

# Community Partner Feedback Survey



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## Message from the Superintendent



June 1, 2022

Dear Students, Families, Educators, and Partners,

I am pleased to present the Santa Clara County Office of Education's *2021-2022 Community Partner Feedback Survey Annual Report*.

This report summarizes feedback collected from over 350 members of the education community who were partners and recipients of SCCOE services and supports this past year. This feedback helps our organization and its leaders identify areas of service excellence and informs the work that we perform day-in and day-out in fulfillment of our mission and strategic goals.

The Santa Clara County Office of Education strives to be a valuable resource within the community by supporting countless efforts to serve, inspire, and promote the success of Santa Clara County's students and public schools. This mission took on new meaning in 2020 and beyond as we worked tirelessly alongside our state and local partners to alleviate the struggles that many of our students, families, and educators faced in the wake of the pandemic.

In response, our services grew to include addressing digital equity and the equitable distribution of personal protective equipment, cleaning, and sanitation supplies to school sites and early learning providers, and the coordination of Coronavirus testing and vaccines for educators and students.

Thank you for the courage and resilience you demonstrated this past year and your trust in the SCCOE as a premier service organization, information resource, and partner. #StrongerTogether

With gratitude,

A handwritten signature in black ink that reads "Mary Ann Dewan". The signature is written in a cursive, flowing style.

Dr. Mary Ann Dewan  
County Superintendent of Schools

## A Year in Review

The Santa Clara County Office of Education (SCCOE) staffs 1,500 employees who provide over 60 programs and services in support of Santa Clara County's students, parents, schools, community organizations, and businesses. Services include general administrative, business, and technical support, instructional services and professional learning for educators, and programs that directly serve students, such as Special Education and Head Start. This section of the report highlights a selection of services performed in response to the Coronavirus, new programs initiated in the 2021-2022 school year, and recognition of Santa Clara County's 2021 Teachers of the Year.

### Preventing the Spread of the Coronavirus

Initiatives that prevent the spread of the Coronavirus and that keep students safe and in schools were a top priority for the SCCOE. In 2021, the SCCOE continued to act as an information resource, providing nimble health and safety guidance to school and district leaders while coordinating free testing sites and the procurement and distribution of much needed supplies such personal protective equipment, cleaning, and sanitation products.

Vaccination efforts continued, with the focus shifting to vaccine boosters for educators and primary and secondary vaccines for students and their families. This school year, the SCCOE, in partnership with the Santa Clara County Public Health Department, facilitated COVID-19 vaccination clinics for students ages five and up at over 100 school sites located throughout Santa Clara County. School sites serving communities disproportionately affected by the virus were prioritized to promote equitable access to the vaccine. Combined with other mobile and magnet vaccination efforts, COVID-19 vaccines were made available to over 240,000 students countywide.



Members of the community are invited to visit the SCCOE's [Youth Vaccination Information](#) webpage to learn more about the COVID-19 vaccines that are available to children and to schedule a vaccination appointment.

### Helping Families Navigate Childcare Options

Every county in the State of California is supported by a Resource and Referral (R&R) program through contracts with the California Department of Social Services. Agencies operating R&R program contracts are required to perform a series of services, including providing information to parents about the childcare options that exist in their area, helping prospective providers navigate the processes involved in opening a new site, and coordinating resources (e.g., trainings, supplies) that support provider sustainability.



In July of 2020, the SCCOE became the R&R program. In just two short years, the SCCOE has acquired the necessary staff to meet parent referral needs, curate a network of providers, establish a referral database, and develop a user-friendly, online portal that allows parents to independently search for childcare. The latter, in combination with 1:1 support provided by skilled R&R Specialists by phone or in-person, ensures that parents can access multiple pathways to learn about payment options, determine what to look for in quality care, and successfully enroll their child in a program that meets their learning needs.

In 2021, updates were made to the [Childcare Resource & Referral Online Portal](#) that make childcare search features more accessible to parents that speak Spanish or Vietnamese. In addition, search features have been updated to generate a listing of providers with open slots that operate within a user-specified service area. Searches generate contact information for licensed centers for parents that seek to make a direct connection.

### Promoting Youth Health and Wellness

In 2021-2022, schools across Santa Clara County welcomed students back to a full year of in-person instruction. Combined with vaccination efforts, schools implemented practices to prevent the spread of the Coronavirus among their staff and student populations and rose to meet new challenges. The effects of the pandemic prompted a renewed focus on school-based initiatives that promote youth health and wellness. Initiatives included providing educators with the tools needed to identify and respond to students who are in distress and the establishment of School Wellness Centers to increase access to resources, calming spaces, and on-site care from licensed providers.



School Wellness Centers were established at 12 school sites serving middle and high school students through grants operated by the SCCOE which support development, furnishings, staffing, and behavioral health systems integration. Educators are invited to visit the SCCOE's [Youth Health & Wellness](#) webpage for upcoming events, information, and resources designed to help students thrive academically, socially, and emotionally.

## Acknowledging Santa Clara County's Teachers of the Year

Santa Clara County's educators play a significant role in motivating, supporting, and challenging students to reach their full potential. This includes providing high quality instruction to help students perform at or above grade level and ensuring that their social-emotional, health, and wellness needs are met. For over 50 years, the SCCOE, in partnership with the Santa Clara County Federal Credit Union, the Santa Clara County School Boards Association, and the Sixth District PTA, has held an annual Teacher Recognition Celebration to honor the county's finest teachers – educators nominated by peers within their respective districts for educational excellence.

This year marked the 51<sup>st</sup> celebration at which 24 educators representing 17 of Santa Clara County's 31 school districts, the SCCOE, and a Santa Clara County Board of Education Authorized Charter School were recognized. Sixteen educators from 14 school districts (pictured below) were honored as Santa Clara County's 2021 Teachers of the Year. The 2021 Teacher Recognition Ceremony program brochure, event videos, and photo gallery are viewable on the SCCOE's [Santa Clara County Teacher of the Year](#) webpage, which includes nomination instructions and information about event sponsors.



A very special thank you to all of Santa Clara County's educators for their hard work and dedication to students of all ages. Teacher of the Year Nominations are accepted through July of each year. (Questions about the nomination process can be submitted directly to the SCCOE's [Communications Department](#)).

### Santa Clara County 2021 Teacher of the Year Honorees



**Tamara A. Bermudes**  
Alum Rock Union School District



**Angela Tsoi**  
Berryessa Union School District



**Carolyn E. Sullivan**  
Cambrian School District



**Mike Espinoza Jr.**  
Campbell Union HS District



**Doris Malmin**  
Evergreen Elem. School District



**Allan Wall**  
Franklin-McKinley School District



**Muriel von Stein**  
Fremont Union HS District



**Ana L. Benich**  
Gilroy Unified School District



**Wendy Ottinger**  
Los Gatos Union School District



**Marcy Cooper**  
Los Gatos-Saratoga Union HS District



**Lisa Gil Harp**  
Luther Burbank School District



**Jennifer Lewis**  
Mountain View Los Altos Union HS Dist.



**Tayo Enna**  
Oak Grove School District



**Marisela Orozco**  
Santa Clara County Office of Education



**Michelle Kara**  
Santa Clara County Board of Education  
Authorized Charter



**Julio Alberto Delgado**  
Sunnyvale School District

## Survey Design, Data Collection Methodology, and Main Findings

This section of the report contains a description of the Santa Clara County Office of Education’s (SCCOE) 2021-2022 *Community Partner Feedback Survey* data elements, collection procedures, and a summary of main findings.

### Methodology

#### Survey Design

The 2021-2022 *Community Partner Feedback Survey* consisted of single, scale, and open-response questions separated into four (4) distinct sections:

- **Demographics and Frequency of Interaction**

Includes three (3) questions that asked participants to identify the agency they work for (e.g., School District, Community Based Organization, Non-profit Partner), role (e.g., Administrator, Teacher, Service Provider), and their frequency of interaction with the SCCOE. Participants who selected “School District” or “Charter School” as their agency were asked to specify their specific district or charter school. Participants that selected that they had not interacted with SCCOE within the past 12 months were discontinued from the survey.

- **General Feedback**

Includes two (2) questions that asked participants to rate their overall level of satisfaction with the SCCOE, its staff, and general quality aspects of its services. For example, participants were asked to rate their level of agreement with statements such as “*The SCCOE provides high-quality supports to educators*” and “*The SCCOE is effective as a partner with the community.*”

- **Regular Services and Programs**

Includes one (1) question that asked participants to rate their level of satisfaction with over 60 regular SCCOE services and programs performed by departments from the across the organization and three (3) open-ended questions to capture qualitative feedback. Participants were invited to submit their opinions on what the SCCOE is doing well, identify opportunities for growth, and recognize SCCOE employees and/or teams who exceeded service expectations.

- **Emergency Response Supports and Services**

Includes one (1) question that asked participants to rate their level of satisfaction with specific SCCOE services, including resources and programs, to address needs in the community that arose due to the Coronavirus, and two (2) open-ended questions designed to collect related, qualitative feedback.

## Analysis

The questions included in the survey allowed for the collection of both quantitative and qualitative data. Quantitative data elements (i.e., responses to close-ended or scale items) were examined using descriptive statistics such as frequency distributions. Qualitative data elements (i.e., responses to open-ended questions) were examined for common themes. Those offering additional insight into quantitative findings are presented where relevant.

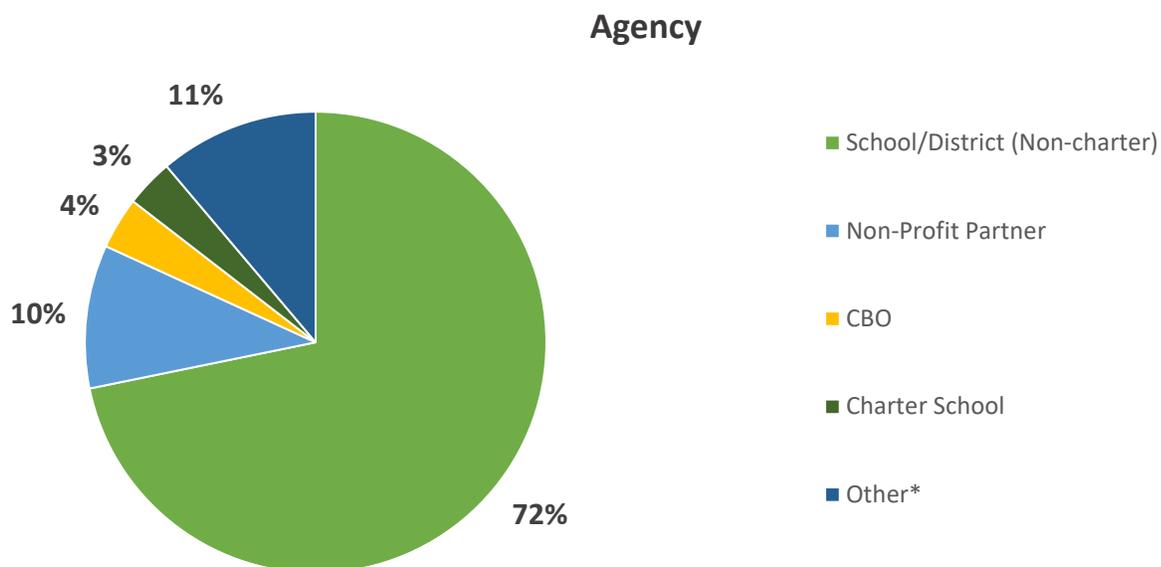
## Data Collection

Data were collected over the course of a six-week period beginning on January 17, 2022. To maximize the number of responses, SCCOE staff from every department who perform outward-facing services were provided with communication resources and encouraged to distribute the survey to their networks to support outreach efforts. These resources included email templates to customize and send to service recipients, instructions for how to utilize the templates, and a collection window timeline that included dates for sending out initial and follow-up requests. Two follow-up communications were sent out approximately three and four weeks after the initial request. Participation in the survey was voluntary. Participants had the option to skip individual items or even entire sections of the survey.

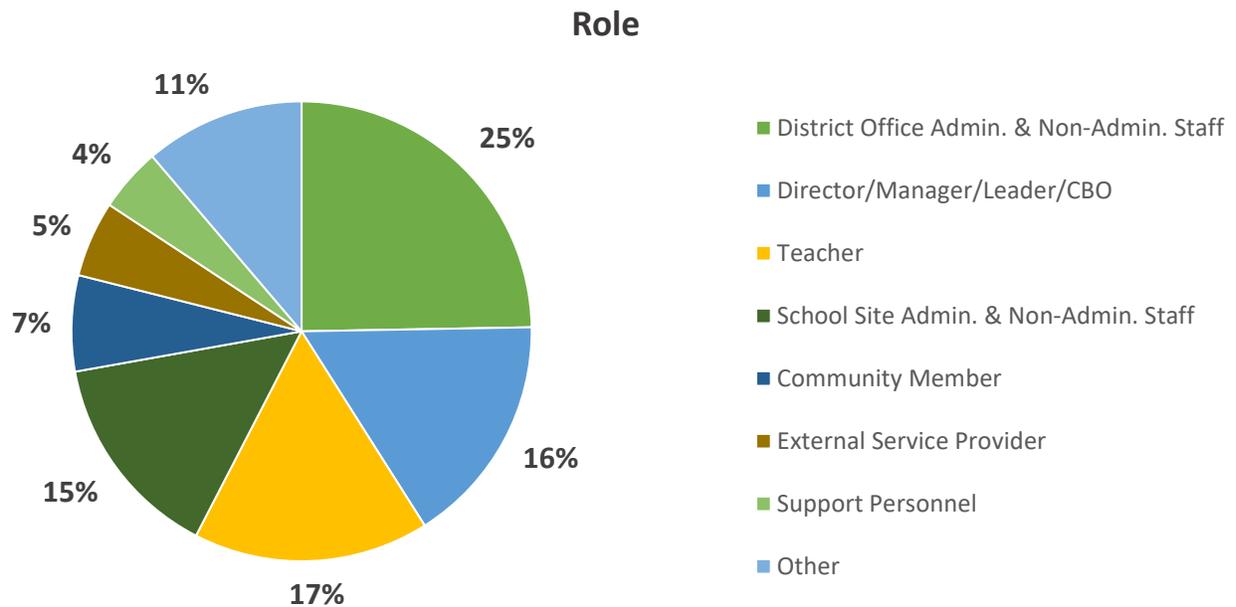
## Findings

### Respondent Demographics

Three hundred and fifty-eight (N=358) community partners responded to the *2021-2022 Community Partner Feedback Survey*. Of those respondents, the majority (72%) selected “School District” followed by 10% who selected “Non-Profit Partner” and 6% who selected “Community Based Organization” when asked to identify their employment agency. The survey garnered responses from staff representing 97% of all school districts in Santa Clara County.



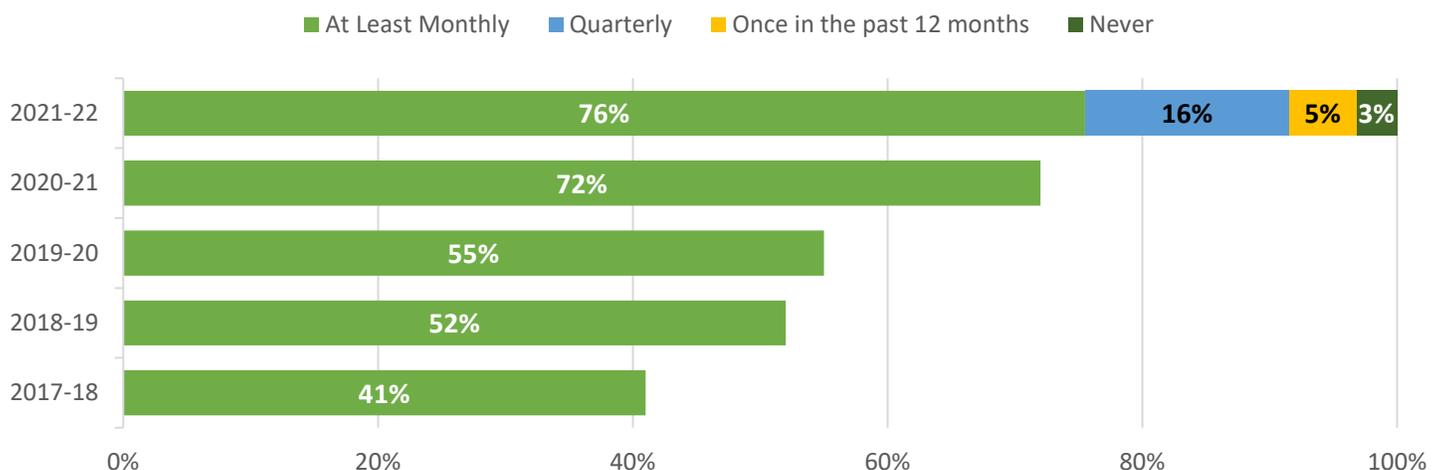
Among the respondent pool were staff fulfilling a variety of roles including district office personnel (25%), teachers (21%), community leaders (16%), and school site administrative and non-administrative personnel (15%).



#### Frequency of Interaction with the SCCOE

The degree to which community partners interact with the SCCOE serves as an important marker of the SCCOE’s success as a public service agency, whether that interaction involves working together to develop solutions to some of the community’s most pressing problems or being the direct recipients of supports, resources, and information. Since 2017-18, the proportion of respondents who indicated that they have interacted with the SCCOE at least monthly has increased by 35 percentage points; from 45% in 2017-18 to 76% in 2021-2022.

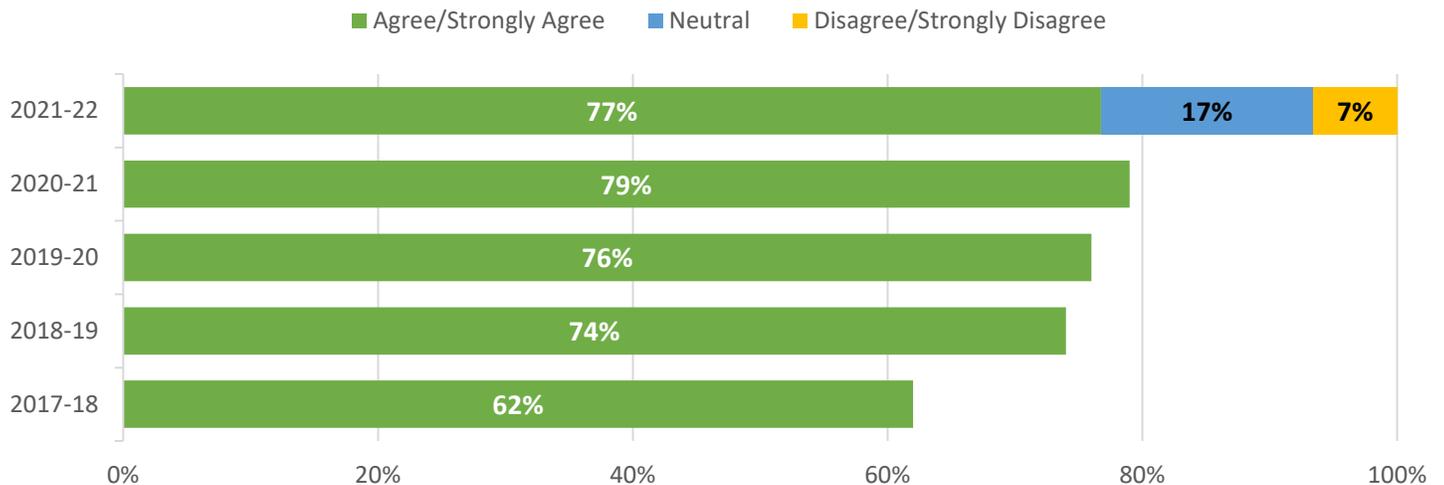
### Frequency of Interaction with the SCCOE



## Overall Satisfaction with SCCOE Services and Supports

Overall satisfaction with SCCOE services and supports was measured with a single item that asked participants to rate their level of agreement with the statement, “Overall, the SCCOE meets my school’s/district’s/agency’s needs.” In 2021-2022, 77% of respondents provided a favorable rating. Overall satisfaction ratings have exceeded 70% since 2018-2019.

### The SCCOE meets my school’s/district’s/agency’s needs.



## Ratings of SCCOE Service Model Components

Respondents were asked to rate their levels of agreement with statements tied to important components of the SCCOE’s service model. Consistent with data collected in previous years, results indicate that respondents have very high opinions of SCCOE staff – their professionalism, levels of knowledge, helpfulness, and responsiveness. In addition, 80% or more of respondents hold positive opinions about the SCCOE’s commitment to providing services that are both useful and high quality. This includes improving access to equitable and inclusive education programs for students. Respondent ratings of the SCCOE’s effectiveness and efficiency in delivering programs and services were positive, however, among the lowest rated components.

### Percent of Partners Who Agree

91%

The SCCOE staff conduct themselves professionally.

84%

The SCCOE provides services that are useful to my agency.

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*“I value the responsiveness of staff whenever I reach out for assistance. They are very knowledgeable and collaborative. They tailor services to the needs of our district.”*

*“I greatly appreciate the SCCOE employees who graciously take the time to meet as a thought partner and connector to resources.”*

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## Ratings of SCCOE Programs and Departmental Services

In addition to rating important components of the SCCOE’s service model, community partners were provided with the opportunity to rate their level of satisfaction with 60 specific SCCOE programs and departmental services. Among this year’s programs and services receiving the highest satisfaction ratings were those that provided technical assistance to newly hired classified and certificated staff (e.g., Credential and Fingerprint/Livescan Services) and promoted inclusive and equitable systems change at the school and district levels (e.g., Inclusion Collaborative and Multi-Tiered System of Supports (MTSS)) for the benefit of students. A complete listing (in alphabetical order) of highest rated programs/services is provided below.



### SCCOE Programs and Departmental Services Rated Highly by Survey Respondents

- Assessment & Accountability
- Business Enterprise Systems & Technologies
- Credential Services
- Fingerprint Livescan Services
- Foster & Homeless Youth Services
- Inclusion Collaborative
- Multi-Tiered System of Supports
- Positive Behavioral Interventions & Supports
- State & Federal Program Monitoring, Compliance & Technical Assistance

## Ratings of Emergency Response Supports and Services

Since the COVID-19 pandemic first prompted school and business closures in March of 2020, the SCCOE has acted as a curator and distributor of funds and resources including food, cleaning supplies, sanitary products, personal protective equipment, technology, and information. These services, designed to alleviate hardships experienced by members of the education community, were performed by staff concurrent with existing SCCOE programs and services. Responses to the *2021-2022 Community Partner Feedback Survey* indicated that these services were highly valued. Guidance on preventing the spread of COVID-19, vaccination clinics operated by the SCCOE in partnership, assistance with accessing vaccination clinics, routine testing, and guidance on how to safely re-open schools for in-person instruction, were among the highest rated emergency response supports and services. Excluding neutral responses, fewer than one in ten participants indicated that they were dissatisfied with SCCOE emergency response efforts.

### Percent of Partners Who Are Satisfied

81%

Guidance on preventing the spread of COVID-19.

79%

COVID-19 vaccination clinics.

76%

Guidance on safe reopening of schools.

## Looking Ahead

This year, over 350 community partners, including administrators, teachers, and service providers, responded to the *2021-2022 Community Partner Feedback Survey* with input that will help that Santa Clara County Office of Education (SCCOE) grow as a premier service organization committed to student and public school success. Feedback indicates that there is a lot to celebrate. Those the SCCOE serves, or who partner with the SCCOE in service, are more connected with the organization than ever before. In addition, overall satisfaction with the SCCOE, its services, and its staff remains very positive. Respondents also provided favorable ratings of services the SCCOE performed in response to the pandemic.

Feedback received also indicates that there is work to be done to better communicate services and supports to member of the community and improve and expand efforts that support educators and their students both in and outside of the classroom. This section of the report highlights several of the initiatives that are designed to increase access to equitable, high-quality education for students in the upcoming school year and beyond.

### Communicating Professional Learning Opportunities

For the third year in row, the SCCOE has published a professional learning catalog to facilitate the development of Local Control and Accountability Plans and School Plans for Student Achievement by school and district administrators, promote inclusive education, and expand the knowledge and skills of educators. The SCCOE's [2022 Leadership & Learning Services Catalog](#) lists over 350 professional learning offerings that are available to educators in 2022-2023. Listed offerings address the emerging training needs of educators, including strategies to increase student engagement, accelerate learning, and support their health and well-being.

The catalog organizes professional learning offerings into four strands (i.e., Early Care & Education, Strategic Improvement, Teaching & Learning and Leadership & School Systems) by service type (i.e., Training, Network, Technical Assistance, Special Event, and Conference) for ease of access. Listings include information about intended audience, student grade levels (if applicable), alignment with State Priorities, and who to contact for more information. Community partners are invited to visit the SCCOE's [Professional Learning Portal](#) for the most up-to-date information on upcoming events.



