

The Truancy Diversion Social Work Program

"Getting to the Core Issues"®



Serving Clients: Satisfaction of parents and schools with the Truancy Diversion Social Work Program

Customer Satisfaction Survey Evaluation Component

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Executive Summary

The customer satisfaction survey evaluation component was intended to be a census—all potential respondents would receive and have the opportunity to complete the questionnaire. The three target survey populations were identified and the number of surveys delivered to TDSW program staff for distribution were as follows: Parents of students having received services from the TDSW program (4,500); School representatives in counties where the TDSW program operate (700); and Regional and county DHHR staff (120)

TDSW staff distributed the surveys with an informational letter explaining the purpose of the survey, how results will be reported and used, along with an addressed, postage paid return envelope provided by the WVPRC. It is not clear as to how many of the questionnaires delivered to the TDSW program were distributed to potential respondents.

Parent Satisfaction Surveys

- A total of 763 parent surveys were returned to the WVPRC. Of those, 29 were missing the county name so it was not possible to attribute them to county or region.
- Completed questionnaires were returned from 47 of the 49 counties serviced by the TDSW program. McDowell County had the highest parent response—83 responses (10.9% of all returned surveys). Gilmer, Grant and Mineral Counties had the lowest response—1 response each (0.1% of all surveys).
- The parent survey consisted of 9 questions, with space provided at the end for additional comments.
- Frequency distributions were constructed for each question for the TDSW program statewide, by region.
- Frequency distributions are provided only for counties from which at least 15 useable questionnaires were received. This included 17 counties.
- Parents overwhelming were satisfied with the TDSW program. 67% indicated that they strongly agreed and 29% agreed when responding to the statement *Overall, I am satisfied with the truancy diversion program and the services we received.*

School Satisfaction Surveys

- A total of 409 school surveys were returned to the WVPRC. Of those, 60 were missing the county name so it was not possible to attribute them to county or region.
- Completed questionnaires were returned from 46 of the 49 counties serviced by the TDSW program. Wood County had the highest school response—32 responses (7.8% of all returned surveys). Monroe, Hardy, Clay, Calhoun, Roane, and Grant Counties had the lowest response—2 responses each (0.2% of all surveys).
- The School survey consisted of 10 questions.

Executive Summary

- Frequency distributions were constructed for each question for the TDSW program statewide, by regions.
- Frequency distributions are provided only for those counties from which at least 10 useable questionnaires were received.
- When asked *Overall, how would you rate the TDSW program?*, 95% percent of school respondents indicated that the TDSW program was effective.

DHHR Satisfaction Surveys

- Only 20 DHHR surveys were returned. Of those, 7 were missing the county name, leaving only 13 useable surveys for analysis. Consequently, no analysis was performed.

Summary and Recommendations

- Responses from both parents and schools were overwhelmingly positive in terms of satisfaction with and effectiveness of the TDSW program.
- Consider incorporating the parent satisfaction questionnaire into an exit survey administered at the time cases are closed, or during the 30-day follow-up contact to obtain responses from a larger proportion of families served by the TDSW program.

Description of Evaluation Research Component

Summary of Satisfaction Survey Evaluation Research Component

Three different questionnaires were used in the satisfaction survey component of the evaluation of the Truancy Diversion Social Work program. The questionnaires were derived from those previously used by the TDSW program, and staff at the West Virginia Prevention Resource Center (WVPRC), in collaboration with designees of the Truancy Diversion State Management Team (TDSMT), finalized the satisfaction survey questionnaires. TDSW staff distributed the surveys with an informational letter explaining the purpose of the survey, how results will be reported and used, along with an addressed, postage paid return envelope provided by the WVPRC. It was understood that the survey was to be a census—all potential respondents would receive and have the opportunity to complete the questionnaire. The three target populations and the number of surveys delivered to TDSW program staff for distribution were as follows:

- | | |
|--|-------|
| • Parents of students having received services from the TDSW program – 2000-01 Academic year | 4,500 |
| • School representatives in counties where the TDSW program operate | 700 |
| • Regional and county DHHR staff | 120 |

It is not clear as to how many of the questionnaires delivered to the TDSW program were distributed to potential respondents. However, representatives from the TDSW management Team estimate that the distribution rate was approximately 90%. The questionnaire distribution schedule, developed by researchers from the WVPRC and program staff at the TDSW program, is as follows:

- | | |
|--|--|
| • August 28–29 | WVPRC delivered surveys to TDSW program |
| • August 29–31 | Distributed to Coordinators and to Supervisors |
| • September 4–6 | Delivered to TDSWs |
| • September 6–20 | Delivered to Families |
| • September 28 (delayed to October 17) | Returned to WVPRC |

Because of various complexities in delivery (e.g., some DHHR staff were prohibited from participation without permission from their supervisors), the final cutoff date for return of surveys to WVPRC was extended to October 17, 2001. TDSW supervisors and their staff also were provided with the guidelines listed below to follow as they distributed the questionnaires to families.

1. Satisfaction surveys are to be delivered to all families receiving service in fiscal year 2000-01;
2. Encourage all of the workers to hand-deliver as many of the surveys to their families as possible;

Description of Evaluation Research Component

3. The TDSW provides a brief introduction and answers general questions;
4. Under no circumstances does a worker fill out the survey for a family (e.g., if the family member does not read);
5. If the family would like to complete the survey while the worker waits, the worker should leave the room until the questionnaire is completed, folded, and sealed in the envelope by the family member completing the survey;
6. Encourage workers to hand deliver the surveys, but any survey not delivered by September 13th, should be placed in the mail to the family.
7. TDSWs must put the county name on each survey.

Parent Satisfaction Surveys

A total of 763 parent surveys were returned to the WVPRC. Of those, 29 were missing the county name so it was not possible to attribute them to county or region. These also were omitted from the statewide analysis. Completed questionnaires were returned from 47 of the 49 counties serviced by the TDSW program (Table 1). McDowell County had the highest parent response—83 responses (10.9% of all returned surveys). Gilmer, Grant and Mineral Counties had the lowest response—1 response each (0.1% of all surveys). Responses also varied by region as follows:

Region	Completed Surveys
1	111
2	211
3	101
4	312

The parent survey consisted of 9 questions, with space provided at the end for additional comments. Frequency distributions were constructed for each question for the TDSW program statewide, by region, and by county and are presented in Appendix A. Frequency distributions are provided only for those counties from which at least 15 useable questionnaires were received. This included 17 counties.

Parent comments ranged from extremely positive to mildly negative. However, the majority parent comments were positive. Examples of positive comments include:

- “I hope it works as well for other children as it did for my child.”
- “This is a very good program. It gives the child a one on one approach in the school system. There needs to be more caseworkers at the school. It would pay for itself in the end by helping the teachers and the students.”
- “I really like the help that was given to us and respect so please don't shut it down because we need it.”

Some negative comments were:

- “My child was not comfortable with the Truant officer nor the questions he asked—example of questions ‘Does God speak to you when your watching TV?’ and ‘Do you smell things that

Description of Evaluation Research Component

aren't cooking?' Also the timing for the home visits should be made further in advance and when a parent is at home, not an older sibling.”

- “I feel the program was a good start, but not forceful enough with the understanding of the law & no nonsense. I understand it is important to make a start, but maybe we haven't participated long enough.”
- “Too much emphasis on punishment, and not enough on assistance. Negative attitudes breed negative attitudes.”

An analysis was performed on parent comments for the purpose of identifying words or word variations that appeared most frequently. All comments containing the identified words or variation were reviewed to determine the context in which they were used—whether they were used in a positive or negative context. For the most part, frequently used words appear in positive comments (Table 2).

County	Surveys Returned	County	Surveys Returned
Barbour	24	Mineral	1
Berkeley	4	Mingo	55
Boone	18	Monongalia	8
Braxton	8	Monroe	10
Cabell	4	Nicholas	34
Calhoun	5	Pendleton	2
Clay	11	Pleasants	2
Doddridge	14	Pocahontas	7
Fayette	17	Preston	4
Gilmer	1	Putnam	9
Grant	1	Raleigh	8
Greenbrier	33	Randolph	7
Hardy	7	Ritchie	9
Harrison	22	Roane	10
Jackson	16	Summers	20
Jefferson	16	Taylor	13
Kanawha	15	Tucker	15
Lewis	5	Upshur	2
Lincoln	9	Wayne	16
Logan	47	Webster	7
Marion	36	Wirt	6
Mason	2	Wood	8
McDowell	83	Wyoming	9
Mercer	75		

Description of Evaluation Research Component

Word / Word Variation	Frequency	Positive	Negative
Help; Helped; Helpful; Helping; Helps	141	138	3
Child; Children	65	61	4
Thank; Thank-You; Thankful; Thanks	64	64	0
Great; Greatly	42	42	0
Need; Needs; Needed	39	36	3
Good	32	32	0
Like; Liked	27	27	0
Understand; Understanding; Understands	22	20	2
Family; Families	21	20	1
Wonderful; Wonderfully	20	20	0
Service; Services	19	13	6
Nice; Nicely	18	18	0
Care; Caring; Cared; Cares	16	16	0
Want; Wanted	14	14	0
Pleased	11	11	0

School Satisfaction Surveys

A total of 409 school surveys were returned to the WVPRC. Of those, 60 were missing the county name so it was not possible to attribute them to county or region. These also were omitted from the statewide analysis. Completed questionnaires were returned from 46 of the 49 counties serviced by the TDSW program (Table 3). Wood County had the highest school response—32 responses (7.8% of all returned surveys). Monroe, Hardy, Clay, Calhoun, Roane, and Grant Counties had the lowest response—2 responses each (0.2% of all surveys). Responses also varied by region as follows:

Region	Completed Surveys
1	103
2	82
3	72
4	92

The School survey consisted of 10 questions. Since an interview of school principals is being conducted as a separate component of the overall evaluation, no space was provided for additional comments. Frequency distributions were constructed for each question for the TDSW program statewide, by regions, and by county and are presented in Appendix B. Frequency distributions are provided only for those counties from which at least 10 useable questionnaires were received. This included 8 counties.

Description of Evaluation Research Component

Table 3. School Satisfaction Survey Responses by County			
County	Surveys Returned	County	Surveys Returned
Barbour	7	Mercer	17
Berkeley	9	Mineral	8
Boone	8	Mingo	8
Braxton	4	Monongalia	19
Cabell	4	Monroe	2
Calhoun	2	Morgan	9
Clay	2	Nicholas	9
Doddridge	4	Pleasants	6
Fayette	6	Pocahontas	4
Gilmer	4	Putnam	13
Grant	2	Raleigh	21
Greenbrier	7	Randolph	6
Hampshire	6	Ritchie	6
Hardy	2	Roane	2
Harrison	14	Summers	6
Jackson	9	Taylor	6
Kanawha	9	Tucker	7
Lewis	4	Upshur	6
Lincoln	9	Wayne	3
Logan	10	Webster	3
Marion	13	Wirt	3
Mason	5	Wood	32
McDowell	7	Wyoming	6

DHHR Satisfaction Surveys

Only 20 DHHR surveys were returned to the WVPRC. Of those, 7 were missing the county name, leaving only 13 useable surveys for analysis. It is our opinion that these 13 responses most likely are not representative of DHHR opinion about the TDSW program. Consequently, no analysis is provided.

APPENDIX A

PARENT SATISFACTION SURVEY RESULTS

DATA TABLE WITH STATEWIDE, REGIONAL, AND COUNTY FREQUENCY DISTRIBUTIONS

STATEWIDE FREQUENCY DISTRIBUTION HISTOGRAMS

REGIONAL FREQUENCY DISTRIBUTION HISTOGRAMS

COUNTY FREQUENCY DISTRIBUTIONS HISTOGRAMS

Appendix A: Parent Satisfaction Survey Results

Question 1. The staff was willing to help me					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	0.5%	0.0%	0.5%	29%	70%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1%	0%	0%	23%	76%
Region 2	0%	0%	0%	21%	79%
Region 3	1%	0%	1%	31%	67%
Region 4	0%	1%	2%	34%	64%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	42%	54%
Boone	0%	0%	0%	11%	89%
Fayette	0%	0%	0%	77%	24%
Greenbrier	0%	3%	3%	24%	70%
Harrison	0%	0%	0%	9%	91%
Jackson	0%	0%	0%	13%	88%
Jefferson	0%	0%	6%	38%	56%
Kanawha	0%	0%	0%	20%	80%
Logan	0%	0%	0%	30%	70%
Marion	0%	0%	0%	19%	81%
McDowell	0%	0%	0%	17%	83%
Mercer	0%	0%	3%	43%	55%
Mingo	0%	0%	0%	22%	78%
Nicholas	0%	0%	0%	74%	27%
Summers	0%	0%	0%	5%	95%
Tucker	0%	0%	0%	53%	47%
Wayne	0%	0%	0%	27%	73%

Appendix A: Parent Satisfaction Survey Results

Question 2. The staff treated me with respect					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	0.2%	0.4%	0.4%	27%	72%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	2%	0%	0%	21%	77%
Region 2	0%	0%	0%	21%	79%
Region 3	1%	1%	1%	23%	74%
Region 4	0%	0%	0.5%	33.5%	66%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	13%	83%
Boone	0%	0%	0%	6%	94%
Fayette	0%	0%	0%	71%	29%
Greenbrier	0%	0%	0%	33%	67%
Harrison	0%	0%	0%	5%	95%
Jackson	0%	0%	0%	12.5%	87.5%
Jefferson	0%	0%	6%	38%	56%
Kanawha	0%	0%	0%	20%	80%
Logan	0%	0%	0%	34%	66%
Marion	3%	0%	0%	11%	86%
McDowell	0%	0%	1%	15%	84%
Mercer	0%	0%	1.3%	45.3%	53.3%
Mingo	0%	0%	0%	20%	80%
Nicholas	0%	0%	0%	71%	29%
Summers	0%	0%	0%	5%	95%
Tucker	0%	0%	0%	47%	53%
Wayne	0%	0%	0%	20%	80%

Appendix A: Parent Satisfaction Survey Results

Question 3. The staff treated my children with respect					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	0.2%	0%	1.8%	26%	72%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1%	0%	3%	19%	77%
Region 2	0%	0%	0%	18%	82%
Region 3	1%	0%	2%	27%	70%
Region 4	0%	0%	2%	32%	66%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0	0	21%	75%
Boone	0	0	0	6%	94%
Fayette	0	0	6%	65%	29%
Greenbrier	0	0	3%	24%	73%
Harrison	0	0	0	5%	95%
Jackson	0	0	0	12.5%	87.5%
Jefferson	0	0	13%	27%	60%
Kanawha	0	0	0	20%	80%
Logan	0	0	0	30%	70%
Marion	0	0	3%	11%	86%
McDowell	0	0	1%	13%	86%
Mercer	0	0	3%	44%	53%
Mingo	0	0	0	18%	82%
Nicholas	0	0	3%	71%	26%
Summers	0	0	0	10%	90%
Tucker	0	0	0	40%	60%
Wayne	0	0	0	20%	80%

Appendix A: Parent Satisfaction Survey Results

Question 4. My privacy was maintained					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	0.2%	0.2%	4.6%	28%	67%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1%	1%	6%	21%	71%
Region 2	0%	1%	2%	23%	74%
Region 3	1%	0%	6%	26%	67%
Region 4	0%	0%	5%	34%	61%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0	4%	21%	71%
Boone	0	0	6%	28%	66%
Fayette	0	0	29%	53%	18%
Greenbrier	0	0	9%	33%	58%
Harrison	0	0	5%	5%	90%
Jackson	0	0	0	19%	81%
Jefferson	0	0	13%	31%	56%
Kanawha	0	0	0	33%	67%
Logan	0	0	6%	30%	64%
Marion	0	3%	3%	14%	80%
McDowell	0	0	0	18%	82%
Mercer	0	0	7%	44%	49%
Mingo	0	0	0	20%	80%
Nicholas	0	0	9%	70%	21%
Summers	0	0	0	10%	90%
Tucker	0	0	0	33%	67%
Wayne	0	7%	0	20%	73%

Appendix A: Parent Satisfaction Survey Results

Question 5. The staff was effective in their approach to helping my children					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	1%	1%	5%	29%	64%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	2%	5.5%	4.5%	20%	67%
Region 2	0%	1%	3%	23%	73%
Region 3	5%	0%	5%	31%	59%
Region 4	0.5%	0.5%	5%	34%	60%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	29%	67%
Boone	0%	0%	0%	11%	89%
Fayette	0%	0%	6%	65%	29%
Greenbrier	3%	6%	6%	24%	58%
Harrison	5%	0%	9%	5%	81%
Jackson	0%	0%	6%	19%	75%
Jefferson	12.5%	0%	12.5%	44%	31%
Kanawha	0%	7%	7%	20%	66%
Logan	0%	0%	6%	32%	62%
Marion	0%	3%	3%	22%	72%
McDowell	0%	0%	4%	12%	84%
Mercer	0%	0%	7%	44%	49%
Mingo	0%	0%	2%	25%	73%
Nicholas	0%	0%	6%	76%	18%
Summers	0%	0%	0%	15%	85%
Tucker	0%	0%	0%	53%	47%
Wayne	0%	0%	0%	33%	67%

Appendix A: Parent Satisfaction Survey Results

Question 6. The staff was effective in their approach to helping my family					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	1%	1.5%	5.5%	31%	61%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1%	5%	5%	28%	61%
Region 2	0%	1%	4%	25%	70%
Region 3	5%	0%	7%	32%	56%
Region 4	0%	1.5%	4.5%	37%	57%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	29%	67%
Boone	0%	0%	0%	22%	78%
Fayette	0%	0%	12%	59%	29%
Greenbrier	0%	9%	3%	33%	55%
Harrison	5%	0%	9%	5%	81%
Jackson	0%	0%	6%	19%	75%
Jefferson	12.5%	0%	25%	37.5%	25%
Kanawha	0%	7%	13%	27%	53%
Logan	0%	0%	8.5%	34%	57%
Marion	0%	3%	6%	31%	61%
McDowell	0%	0%	2%	19%	78%
Mercer	0%	0%	5%	49%	45%
Mingo	0%	0%	0%	24%	76%
Nicholas	0%	0%	6%	79%	15%
Summers	0%	0%	0%	10%	90%
Tucker	0%	0%	0%	67%	33%
Wayne	0%	0%	7%	27%	67%

Appendix A: Parent Satisfaction Survey Results

Question 7. Services were explained to me in terms I could understand					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	0.5%	0.5%	2%	30%	67%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	2%	0%	2%	28%	68%
Region 2	0%	0%	2%	22%	76%
Region 3	1%	0%	2%	32%	65%
Region 4	0%	0.2%	0.8%	35%	63%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0	0	21%	75%
Boone	0	0	0	22%	78%
Fayette	0	0	0	76%	24%
Greenbrier	0	3%	3%	18%	76%
Harrison	5%	0	0	5%	91%
Jackson	0	0	0	12.5%	87.5%
Jefferson	0	6%	6%	50%	38%
Kanawha	0	0	7%	27%	67%
Logan	0	0	4%	30%	66%
Marion	0	0	3%	28%	69%
McDowell	0	1%	0	13%	86%
Mercer	0	0	1%	49%	49%
Mingo	0	0	0	22%	78%
Nicholas	0	0	3%	79%	18%
Summers	0	0	0	15%	80%
Tucker	0	0	0	60%	40%
Wayne	0	0	0	27%	73%

Appendix A: Parent Satisfaction Survey Results

Question 8. The staff provided timely assistance in coordinating other services we needed					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	2%	3%	3%	31%	61%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1.5%	2.5%	7%	26%	63%
Region 2	0%	1%	6%	24%	69%
Region 3	4%	0%	4%	36%	56%
Region 4	0.8%	0.2%	6%	37%	56%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	42%	54%
Boone	0%	6%	11%	22%	61%
Fayette	0%	0%	23%	71%	6%
Greenbrier	3%	0%	6%	24%	64%
Harrison	0%	0%	9%	5%	86%
Jackson	0%	0%	6%	19%	75%
Jefferson	12.5%	0%	25%	25%	37.5%
Kanawha	0%	7%	13%	33%	47%
Logan	0%	0%	8%	32%	60%
Marion	0%	3%	3%	39%	55%
McDowell	0%	1%	0%	17%	82%
Mercer	0%	0%	11%	43%	45%
Mingo	0%	0%	2%	22%	76%
Nicholas	0%	0%	6%	82%	12%
Summers	0%	0%	5%	15%	80%
Tucker	0%	0%	0%	60%	33%
Wayne	0%	0%	6%	27%	67%

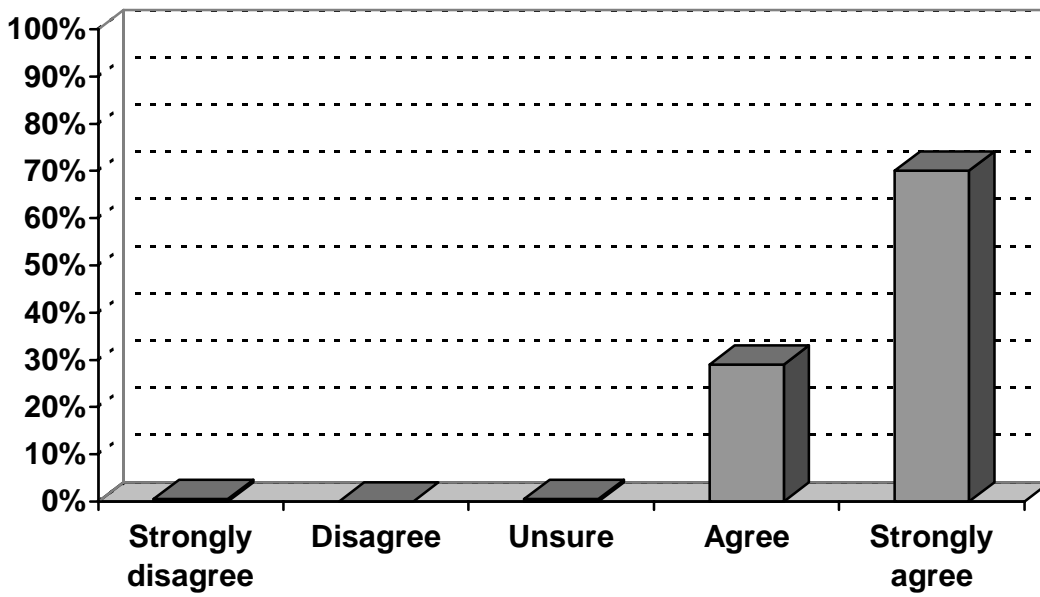
Appendix A: Parent Satisfaction Survey Results

Question 9. Overall, I am satisfied with the truancy diversion program and the services we received					
Statewide	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
	1%	0.5%	2.5%	29%	67%
Regional	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Region 1	1%	1%	4%	21%	73%
Region 2	0%	0%	2%	25%	73%
Region 3	2%	0%	2%	27%	69%
Region 4	0%	3%	3%	36%	61%
County	Strongly disagree	Disagree	Unsure	Agree	Strongly agree
Barbour	4%	0%	0%	21%	75%
Boone	0%	0%	0%	6%	94%
Fayette	0%	0%	6%	71%	23%
Greenbrier	0%	3%	9%	24%	64%
Harrison	0%	0%	5%	9%	86%
Jackson	0%	0%	0%	19%	81%
Jefferson	12.5%	0%	6%	44%	37.5%
Kanawha	0%	0%	13%	27%	60%
Logan	0%	0%	2%	36%	62%
Marion	0%	0%	5%	17%	78%
McDowell	0%	0%	1%	12%	87%
Mercer	0%	0%	1%	55%	44%
Mingo	0%	0%	0%	29%	71%
Nicholas	0%	0%	6%	76%	18%
Summers	0%	0%	0%	15%	85%
Tucker	0%	0%	0%	47%	53%
Wayne	0%	0%	7%	27%	67%

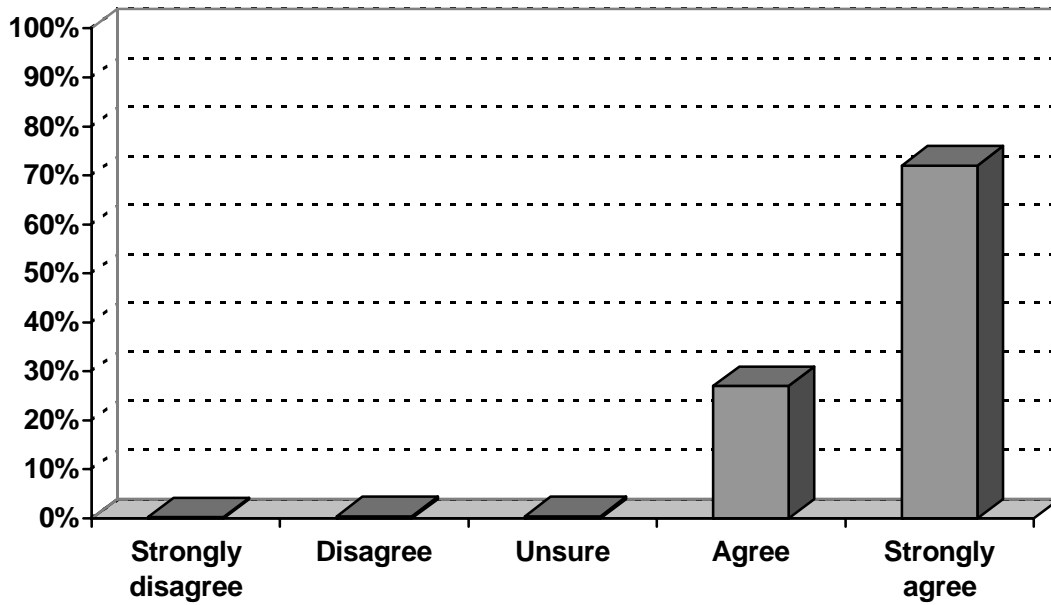
STATEWIDE FREQUENCY DISTRIBUTIONS

Statewide Parent Data

The staff was willing to help me
(n = 762)

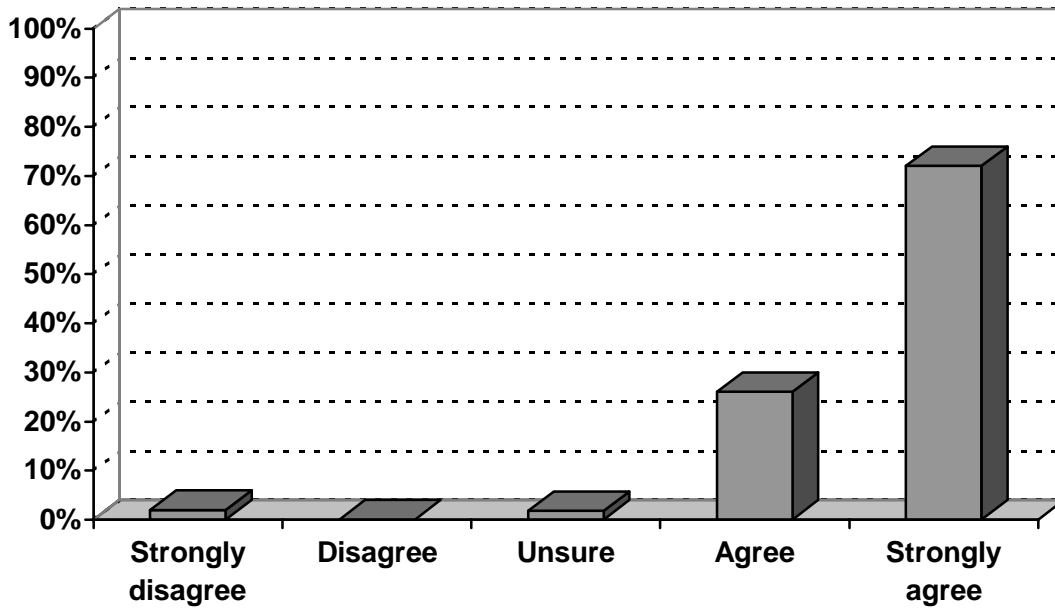


The staff treated me with respect
(n = 762)

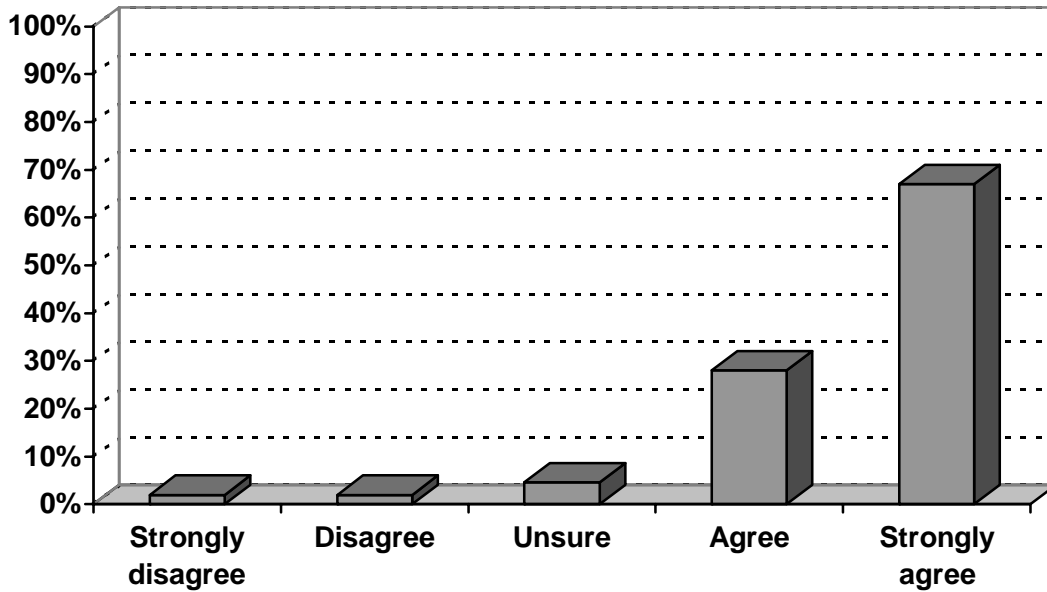


Statewide Parent Data

The staff treated my child(ren) with respect
(n = 760)

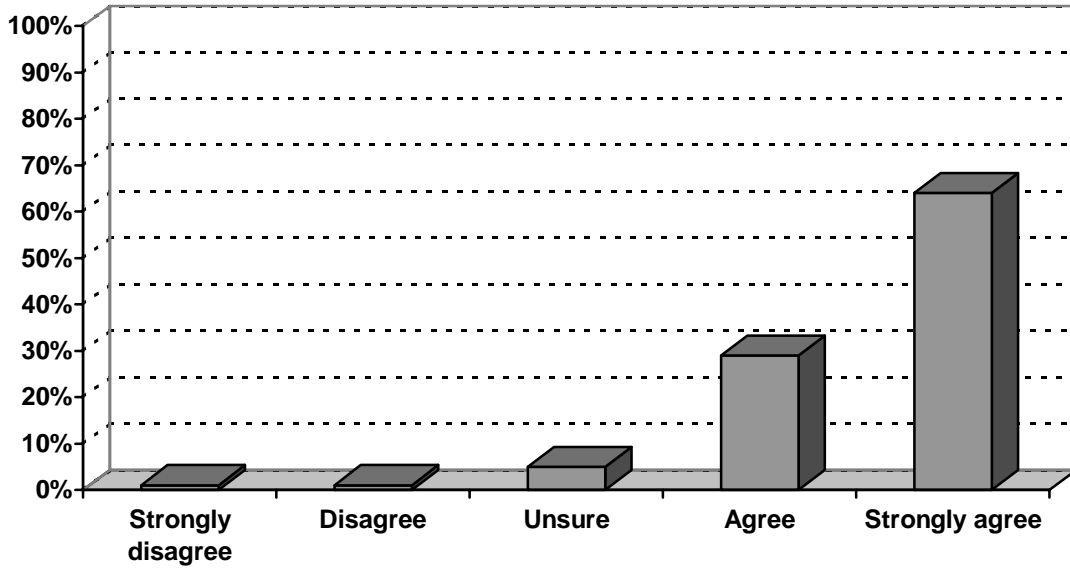


My privacy was maintained
(n = 762)

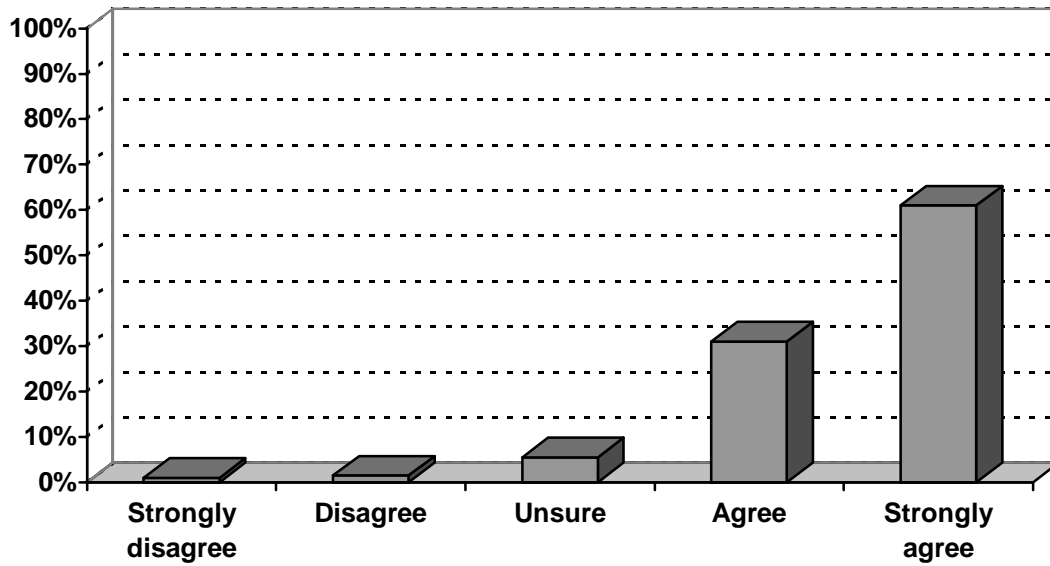


Statewide Parent Data

The staff was effective in their approach to helping my children
(n = 760)

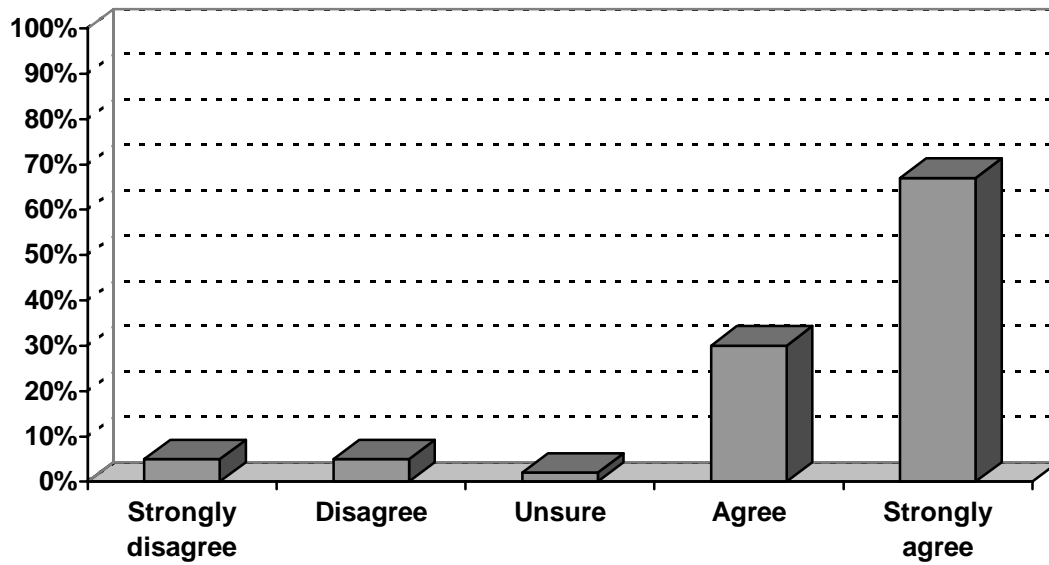


The staff was effective in their approach to helping my family
(n = 762)

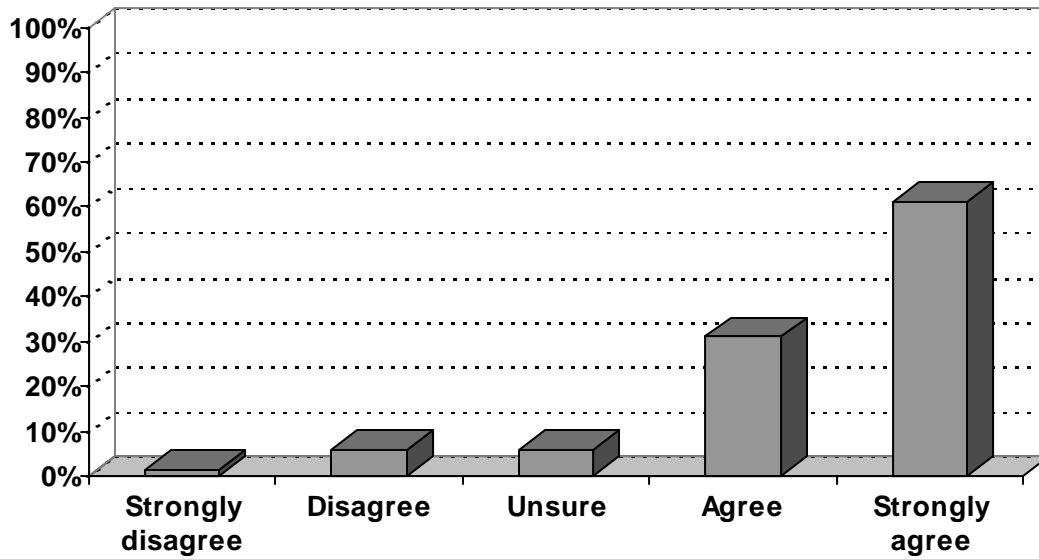


Statewide Parent Data

**Services were explained to me in terms
I could understand
(n = 761)**

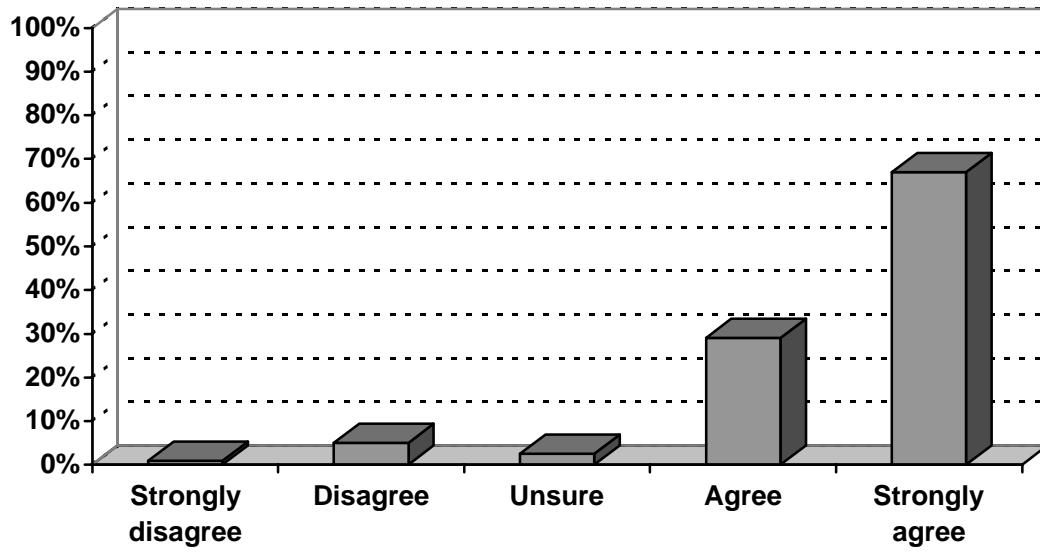


**The staff provided timely assistance in coordinating other
services we needed
(n = 755)**



Statewide Parent Data

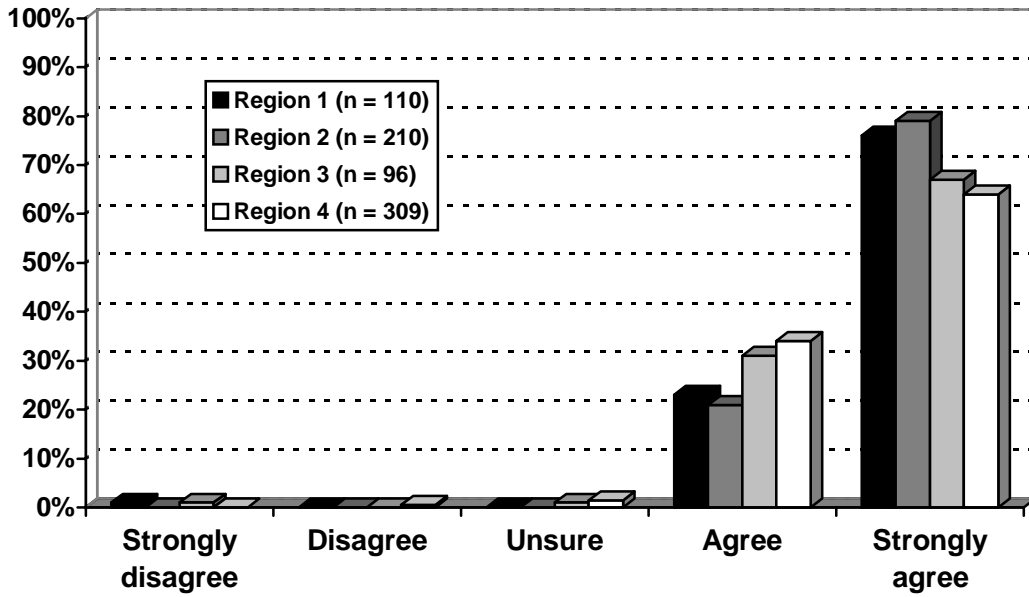
Overall, I am satisfied with the truancy diversion program and the services we received
(n = 762)



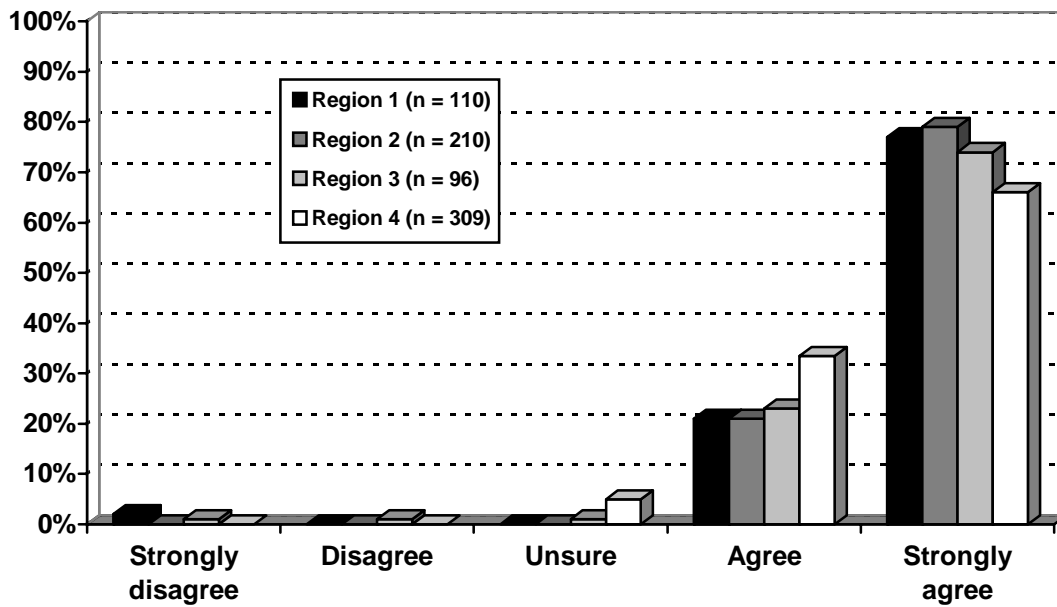
REGIONAL FREQUENCY DISTRIBUTIONS

Regional Parent Data

The staff was willing to help me

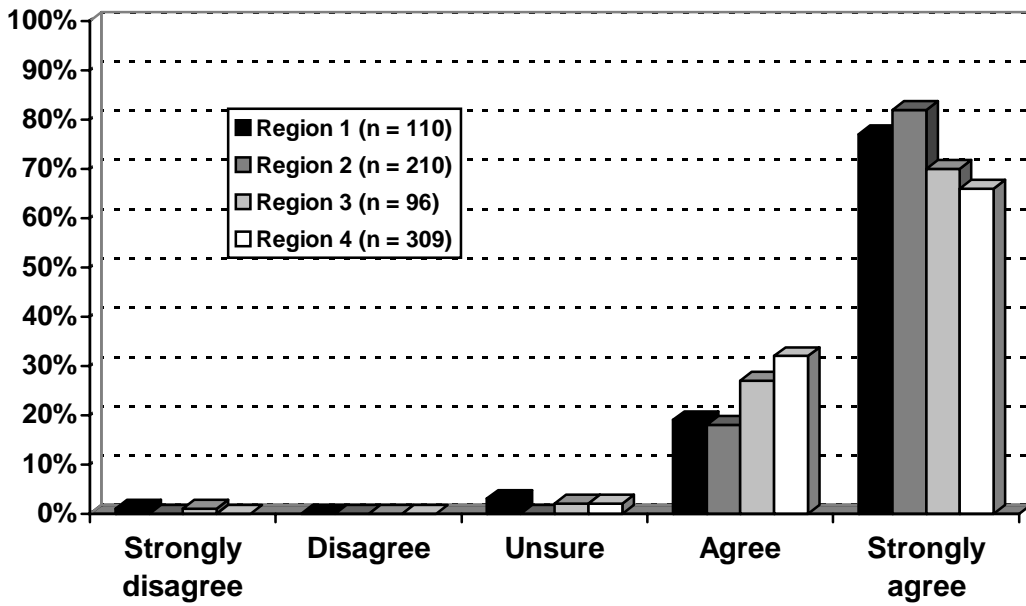


The staff treated me with respect

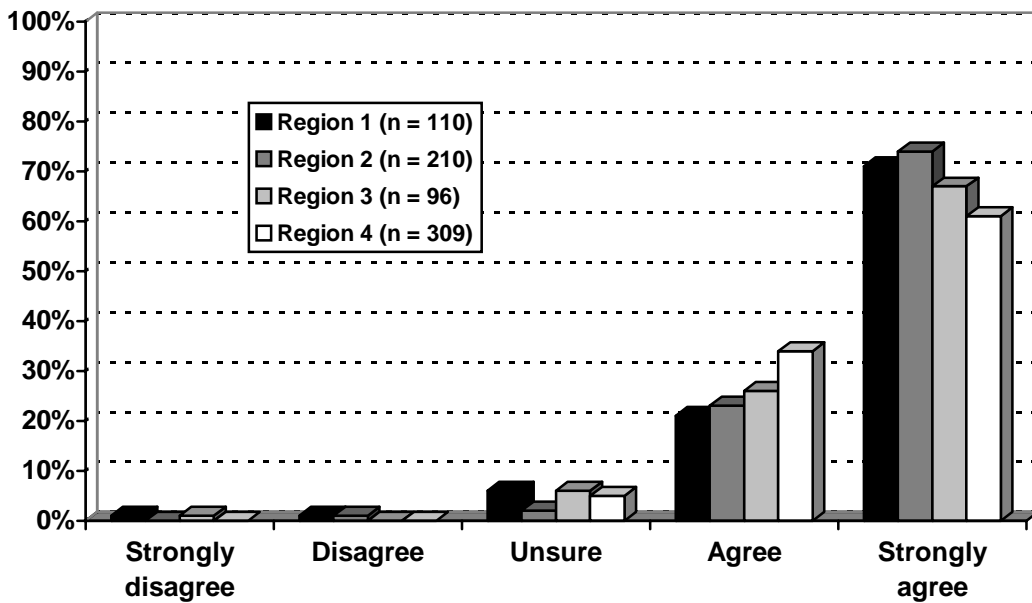


Regional Parent Data

The staff treated my child(ren) with respect

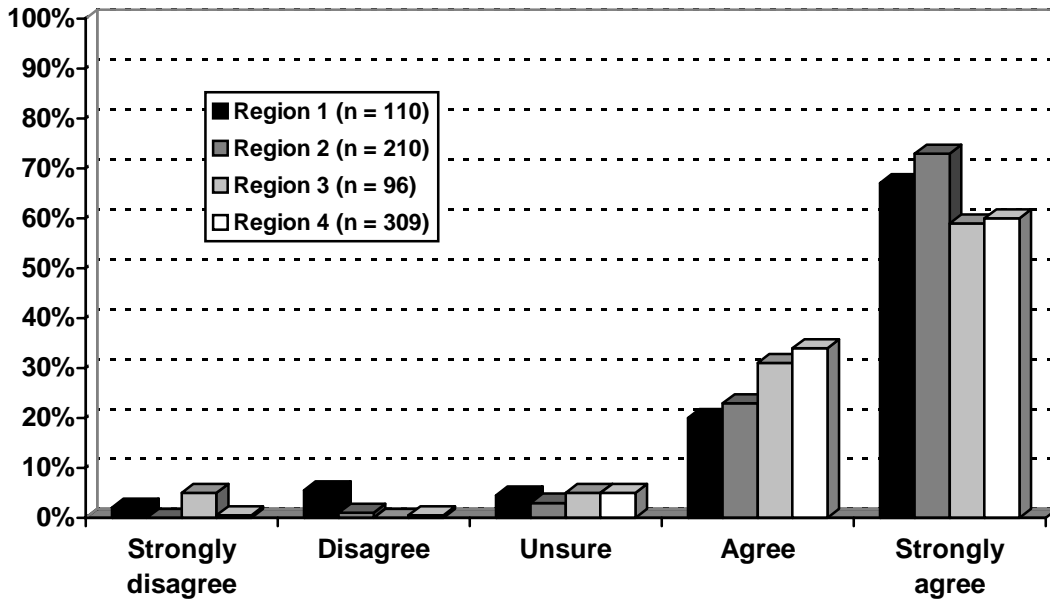


The staff treated my child(ren) with respect

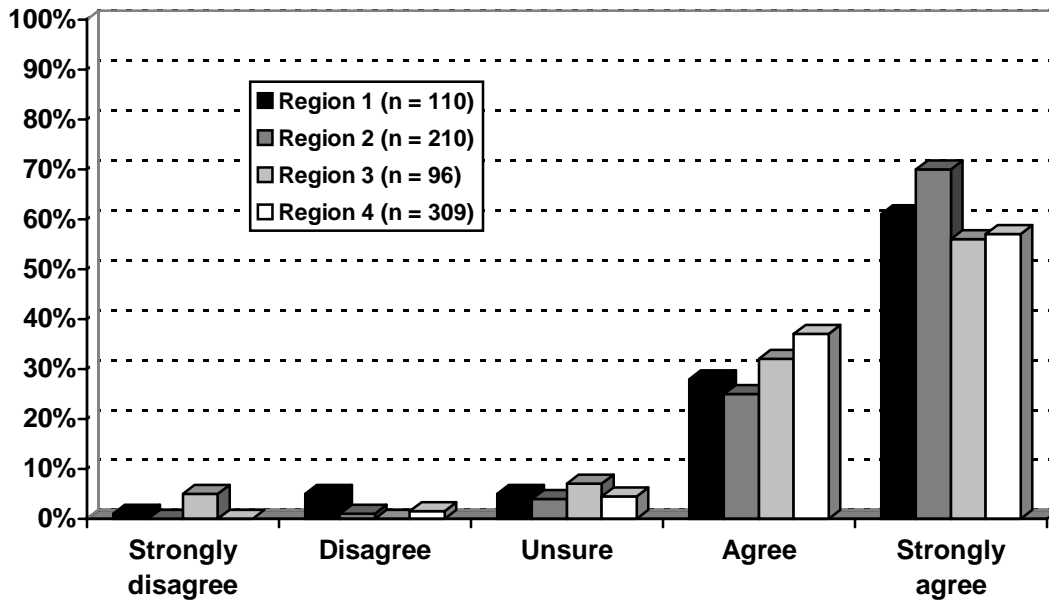


Regional Parent Data

The staff was effective in their approach to my child(ren)

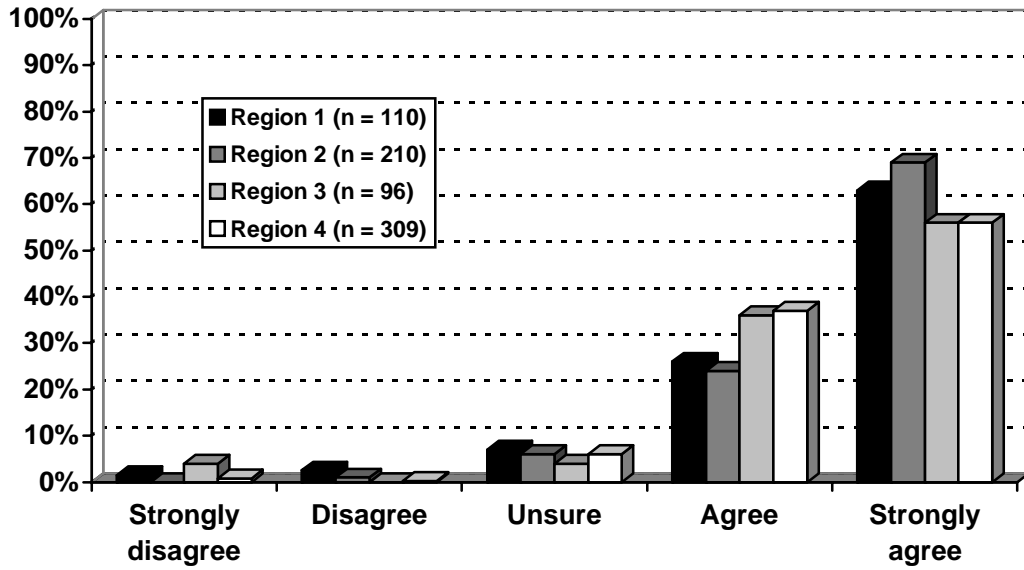


The staff was effective in their approach to helping my family

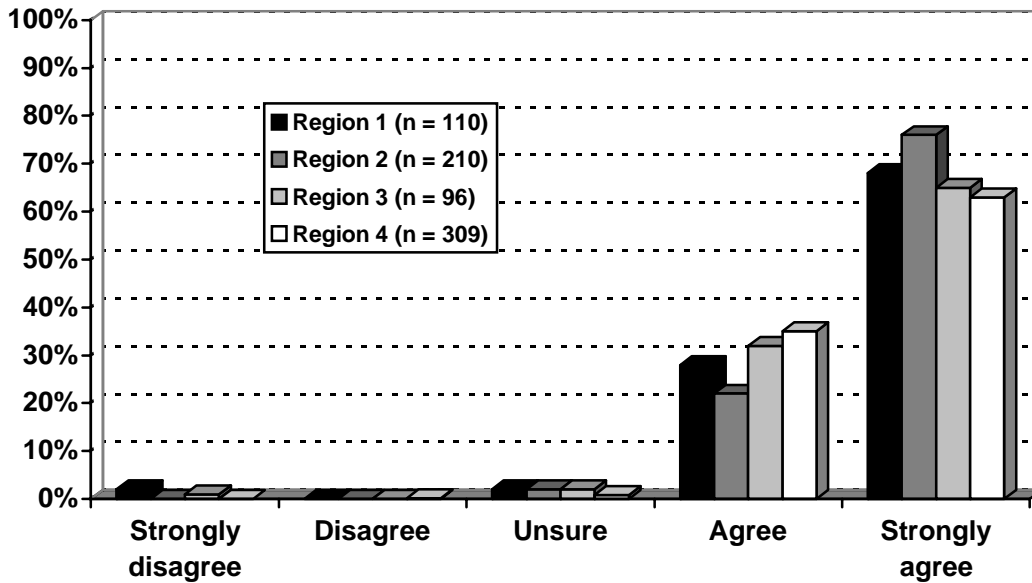


Regional Parent Data

The staff provided timely assistance in coordinating other services we needed

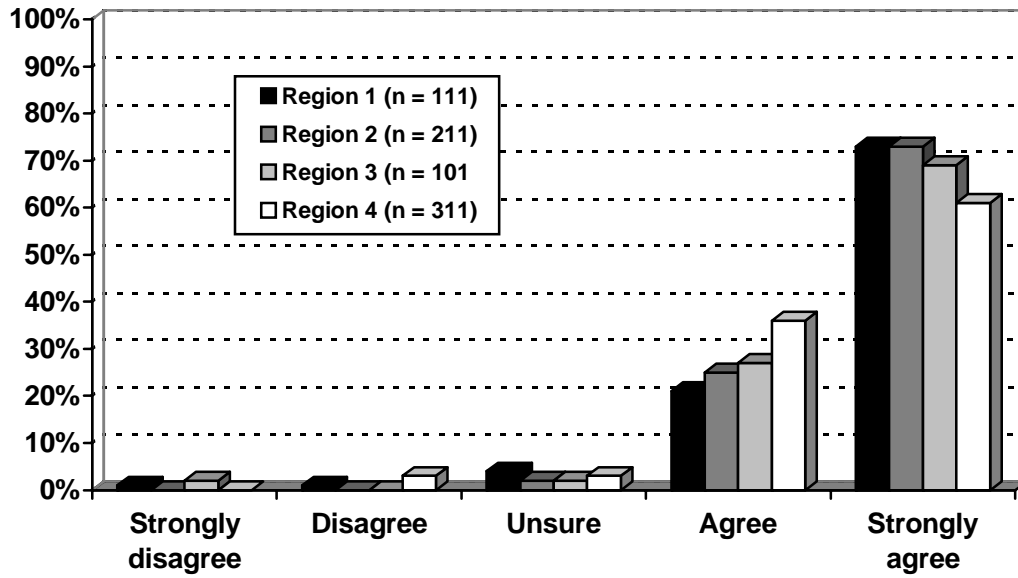


Services were explained to me in terms I could understand



Regional Parent Data

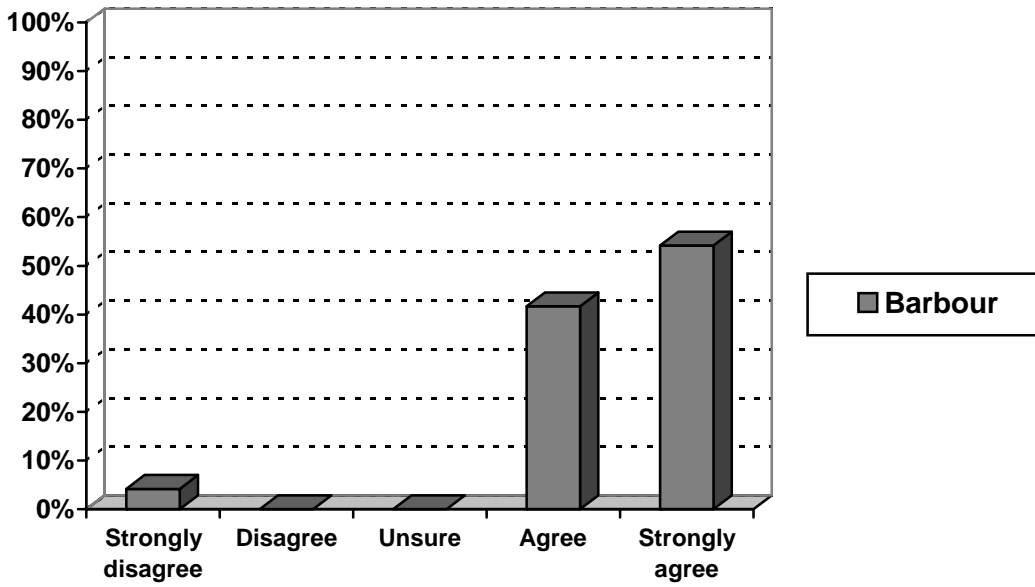
Overall, I am satisfied with the truancy diversion program and the services we received



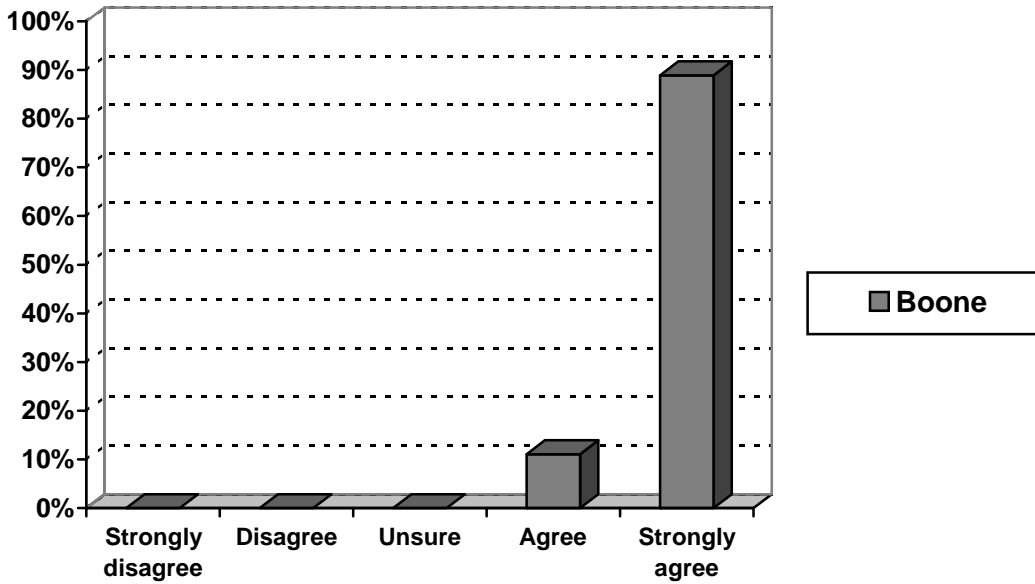
COUNTY FREQUENCY DISTRIBUTIONS

County Parent Data

The staff was willing to help me
(n = 24)

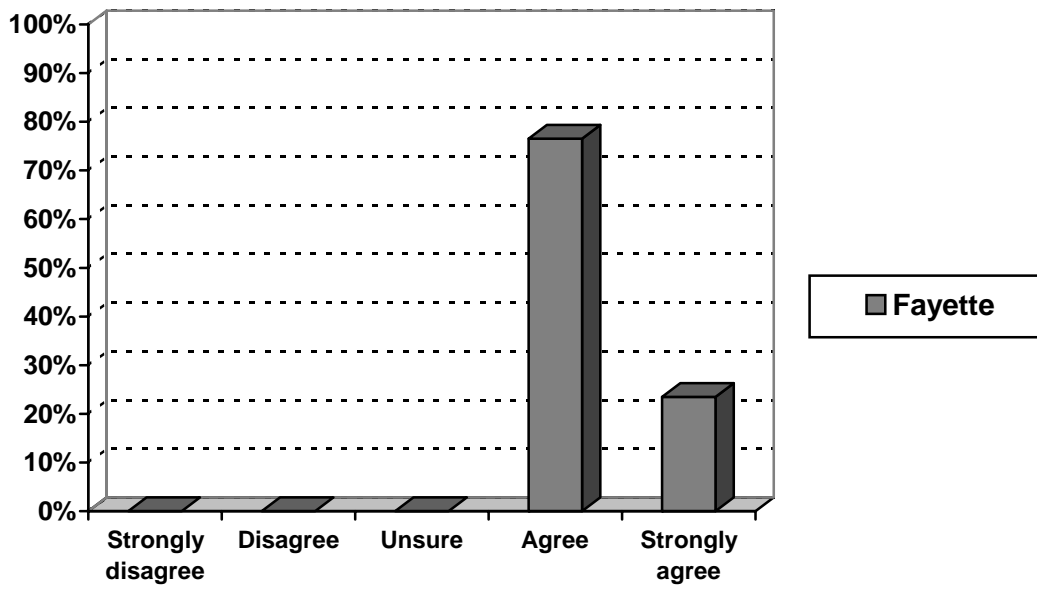


The staff was willing to help me
(n = 18)

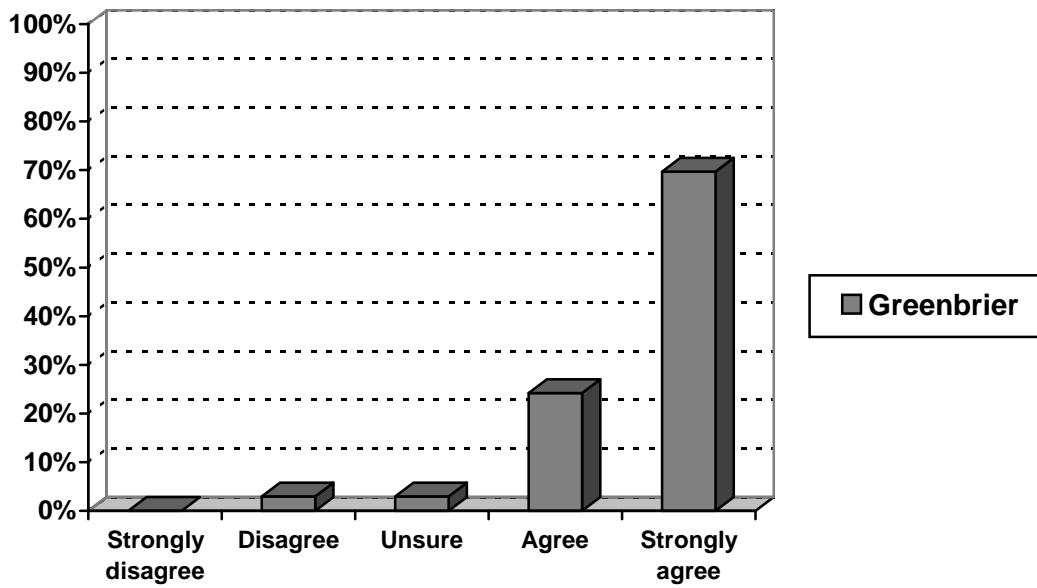


County Parent Data

The staff was willing to help me
(n = 17)

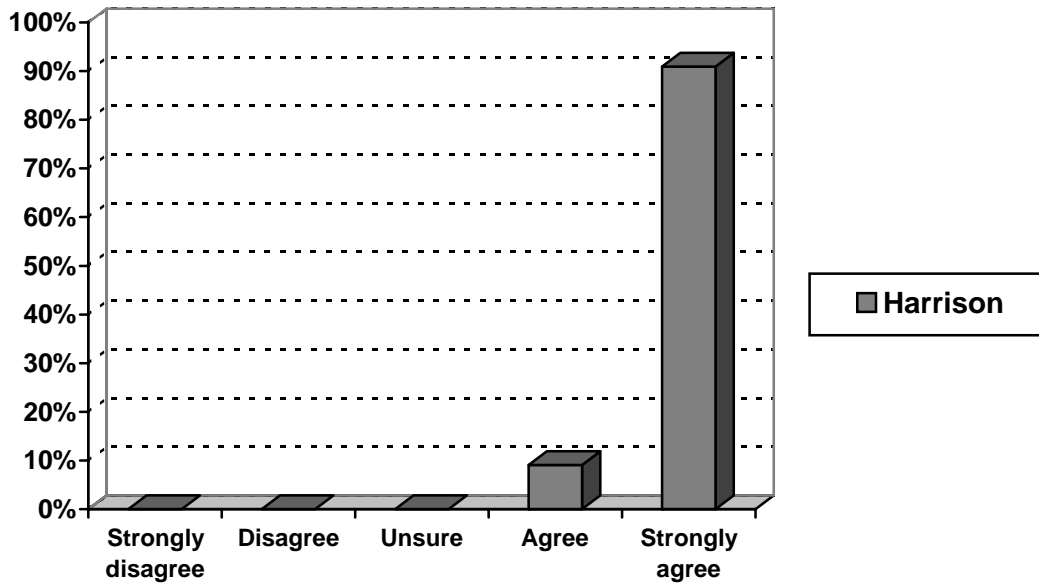


The staff was willing to help me
(n = 33)

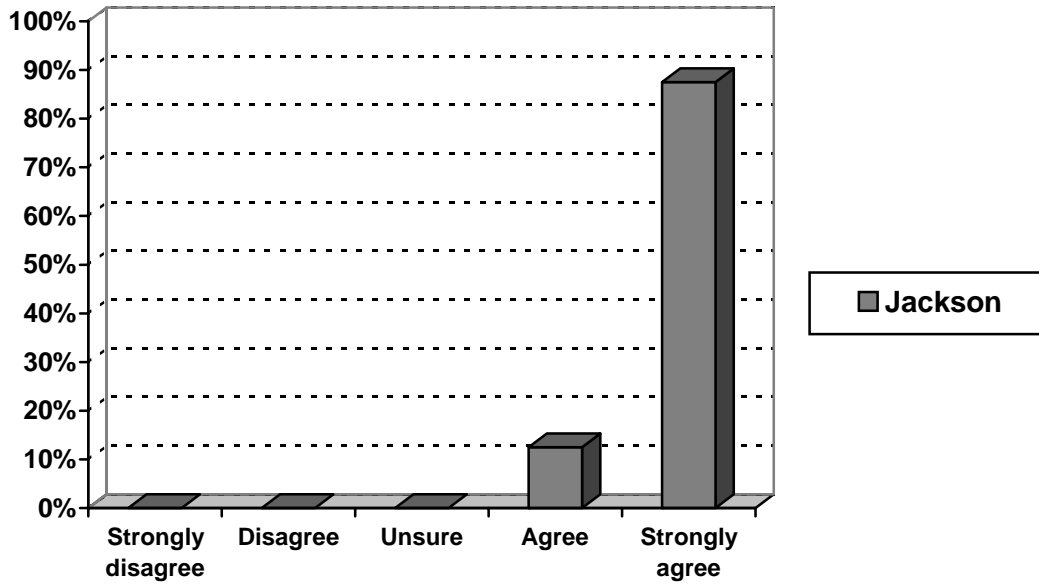


County Parent Data

The staff was willing to help me
(n = 22)

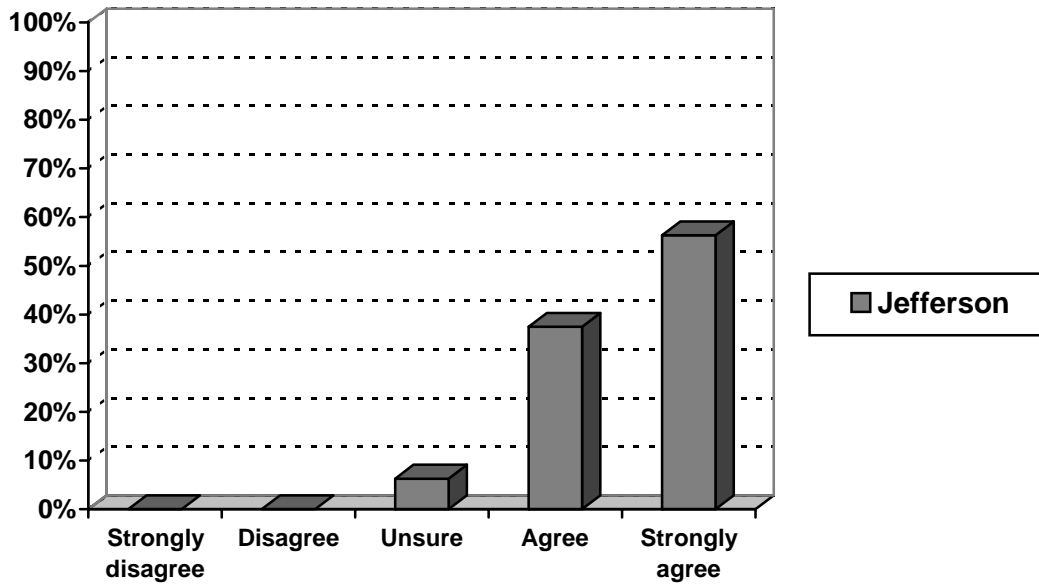


The staff was willing to help me
(n = 16)

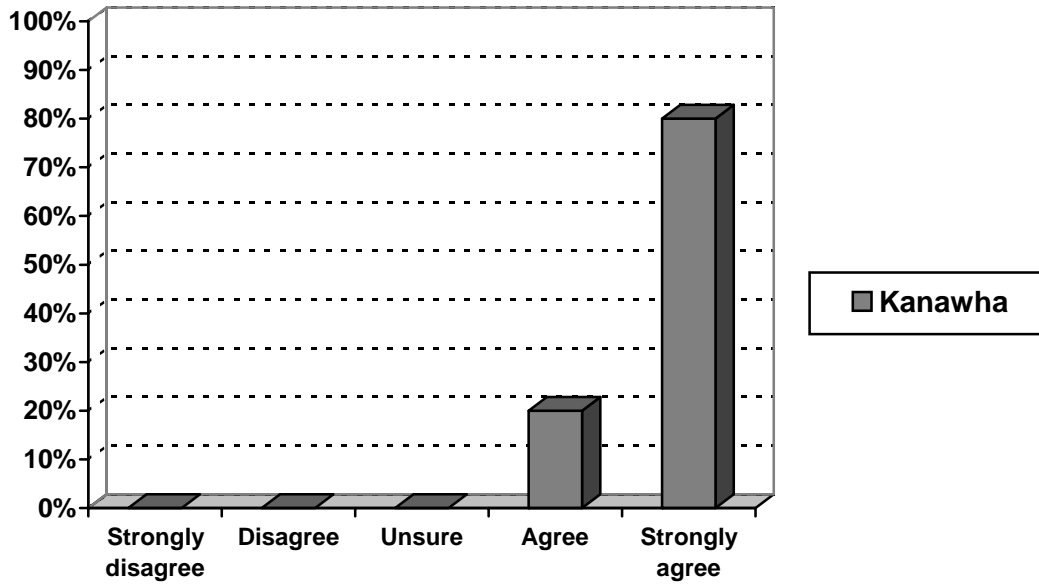


County Parent Data

The staff was willing to help me
(n = 16)

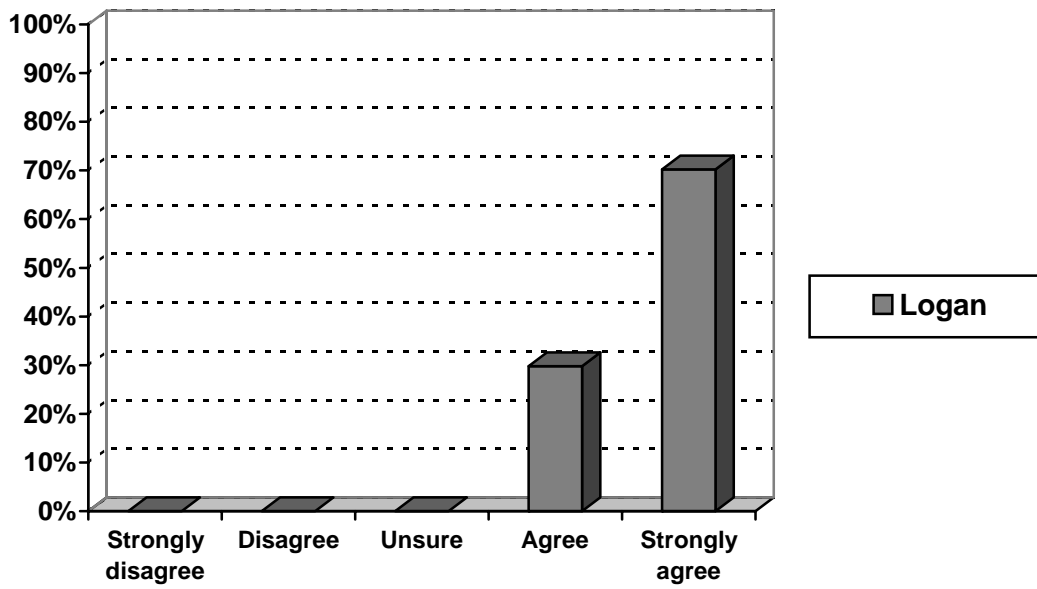


The staff was willing to help me
(n = 15)

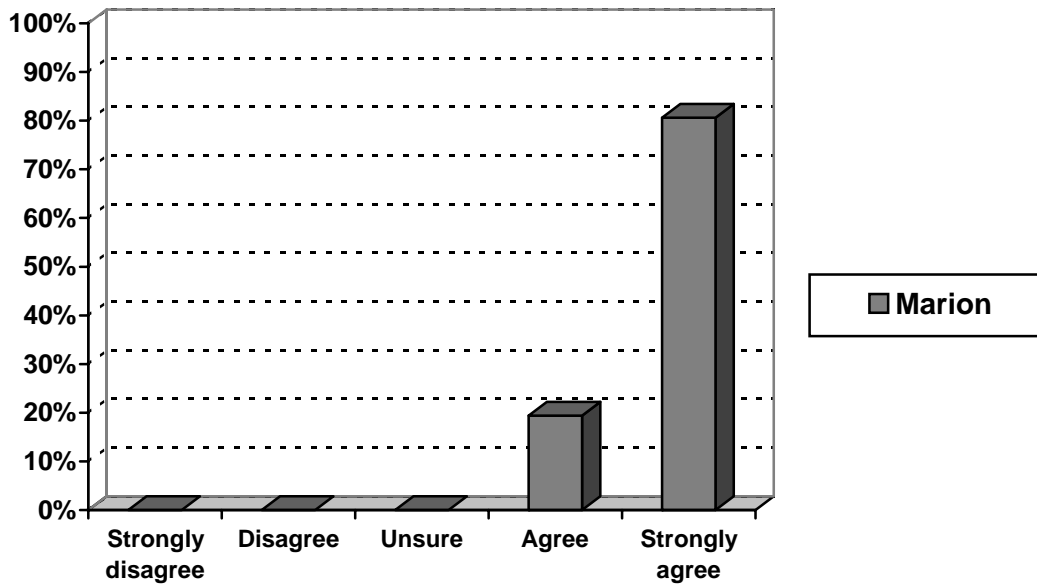


County Parent Data

The staff was willing to help me
(n = 47)

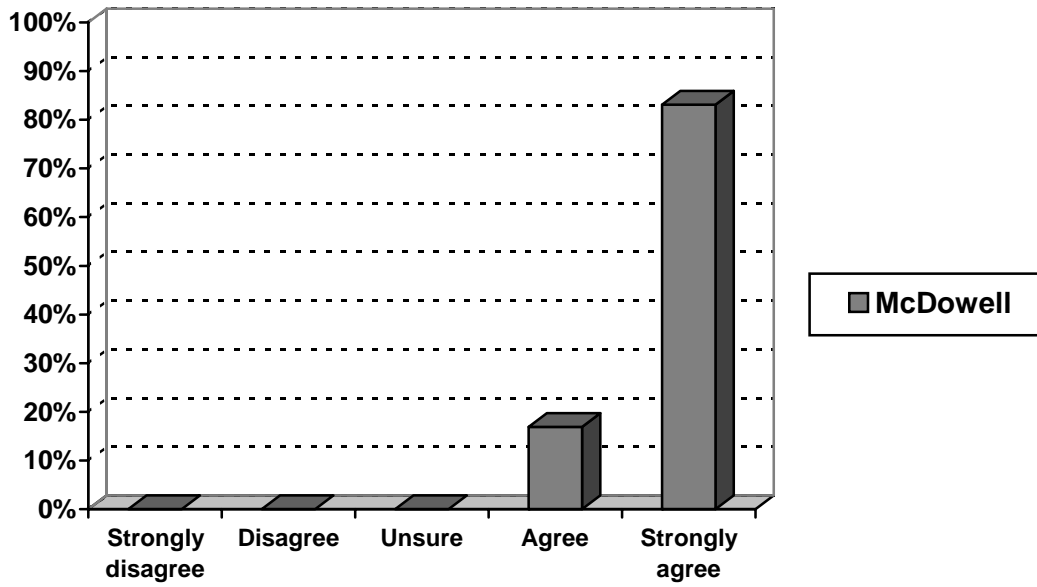


The staff was willing to help me
(n = 36)

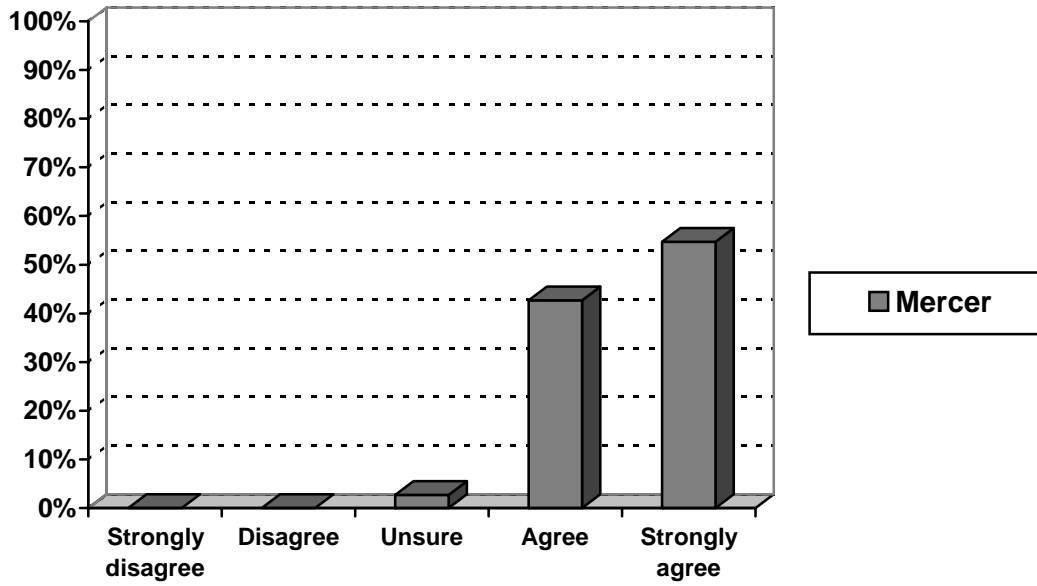


County Parent Data

The staff was willing to help me
(n = 83)

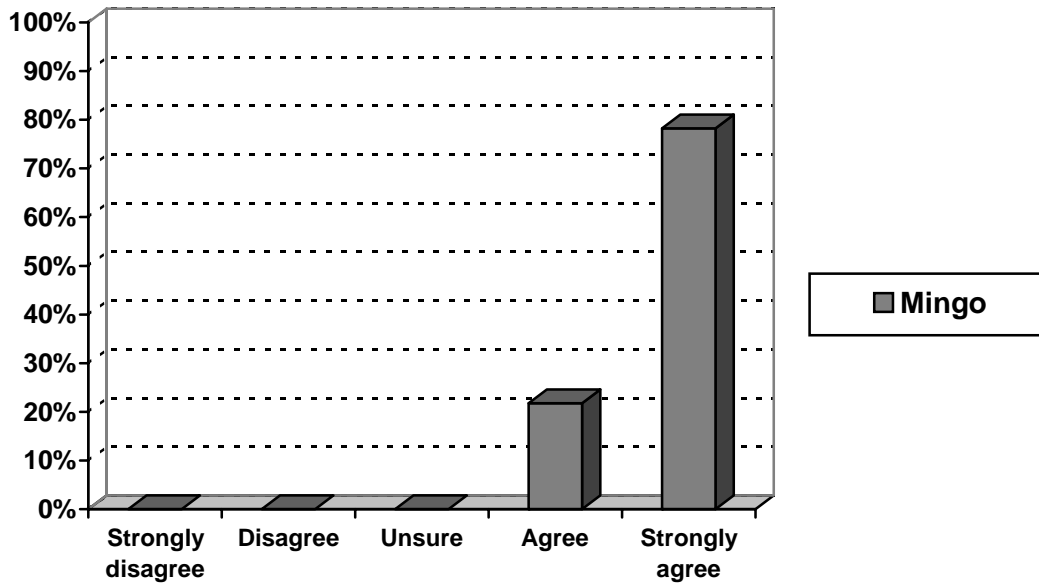


The staff was willing to help me
(n = 75)

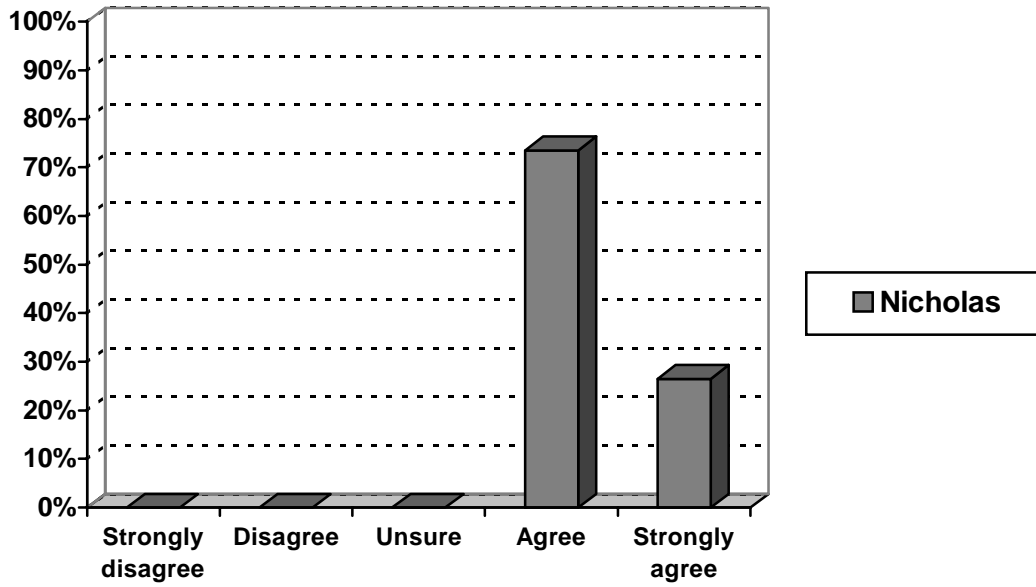


County Parent Data

The staff was willing to help me
(n = 55)

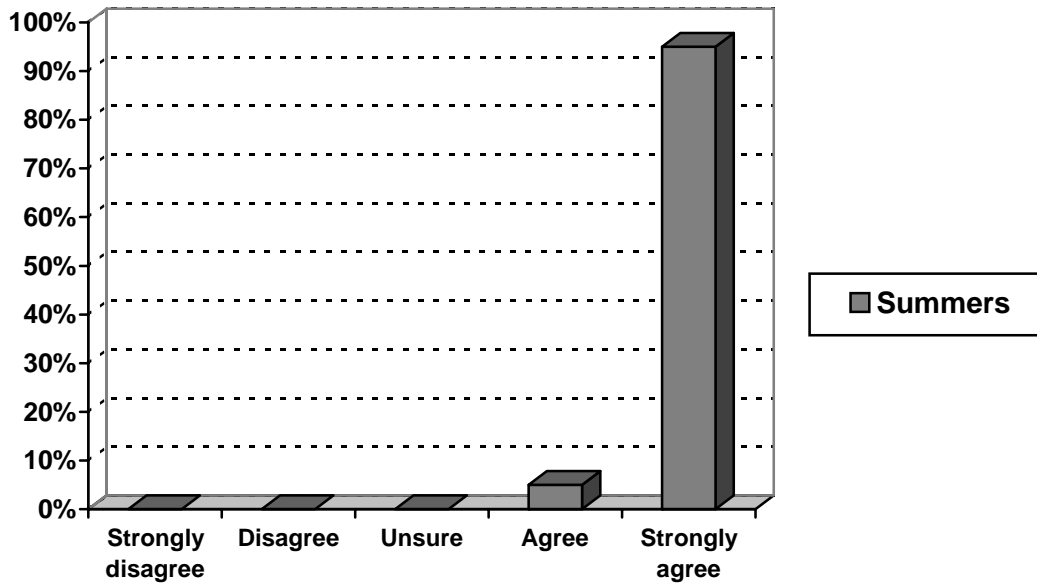


The staff was willing to help me
(n = 34)

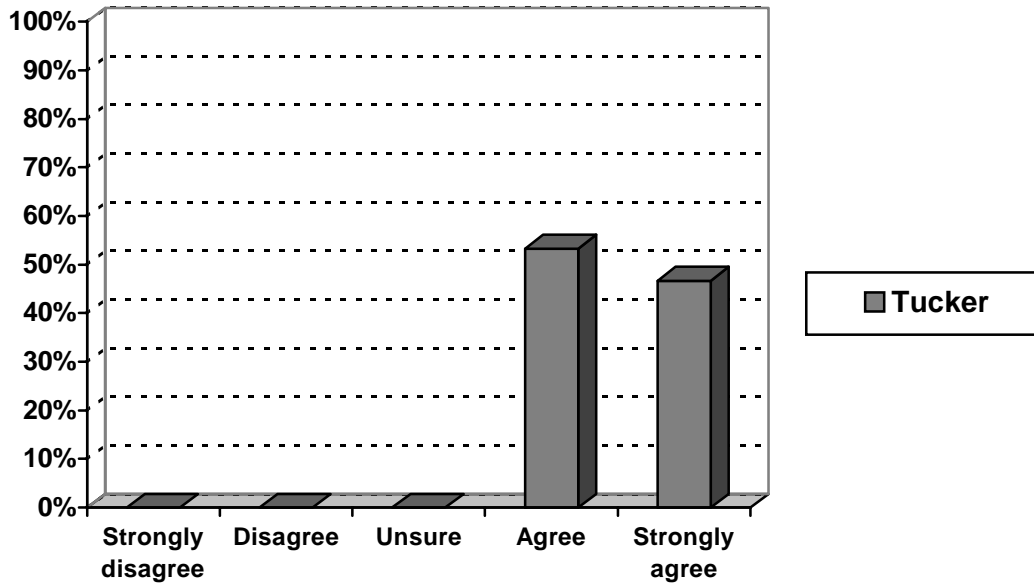


County Parent Data

The staff was willing to help me
(n = 20)

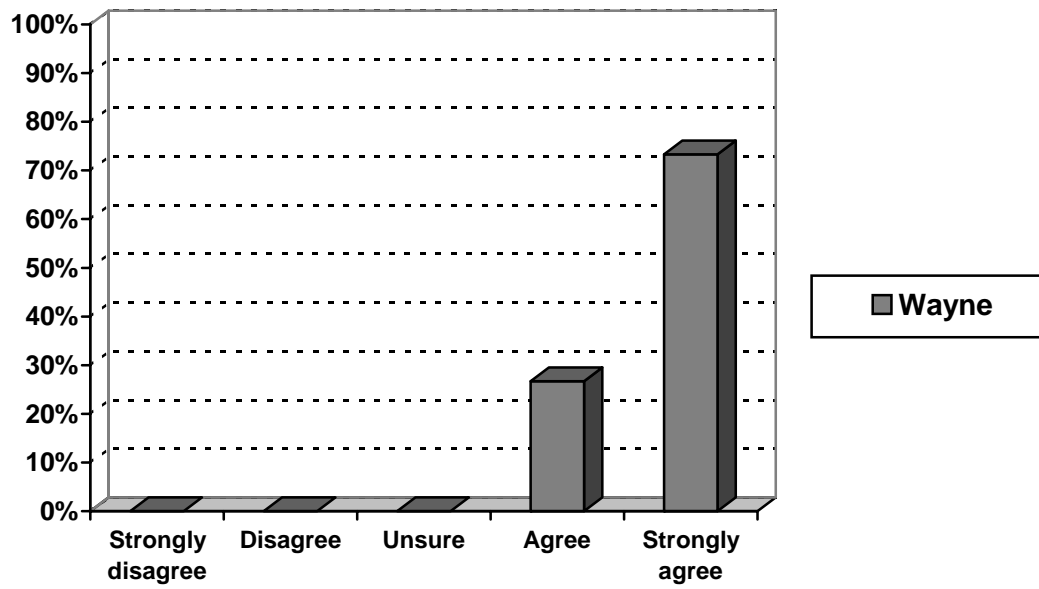


The staff was willing to help me
(n = 15)



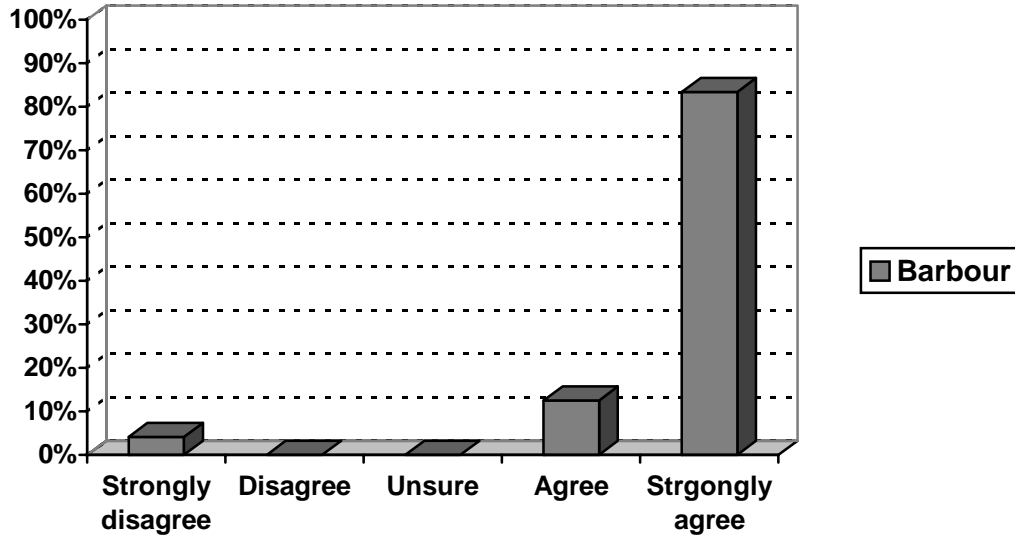
County Parent Data

The staff was willing to help me
(n = 15)

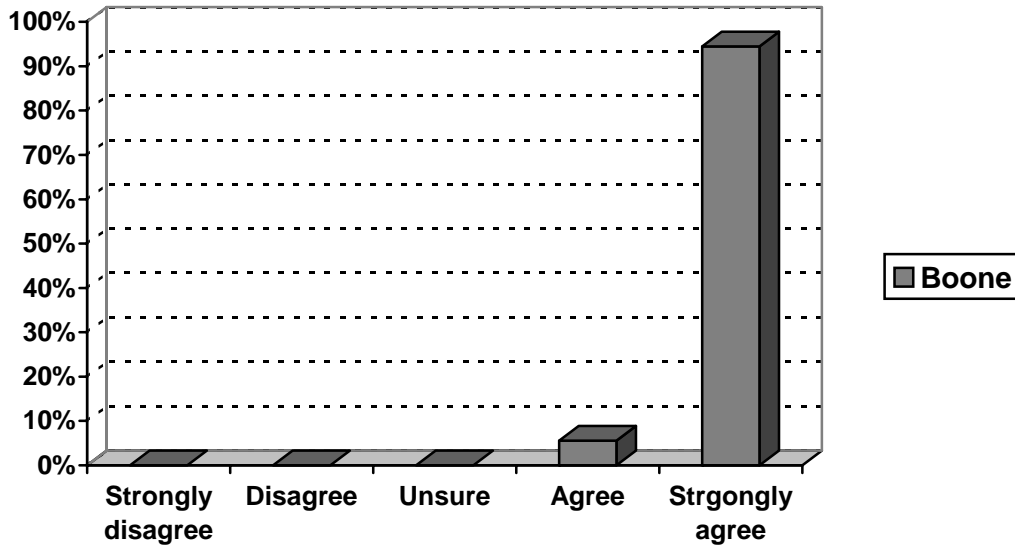


County Parent Data

The staff treated me with respect
(n = 24)

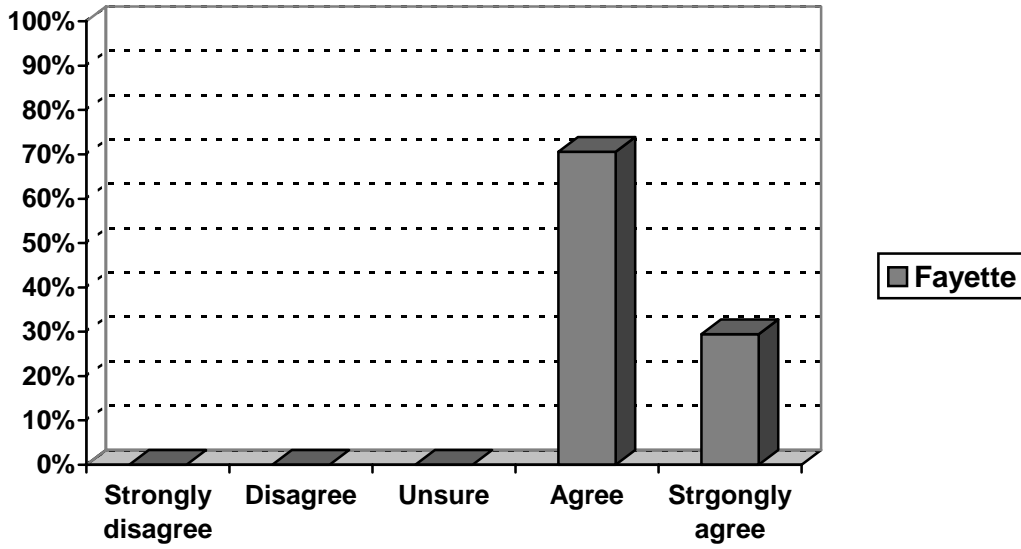


The staff treated me with respect
(n = 18)

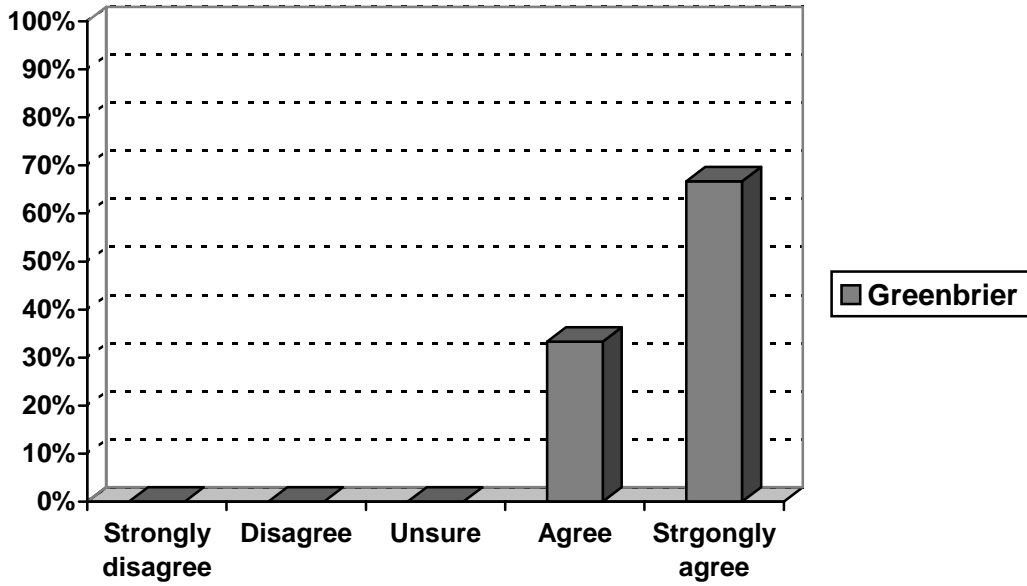


County Parent Data

The staff treated me with respect
(n = 17)

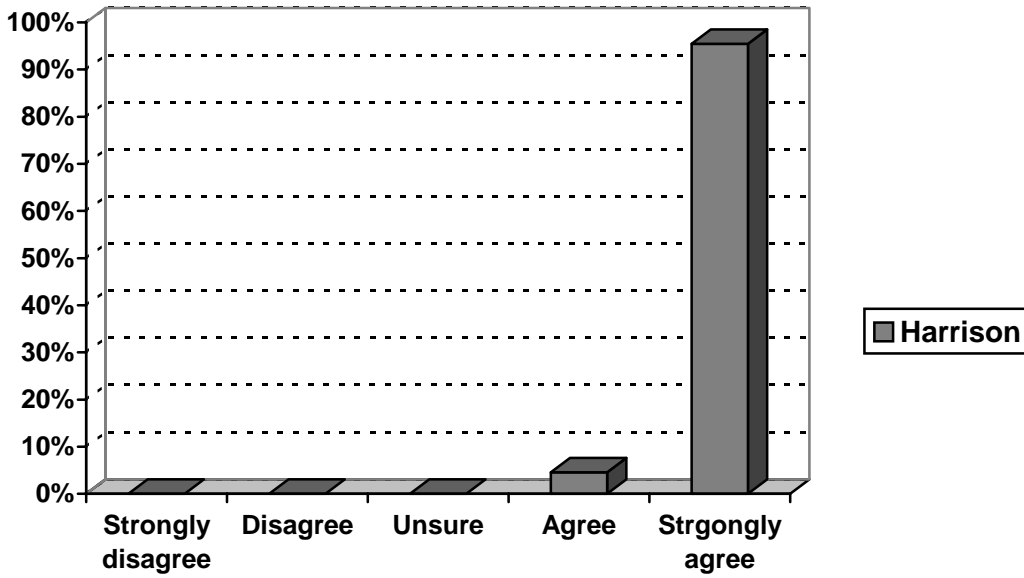


The staff treated me with respect
(n = 33)

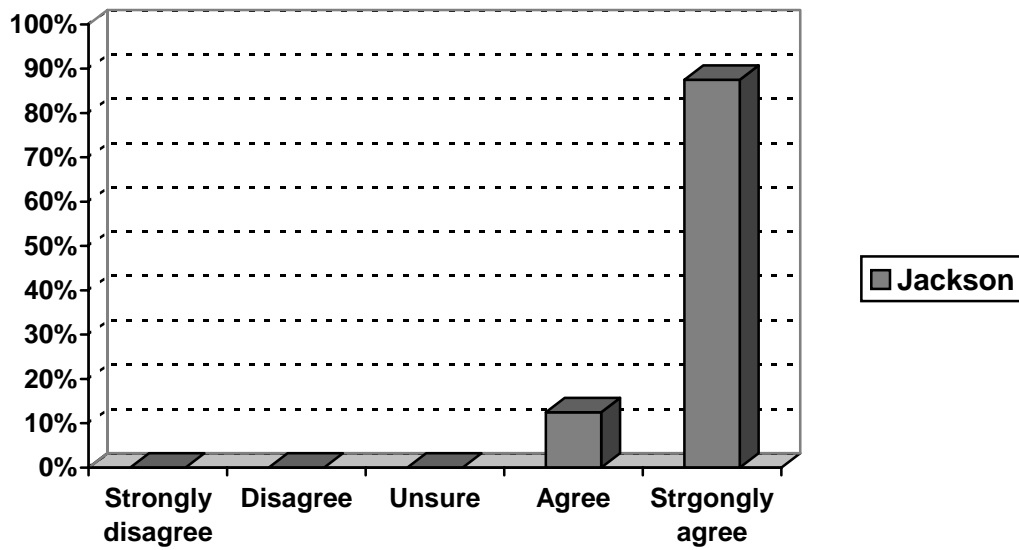


County Parent Data

The staff treated me with respect
(n = 22)

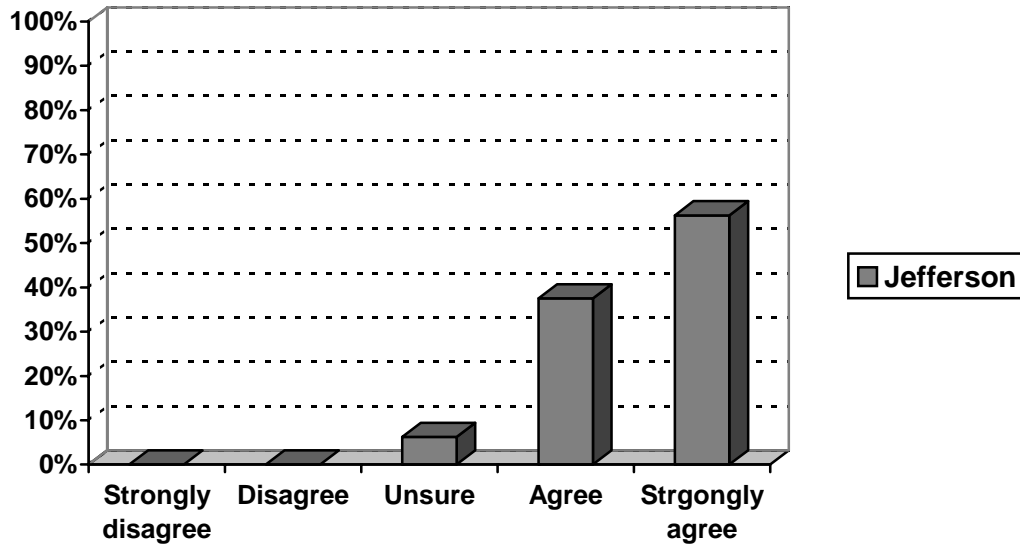


The staff treated me with respect
(n = 16)

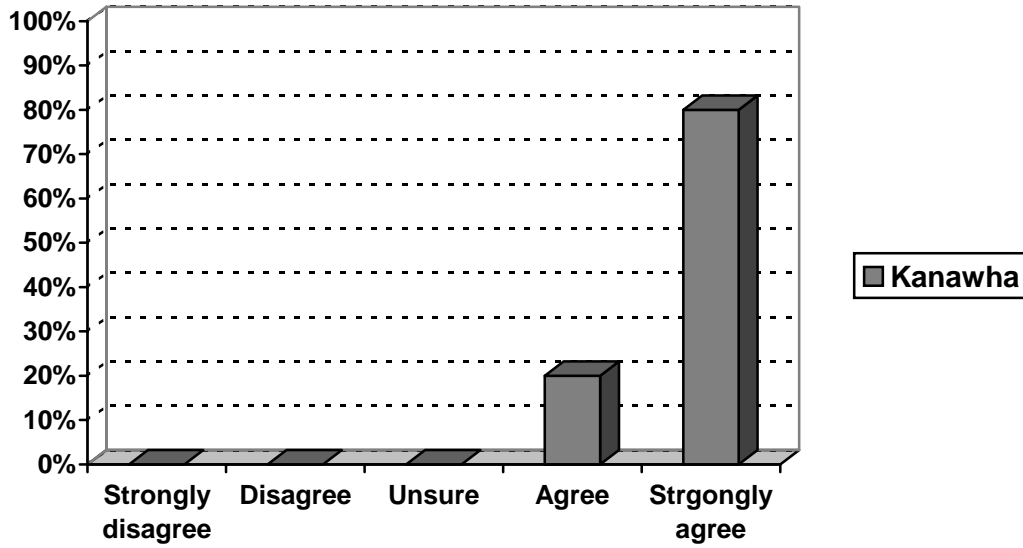


County Parent Data

The staff treated me with respect
(n = 16)

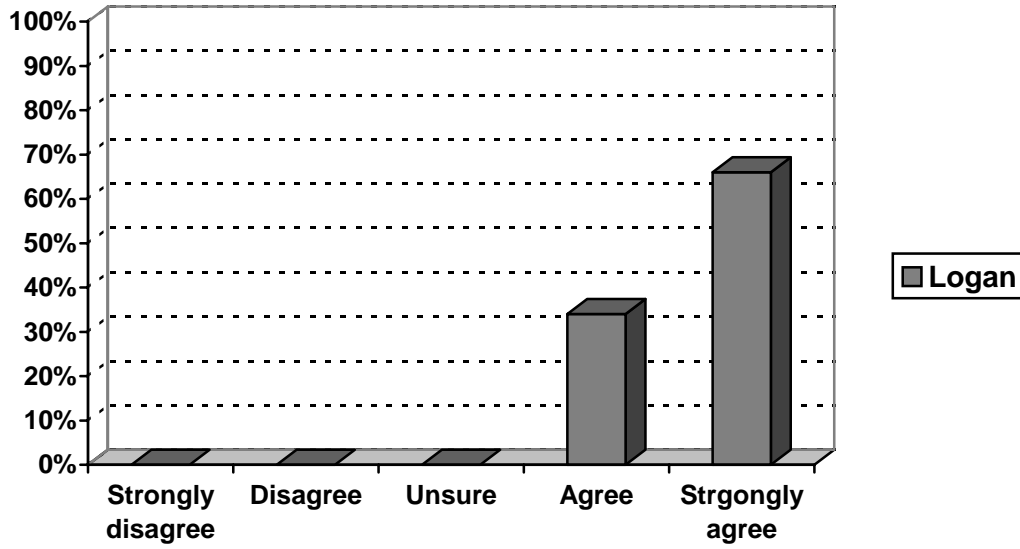


The staff treated me with respect
(n = 15)

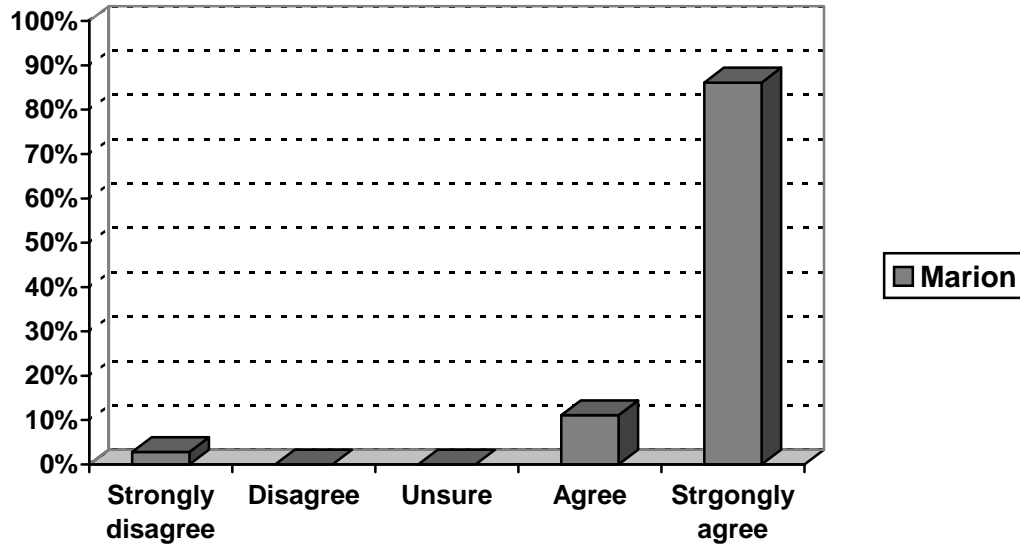


County Parent Data

The staff treated me with respect
(n = 47)

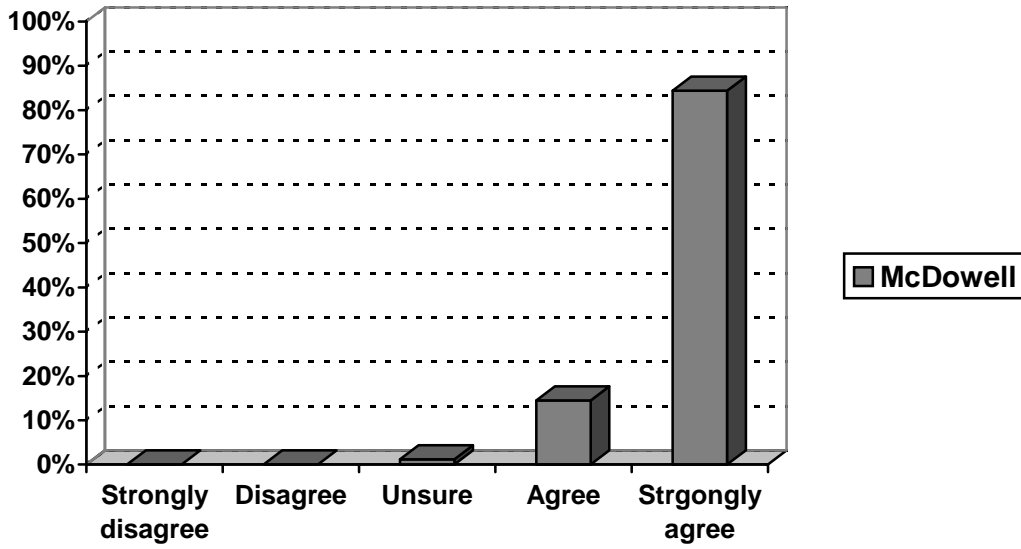


The staff treated me with respect
(n = 36)

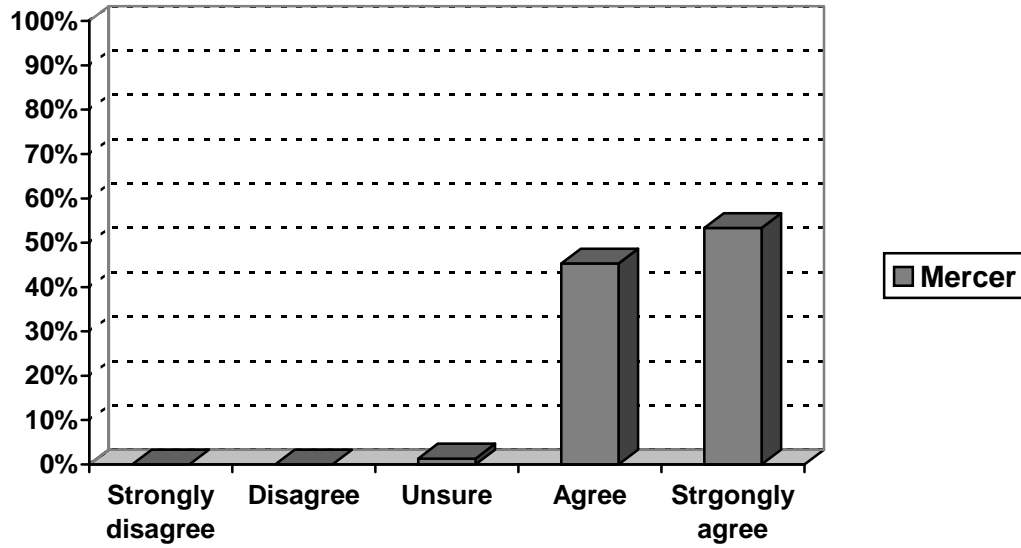


County Parent Data

The staff treated me with respect
(n = 83)

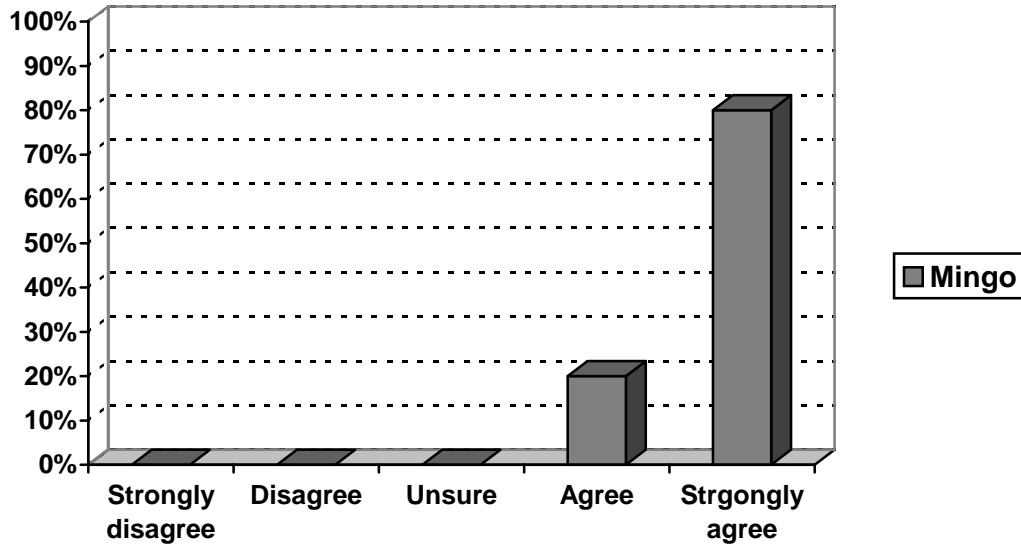


The staff treated me with respect
(n = 75)

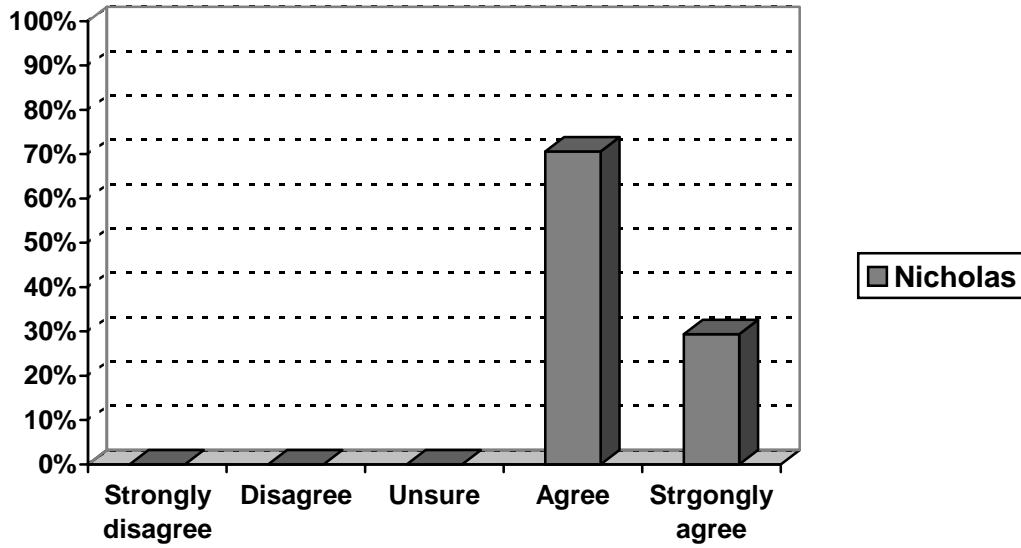


County Parent Data

The staff treated me with respect
(n = 55)

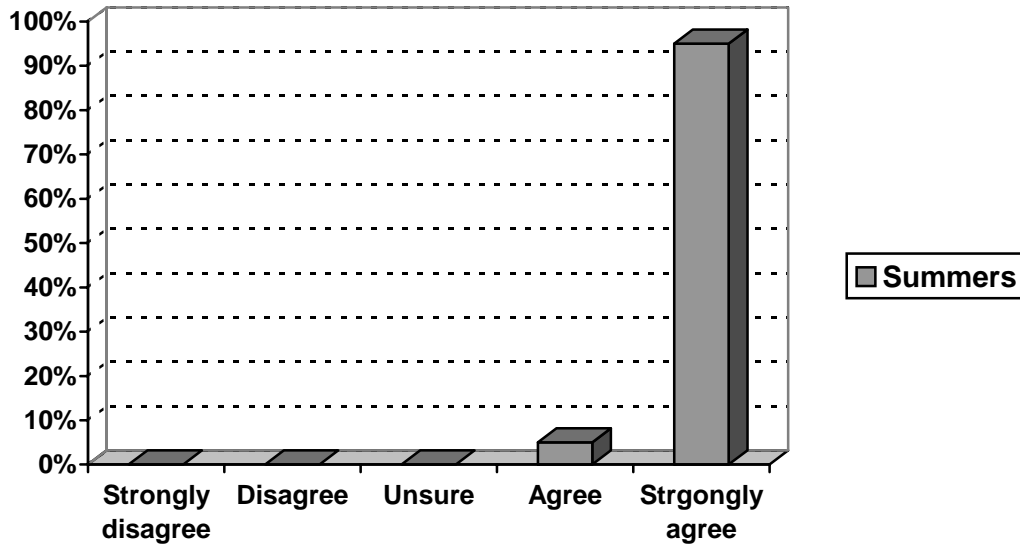


The staff treated me with respect
(n = 34)

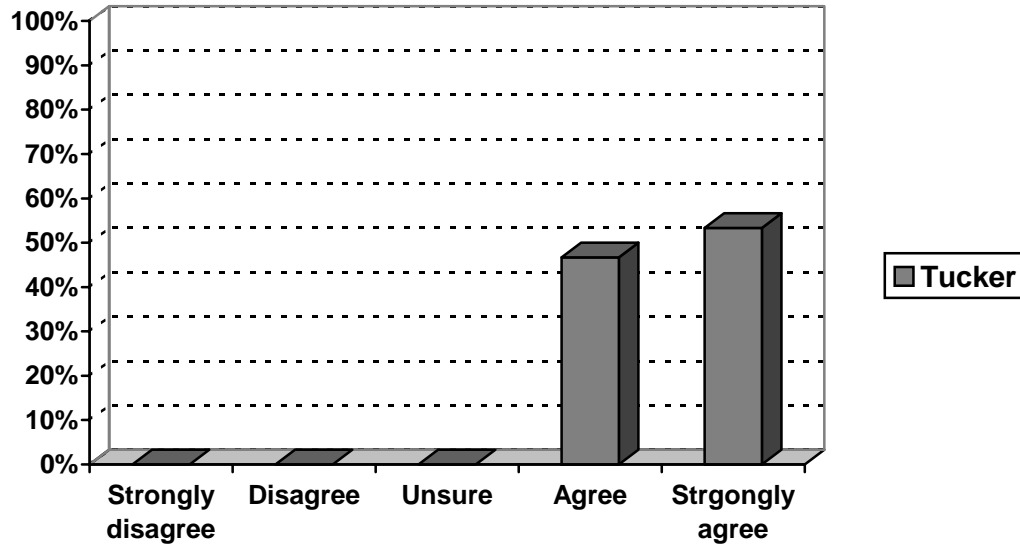


County Parent Data

The staff treated me with respect
(n = 20)

