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BRIEFING MEMORANDUM

TO: SPCSA Board
FROM: Rebecca Feiden, Executive Director
SUBJECT: Initial Action Steps in Response to 2021-22 Sponsor Survey Results
DATE: July 29, 2022

Background

The SPCSA conducted its annual sponsor survey from May 11, 2022 through June 5, 2022. The survey was intended to solicit feedback from current charter school leaders about their experience working with the SPCSA as a charter school sponsor. The survey covered four topics: Communications, Authorizing, School Support, and Grants. A summary of the responses to multiple-choice questions can be found in the [memo provided to the Authority on June 27, 2022](#).

Action Steps

In response to the feedback provided in the 2021-22 Sponsor Survey, SPCSA staff will be taking the following steps during the 2022-23 school year:

Action Step	Rationale
In addition to the organizational chart and staff contact information posted to the SPCSA's website, develop and post a quick-reference sheet that identifies the point of contact is for key topics.	Data indicated that approximately 17% of respondents are not clear who to contact at the SPCSA if they have a question or need assistance.
Revise the Wednesday Email Template to include links that will make it easier to navigate, particularly when the email is lengthy.	An open-ended response suggested making this change for ease of navigation.

<p>Revise the Amendment Application Forms to make them easier to understand and navigate and ensure alignment to the SPCSA’s Strategic Plan.</p>	<p>Data indicated that less than 50% of respondents agreed or strongly agreed that the amendment form was easy to understand and navigate. Additionally, 38% of respondents indicated that they were neutral or disagreed with the statement “The amendment process is aligned to the SPCSA Strategic Plan.”</p>
<p>Develop and publish a school support calendar for the year that includes planned training and technical assistance meetings in alignment with school priorities.</p>	<p>While 70% of respondents agreed or strongly agreed that the SPCSA’s school support team’s technical assistance regarding federal programs has benefited schools, respondents identified several topics where they would like additional training.</p>
<p>Publish a document that outlines grant timelines for the 2022-23 school year.</p>	<p>In open-ended responses, several respondents indicated that they had concerns and questions regarding grant timelines.</p>
<p>Continue the SPCSA’s Library of Resources Initiative to further develop and populate resources and training videos for core topics in Canvas.</p>	<p>In open-ended responses, some respondents raised concerns about the timing and short notice of trainings offered by the SPCSA. Building out Canvas will allow us to offer trainings in an asynchronous manner. Additionally, one respondent indicated that the work on Canvas was a good start to building information repositories.</p>
<p>Continue the SPCSA’s Annual Reporting Requirements Initiative to further streamline communication and collection of information and reports. In particular, SPCSA staff are looking at ways to consolidate certain reports, pull data from Infinite Campus to reduce the reporting burden on schools, and ensure clear communication regarding requirements and deadlines.</p>	<p>In open-ended responses, several respondents identified opportunities for improvement, including reports that seem somewhat redundant, data that the SPCSA may be able to pull from Infinite Campus, and suggestions for improved communication.</p>