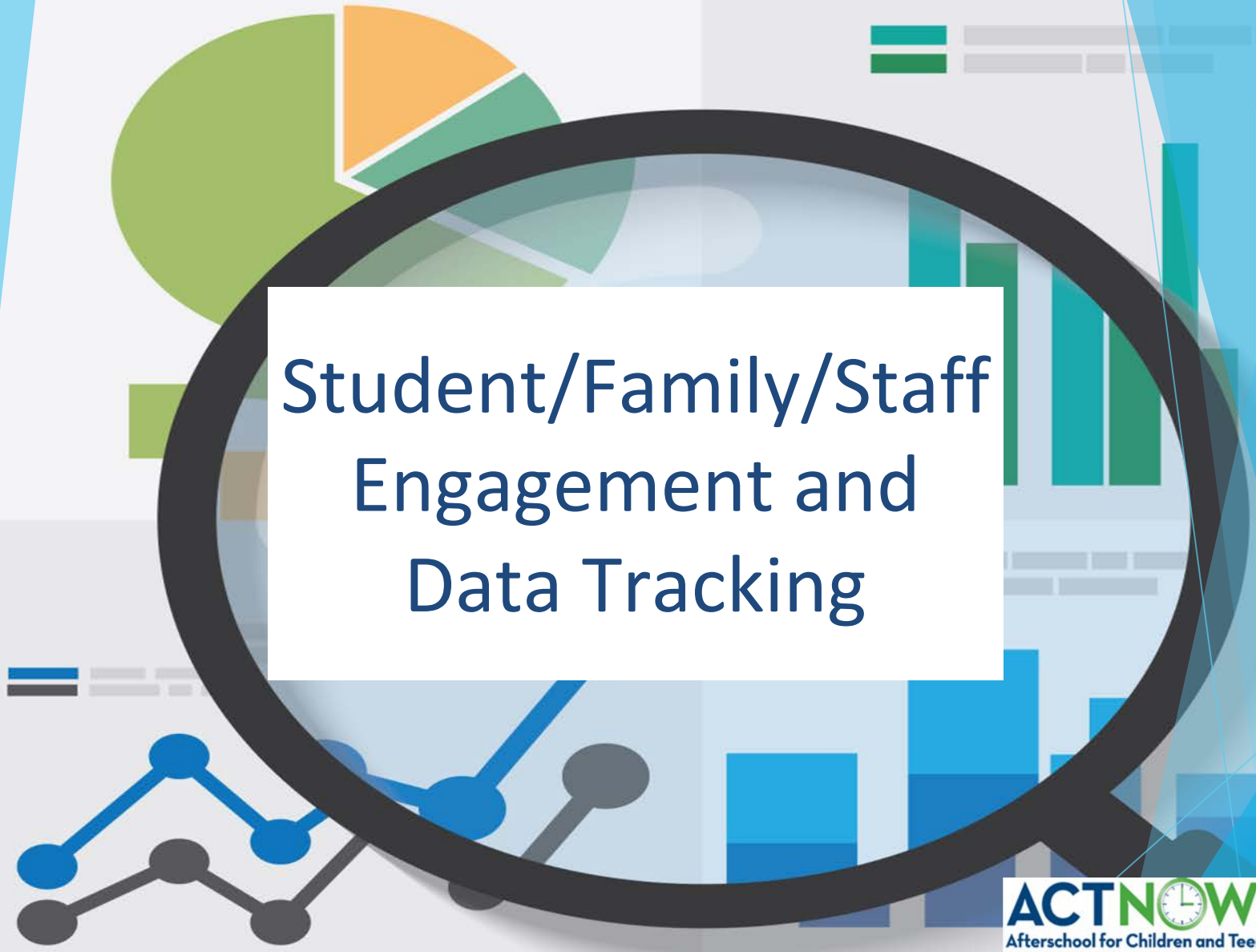
Student/Family/Staff Engagement & Data Tracking