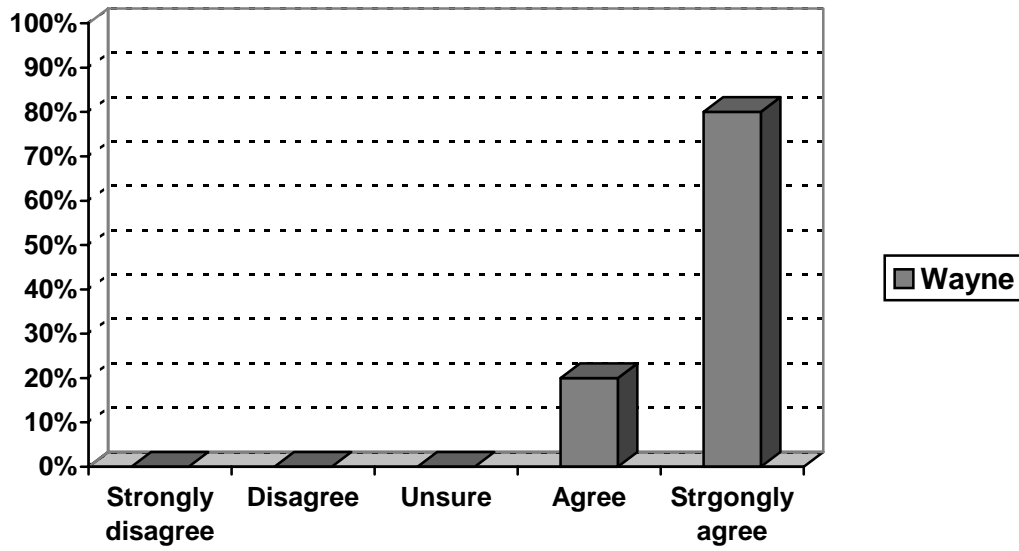


The staff treated me with respect
(n = 15)



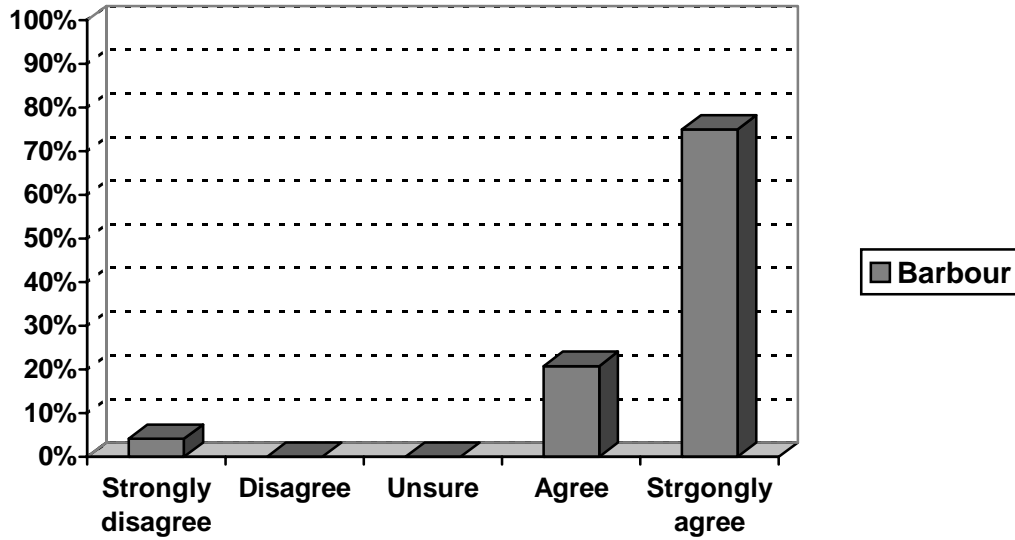
County Parent Data

The staff treated me with respect
(n = 15)

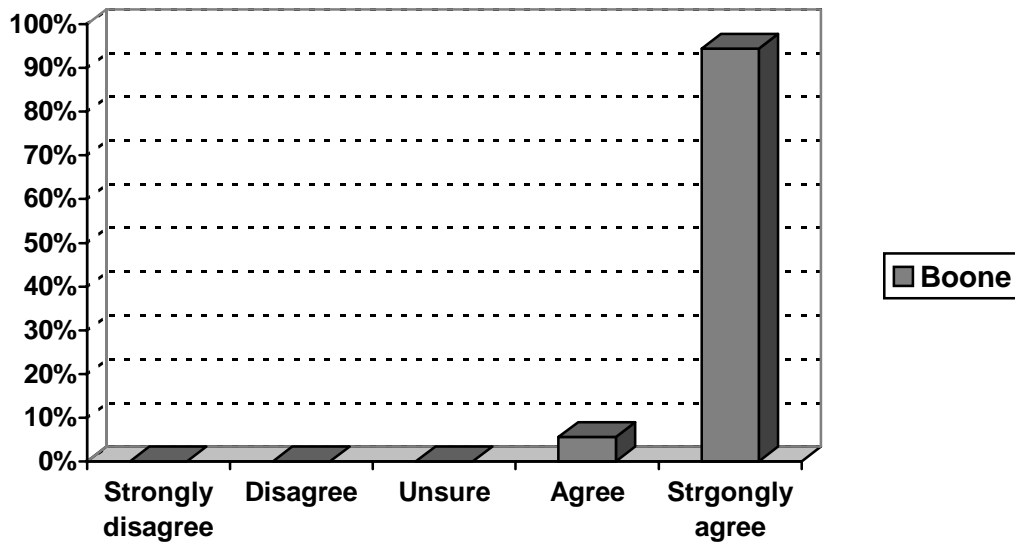


County Parent Data

The staff treated my child(ren) with respect
(n = 24)

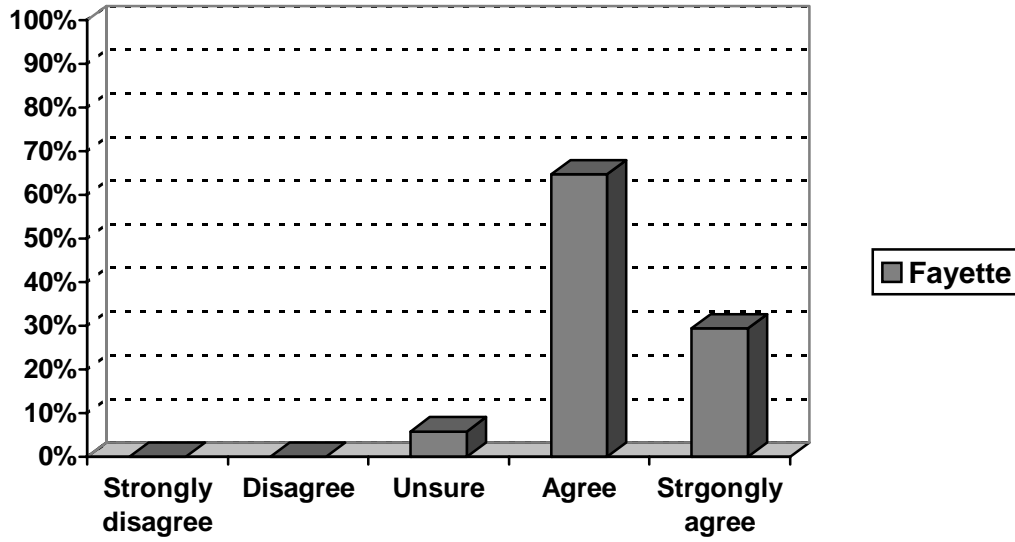


The staff treated my child(ren) with respect
(n = 18)

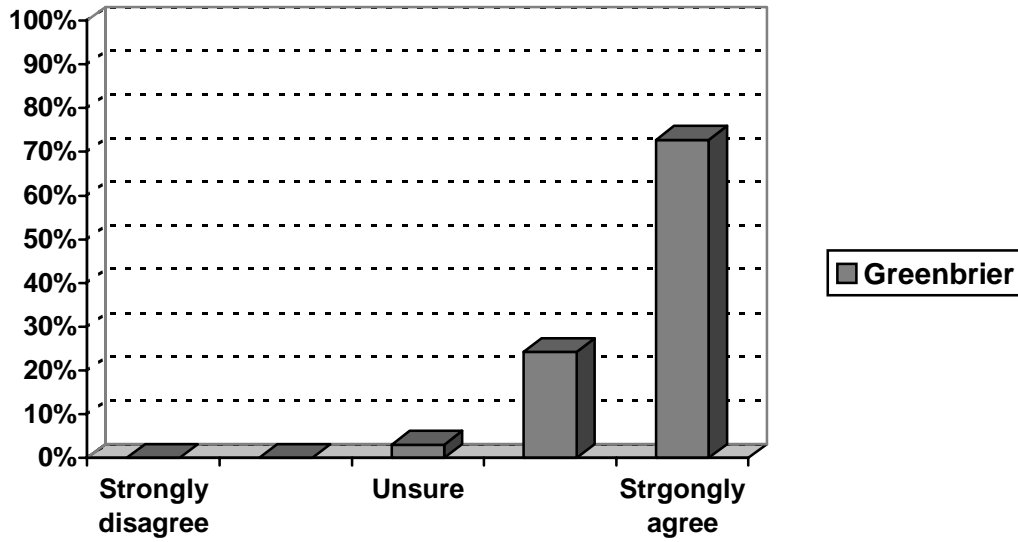


County Parent Data

The staff treated my child(ren) with respect
(n = 17)

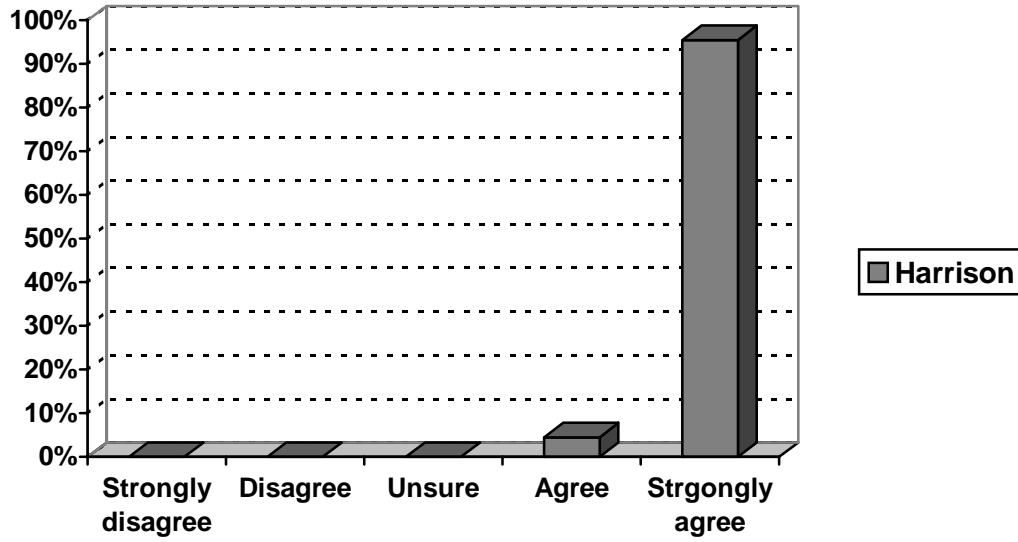


The staff treated my child(ren) with respect
(n = 33)

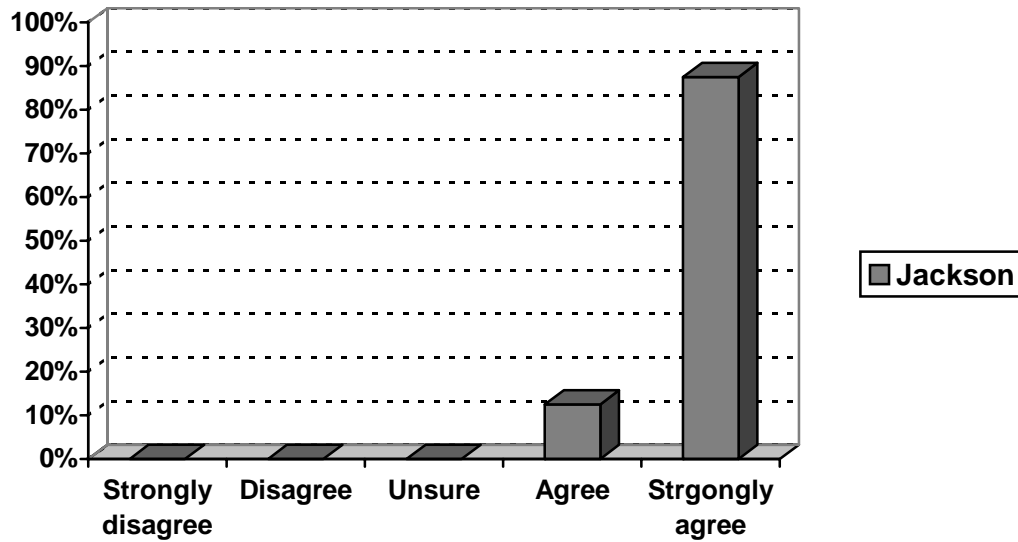


County Parent Data

The staff treated my child(ren) with respect
(n = 22)

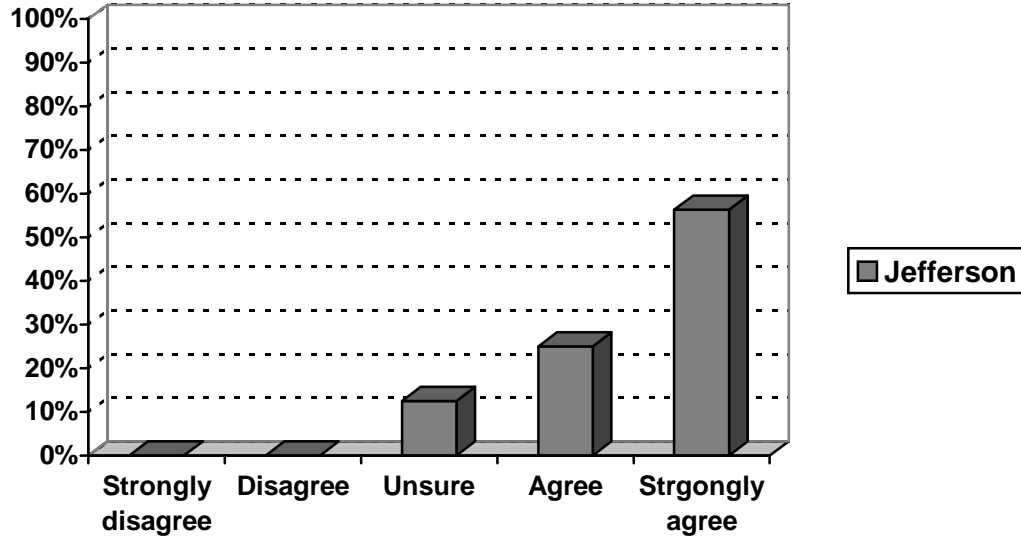


The staff treated my child(ren) with respect
(n = 16)

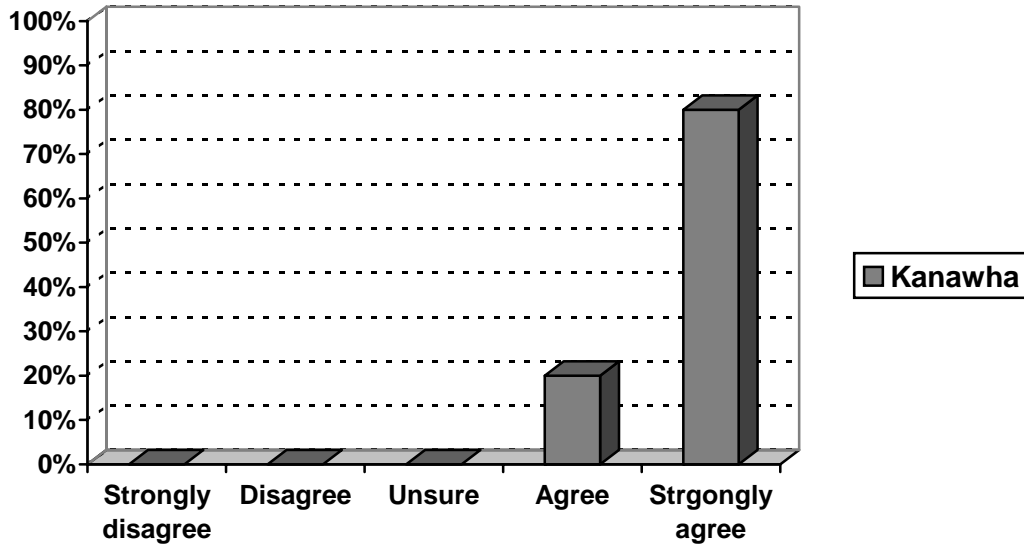


County Parent Data

The staff treated my child(ren) with respect
(n = 15)

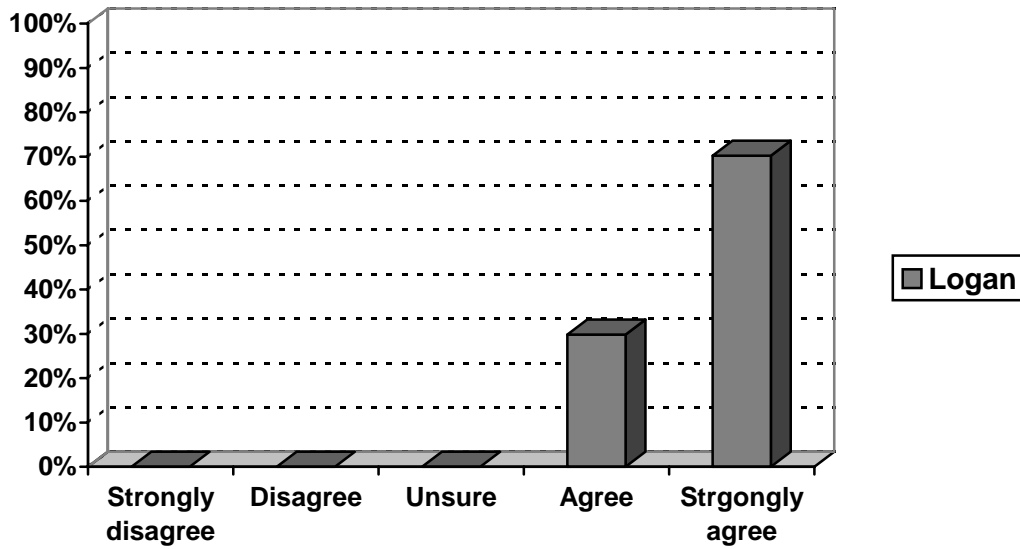


The staff treated my child(ren) with respect
(n = 15)

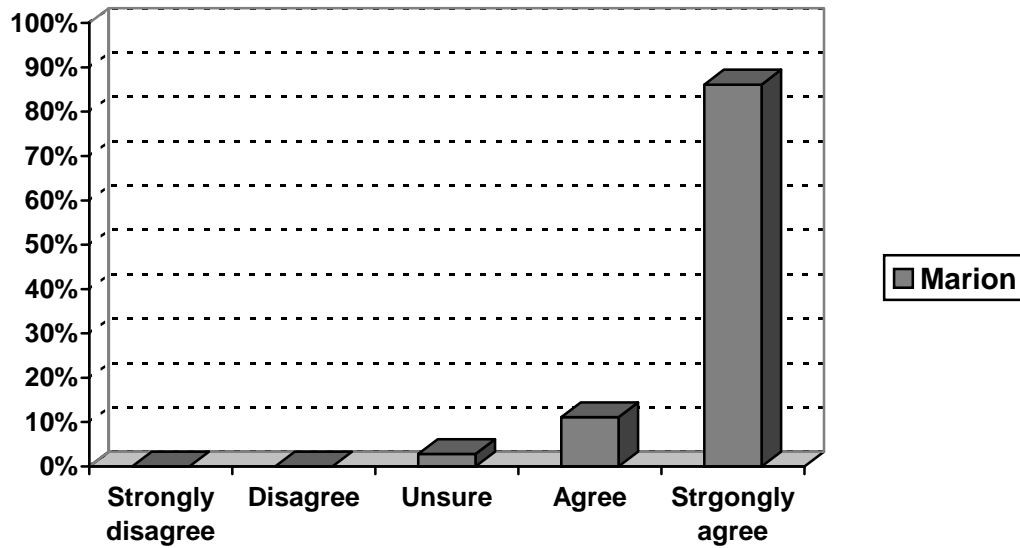


County Parent Data

The staff treated my child(ren) with respect
(n = 47)

