

Stakeholder's Satisfaction Tuesday, Nov. 3, 2009 Meeting Minutes

The meeting was a video conference between two sites, one in Manteno and the second in Springfield. Thanks to our two hosts for making the video connection (and providing lunch).

The group reviewed the purpose/ intent of our goal.

A discussion was held about current surveys in use within our group, as well as ways to measure satisfaction of services.

We discussed whose satisfaction would be helpful in order to create some type of ISBE "rating system"

We discussed how best to capture the right information and what impact culture and climate might have

We need to determine what questions we want to ask, how many and how often we would collect this information.

We considered what a school district or placement agency considers prior to placing a student in a program as well as what a parent would be looking for.

Information we would want to work to include is basic items such as:

- how many formal ISBE complaints have been filed
- how many referrals does the program receive
- how many students the program services
- day or residential

We need to review current surveys being used. The members are asked to send any surveys in email form out to the entire group. Bridget will identify consistent themes and summarize what information is being collected. Then the group will identify what would be important for this measure.

After assessing current surveys, the group will determine criterion to be included and then we would send out sample to entire ISBE programming for input from everyone.

There will be a meeting on Monday, Nov 16th from 8:30 – 9:45 (pre-session B) prior to the Special Education conference for an update on taskforce outcomes. All who are interested in the updates are welcome to attend.

Our individual group is scheduled to meet again in the same two locations (so we can video conference again) on