

# National Charter School Resource Center .....

Dear Colleague:

We are completing the second year of the operation of the National Charter School Resource Center (Resource Center) and would like your feedback on our website, newsletters, and webinars. The survey will take about 10 minutes to complete and is available at this link: \_\_\_\_\_

Your participation is completely voluntary. Your responses to this survey will be kept confidential and results will be reported only in the aggregate. No individual responses will be reported. Your feedback is important to help us improve our services to the charter sector.

If you have any questions about the survey, please contact the Resource Center at [charterschoolcenter@air.org](mailto:charterschoolcenter@air.org). We are asking that you please complete this survey by **September \_\_, 2011**.

Thank you for your time and feedback,

Kelly Sparks, Director



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## National Charter School Resource Center User Survey

### Website

1. How many times during the past three months have you visited the National Charter School Resource Center (Resource Center) website?

- 0 [**SKIP to next section.**]
- 1–3 times
- 4–6 times
- 7–10 times
- More than 10 times

2. Please rate the Resource Center website in terms of the **RANGE** of information provided overall and for each focus area:

Focus Area	Did not cover enough topics.	Covered just the right number of topics.	Covered too many topics.	Don't know / Not Applicable.
a. Overall				
b. Support for State Agencies				
c. Facilities				
d. Authorizing				
e. Special Education				
f. Human Capital				
g. School Turnaround				
h. Charter Operations				
i. Military Families				

3. Please rate the Resource Center website in terms of the **DEPTH** of information provided overall and for each focus area:

Focus Area	Not enough detailed information	Just the right amount of information	Too much detailed information	Don't know / Not applicable
a. Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Support for State Agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Authorizing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Special Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Human Capital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. School Turnaround	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Charter Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Military Families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How satisfied are you with the overall content of the Resource Center **website**?
- Very satisfied
  - Satisfied
  - Dissatisfied
  - Very dissatisfied
5. To what extent has the **website** helped you gain new knowledge, information, or ideas relevant to your work?
- To a great extent
  - To a moderate extent
  - To a minimal extent
  - Not at all
6. To what extent has the **website** helped you access new resources, tools, materials, or processes relevant to your work?
- To a great extent
  - To a moderate extent
  - To a minimal extent
  - Not at all
7. How did you find this website? (Please select all that apply.)
- Recommendation from another person
  - Link from e-mail
  - Link from another website

- d) Search engine results
- e) Other (Please specify.) \_\_\_\_\_

8. How likely are you to return to the Resource Center website within the next three months?

- a) Very likely
- b) Likely
- c) Unlikely
- d) Very unlikely

9. How satisfied are you with the overall organization/navigation of the Resource Center website?

- a) Very satisfied
- b) Satisfied
- c) Dissatisfied
- d) Very dissatisfied

10. How likely are you to recommend the Resource Center website to others?

- a) Very likely
- b) Likely
- c) Unlikely
- d) Very unlikely

**Newsletters**

To date, the National Charter School Resource Center has published monthly newsletters.

11. In general, do you read:

- a) The entire newsletter?
- b) More than half of the newsletter?
- c) Less than half of the newsletter?
- d) I do not read the newsletters. [Skip to next section.]

12. Please rate the extent to which you AGREE with the following statements:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
a. I have used information from the newsletters in my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The newsletters help me understand issues related to charter schools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



13. Please rate the overall quality of the Resource Center **newsletters**:

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

14. To what extent have the **newsletters** helped you gain new knowledge, information, or ideas relevant to your work?

- a) To a great extent
- b) To a moderate extent
- c) To a minimal extent
- d) Not at all

15. To what extent have the **newsletters** helped you access new resources, tools, materials, or processes relevant to your work?

- a) To a great extent
- b) To a moderate extent
- c) To a minimal extent
- d) Not at all

## **Webinars**

Between September 2010 and August 2011, the Resource Center has conducted the following 12 webinars for both State Education Agency (SEA) staff and general audiences:

SEA Community of Practice webinars:

- Turning Around Low-Performing Schools: Lessons Learned From Charter Restarts, 9/10
- Dissemination of Best Practices, 12/10
- Project Directors Discuss Their Lessons Learned, 1/11
- Charter School Program Preapplication Technical Assistance and Waiver Requests, 2/11
- Learning More About the 2011 Updated Non regulatory Guidance, 5/11
- *Topic to be determined, 8/11*
- *Topic to be determined, 8/11*

General Audience webinars:

- Turning Around Low-Performing Schools: Lessons Learned From Charter Restarts, 9/10
- Charter Management Organizations: Innovations, Opportunities, and Challenges, 10/10
- Meeting the Challenge to Serve All Students: Charter Schools and Special Education, 3/11
- What Does the Research Say About Charter Schools and Student Achievement, 4/11
- Expanding Learning Time in Charter Schools to Support Student Achievement, Enrichment, and Holistic Development, 5/11
- Exploring Funding Opportunities for Charter Schools, 7/11
- *Topic to be determined, 9/11*



16. Have you participated in any of the webinars?
- a) Yes, I participated in 9 to 12
  - b) Yes, I participated in 5 to 8
  - c) Yes, I participated in 1 to 4
  - d) No, I did not participate in the webinars. **[Skip to next section.]**
17. To what extent have you been able to apply the information from the Resource Center **webinars** to your current role?
- a) To a great extent
  - b) To a moderate extent
  - c) To a minimal extent
  - d) Not at all
18. How frequently have you gone back to read or use the resources provided during the webinars?
- a) Often
  - b) Sometimes
  - c) Seldom
  - d) Never
19. Have you shared any information from the Resource Center webinars with others?
- a) Yes
  - b) No
20. Are there topics you would like the Resource Center webinars to address:

**Interests and Demographics**

21. The Resource Center has eight focus areas. Please select the first and second focus area in which you are the most interested. Your selection in the first column represents your highest priority interest and your selection in the second column represents your second highest priority interest.

Focus Area	First Area of Interest	Second Area of Interest
a. Support for State Agencies	<input type="radio"/>	<input type="radio"/>
b. Facilities	<input type="radio"/>	<input type="radio"/>
c. Authorizing	<input type="radio"/>	<input type="radio"/>
d. Special Education	<input type="radio"/>	<input type="radio"/>
e. Human Capital	<input type="radio"/>	<input type="radio"/>
f. School Turnaround	<input type="radio"/>	<input type="radio"/>
g. Charter Operations	<input type="radio"/>	<input type="radio"/>



h. Military Families	<input type="radio"/>	<input type="radio"/>
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22. Are there additional focus areas that you would like the Resource Center to address:

23. Please identify your primary role:

- a) State education agency (SEA) staff
- b) Charter school authorizer
- c) Charter school board member
- d) Charter school director/administrator
- e) Charter school teacher
- f) Charter school parent
- g) Federal agency
- h) School district
- i) Charter school association staff member
- j) Other, please specify: \_\_\_\_\_

24. Please add any suggestions or further comments about the Resource Center's website, newsletters, or webinars: