



# External Stakeholder Feedback Survey 2020-21 Annual Report

**Stronger  
Together**



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## Message from the Superintendent



June 1, 2021

Dear Students, Families, Educators, and Partners,

I am pleased to present that Santa Clara County Office of Education's 2020-21 External Stakeholder Feedback Survey Annual Report.

This report summarizes feedback collected from over 500 members of our education community who were the recipients of SCCOE services and supports this past year. This feedback helps our organization and its leaders to identify areas of service excellence as well as those where improvement is needed. It is essential to informing the work that we perform day-in and day-out in fulfillment of our strategic goals.

The Santa Clara County Office of Education (SCCOE) and its staff strive to be a valuable resource within the community and our mission is to serve, inspire, and promote the success of Santa Clara County's students and public schools. This mission took on new meaning in 2020-21 as we worked tirelessly alongside our state and local partners to alleviate that struggles that many of our students, families, and educators faced in the wake of the pandemic.

In response, our services grew to include the equitable distribution of PPE to school sites, meals to families, computing devices and internet service plans to students, and Coronavirus testing and vaccines to educators. These efforts are described in greater detail in the *Year in Review* section of this report.

Thank you for the courage and resilience you demonstrated this past year and your continued trust in the SCCOE as a premier service organization. Together, **#WeAreSCCOE** and we are **#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

## Year in Review

In 2020-21, the Santa Clara County Office of Education (SCCOE) continued to provide the standard services and supports that members of the education community have grown to depend on while responding to new challenges posed by the pandemic. Standard services include the operation of direct student support programs such as Head Start and Alternative Education, and services that indirectly impact students such as professional learning for educators, assistance with Local Control Accountability Plans (LCAP), and assistance with Positive Behavioral Interventions and Supports (PBIS) implementation.

In response to the pandemic, the SCCOE partnered with numerous agencies to provide a variety of supports to students, families, and educators. Supports ranged from efforts to facilitate the safe reopening of Santa Clara County's public schools to procurement and distribution of essential goods and services. A summary of key initiatives is provided in this section.

### Supporting District Reopening Plans

The SCCOE has supported the safe opening of school campuses in Santa Clara County by serving as an information hub, distributing timely information to prevent the spread of the Coronavirus, as well as through the distribution of personal protective equipment, testing, and the coordination of vaccines for educators.

- The procurement and distribution of personal protective equipment (PPE) has been an ongoing priority for the SCCOE as student and staff safety remained the primary goal through the pandemic. In the span of 12 months, the SCCOE facilitated the delivery of more than 1.6 million PPE equipment to schools and district offices, including disposable and cloth masks for students and adults, face shields, and hand sanitizer.
- Free testing sites were made available to local communities through our partnerships. Since July, the Santa Clara County's Emergency Operations Center, Valley Medical Center Testing Strike Team have administered over 800,000 COVID tests throughout Santa Clara County, with more than 55,000 of those tests administered at the South County Annex and Ridder Park campuses.
- The SCCOE coordinated vaccine efforts alongside the Santa Clara County Emergency Medical Services, Santa Clara County Fire Department, and the County of Santa Clara Public Health Department, which resulted in over 3,000 Santa Clara County employees in the education sector receiving a Coronavirus vaccine. Partnerships with Kaiser Permanente and Rite Aid provided additional vaccination opportunities to nearly 1,600 educators who work in Santa Clara County.



## Digital Equity

As schools closed and prepared for long-term distance learning instruction in response to the pandemic, the SCCOE worked with districts to conduct a needs assessment to determine the number of students that lacked access to a computing and/or the Internet. Findings indicated that nearly 60,000 Santa Clara County students, many from underserved groups, lacked sole access (i.e., 1:1 student/device ratio) to an adequate computing device and that thousands lacked access to stable, high-speed Internet. To meet these needs, the SCCOE worked with districts, local government, community organizations, tech companies, and Internet service providers to raise over \$14.5 million in funds for the purchase and distribution of computing devices and mobile hotspots, high-speed Internet infrastructure development, and the direct purchase of Internet service or data plans for student households.

- The SCCOE partnered with the California Emerging Technology Fund to conduct targeted mailings to student households that included information on affordable internet options within certain geographic areas. With careful consideration to the demographics of our county's student population and what is known about primary home languages, mailings included Spanish and Vietnamese translations.
- Since March of 2020, over 14,000 hotspots have been procured and distributed to students. This effort, in addition to the direct purchase of Internet service, including satellite Internet for students living in mountainous regions, has helped connect an estimated 16,000 student households countywide.
- In partnership with Gilroy Unified and a local technology vendor, the SCCOE was able to secure a facility use permit from the California Department of Housing and Community Development that allowed for the installation of high-speed point-to-point, Internet connections and outdoor wireless access points at the Arturo Ochoa Migrant Center. With this investment, over 100 migrant students and their families who reside at the center from season-to-season will have connection capabilities.
- With funding and device donations from the Santa Clara County Board of Supervisors, the City of San Jose, local businesses and other agencies with philanthropic arms, the SCCOE procured and equitably distributed computing devices to districts to meet the needs of over 20,000 students countywide.





## Engaging Students in High-Quality Distance Learning

Our educators transitioned to distance learning instruction virtually overnight. When schools closed in March of 2020, educators were expected to quickly adapt to providing distance learning using novel online learning management systems. To complicate things further, educators had to overcome obstacles to providing distance learning that were not in their immediate control, such as issues with student Internet connectivity. To address these challenges and support our educators, the SCCOE developed online resources, conducted trainings, and disseminated materials to facilitate student in-home learning and engagement.

- The SCCOE hosted webinars, virtual professional learning workshops, and online courses to provide educators in Santa Clara County with strategies for implementing distance learning instruction and created the *Power of Blended Learning*, an e-workbook designed to facilitate personalized professional learning for teachers interested in developing their virtual teaching practices. Together, these efforts reached over 3,800 educators and there have been thousands of downloads of the e-workbook.
- The SCCOE developed an online portal for students and families to access learning resources including tips for parent engagement, making the most of virtual learning, technology tips, and a listing of websites offering supplemental instruction.
- Made possible through partnerships with the Resource Area for Teaching (RAFT), FIRST 5, and Hicklebee's Books, the SCCOE provided hands-on learning materials that included science kits, books, and educational toys for over 5,000 children from pre-Kindergarten to grade 12. In addition, over 1,200 education kits were provided to students with special needs.



## Distributing Meals and Other Essential Goods

Data collected at the national, state, and local levels indicate that the pandemic has led to more hunger and financial hardship among families that stems from job and income loss. In the months immediately following the state of emergency declaration by Governor Newsom, the aggregate unemployment rate for San Mateo and Santa Clara County spiked from 2.3% to 11.6%. Food insecurity became a bigger issue for families in Santa Clara County and it was compounded by the fact that schools, which normally provide over 100,000 meals to Santa Clara County students daily, were closed to students. This prompted school district leaders to work alongside the SCCOE to develop new strategies to ensure that all students, including all members of student households, had access to meals in addition to other essential goods.

- Beginning in March of 2020, the SCCOE worked with the City of San Jose and school districts to establish a new model for their nutrition programs to safely distribute meals to student households. To date, over six (6) million meals meeting nutritional guidelines established by the California Department of Education (CDE) and the U.S. Department of Agriculture (USDA) have been distributed.



- With a product donation valued at \$620,000, donations from Blue Shield, and \$1 million in funds provided by the Santa Clara County Board of Supervisors, the SCCOE has developed a plan to procure and equitably distribute menstrual hygiene products to schools to meet the needs of Santa Clara County’s nearly 30,000 socioeconomically disadvantaged middle and high school students.
- The SCCOE distributed hygiene kits that included toothpaste, toothbrushes, deodorant, sanitary supplies, band aids, soap, gloves, and sanitizer to over 1,000 homeless and foster youth. Through SCCOE’s Migrant Education Program, students and parents experiencing economic hardship, whether the result of job loss or a reduction in hours, were provided with hygiene kits, dental kits, and financial income support.

### Supporting Early Learning Providers

Childcare providers, one of our county’s most valuable resources, were among the hardest hit in the service sector. They, like schools, were required to close their doors in response to shelter-in-place orders. Those that reopened, were forced to do so under new guidelines that restricted space requirements. This had an impact on provider revenues, staffing, and the number of childcare slots available to parents. In an effort to sustain providers, the SCCOE worked with partner organizations to provide services that included the distribution of PPE kits, cleaning supplies, and childcare stabilization funds.

- The SCCOE’s childcare Resource & Referral (R&R) department, in partnership with the Public Health Department Schools Task Force, provided technical assistance webinars for early learning professionals to deliver updated guidance for safe operations. The weekly series addressed topics including face coverings, case reporting, symptoms, and access to testing. To date, nearly 800 providers have attended the webinars.
- The SCCOE, in partnership with FIRST 5 Santa Clara County and the Healthier Kids Foundation, has distributed more than 650 kits of PPE and cleaning supplies to childcare providers throughout the county. Additionally, the SCCOE has, through the state’s Cleaning Supplies for Childcare Providers (CSCP) program, sent 882 reimbursement checks totaling more than \$2,996,217 to childcare providers to offset Coronavirus-related cleaning costs.



- In partnership with FIRST 5 Santa Clara County and the Healthier Kids Foundation, the SCCOE has managed the distribution of funds from the County of Santa Clara and the City of San Jose to home-based childcare providers. These funds, over \$5.2 million distributed to 520 childcare providers, have supported the financial viability of this essential part of the county’s early learning and care system.



### Ratings of SCCOE COVID-19 Supports

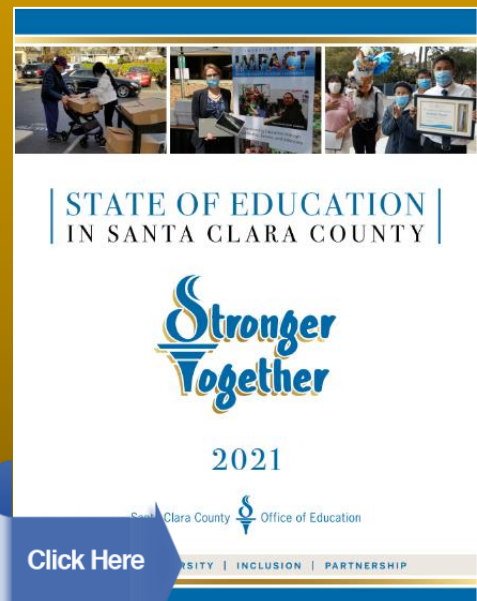
***“Love all the support from the SCCOE. It has really helped our district respond better to the challenges of COVID-19 and support staff, students, and the surrounding community.”***

- Anonymous Stakeholder

Described in greater detail in the next section, the *2020-21 External Stakeholder Feedback Survey* included several questions that provided stakeholders with the opportunity to submit feedback related to SCCOE Coronavirus supports. Stakeholder reported an average approval rating of 92%.

### ***Did you know?***

The SCCOE has worked with districts and partner organizations to help students, families, and educators navigate challenges presented by the pandemic. More information about these efforts is provided in the *State of Education*. Resources, including up-to-date guidance for reducing the spread of the Coronavirus and strategies for engaging students in distance learning, are accessible on the SCCOE’s *Learning Resource Portal* located at [www.scoe.org/covid-19](http://www.scoe.org/covid-19).



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

This section contains a description of the 2020-21 External Stakeholder Feedback Survey, the data collection schedule and methodology, and a summary of main findings.

### Survey Design

The External Stakeholder Feedback Survey was comprised of 12 questions separated into three primary sections.

- **Demographics and background information**

Two (2) questions that queried participant agency (e.g., School District, Community Based Organization, Non-profit Partner) and role (e.g., Administrator, Teacher, Service Provider). Participants that selected “School District” or “Charter School” as their agency were asked to identify their specific district or charter school.

- **Emergency Response Supports and Services**

Three (3) questions regarding participant’s level of satisfaction with specific SCCOE emergency response services, supports, resources, and programs (13 sub-items) and qualitative feedback items for feedback regarding the services and supports rendered by the SCCOE in response to the pandemic.

- **Regular Supports and Services**

Four (4) questions on the frequency of interaction with the SCCOE, overall satisfaction with SCCOE services, participant perceptions of the SCCOE and its staff, services, and programs (14 sub-items), and the level of satisfaction with regular SCCOE services and programs (55 sub-items).

- **Additional Feedback and Acknowledgements**

Three (3) open-ended questions that queried participant opinions on what the SCCOE is doing well and areas in need of improvement or additional services/programs that should be offered. The last question provided participants with the opportunity to recognize employees who provide exemplary service or exceed expectations.

### Data Collection

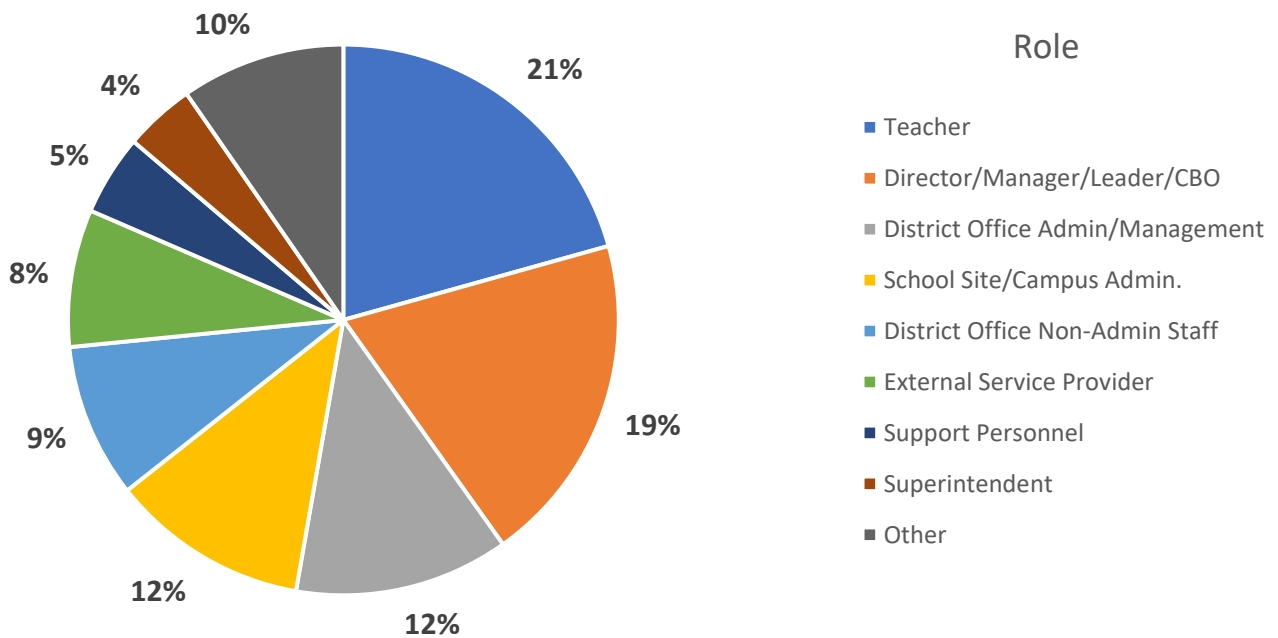
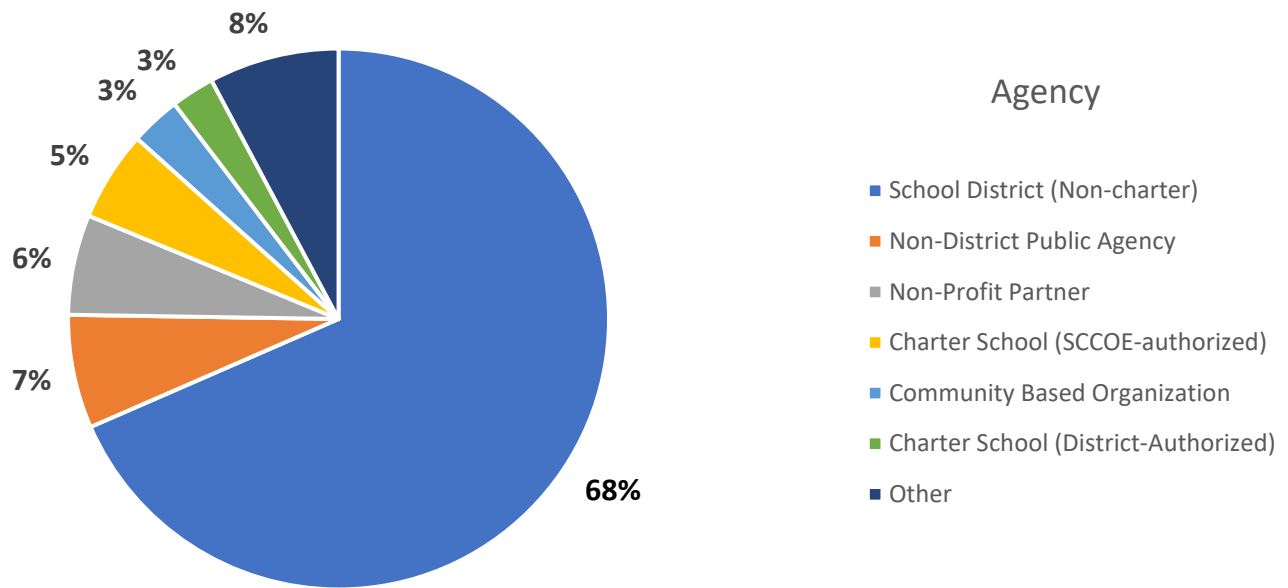
Data were collected over the course of a two-month period beginning on January 17, 2021. To maximize the number of responses, Assistant Superintendents and staff within every SCCOE Division were provided with communication resources to assist with their outreach efforts. These resources included email 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. Follow-up communications were sent out approximately two weeks after the initial request. Participation in the survey was voluntary and it is not known if the respondents are representative of the community served by the SCCOE.

These efforts resulted in the collection of 503 responses from school district and community stakeholders. Staff from 97% of districts in Santa Clara County including MetroED, partner organizations, and local government agencies responded to the survey.

## Main Findings

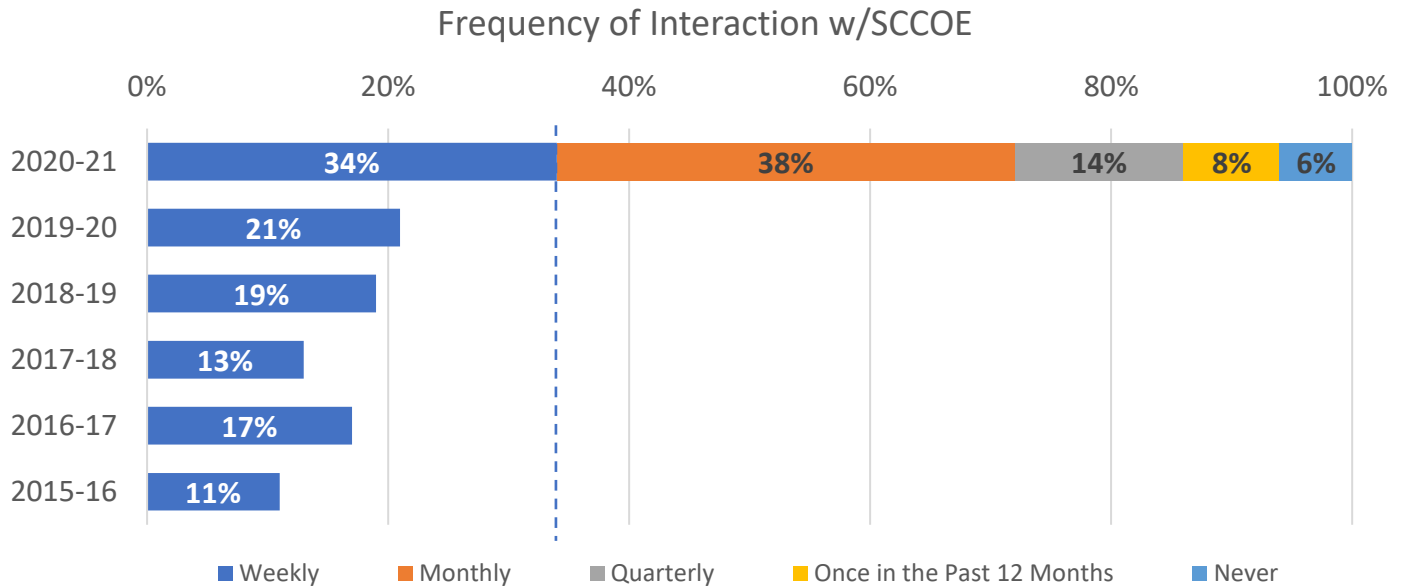
### Respondent Demographics

Five hundred and three (N=503) stakeholders responded to the 2020-21 External Stakeholder Feedback Survey. Of those respondents, the majority (68%) selected “school District” followed by 7% who selected “Non-District Public Agency” and 6% who selected “Non-Profit Partner” when asked to identify their employment agency. Among the respondent pool were staff fulfilling a variety of roles including teachers (21%), members of leadership (19%), school and district administrative staff (24%), and external service providers (8%).



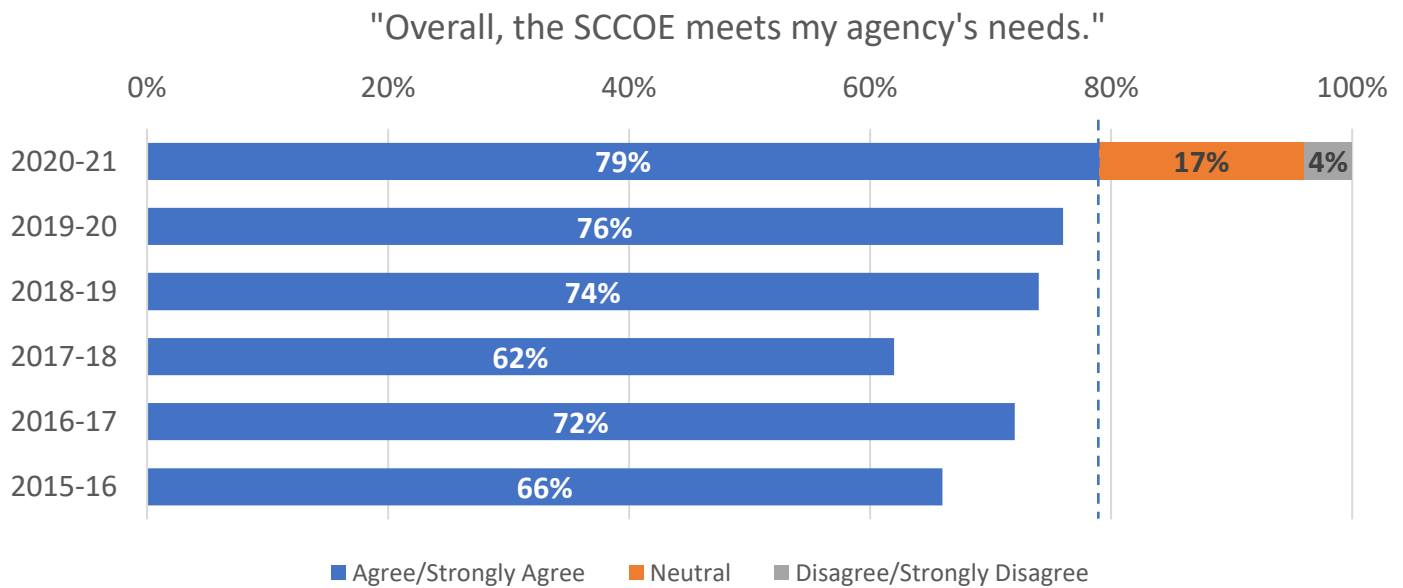
## Level of Interaction with the SCCOE

The degree to which stakeholders 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 2015-16, the proportion of respondents who indicated they interacted with the SCCOE at least weekly has increased by 23 percentage points; from 11% in 2015-16 to 34% in 2020-21.



## 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 2020-21, respondents provided the SCCOE with the highest rating (79%) in six (6) years.