### Accelerating Student Learning

The pandemic has had a negative impact on students. The section presented earlier in this report briefly described the effects on student health and well-being. Now that the majority of students are back in schools and operations, including student assessment, have commenced, there is evidence that the pandemic has had

affected student learning and academic performance. More students today are earning “D” and “F” marks and are performing lower on standardized assessments relative to 2019. Further, disparities in academic performance due to long-standing inequities in access and readiness have been exacerbated by the pandemic, particularly among low-income students, students with disabilities, and English language learners. These data suggest that new strategies focused on learning acceleration are needed.

In response, the California Collaborative for Educational Excellence (CCEE) initiated a request for proposals aimed at providing Local Education Agencies with intensive supports and resources that promote systemic change through educator capacity building, alignment, and the implementation of evidence-based instructional practices. The SCCOE’s proposal, which focuses on the integration of Universal Design for Learning, Culturally Sustaining Pedagogies, and Social-Emotional Learning principles in English language, literacy, and mathematics instruction, was one of three selected by CCEE.



Statewide implementation of CCEE Learning Acceleration Grant activities by the SCCOE, coined the California Collaborative for Learning Acceleration (CCLA), will begin in the Fall of 2022. Efforts will be coordinated by seven County Offices of Education regionally, with content development and intensified support designed in partnership with the California Partnership for Math and Science Education, San Jose State University, and Stanford University. Through CCLA, educators across the state will have open access to state-of-the-art online curriculum to learn strategies to accelerate student learning in the classroom. Select districts will be supported in the development and implementation of Learning Acceleration Plans that further CCEE’s mission and integrate the core components of the SCCOE’s CCLA proposal, including the use data-based individualization to monitor student progress and performance and evidence-based small group tutoring practices. Professional learning and collaboration among LEAs across the state will be facilitated by quarterly job-alike Communities of Practice and an annual CCLA State Summit.

### [Supporting Districts with Universal Pre-Kindergarten Expansion](#)

The SCCOE is a staunch supporter of Santa Clara County’s early learning providers. In 2017, the SCCOE developed an [Early Learning Master Plan](#) with goals that included, but are not limited to, increasing access to State and Federal programs, promoting articulation and alignment across early learning and K-12 data systems, partnering with other agencies including local government and affordable housing developers to renovate existing space and build new facilities for childcare, and expanding and promoting the professional development of Santa Clara County’s early learning workforce. The plan was developed and sponsored by the SCCOE, FIRST 5 Santa Clara County, the Silicon Valley Community Foundation, Kids in Common, and the Santa Clara County School Boards Association.



Considerable progress has been made since the plan was first initiated, with timely strategies enacted in response to new opportunities. Throughout the pandemic the SCCOE ensured early learning providers were equipped with the information and resources needed to reopen and sustain operations while adhering to health and safety guidelines designed to prevent the spread of the Coronavirus. Now, the SCCOE is pivoting in response to new State legislation that seeks to achieve free, high-quality universal Transitional Kindergarten for all four-year-old by the year 2025. In Santa Clara County, that equates to access for roughly 22,000 children.

Due to its prior planning efforts which promoted the bridge between pre-Kindergarten and K-12 providers, strong partnerships, existing State and Federal contracts, and early learning initiatives, both current and future, the SCCOE is well positioned to work with elementary schools and districts to meet this goal. In the upcoming year, the SCCOE's [Local Early Education Planning Council](#) will lead a data collection campaign to assess the childcare needs of Santa Clara County's families. This includes a detailed look at the supply and demand for infant and toddler care, preschool, and before- and after-school care for school-aged children. The campaign will shine a spotlight on factors that contribute to access, such as the cost of care, the availability of subsidized childcare programs, workforce shortages, and the impact of universal Transitional Kindergarten enrollment.

The Childcare Needs Assessment will inform childcare planning efforts in Santa Clara County for years to come. Combined with the SCCOE's [Steps To Success](#) campaign which seeks to increase enrollment and promotes regular attendance among children enrolled in early learning programs, the Childcare Needs Assessment will support efforts that ensure every child in Santa Clara County has access to early learning programs that support future success. Evidence indicates that children who participate in high-quality early learning programs are more likely to start Kindergarten ready-to-learn and with a strong foundation of social-emotional skills.



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