Summary of Client Satisfaction Surveys 7/21-2/22

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Senior leadership of the organization, please consider the following analysis and supporting visual tools for the questions you submitted regarding the client satisfaction surveys submitted between 7/21 and 2/22.

Please note that you will need to access the Tableau visuals using a Tableau Online account.

1. How is our team performing?

In [Team Performance and Recommendability](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/PerformanceandRecommendability?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link), over 90% of responses are in the Somewhat Agree, Agree, and Strongly Agree categories and the most common response overall to every question is Strongly Agree. Based on these responses the organization’s team is doing very well.

1. How are our partners feeling about our work?

The likelihood that a respondent would recommend the organization indicates how partners feel about the quality of work, and the response is overwhelmingly positive at over 90%. There are a statistically significant number of Neutral responses (5s on the scale), which could merit further investigation.

1. What are our organization’s strengths?

The strongest indicators are “I learned something” at 67% Strongly Agree and “Clear about change we seek” at 99% Agree overall. Even the lowest indicators, “Clear about roles and responsibilities,” and “Feel more equipped” have almost 48% Strongly Agree and 97.5% Agree overall respectively.

1. What are our organization’s weaknesses?

“Feels more equipped” and “Clear about roles and responsibilities” are the only two indicators to receive less than 50% Strongly Agree responses. Overall, they still received very positive feedback, but there could be some factors leading to partners indicating that they are not perfectly satisfied as often as in other categories.

“Feels more equipped” is also the only indicator with a Neutral response over 5%, which is statistically significant, and adds a level of confusion to interpreting the data since it is unknown what a respondent means when they say “Neutral.” Those Neutral responses could indicate indifference, confusion, or a feeling that being well equipped by the organization’s program does not apply to them.

1. Do we have any major outliers?

After examining various inputs and environmental factors, a couple of potentially major outliers appear. In [Outliers: Delivery and Type](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/OutliersDeliveryandType/42e9a9ce-c1a1-4d6f-a1f6-07d051b749d2/74dc7f11-529a-4a75-add4-9b803adcf602?:display_count=n&:showVizHome=n&:origin=viz_share_link), the virtual delivery method garners far more negative and indeterminate responses than the in-person delivery method. It is clear that the virtual delivery method has areas for improvement with respect to every indicator, except interestingly for “Understand the state of instruction.” Perhaps parts of the program which relate to this indicator could be used as a model to improve other parts. Under the Survey Type Negative and Survey Type Neutral headings, the intersection between Progress Monitoring and Clear about roles and responsibilities sticks out with 100% Neutral responses. This may indicate that partners aren’t sure about their roles and responsibilities during Progress Monitoring so it might be useful to make that program’s purpose clearer.

In [Outliers: Primary Facilitators](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/OutliersPrimaryFacilitator?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link), there are several facilitators who have received multiple negative ratings or neutral ratings respectively. It could be useful to dig deeper and figure out if those facilitators might benefit from extra training.

In [Outliers: Schools](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/OutliersSchools/28dd0bcb-b3f4-407d-a2d6-ad5a98501f03/769d7739-8a2c-4a3f-9c0e-5acca1cfce02?:display_count=n&:showVizHome=n&:origin=viz_share_link), several schools are related to negative and neutral responses in multiple categories. Notably, schools 120, 186, and 192 are all associated with negative responses in 4 categories and schools 37 and 103 are associated with neutral responses in 4 categories. It could be very beneficial to future relationships with those schools to reach out and see if anything in particular led to more widely spread negative feedback.

Finally, in [Outliers: Submitter Roles](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/OutliersSubmitterRoles?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link) the intersection between “Understand state of instruction” and “Superintendent” was indeterminate in 100% of responses (29 out of 29). It seems very unlikely that 0% of Superintendents who responded to this survey were neutral on the topic of understanding the state of instruction at the schools they oversee. It warrants further inquiry since Superintendents are likely to be influential in deciding whether or not to use the organization’s programs.

1. What are the significant patterns or trends?

In the [Response Timelines](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/ResponseTimelines?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link), comparing the overall response percentages and the individual indicator response percentages shows that positive responses are often lower at the beginning of the school year (in August and September) and during the months around Winter Break and the end of the first semester (in January and February). This indicates that partners might be less invested in programs when they are occupied with other tasks associated with those times such as inputting final grades, proctoring tests, or taking time off during breaks. If data were available through the end of the school year I wouldn’t be surprised to see another dip in ratings at the end of the school year.

In [Day of Week](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/DayofWeek?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link), responses were consistently high on weekdays, but slightly lower on Saturdays. Respondents were slightly more likely to indicate that they would recommend the organization on Thursdays and Fridays. This indicates that it might be less optimal to receive survey responses on weekends, but more optimal to receive responses on Thursdays and Fridays, which are presumably the days on which partners have received the most benefit from programs (if they participated in those programs starting on at the beginning of the week). This assumption may not be accurate and depends upon the normal schedule for programs.

1. How is the data changing over time?

Trend lines presented in [Response Timelines](https://10az.online.tableau.com/t/nathanjenkinson/views/ContentExercise/ResponseTimelines?:showAppBanner=false&:display_count=n&:showVizHome=n&:origin=viz_share_link) show a general downward trend over the course of the year. None of these trend lines have significant R-squared values though, which is most likely because it is less than 1 year of data. It is far more likely that any pattern over the course of a year would be sinusoidal or polynomial, but those types of patterns are best evaluated over the course of multiple years.