**Part 2 Data Collection** refers to the **Parent Center Program Measures Survey**, where you will conduct satisfaction surveys of families and youth served by your Parent Center.

**The Program Measures Survey Instrument:** We will conduct this survey using questions from last year and new questions related to your work with transition age youth and young adults. The data you submit will be used as part of an overall assessment of the progress that the Parent Center Program has made toward the long-term measures established by the Office of Special Education Programs (OSEP). These data are aggregated across all of the Parent Centers reporting. They will not be used or examined on the individual parent center level.

* *The survey has seven (7) questions.*
* *Questions were developed in collaboration with the Study Group and the Center for Project Performance at Westat. These are evaluation firms that have been contracted by OSEP to provide technical assistance in measuring program performance.*
* *Additional input was solicited from the Rehabilitative Services Administration (RSA).*
* *Questions have been reviewed by our colleagues—PTIs, CPRCs, and PTACs—who provided great feedback to make sure that they are not only valid and reliable but also will be easy for parents to understand and answer.*
* *The survey is available in English and in Spanish.*

**Preparing to Conduct Your Center’s Surveys:** Three (3) Lists of Contacts are needed to complete Part 2 Data Collection, referred to as the Program Measures Survey, where your Center will ask a specific number of parents and youth/young adults with disabilities about their satisfaction with the information or services they received from your Center in the last six (6) months of the program year.

Parent Centers need to submit three (3) lists to conduct the surveys:

(a) one list with the unidentified contacts of the families of children under transition age that have been served by the center during the last six months of the program year. (FC)

(b) one list with the unidentified contacts of the families of transition-age youth and older that have been served by the center during the last six months of the program year. (FT)

(c) one list with the unidentified contacts of youth who are of transition age and older that have been served by the center during the last six months of the program year. (Y)

Transition Age = as defined by your state.

Each list must have a minimum of two (2) unidentified contacts.

Once you have prepared your three (3) lists, assign each contact a separate code (numeric or alphanumeric). The ***lists should be coded*** in such a way that you will know who the parent is, if you are asked to contact them for the Program Measure Survey. Save these lists, so that you will be able to identify the parents/youth to contact for the survey. Before submitting your lists, you can delete any personally identifiable information for the contacts (i.e., name, address, phone, etc.). We do not require this information.

You will need to create one Excel document with three (3) sheets (Excel format required). Name the document *[Your Parent Center's Name]- Lists of Contacts*:

(1) Sheet 1= List of families of children under transition age. Name this sheet "FC".

(2) Sheet 2= List of families of transition-age youth and older. Name the sheet "FT".

(3) Sheet 3= List of youth who are of transition age and older. Name this sheet "Y".

These 3 lists should only include contacts for whom you have either a phone number or an email address, so that you will be able to contact them in order to administer the Program Measures Survey.

There are 2 options to submit your Excel document with the 3 sheets (3 lists):

1. With the Part 1 on-line submission of your Center’s contact numbers at:

<https://tinyurl.com/2021Part1DataCollection>

1. Send your Excel document via e-mail to: Maria Rodriguez, [mrodriguez@spanadvocacy.org](mailto:mrodriguez@spanadvocacy.org). Include your Center’s unduplicated count of parents of children under transition age, parents of transition-age youth and older, and youth and young adults of transition age and older served during the 2020-21 project year in the email.

**Conducting the Program Measures Surveys:** When we receive your Excel document with the 3 sheets (3 lists), we will randomize them to put the contacts/identification codes in the order in which you are to contact and survey individuals. We will send to you three (3) lists that reflects the order in which you are to contact parents/youth for the survey and also the number of parent/youth surveys that your Center is assigned to complete and submit for the Program Measures Data Collection.

You won’t be contacting all the parents/youth on the lists, however. Based on your unduplicated count, your Parent Center has been assigned a specific number of parent/youth surveys to conduct. Your Center will submit the aggregated results of only *that* number of surveys completed by parents.

Why does the randomized list we’ve attached have more contacts than the number of surveys needed from your Center? Because we know that there may be parents/youth you won’t be able to contact or who don’t respond to your request to complete a survey. The extra contacts on the list can serve as alternates, as needed. But it’s important that you get in touch with contacts in the order given on the randomized list. Only when you can’t get a response should you contact one of the alternates.

***Remember:***

***You must collect surveys in the prescribed order and only submit the assigned number of surveys.***

**Aggregate your results:** Please use the Program Measures Data Worksheet below to combine the responses that you receive. You will use your completed worksheet to input your data into the on-line submission form.

