collected through SurveyMonkey. A link to the survey can be found here:
<http://www.surveymonkey.com/s/MSIXCustomerSatisfaction>.

Next Steps:

1. The MSIX team will review the survey questions to ensure the questions meet the needs of the OA.
2. After questions have been approved by the MSIX team, the small group of nine SUGAR members will be asked to complete the survey. Based on the responses from the SUGAR members, questions will be modified for clarity.
3. MSIX IV&V will work with OME to submit the survey through the OMB approval process.
4. The survey will be distributed utilizing Survey Monkey. After the survey is approved, at least two weeks should be given to complete and return questionnaires.
5. MSIX IV&V will collect and analyze the results. The logistics team will develop a report outlining the findings of the report and recommended actions. This information will be included in the final OA. The raw data will also be provided to OME as an appendix to the report.

DRAFT MSIX OA SURVEY QUESTIONS
For Discussion Purposes Only

MSIX OA Survey:

Introductory paragraph:

Thank you for taking the time to answer questions about your experience with Migrant Student Information Exchange (MSIX). The following 20 questions should take no longer than 20 minutes to complete, and answers will be anonymous. The information collected will be used by the MSIX team to assess customer satisfaction with MSIX.

If you have questions about the survey, please contact Amanda Piasecki at apiasecki@kearnswest.com or (202) 535-7800.

Thank you for feedback.

Public Burden Notice

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 15 minutes/hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20202-4536 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1800-0011. Note: Please do not return the completed MSIX Reacts OA Survey to this address.

Questions

1. The U.S. Department of Education's MSIX team provides highly effective training to MSIX users. The MSIX team is composed of Office of Migrant Education (OME) staff; the Records Exchange Advice, Communication, and Technical Support (REACTS) team; the MSIX contractor (Deloitte), and the MSIX Independent Validation and Verification (IV&V) team.

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- No Basis to Judge

2. The U.S. Department of Education's MSIX team provides responsive help desk support to MSIX users.

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

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- No Basis to Judge
3. The REACTS Support Center provides responsive assistance with records exchange.
- Strongly Disagree
 - Disagree
 - Neither Agree or Disagree
 - Agree
 - Strongly Agree
 - No Basis to Judge
4. Useful information on the requirements, availability and benefits of the MSIX is available to prospective users.
- Strongly Disagree
 - Disagree
 - Neither Agree or Disagree
 - Agree
 - Strongly Agree
 - No Basis to Judge
5. MSIX is improving the interstate transfer and exchange of complete and accurate migrant student educational information.
- Strongly Disagree
 - Disagree
 - Neither Agree or Disagree
 - Agree
 - Strongly Agree
 - No Basis to Judge
6. MSIX provides users with a consolidated migrant student record in a timely manner in order to facilitate enrollment, placement, and accrual of credits for migrant students.
- Strongly Disagree
 - Disagree
 - Neither Agree or Disagree
 - Agree
 - Strongly Agree
 - No Basis to Judge
7. MSIX reduces workload associated with collecting, maintaining, and exchanging migrant student records.
- Strongly Disagree
 - Disagree
 - Neither Agree or Disagree
 - Agree
 - Strongly Agree
 - No Basis to Judge
8. I am satisfied with MSIX.
- Strongly Disagree

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- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- No Basis to Judge

9. MSIX overall offers good functionality and ease of use.

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- No Basis to Judge

10. When there is a problem or question with using MSIX, it is resolved quickly and clearly by the MSIX help desk.

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree
- No Basis to Judge

11. In what ways are MSIX and Records Exchange communications disseminated by your State? Check all that apply.

- Newsletters
- Listserv
- Brochures
- Conferences
- Webinars
- In-person communication (outside of conferences)
- Other

12. Does your State or local MEP office have a plan in place for distributing information about records exchange and MSIX?

- Yes
- No
- Don't know

If no, when and how does your State or local MEP office communicate information about MSIX and records exchange?

13. Which option below most closely describes how frequently you use MSIX to search for students?

- I use MSIX to search for students more than once a day.
- I use MSIX to search for students at least once every day.
- I use MSIX to search for students at least once a week.

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- I use MSIX to search for students at least once a quarter.
- I use MSIX to search for students once or twice a year.
- I never use MSIX to search for students.

If never, what do you use MSIX for?

14. In the last month, how often have you used the MSIX reporting functionality?

- None
- One time
- Two to five times
- Six to 10 times
- More than 10 times

15. Which of the below MSIX reports have you accessed? Check all that apply.

- MSIX Student Count
- Student Demographic
- Student Enrollment
- Student Course History
- Student Assessment
- Worklists By User
- Worklist Aging
- Data Load Files
- Unsure
- None of the above

19. List three (3) ways the MSIX or REACTS Team can assist you with MSIX and Records Exchange:

1. _____
2. _____
3. _____

20. Please provide any additional comments about your experience with MSIX and the MSIX team.