May 28, 2020

WELCOME

Student/Family/Staff Engagement and Data Tracking



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Learning Goals

- Identify tools for remote data collection for engagement
- Determine metrics for which you want to collect data
- Summarize best practices in remote data collection

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Agenda

- Background on ACT Now
- Why Remote Data Collection
- Best Practices in Remote Data Collection
- Survey Tools
- Data Tools and Practices For
  - Students
  - Family
  - Staff

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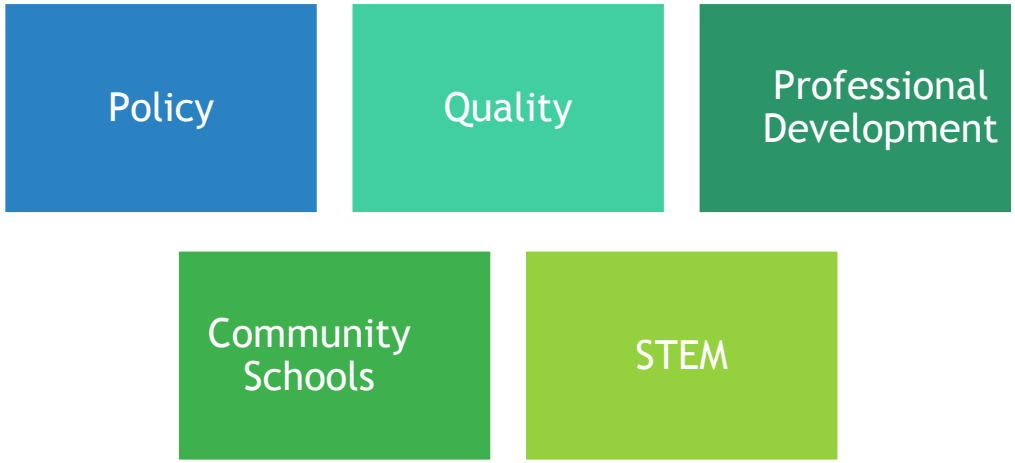
What is ACT Now?

- A statewide coalition (with a counterpart in every state) that provides advocacy and professional development support for afterschool programs and community schools



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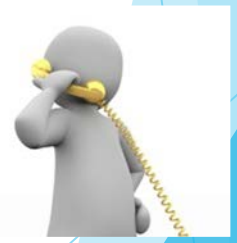
Why Remote Data Collection

- Helps to determine that you are providing the right resources, services, and programming
- Examine your engagement
- Make sure you are using the right outreach strategies
- Determine if you are meeting your goal
- Helps you to improve
- Communicate your impact

Keep in mind you may need to pivot right now!



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Best Practices in Remote Data Collection

- Planning is key!
- Keep your goals in mind
- Be careful not to overwhelm families, staff, … or yourself!
  - Think about what others are going through
- Ascertain what funders really need to know
- It looks different everywhere
- Be aware of staff and families available technology
- Determine the best pathways and timing to contact your audience
- Follow up with your audience (i.e. calls and texts)
- Tailor your questions to your audience
- Ensure collaboration
- Tips and Tools for Remote Qualitative Data Collection:
  - https://tracs.unc.edu/docs/engagement/Tips_and_Tools_for_Remote_Qualitative_Data_Collection_20200401.pdf

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Creating Survey Questions

- http://www.actnowillinois.org/wp-content/uploads/2020/05/Survey-Design-Tips.pdf
- Avoid technical terms
- Be specific
- Avoid complex sentences
- Provide reference frames
- Answer choice should anticipate all possibilities and be unique
- Avoid leading or emotional questions

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Survey Tools

Kahoot!