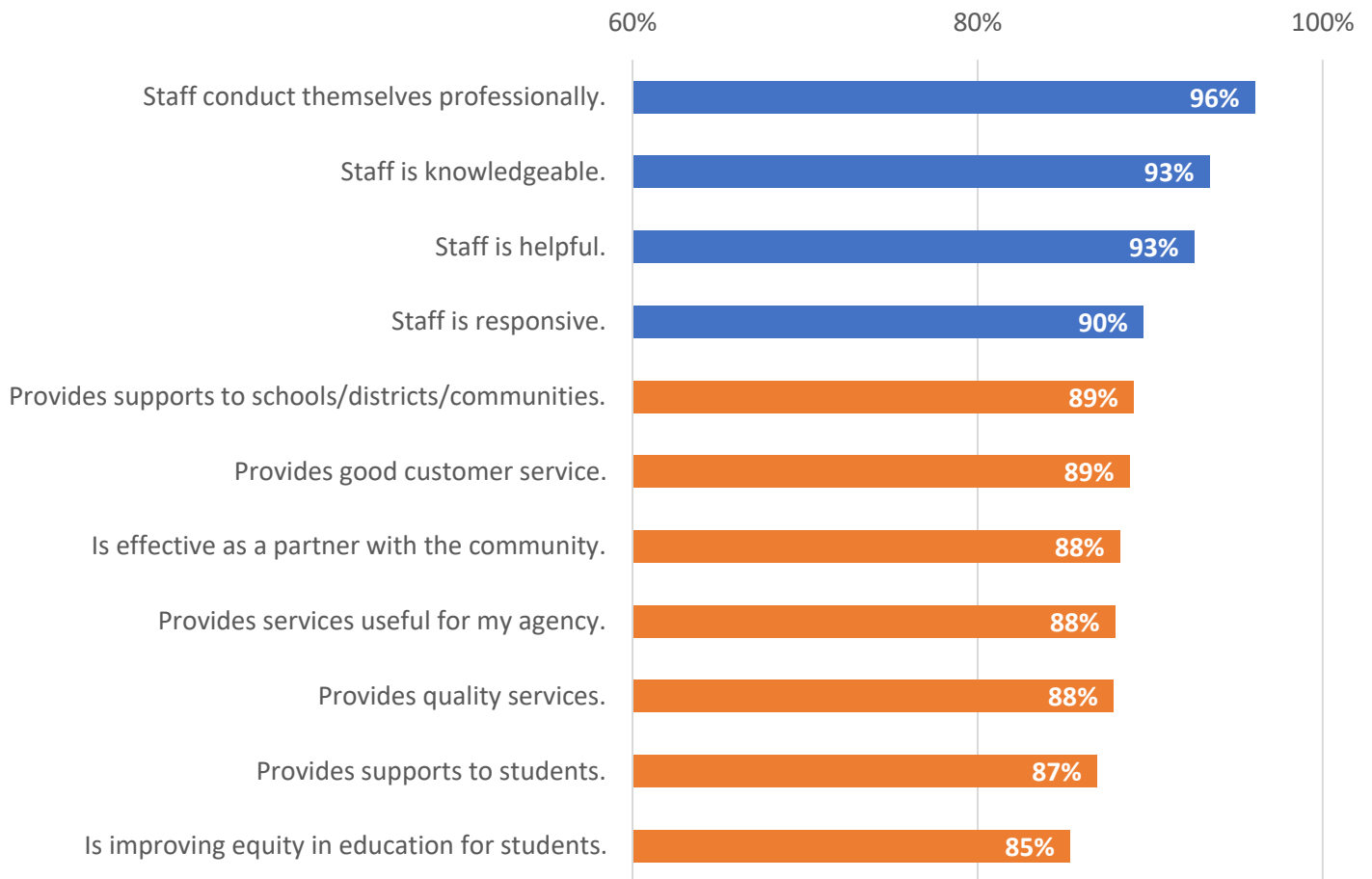
***“Everyone that I have interacted with at the SCCOE is kind, professional, helpful and working in the best interest of our children and families.”***

- Anonymous Stakeholder

The *External Stakeholder Feedback Survey* included a question that asked stakeholders to rate their levels of agreement with statements tied to important components of the SCCOE’s service model. Results consistently show that respondents have high opinions of SCCOE staff – their professionalism, levels of knowledge, helpfulness, and, joining the 90% or above rank for the first time in three (3) years, responsiveness.

Also notable, 85% or more of respondents hold positive opinions about the SCCOE’s commitment to providing high-utility services to members of the education community. This includes improving access to equitable and inclusive education for students. Items that asked about the SCCOE’s public image, and both its effectiveness and efficiency in delivering programs and services, received positive feedback from the majority of respondents, however, were among the lowest rated.

Combined Percent of "Agree" and "Strongly Agree" Responses





***“The SCCOE works well with the districts to serve our children and offer extended programs to further vocational development.”***

- Anonymous Stakeholder

In addition to rating important components of the SCCOE’s service model, stakeholders were provided with the opportunity to rate their level of satisfaction with over 50 specific SCCOE programs and departmental services. This year, programs and services receiving the highest satisfaction ratings were those that target administrative staff (Payroll Services, District Business Advisory Services), educators (English Language Development (ELD), LCAP Technical Assistance and Support), school systems (Inclusion Collaborative and Multi-Tiered System of Supports (MTSS)), and students (Tobacco Use Prevention Education (TUPE) and Foster and Homeless Youth Services). A complete listing of highest rated programs is provided in the figure to the right.

Programs and departmental services with at least seven out of ten satisfied stakeholders included State and Federal Programs Monitoring, Compliance and Technical Assistance, Assessment and Accountability, Print Services, Dual and World Language, Data and Analytics Development, Education Preparation for Inclusive Classrooms (EPIC), and Technology Infrastructure and Support Services.



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

- Credential Services
- District Business and Advisory Services
- ELD and ELs/Emergent Bilinguals
- Environmental Education (Walden West)
- Fingerprint Livescan Services
- Foster and Homeless Youth Services
- Inclusion Collaborative
- Inclusion Support Warmline
- LCAP Technical Assistance and Support
- Multi-Tiered Systems of Supports (MTSS)
- Payroll Services
- Positive Behavioral Int./Supports (PBIS)
- Tobacco Use Prevention Education (TUPE)



## Looking Ahead

The annual *External Stakeholder Feedback Survey* provides an opportunity to gather input from service recipients that informs the organization's service model. The input received from stakeholders is instrumental and essential to maximizing the SCCOE's impact as a premier service organization dedicated to serving, inspiring, and promoting student and school success.