**Submit Survey Results by Friday, December 17, 2021**.

You will submit your survey results via the form that can be found online at: <https://tinyurl.com/ParentProgramSurvey2021>

**Materials and Information You Will Need to Conduct the Surveys:**

1. You will receive an e-mail message that includes the following information:  
   1. The number of surveys that your center is to collect and submit.
   2. An Excel document with your list in the order that you are to collect surveys from your parent contacts (codes).
2. Next, you can download copies of the forms in English and Spanish to conduct your assigned surveys. These documents are also available on CentersConnect in the Parent Center Data Collection Space, or you can download the documents at:

**In English:** <http://www.parentcenterhub.org/wp-content/uploads/2021/08/Survey-Worksheet-Part-2-English.docx>

**In Spanish**: <http://www.parentcenterhub.org/wp-content/uploads/2021/08/Survey-Worksheet-Part-2-Spanish.docx>

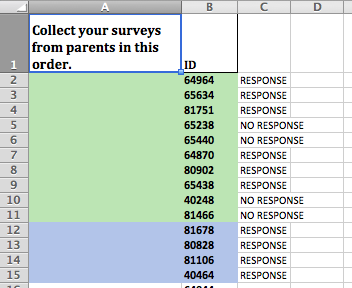
**In Korean:** coming up soon!

**Conducting the Surveys**

Using your randomized list, you will start in the first row to reach out to contacts to conduct surveys. You must collect surveys in the prescribed order. We recognize that some of your contacts may not be available or willing to complete the survey. If this happens, continue down the list until you have obtained enough surveys to fulfill your assigned number.

Here are a couple of ways in which you might approach the randomized list.

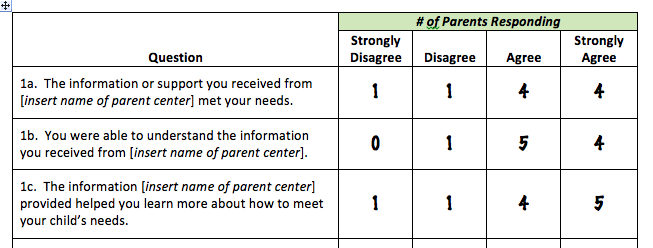
**Example 1:**  You are assigned to collect 10 surveys from your contact list. Call or send surveys to the first 10 contacts listed (shared in green). Let’s say you are only able to get complete responses from 6 of the 10 parents you contacted. So you reach out to the next 4 contacts (shaded in blue), and the next ones and the next ones, until you reach your total of 10 assigned.



**Example 2:** You are assigned to collect 10 surveys. You want to send the survey to a larger number of contacts on your list so that you will have some extra information for your center to use. You send out 50 surveys and receive 25 responses. You will submit responses only for the first 10 respondents that appear on your list, (i.e., ID numbers 64964, 65634, 81751, 64870, 80902, 65438, 81678, 80828, 81106, 40464). Thus, it’s important to make sure you can connect respondents to the code you assigned to them, so you know which respondents are in your original random sample group.

***When conducting the surveys,*** ***do not change*** the wording of any of the survey questions. Help Text is provided on the Worksheet as examples of ways you can communicate information about the survey to your parent contacts, either in writing or orally. You can adapt or adopt this text based on your center’s cultural context or communication style. However, the survey questions themselves must be asked just as they are given.

**Tallying the Results.** We have developed a worksheet you can use to tally the results of your assigned respondents. After completing surveys for the parent contacts assigned to your Parent Center, use this worksheet to record the numbers of parent answers for each question. As you can see below, you will only need to add up your responses for each rating. There is no need to calculate totals and percentages.

**

***Remember:***

***You are to only submit the assigned number of responses***

***from contacts as prescribed in your randomized list.***

**Online Submission of Results Due by December 17, 2021**.

Please submit your survey results via the form that can be found online at:

<https://tinyurl.com/ParentProgramSurvey2021>

If you have any questions or need further assistance, please contact

Maria Rodriguez at [mrodriguez@spanadvocacy.org](mailto:mrodriguez@spanadvocacy.org) or (862) 285-0727.

