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# MSIX Customer Satisfaction Survey

## What MSIX feature or capability do you like most?

Response: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## If you could change or improve one thing about MSIX what would it be?

Response: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## When you have a question about how to do something or how MSIX works, where do you usually go for answers?

|  |  |
| --- | --- |
|  | The MSIX Help Desk |
|  | My State Contact/Administrator |
|  | My State System Help Desk |
|  | The MSIX Online Help |
|  | Another MSIX user |
|  | Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## When you have a question about how to do something in MSIX, how satisfied are you with the information and guidance provided by the MSIX Help Desk?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Somewhat satisfied |
|  | Not very satisfied |
|  | I have not called the MSIX Help Desk |

## How helpful is the information provided by the following MSIX Resources?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very  helpful | Somewhat  helpful | Not very helpful | I have no basis to say |
| Instructions, guidance, tips, messages, and feedback provided in the application |  |  |  |  |
| MSIX Online Help |  |  |  |  |
| MSIX Brochures |  |  |  |  |
| MSIX Fact sheets |  |  |  |  |
| Technical Reference Materials |  |  |  |  |
| MSIX Training page materials |  |  |  |  |

## How helpful is the information provided by the following communications?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very  important | Somewhat  important | Not very important | I have no basis to say |
| Office of Migrant Education ListServ email messages |  |  |  |  |
| MSIX Webinars |  |  |  |  |
| MSIX presentations at the National Migrant Education Conference |  |  |  |  |
| MSIX Usability Feedback Sessions |  |  |  |  |

## Rate your satisfaction with MSIX in helping you make decisions pertaining to each of the following:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Somewhat satisfied | Not very satisfied | I have no basis to say |
| Enrollment of migratory children |  |  |  |  |
| Grade and course placement for migratory children |  |  |  |  |
| Accrual of high school credits for migratory children |  |  |  |  |
| Participation in the Migrant Education Program (MEP) |  |  |  |  |

## Rate your satisfaction with the following information provided in the MSIX Student Record:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Somewhat satisfied | Not very satisfied | I have no basis to say |
| Demographic Information |  |  |  |  |
| Qualifying Move Information |  |  |  |  |
| Enrollments |  |  |  |  |
| Course History |  |  |  |  |
| Student Assessments |  |  |  |  |

## Rate your satisfaction with the information provided in the following MSIX Student Information Reports:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Somewhat satisfied | Not Very satisfied | I have no basis to say |
| MSIX ID Count Report |  |  |  |  |
| MSIX Child Count Report |  |  |  |  |
| Demographics Report |  |  |  |  |
| Enrollments (MDE Type) Report |  |  |  |  |
| Enrollments (Multiple States) Report |  |  |  |  |
| Missed Enrollment Report |  |  |  |  |
| Grade Retention Report |  |  |  |  |
| Course History Report |  |  |  |  |
| Assessments Report |  |  |  |  |

## Rate your satisfaction with each of the following MSIX Reports?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Somewhat satisfied | Not very satisfied | I have no basis to say |
| Worklists Merges and Splits by User Report |  |  |  |  |
| Worklists Merges and Splits by Age Report |  |  |  |  |
| Worklists Data Request by Age Report |  |  |  |  |
| Child Count Reconciliation Report |  |  |  |  |
| Student Mobility General Move To Report |  |  |  |  |
| Student Mobility General Move From Report |  |  |  |  |

## Rate your satisfaction with the following Data Quality reports in helping you understand and improve the quality of your data in MSIX?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Somewhat satisfied | Not very satisfied | I have no basis to say |
| File Submission Report |  |  |  |  |
| Potential Duplicates Report |  |  |  |  |
| Data Validity Report |  |  |  |  |
| Data Logic Issues Report |  |  |  |  |
| Data Completeness Report |  |  |  |  |

## Does MSIX make it easier to share student records for migratory children with other schools, districts, and States?

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I have no basis to say |

## Rate your satisfaction with the following MSIX capabilities for the purpose of sharing student records of migratory children with other schools, districts, and States.

|  | Very satisfied | Somewhat satisfied | Not very satisfied | I have no basis to say |
| --- | --- | --- | --- | --- |
| Access to a migratory child’s student records from other States |  |  |  |  |
| Search for, display, and print consolidated student records |  |  |  |  |
| View and reconcile differences in student records of migratory children in your State with those from other States |  |  |  |  |
| Send requests for student information directly to other States |  |  |  |  |
| Alert another State about a student's arrival or departure |  |  |  |  |

## When records from other schools, districts, or States are not available in MSIX, do you use the “Data Request” feature to request the missing records?

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | I have no basis to say |

## When you send a “Data Request”, do you get the information you requested in a timely manner?

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | Sometimes |
|  | I don’t send Data Requests |

## Which state do you work in?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Please select the option below that most closely aligns with your job title or role in your State’s Migrant Education Program (MEP).

|  |  |
| --- | --- |
|  | Teacher |
|  | Guidance Counselor |
|  | Registrar |
|  | Recruiter |
|  | MEP-funded staff member |
|  | Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## Do you have any other comments pertaining to your overall satisfaction with the information and capabilities provided by MSIX?

**Comments:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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