Google Forms

SurveyMonkey

bitly

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Remote Data Collection By Audience

Students

Families

Staff

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Remote Data Collection for Students

Why

- Determine what they need/want
- Figure out if they are using your resources/services
- Give them voice
- Make sure they hear from you

When

- During programing
- Through their teachers (or just ask the teachers)

Where

- Social media
- Poll
- Send out a survey

What to Track

- Remote learning hours
- Check ins
- Social media engagement (views, shares, likes)
- Meals
- Activity packets
- Remote learning agreement
- Who is contacting the youth

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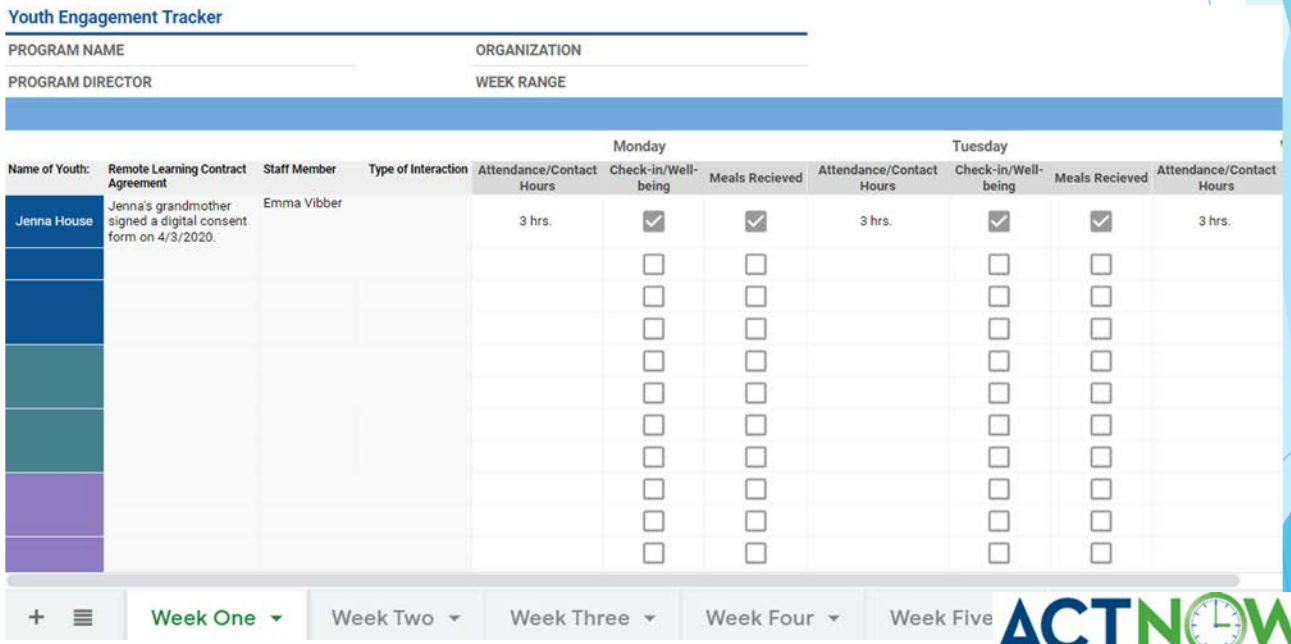
Student Engagement Tracker

- https://docs.google.com/spreadsheets/d/1nG7Qy5r1GbKDtav1g8efk15Mr2A-a1lIcFYE7yLHqKw/edit#gid=1709744959



Youth Engagement Tracker

PROGRAM NAME	ORGANIZATION
PROGRAM DIRECTOR	WEEK RANGE

				Monday			Tuesday			
Name of Youth:	Remote Learning Contract Agreement	Staff Member	Type of Interaction	Attendance/Contact Hours	Check-in/Well-being	Meals Recieved	Attendance/Contact Hours	Check-in/Well-being	Meals Recieved	Attendance/Contact Hours
Jenna House	Jenna's grandmother signed a digital consent form on 4/3/2020.	Emma Vibber		3 hrs.	☑	☑	3 hrs.	☑	☑	3 hrs.
					☐	☐		☐	☐	
					☐	☐		☐	☐	
					☐	☐		☐	☐	
					☐	☐		☐	☐	
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					☐	☐		☐	☐	
					☐	☐		☐	☐	
					☐	☐		☐	☐	