**Part 2 Program Measure Responses Worksheet**

**2020-2021**

Use this Worksheet to gather your data for Part 2 of the Data Collection process. Below you will find a section on:

1. **Information we need about your Parent Center**
2. **Important Definitions**
3. **Information for the person(s) conducting the survey**
4. **Worksheet with Survey Questions and Help Text**

After completing the surveys and tallying your responses, submit your data no later than Dec 17th at:<https://tinyurl.com/ParentProgramSurvey2021>

**1. Information about your Parent Center**

Parent Center Name:

Contact Email Address:

Number of family members of children under transition age for which surveys were assigned =

Number of family members of youth of and over transition age for which surveys were assigned =

Number of youth who are of transition age and older for which surveys were assigned =

**2. Important Definitions for Part 2 of the Program Measure Responses:**

* Families- Parents, guardians, or an individual serving in parental role
* Families of Transition-Age Youth and Older Responses - Parents, guardians, or an individual serving in parental role of a youth or young adults who are of transition age (based on their state’s definition), regardless of whether they existed school
* Transition-Age Youth/Young Adults- Individuals who are of transition age (based on their state’s definition), regardless of whether they exited school

1. **Information for the person(s) conducting the survey**

**Introducing the Survey**

*Below is some language that you can use to introduce yourself and the reason for the survey to the parents/youth that you contact to complete the survey.*

**For Written/On-line Surveys:**

Dear XXXX,

In (*specify time period*), you contacted the [*insert name of parent center*] with a question or request for support. We are interested in your satisfaction with the information or support you received. Please complete this survey to help with our evaluation and to help us improve our services. It will only take 5 minutes. The survey is only being sent to a sample of [parents / youth who are transition age and older] who contacted [*insert name of the center*] so it is important that we get responses to all the surveys we send out. Your individual answers will be kept confidential. They will only be shared after they are put together with answers from other parents.

Please complete the survey by MM/DD/YY. Thank you in advance for your cooperation.

Sincerely,

XXXX

Director of the [*Name of Center*]

**For Phone or In-Person Surveys:**

Hello,

My name is [name of person contacting parent] from [*insert the name of the center*]. We are interested in your satisfaction with the information or support you received from us. Would you have just 5 minutes to help us to improve our services by answering just seven (7) questions? These questions ask about your satisfaction with information or support you received from [*insert the name of the center*] in [*specify time period*]. Your answers will be kept confidential. They will only be shared after they are put together with answers from other parents.

1. **Worksheet with Survey Questions and Help Text**

**SA= Strongly Agree | A= Agree | D= Disagree | SD= Strongly Disagree**

Select **one** response for each question. Help text shown in *italics.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Families of Children Under Transition Age Responses** | | | | **Families of Transition-Age Youth and Older Responses** | | | | **Youth who are Transition-Age and older Responses** | | | |
| **Question** | SA | A | D | SD | SA | A | D | SD | SA | A | D | SD |
| *For the next question, try to think about the information or support you received, not what happened if you acted upon it. Please indicate how much you agree or disagree with each of the following statements: strongly disagree, disagree, agree, strongly agree.* | | | | | | | | | | | | |
| **1. The information or support you received from [*insert name of parent center*] met your needs.** |  |  |  |  |  |  |  |  |  |  |  |  |
| *For the next question, think about how the information or support you received from [insert name of parent center] in [time period] may have prepared you for a variety of activities: working with [your child’s / your (youth)] school, program, or service provider to make decisions about [your child / you (youth)] and available options, to work with others to support [your child/ you], to become involved in meetings, or to resolve possible disputes. Please indicate how much you agree or disagree with the following statement: strongly disagree, disagree, agree, strongly agree.* | | | | | | | | | | | | |
| **2. You were able to understand the information you received from [*insert name of parent center*].** |  |  |  |  |  |  |  |  |  |  |  |  |
| *Please indicate how much you agree or disagree with the following statement: strongly disagree, disagree, agree, strongly agree. If you have not had the opportunity to interact with a school, program or service provider, leave blank.* | | | | | | | | | | | | |
| **3. The information [*insert name of parent center*] provided helped you learn more about how to meet your needs or the needs of your child/your own needs (youth)** |  |  |  |  |  |  |  |  |  |  |  |  |
| **4. The information [*insert name of parent center*] provided was useful.** |  |  |  |  |  |  |  |  |  |  |  |  |
| **5. You are prepared to use the information you received within the past 6 months from [*insert name of parent center*].** |  |  |  |  |  |  |  |  |  |  |  |  |
| **6. You feel confident in your ability to work with school or service providers (including vocational and independent living services).** |  |  |  |  |  |  |  |  |  |  |  |  |
| **7. You would recommend** *[insert name of parent center]* **to others.** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Thank you. We appreciate your input. This information will help us to continue to improve our programs and services at [*insert name of parent center*].** | | | | | | | | | | | | |

Link to Worksheet in [Spanish](http://www.parentcenterhub.org/wp-content/uploads/2021/09/Survey-Worksheet-Part-2-Spanish.docx).

**Contact** [**malizo@spanadvocacy.org**](mailto:malizo@spanadvocacy.org) **if you have any questions or need assistance.**