

Student Assistance Program STAFF SATISFACTION SURVEY

Read each statement in the list below, and circle a number to indicate how much you agree or disagree.

1	2	3	4	5	6
Strongly Disagree	Disagree Somewhat	Neutral	Agree Somewhat	Strongly Agree	Not Applicable

1. The Student Assistance Program seems to be helping students.	1	2	3	4	5	6
2. The information that students share is kept confidential by staff.	1	2	3	4	5	6
3. The information that students share is kept confidential by other students.	1	2	3	4	5	6
4. When a student is referred to the SAP, he or she gets help in a timely fashion.	1	2	3	4	5	6
5. SAP Core Team is highly skilled and effective.	1	2	3	4	5	6
6. SAP Core Team is knowledgeable about current trends relating to SAP issues.	1	2	3	4	5	6
7. SAP Core Team is interested in my perspective and concerns.	1	2	3	4	5	6
8. I clearly understand the purpose of the SAP.	1	2	3	4	5	6
9. I clearly understand what makes an appropriate referral to the SAP.	1	2	3	4	5	6
10. I clearly understand the nature of the services provided by the SAP.	1	2	3	4	5	6
11. SAP Core Team does well at job training and educating the staff.	1	2	3	4	5	6
12. SAP Core Team does well at working with other resources available in school.	1	2	3	4	5	6
13. SAP Core Team does well at working with community resources.	1	2	3	4	5	6
14. Overall, my contact with the SAP has been positive.	1	2	3	4	5	6
15. If a student has a problem, I would recommend the SAP as a place to get help.	1	2	3	4	5	6
16. The SAP is a positive influence on this school.	1	2	3	4	5	6

We are always looking for ways to improve the work of the SAP team. Please provide additional suggestions and comments below. Adapted from Texas Student Assistance Program

Student Assistance Program STUDENT PARTICIPANT SATISFACTION SURVEY

In an effort to maintain high standards and quality of service, we are seeking your input on the Student Assistance. Your participation in this survey is very important to us and your responses will be treated with confidentiality. Please answer the following questions and return the completed survey by _____ to _____.

Read each statement in the list below, and circle a number to indicate how much you agree or disagree.

1	2	3	4	5	6
Strongly Disagree	Disagree Somewhat	Neutral	Agree Somewhat	Strongly Agree	Not Applicable

1. The SAP activities I participated in were interesting.	1	2	3	4	5	6
2. The information I shared in the program was kept confidential by staff.	1	2	3	4	5	6
3. The information that I shared with other students was kept confidential.	1	2	3	4	5	6
4. The SAP Core Team was available for me.	1	2	3	4	5	6
5. The SAP staff is good at what they do.	1	2	3	4	5	6
6. The SAP staff showed they care about me personally.	1	2	3	4	5	6
7. I felt the reason I was in the SAP was clearly explained to me.	1	2	3	4	5	6
8. I feel I've made positive changes from being in the program.	1	2	3	4	5	6
9. The SAP helped me achieve my own goals.	1	2	3	4	5	6
10. I benefited from the SAP.	1	2	3	4	5	6
11. Overall, I'm glad I participated in the SAP.	1	2	3	4	5	6
12. If I had a friend with a problem, I'd recommend the SAP as a place to get help.	1	2	3	4	5	6
13. The SAP has a positive influence on the school.	1	2	3	4	5	6
14. Overall, my contacts with the SAP have been positive.	1	2	3	4	5	6

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Student Assistance Program PARENT PARTICIPANT SATISFACTION SURVEY

In an effort to maintain high standards and quality of service, we are seeking your input on the Student Assistance. Your participation in this survey is very important to us and your responses will be treated with confidentiality. Please answer the following questions and return the completed survey by _____ to _____.

Read each statement in the list below, and circle a number to indicate how much you agree or disagree.

1	2	3	4	5	6
Strongly Disagree	Disagree Somewhat	Neutral	Agree Somewhat	Strongly Agree	Not Applicable

1. The SAP acted in a professional manner.	1	2	3	4	5	6
2. The SAP team explained confidentiality and what legitimate educational interest mean in terms of what would and would not be shared with other individuals who work with my child.	1	2	3	4	5	6
3. Team members kept the information that was shared confidential.	1	2	3	4	5	6
4. I felt the reason(s) my child was referred to SAP was clearly explained to me.	1	2	3	4	5	6
5. I was informed and gave consent for the student assistance process.	1	2	3	4	5	6
6. After my child was referred, (s)he received help in a timely manner.	1	2	3	4	5	6
7. The staff helped me understand y child's needs affecting his health, safety and/or welfare.	1	2	3	4	5	6
8. I had an opportunity to share ideas, concerns and goals for my child.	1	2	3	4	5	6
9. I felt I was an integral part of the process.	1	2	3	4	5	6
10. The SAP Team helped me and my child achieve the goals outlined in the action plan.	1	2	3	4	5	6
11. The SAP Core Team regularly communicated with me about my child's progress and was available for consultation and follow-up.	1	2	3	4	5	6
12. The team assisted me in connecting to resources and services to address my child's needs.	1	2	3	4	5	6
13. My child benefited from his/her experiences with SAP.	1	2	3	4	5	6
14. Overall, I would rate my level of satisfaction with the services received by my child as satisfactory.	1	2	3	4	5	6
15. I would recommend SAP to others as a helping service provided by the school.	1	2	3	4	5	6

We are always looking for ways to improve the work of the SAP team. Please provide additional suggestions and comments below. Adapted from Texas Student Assistance Program