Week One | Week Two | Week Three | Week Four | Week Five

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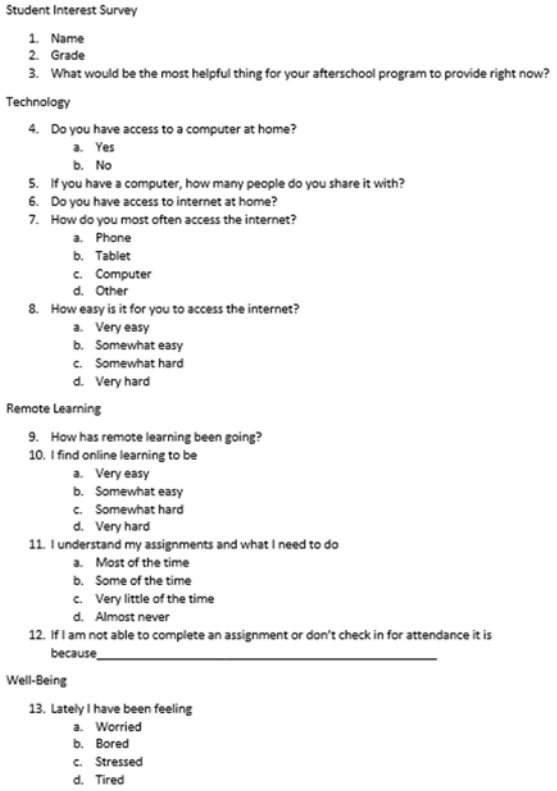
Student Interest Survey

- http://www.actnowillinois.org/wp-content/uploads/2020/04/Student-Interest-Survey.docx



Student Interest Survey

1. Name
2. Grade
3. What would be the most helpful thing for your afterschool program to provide right now?

Technology

4. Do you have access to a computer at home?
   a. Yes
   b. No
5. If you have a computer, how many people do you share it with?
6. Do you have access to internet at home?
7. How do you most often access the internet?
   a. Phone
   b. Tablet
   c. Computer
   d. Other
8. How easy is it for you to access the internet?
   a. Very easy
   b. Somewhat easy
   c. Somewhat hard
   d. Very hard

Remote Learning

9. How has remote learning been going?
10. I find online learning to be
    a. Very easy
    b. Somewhat easy
    c. Somewhat hard
    d. Very hard
11. I understand my assignments and what I need to do
    a. Most of the time
    b. Some of the time
    c. Very little of the time
    d. Almost never
12. If I am not able to complete an assignment or don't check in for attendance it is because_____

Well-Being

13. Lately I have been feeling
    a. Worried
    b. Bored
    c. Stressed
    d. Tired

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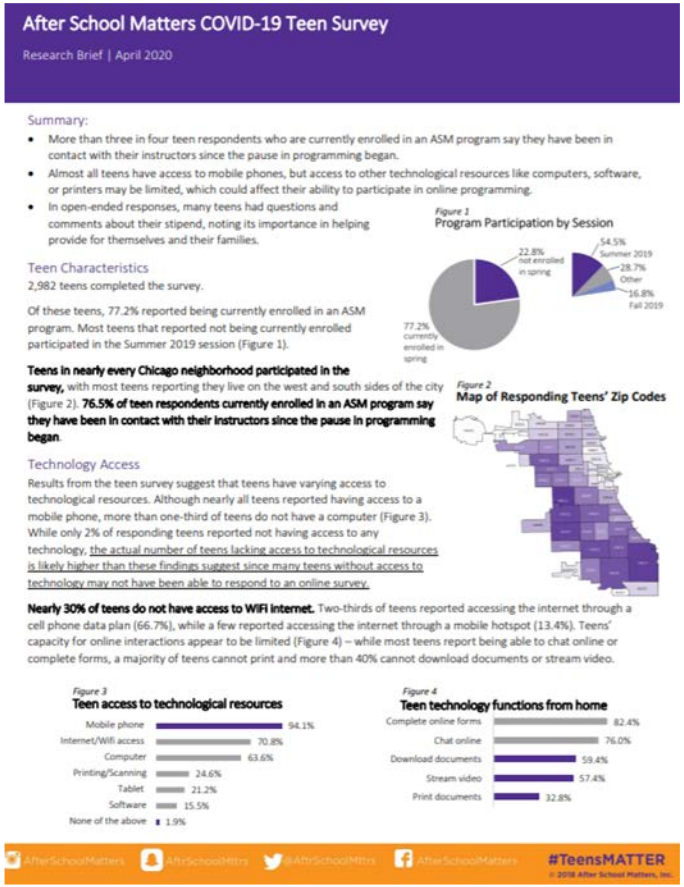
ASM Student Data



After School Matters COVID-19 Teen Survey

Research Brief | April 2020

Summary:

- More than three in four teen respondents who are currently enrolled in an ASM program say they have been in contact with their instructors since the pause in programming began.
- Almost all teens have access to mobile phones, but access to other technological resources like computers, software, or printers may be limited, which could affect their ability to participate in online programming.
- In open-ended responses, many teens had questions and comments about their stipend, noting its importance in helping provide for themselves and their families.

Figure 1
Program Participation by Session

Teen Characteristics

2,982 teens completed the survey.

Of these teens, 77.2% reported being currently enrolled in an ASM program. Most teens that reported not being currently enrolled participated in the Summer 2019 session (Figure 1).

Teens in nearly every Chicago neighborhood participated in the survey, with most teens reporting they live on the west and south sides of the city (Figure 2). **76.5% of teen respondents currently enrolled in an ASM program say they have been in contact with their instructors since the pause in programming began.**

Figure 2
Map of Responding Teens' Zip Codes

Technology Access

Results from the teen survey suggest that teens have varying access to technological resources. Although nearly all teens reported having access to a mobile phone, more than one-third of teens do not have a computer (Figure 3). While only 2% of responding teens reported not having access to any technology, the actual number of teens lacking access to technological resources is likely higher than these findings suggest since many teens without access to technology may not have been able to respond to an online survey.

Nearly 30% of teens do not have access to WiFi Internet. Two-thirds of teens reported accessing the internet through a cell phone data plan (66.7%), while a few reported accessing the internet through a mobile hotspot (13.4%). Teens' capacity for online interactions appear to be limited (Figure 4) – while most teens report being able to chat online or complete forms, a majority of teens cannot print and more than 40% cannot download documents or stream video.

Figure 3
Teen access to technological resources

Figure 4
Teen technology functions from home

- https://www.afterschoolmatters.org/wp-content/uploads/2020/04/ASM-COVID-19-Teen-Survey-Summary-Public-04-24-20.pdf

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What Can You Do With This Data

- Design Programing
- Determine Check Ins
- Choosing the Right Vendors/Partners

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Remote Data Collection for Families

Why

- Determine what they need/want
- Figure out if they are using your resources/services
- Build a connection

When

- When they are picking up meals
- When is convenient for them

Where

- Phone
- Social media
- Email

What to Track

- Check ins
- Parent class attendance
- Social media
- Who is contacting that person
- Permission/Consent
- Follow up/referrals
- Needs