Feedback received through the administration of this year's survey indicated that the SCCOE was more successful than ever before at engaging stakeholders and meeting the overall needs of schools, districts, and other agencies invested in improving outcomes for Santa Clara County's students and families. Consistent with previous years, stakeholders relayed highly favorable ratings of SCCOE staff, the quality of customer service, and usefulness of services provided. These findings are much more meaningful in 2020-21, a year in which challenges posed by the pandemic required the SCCOE to expand its service model, develop new partnerships, and find novel ways to equitably distribute limited resources. The services and supports provided this past year reflected the SCCOE's guiding principles of Equity, Diversity, Inclusion, and Partnership, and demonstrated the *Stronger Together* motto adopted by the SCCOE in the wake of the pandemic.

The upcoming year will undoubtedly pose a new set of challenges. Education providers will be looking to the SCCOE and its staff for remedies to issues that emerge as students return to school for in-person instruction after over a year of hybrid or full distance learning. Questions may arise regarding how to re-engage youth, keep them safe and in schools, and ensure that their social and emotional needs are met. This applies to students in general, from pre-Kindergarten through grade 12 and beyond, but more importantly to students in

### *Did You Know?*

In an effort to improve both its effectiveness and efficiency in the delivery of high-quality services and supports, the SCCOE developed a Professional Learning Portal for stakeholders to identify and register for upcoming offerings. In addition, for the second year in a row, the SCCOE has consolidated a full listing of its trainings, networks, technical assistance, special events, and conferences, into the *2021 Leadership & Learning Services Catalog*. For more information visit [www.sccoe.org/pdservices](http://www.sccoe.org/pdservices).



### 2021 LEADERSHIP & LEARNING SERVICES CATALOG

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underserved groups (e.g., students with disabilities, English Learners, and those who are socioeconomically disadvantaged). The SCCOE is committed to working with its partners to develop and implement strategies that address these challenges. Related efforts include:

- **Promoting Enrollment in Early Learning Programs through Steps to Success** – Steps to Success is a campaign aimed at increasing enrollment and attendance in early learning programs in Santa Clara County so that all children enter elementary school ready-to-learn and with the social and emotional development needed to thrive. Early learning programs of interest include infant/toddler programs for children ages birth to two (2) years, preschool for children ages 3-5 years, transitional kindergarten, and kindergarten. This initiative, in combination with the SCCOE operating as the newly designated Resource & Referral (R&R) agency for Santa Clara County, aims to ensure that all families are knowledgeable about the early learning programs that are available to them, whether full-pay or subsidized, and receive enrollment assistance.
- **Increasing Access to Wellness Services through School-Based Wellness Centers** – The SCCOE is the new recipient of two grants that will be used to establish school-based wellness centers at 14 school sites throughout Santa Clara County over a three-year period. At these centers, students in need will receive in-school psychological services and referrals to outside providers. Onsite care will be administered by trained staff with oversight from Santa Clara County Behavioral Health Services. The establishment of school-based wellness centers is supported by research that shows students are more likely to utilize mental healthcare when that care is provided on school campuses where it can be co-mingled with multi-tiered systems of support that include school-wide prevention and education efforts.
- **Keeping Students in Schools through Learning Communities for School Success** – In 2014, California voters passed Proposition 47, the Safe Neighborhoods and Schools Act, which established the Learning Communities for School Success Program (LCSSP). Administered through the California Department of Education, the program awards grant funds to Local Education Agencies for identifying and implementing evidence-based, nonpunitive practices to keep kids in school. The SCCOE was awarded LCSSP funds in 2020 and is currently using those funds to promote school climate transformation and truancy prevention efforts among select school sites and districts in Santa Clara County. Staff at participating sites receive training in Restorative Practices, Social Emotional Learning, and Trauma Informed Care.

The projects described above are just several examples of how the SCCOE will work with its partners to improve outcomes for students and families as they, along with educators and school systems, regain their footing. Their implementation will occur alongside the supports and services that stakeholders have come to value and depend on such as LCAP technical assistance and the coordination of services for homeless and foster youth.



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