2017-18 Coach Satisfaction

Start of Block: Introduction

S1
In order to best serve you, please complete this brief satisfaction survey on ATD Coaching.

Please submit one survey per college by the end of May 2018. Your feedback will help us provide better coaching service to your college. All responses will be kept confidential and will only be viewed by ATD staff members unless you opt to provide feedback that you would like shared with your coaches.

End of Block: Introduction

Start of Block: Leadership Coaching

S2
ATD Leadership Coaching

Q2 Have you worked with your ATD Leadership Coach during 2017-18?

- Yes
- No

Skip To: End of Block If Have you worked with your ATD Leadership Coach during 2017-18? = No
Q3 Please indicate your level of agreement with the statements below regarding your 2017-18 Leadership Coach. The Leadership Coach effectively advised my college in the following areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Did not discuss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional/organizational change</td>
<td></td>
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<tr>
<td>Building capacity</td>
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<tr>
<td>Teaching and Learning</td>
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<tr>
<td>Equity and closing achievement gaps</td>
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<tr>
<td>Strategy and Planning</td>
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<tr>
<td>Aligning Student Success work</td>
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</tbody>
</table>
Q4 The Leadership Coach does the following:

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No basis to judge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functions effectively in the context of cultural differences</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Frames comments in a thoughtful, positive way</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Applies self-awareness and empathy to foster effective relationships</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Uses clear, understandable, and respectful language in relating with others</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Checks in with the college between site visits</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Responds to requests for information, e-mails, and phone calls in a timely manner</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Connects the college to relevant resources and information to support student success work</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Provides a quality team time experience/connection at DREAM</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
</tbody>
</table>
Q5 The Leadership Coach is a good fit for my college.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Display This Question:
If NetworkAge != New (institution joined in 2016 or later)

Q6A Under ATD’s new model, you have a variety of service options to choose from in the coming year. What is your preferred engagement with a Leadership Coach in the 2018-19 academic year?

- Retain current Leadership Coach
- Request a different Leadership Coach
- Request no services from a Leadership Coach
- Still deciding on service model
- Other (please specify) ________________________________

Display This Question:
If NetworkAge = New (institution joined in 2015 or earlier)

Q6B What is your preferred engagement with a Leadership Coach in the 2018-19 academic year?

- Retain current Leadership Coach
- Request a different Leadership Coach
Q7 Please share any comments you wish to make regarding ATD Leadership Coaching services and/or your Leadership Coach:

________________________________________________________________
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Q8 If you have any comments you would like to share with your Leadership Coach, please enter below and ATD will forward these comments to your coach on behalf of your college.

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End of Block: Leadership Coaching

Start of Block: Data Coaching

S4
ATD Data Coaching

Q9 Have you worked with your ATD Data Coach during 2017-18?

○ Yes
○ No

*Skip To: End of Block If Have you worked with your ATD Data Coach during 2017-18? = No*
Q11 Please indicate your level of agreement with the statements below regarding your 2017-18 Data Coach.

The Data Coach effectively advised my college in the following areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Strongly agree</th>
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<th>Disagree</th>
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<tbody>
<tr>
<td>Student performance, efficiency, and equity metrics on access,</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>progression, completion, cost, and post-college outcomes</td>
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<tr>
<td>Building data and technology capacity</td>
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<tr>
<td>Developing and sustaining a culture of inquiry and evidence</td>
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<tr>
<td>Developing evaluation plans for our improvement efforts</td>
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<tr>
<td>Disaggregating data to identify achievement gaps</td>
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<tr>
<td>Techniques to communicate and visualize data</td>
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</tbody>
</table>
Q12 The Data Coach does the following:

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<thead>
<tr>
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<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
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<td>○</td>
<td>○</td>
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<td>○</td>
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<td>○</td>
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<td>○</td>
<td>○</td>
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<td>○</td>
<td>○</td>
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<td>○</td>
<td>○</td>
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<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Q13 The Data Coach is a good fit for my college.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Display This Question:
If NetworkAge != New (institution joined in 2016 or later)

Q14A Under ATD's new model, you have a variety of service options to choose from in the coming year. What is your preferred engagement with a Data Coach in the 2018-19 academic year?

- Retain current Data Coach
- Request a different Data Coach
- Request no services from a Data Coach
- Still deciding on service model
- Other (please specify) ____________________________

Display This Question:
If NetworkAge = New (institution joined in 2015 or earlier)

Q14B What is your preferred engagement with a Data Coach in the 2018-19 academic year?

- Retain current Data Coach
- Request a different Data Coach
Q15 Please share any comments you wish to make regarding ATD Data Coaching services and/or your Data Coach:

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________________________________________________________________

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________________________________________________________________

Q16 If you have any comments you would like to share with your Data Coach, please enter below and ATD will forward these comments to your coach on behalf of your college.

________________________________________________________________

________________________________________________________________

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________________________________________________________________

________________________________________________________________

End of Block: Data Coaching

Start of Block: Follow Up with ATD

Q17 How much value is provided by the letter that your coaches send to you following a site visit?

○ High value

○ Moderate value

○ No value
Q18 Would you like to schedule a call with an Achieving the Dream staff member to discuss ATD Coaching services, our new service model, and/or other supports that ATD can provide?

○ Yes

○ No

Display This Question:
  If Would you like to schedule a call with an Achieving the Dream staff member to discuss ATD Coaching... = Yes

Q19 Please provide the primary contact for follow up with Achieving the Dream.

○ Name ________________________________________________

○ Title ________________________________________________

○ E-mail ________________________________________________

○ Phone ________________________________________________

Display This Question:
  If Would you like to schedule a call with an Achieving the Dream staff member to discuss ATD Coaching... = Yes
Q20 Please provide a few dates and times that would work for a call with Achieving the Dream.

<table>
<thead>
<tr>
<th>Date (MM/DD)</th>
<th>Time (Eastern Time Zone)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td></td>
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<tr>
<td>Option 2</td>
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<tr>
<td>Option 3</td>
<td></td>
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</tbody>
</table>

End of Block: Follow Up with ATD