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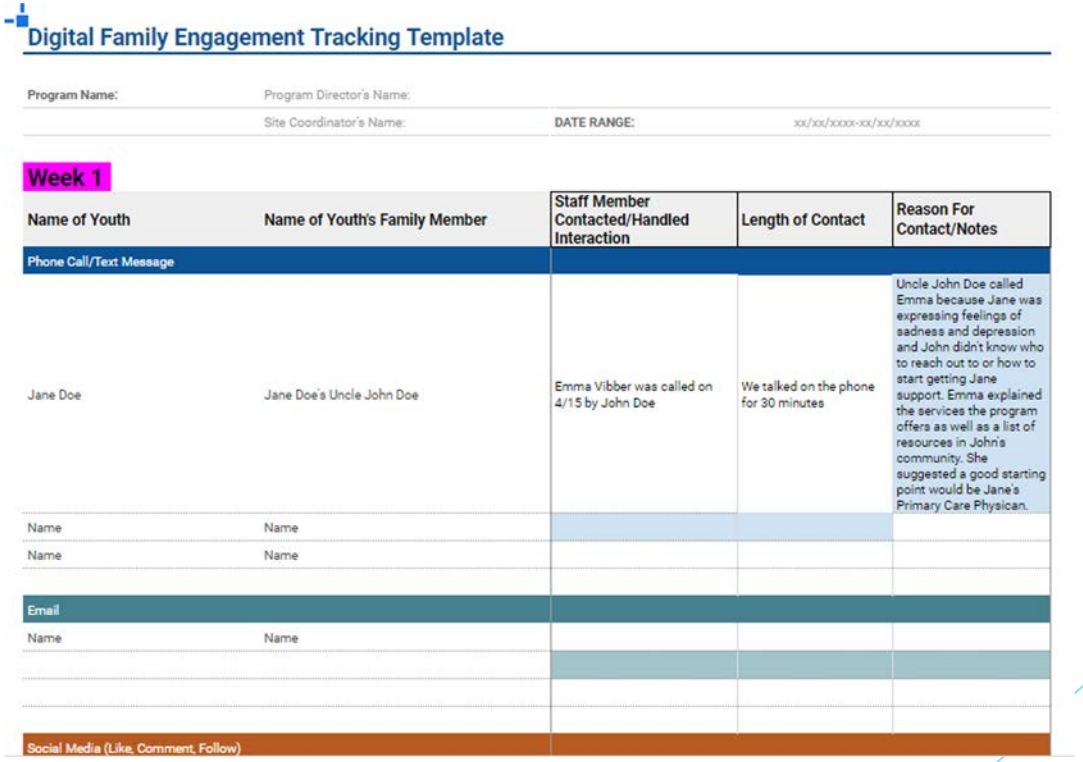
Family Engagement Tracker

- https://docs.google.com/spreadsheets/d/1dayP4AnC70srg-QbkVT83KsJaEW0fXC5R4umTwy6ij4/edit#gid=541890420



Digital Family Engagement Tracking Template

Program Name:	Program Director's Name:		
	Site Coordinator's Name:	**DATE RANGE:**	xx/xx/xxxx-xx/xx/xxxx

Week 1

Name of Youth	Name of Youth's Family Member	Staff Member Contacted/Handled Interaction	Length of Contact	Reason For Contact/Notes
Phone Call/Text Message				
Jane Doe	Jane Doe's Uncle John Doe	Emma Vibber was called on 4/15 by John Doe	We talked on the phone for 30 minutes	Uncle John Doe called Emma because Jane was expressing feelings of sadness and depression and John didn't know who to reach out to or how to start getting Jane support. Emma explained the services the program offers as well as a list of resources in John's community. She suggested a good starting point would be Jane's Primary Care Physican.
Name	Name			
Name	Name			
Email				
Name	Name			
Social Media (Like, Comment, Follow)				

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Community Needs Assessment

- English Word: http://www.actnowillinois.org/wp-content/uploads/2020/03/COVID-19-Survey-1.docx

- Spanish Word: http://www.actnowillinois.org/wp-content/uploads/2020/03/COVID-19-Survey-Spanish.docx

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Name *(Link Included)*	Cost	Security Features	Notes
Calls/Texts	FREE	? Office line should be secure ? Lack of privacy and security if communicating from personal phone number	· Use of office line · Text messaging from work or personal phone
Facebook	FREE	? Private invite-only groups ? If not set properly anyone can access 'Facebook Live' content sharing	· Messenger and chat feature · Create a group feature
Google Hangouts	FREE	? Multiple two-step verification data points ? Equip to handle peak demands and potential growth	· Video call, voice call, text message · Accessible on most devices
Instagram	FREE	? Two-factor authentication available ? Disable login activity which can pinpoint your exact location	· Direct messaging · Photo sharing application · '24 hr. story' feature
Remind	FREE	? Remind sends you numbers and emails- ? Two-step verification for youth over 13; two-step plus parent verification under 13	· Two-way messaging · In-app translation
WhatsApp	FREE	? End-to-end encryption on all modes of communication (End-to-end encryption is	· Internationally recognized · Group chat features-250 person limit · Voice message · Document sharing

What Can You Do With This Data

- Design parent programming
- Advocate to funders/policymakers for community needs
- Refer to the right sources

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Remote Data Collection for Staff

Why

- Make sure they are supported
- Help them do their jobs

When

- Staff meetings
- During time sheets
- When is convenient for them

Where

- Surveys
- Email
- On paperwork they already have to fill out

What to Track

- **How staff is spending time**
- PD
- Planning
- Data collection
- Youth/family engagement
- Staff meetings
- Drop offs
- Essential item collection
- **Staff Needs**
- Checking on staff financial needs
- Family health
- Mental health
- Technology access
- Personal bandwidth-- family obligations, child care

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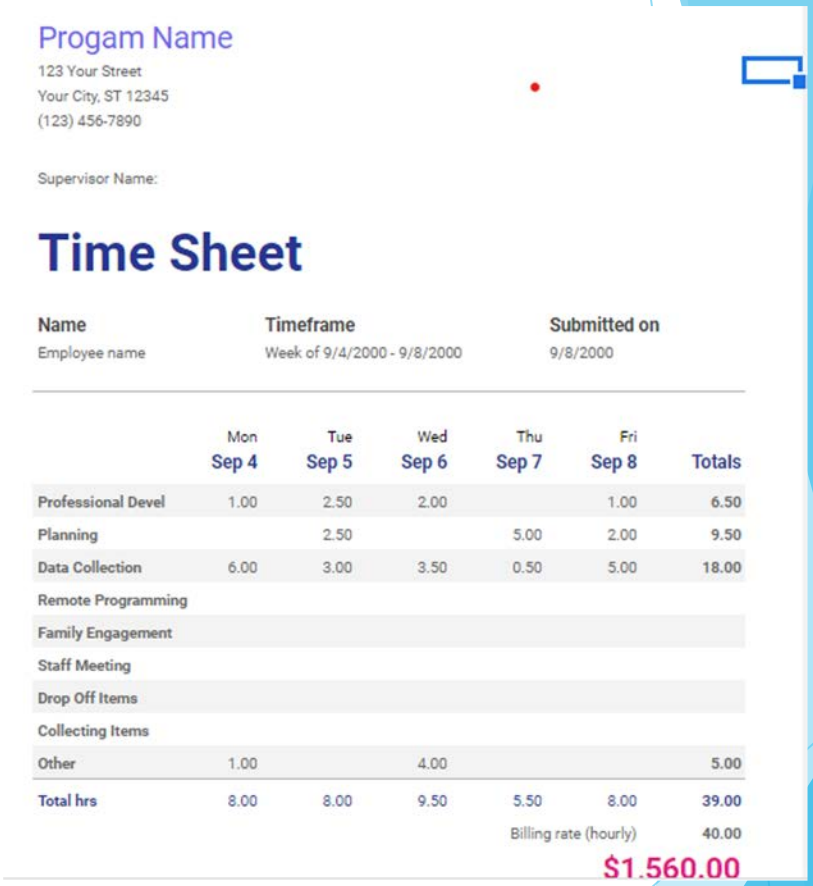
Staff Timesheet

- https://docs.google.com/spreadsheets/d/1uA4lwi9gMp4eHsngaVTWn09TbTG-RpLvdKfB8W2CDqs/edit?usp=sharing



Progam Name

123 Your Street
Your City, ST 12345
(123) 456-7890

Supervisor Name:

Time Sheet

Name	Timeframe	Submitted on
Employee name	Week of 9/4/2000 - 9/8/2000	9/8/2000

	Mon Sep 4	Tue Sep 5	Wed Sep 6	Thu Sep 7	Fri Sep 8	Totals
Professional Devel	1.00	2.50	2.00		1.00	6.50
Planning		2.50		5.00	2.00	9.50
Data Collection	6.00	3.00	3.50	0.50	5.00	18.00
Remote Programming						
Family Engagement						
Staff Meeting						
Drop Off Items						
Collecting Items						
Other	1.00		4.00			5.00
Total hrs	8.00	8.00	9.50	5.50	8.00	39.00
					Billing rate (hourly)	40.00
						$1,560.00

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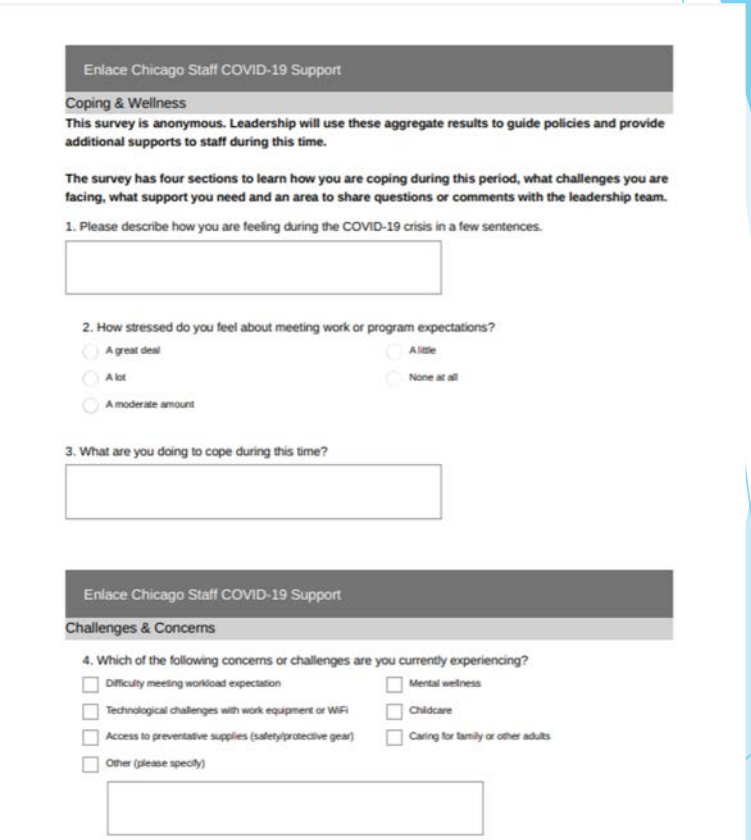
Staff Needs Assessment

- http://www.actnowillinois.org/wp-content/uploads/2020/04/Enlace-Chicago-staff-covid-19-support-survey.pdf



Enlace Chicago Staff COVID-19 Support

Coping & Wellness

This survey is anonymous. Leadership will use these aggregate results to guide policies and provide additional supports to staff during this time.

The survey has four sections to learn how you are coping during this period, what challenges you are facing, what support you need and an area to share questions or comments with the leadership team.

1. Please describe how you are feeling during the COVID-19 crisis in a few sentences.

2. How stressed do you feel about meeting work or program expectations?

- A great deal
- A little
- A lot
- None at all
- A moderate amount

3. What are you doing to cope during this time?

Enlace Chicago Staff COVID-19 Support

Challenges & Concerns

4. Which of the following concerns or challenges are you currently experiencing?

- Difficulty meeting workload expectation
- Mental wellness
- Technological challenges with work equipment or WiFi
- Childcare
- Access to preventative supplies (safety/protective gear)
- Caring for family or other adults
- Other (please specify)

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What Can You Do With This Data

- Mental health resources
- Flexible schedule
- Supervisor support
- Financial/job security

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Questions?

Check out:
http://www.actnowillinois.org/covid-19-resources/

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ILLINOIS 60 by 25 NETWORK WEBINAR SERIES

Join us next week!

Topic: Strategies for Summer Activities & Student Engagement

Date: Wednesday, 6/3

Time: 9:00 am-10:00 am

Link to Join:
https://us02web.zoom.us/j/88074783656?pwd=Sm52b2daUzVHcDE5VDE3MXJOaGozZz09

http://60by25.org/covid-19-resources/

THANK YOU!