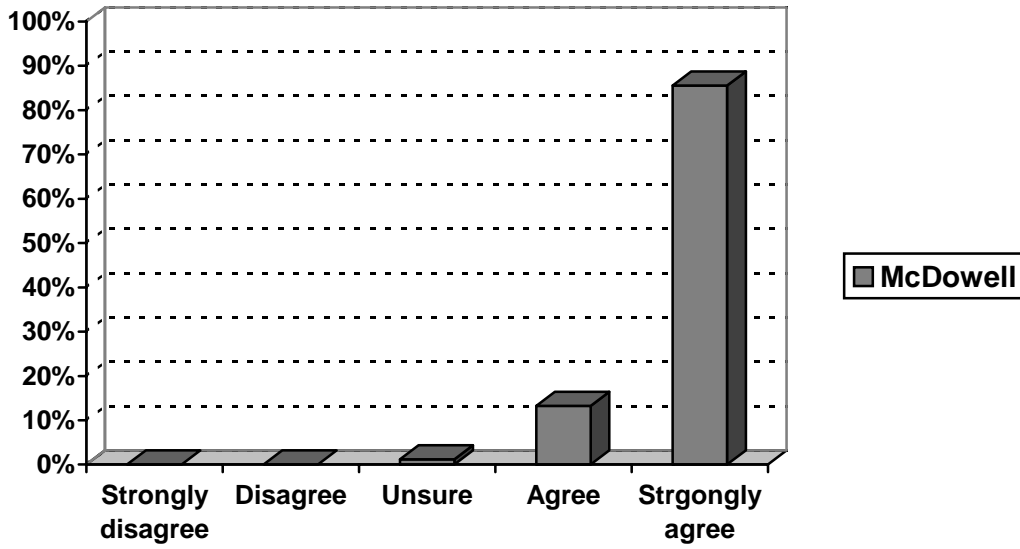


The staff treated my child(ren) with respect
(n = 36)

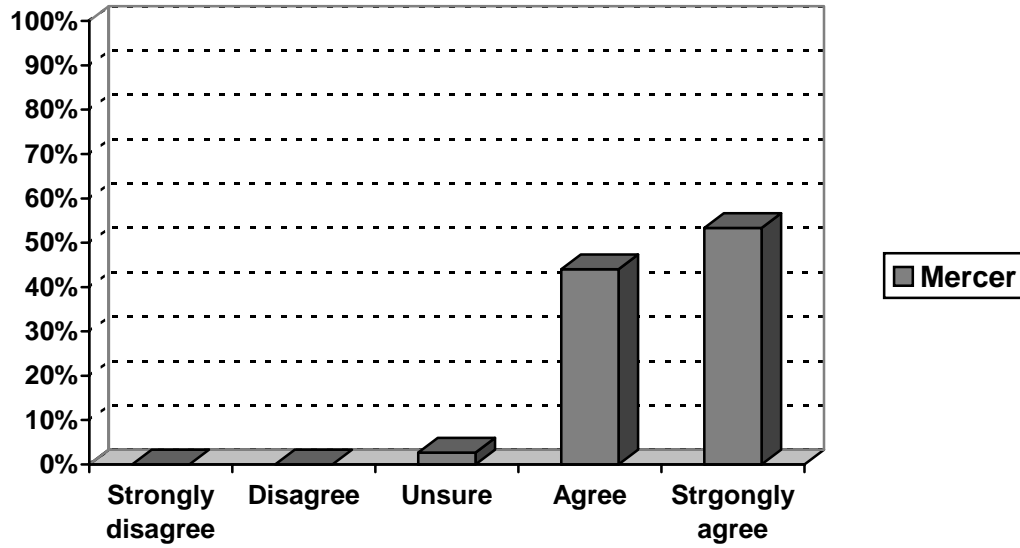


County Parent Data

The staff treated my child(ren) with respect
(n = 83)

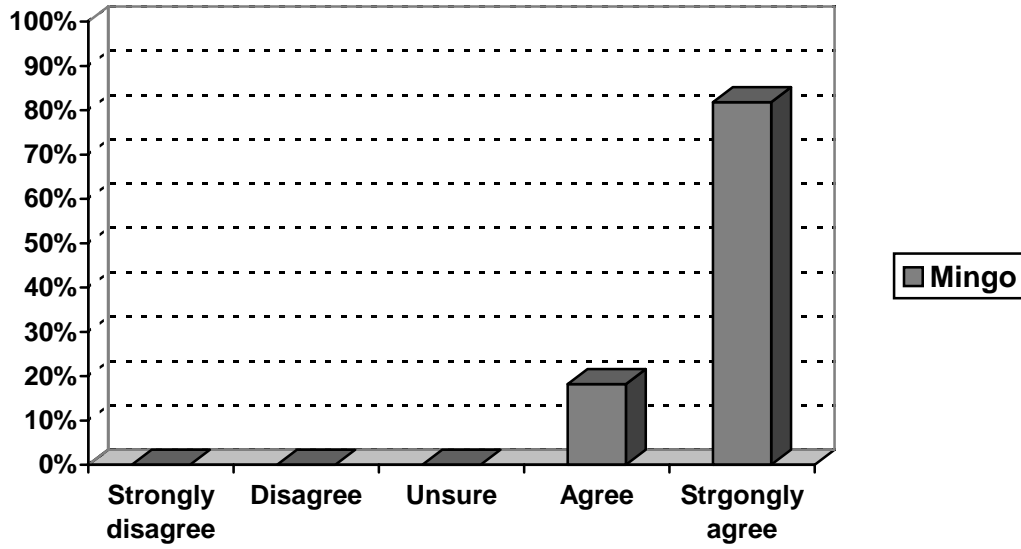


The staff treated my child(ren) with respect
(n = 75)

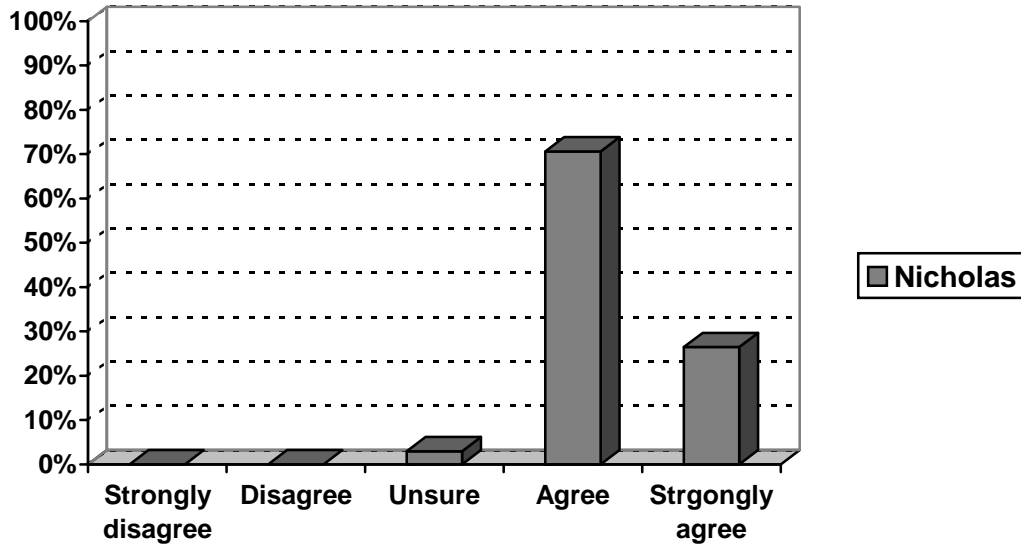


County Parent Data

The staff treated my child(ren) with respect
(n = 55)

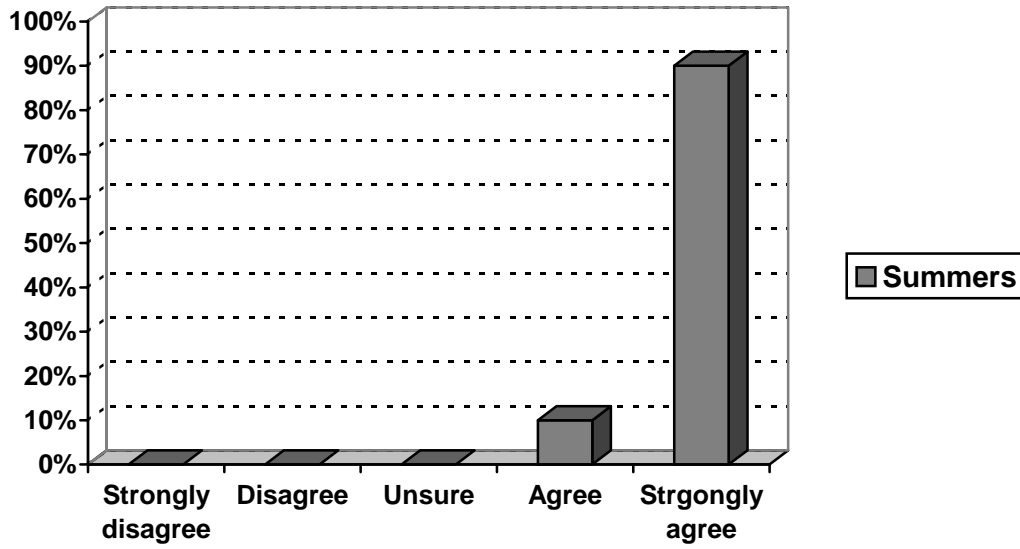


The staff treated my child(ren) with respect
(n = 34)

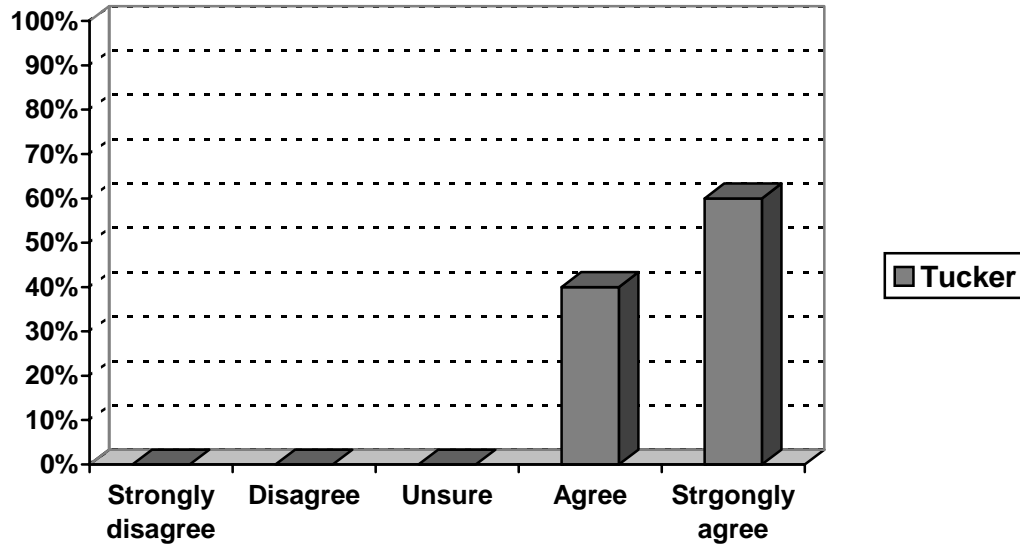


County Parent Data

The staff treated my child(ren) with respect
(n = 20)

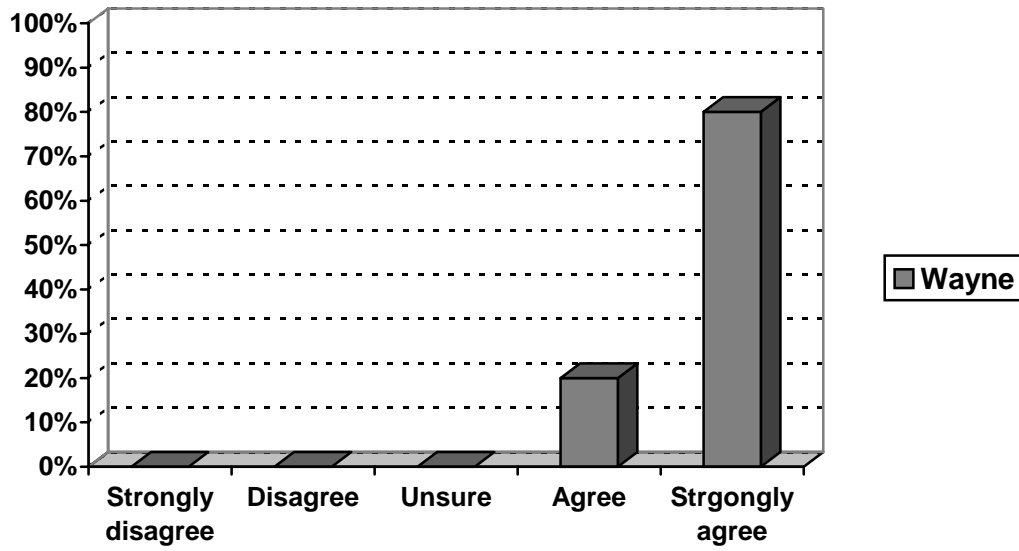


The staff treated my child(ren) with respect
(n = 15)



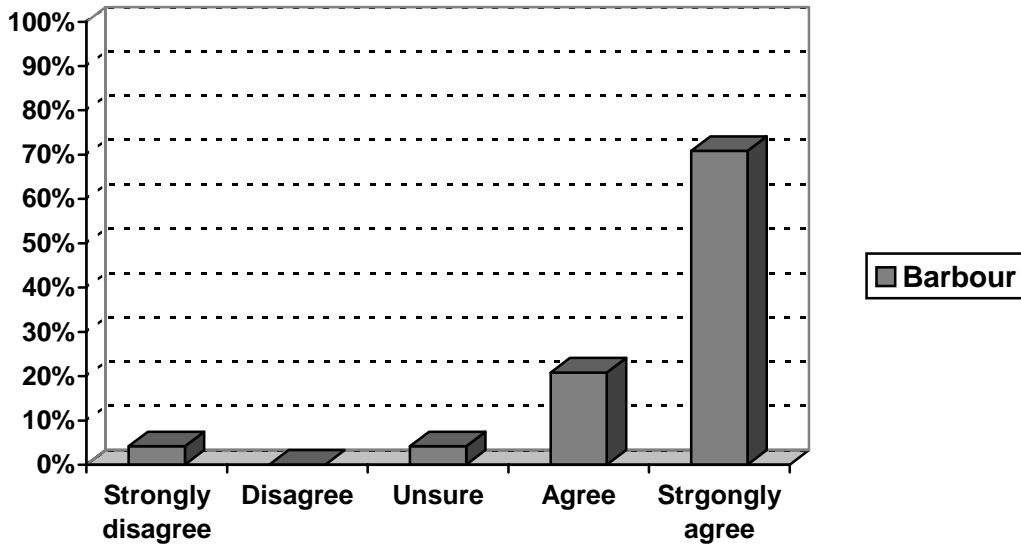
County Parent Data

The staff treated my child(ren) with respect
(n = 15)

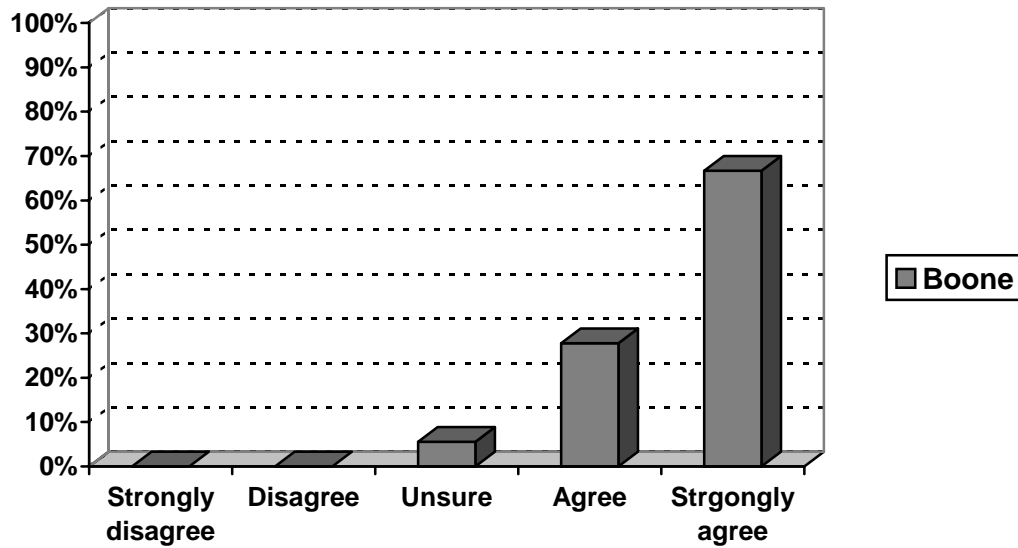


County Parent Data

My privacy was maintained
(n = 24)

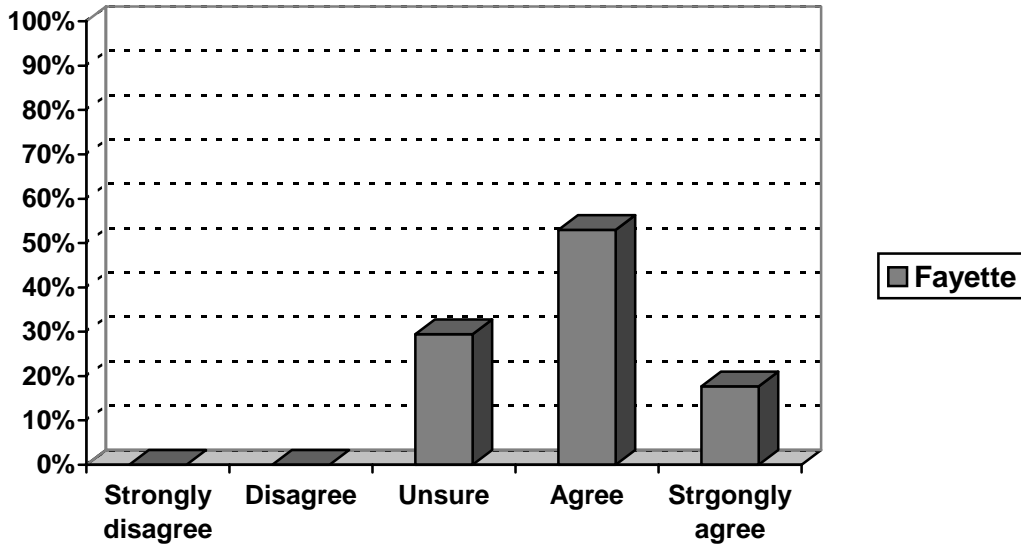


My privacy was maintained
(n = 18)

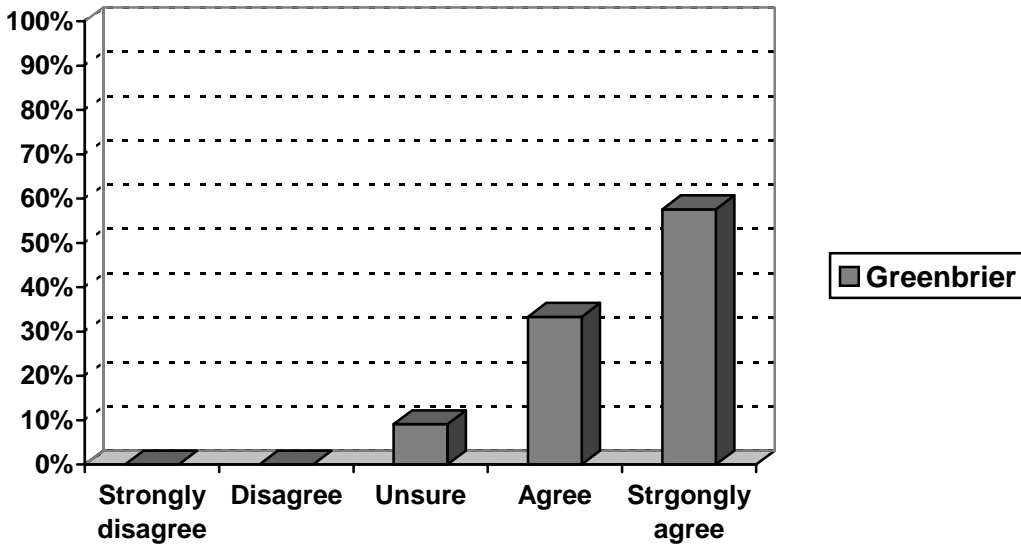


County Parent Data

My privacy was maintained
(n = 17)

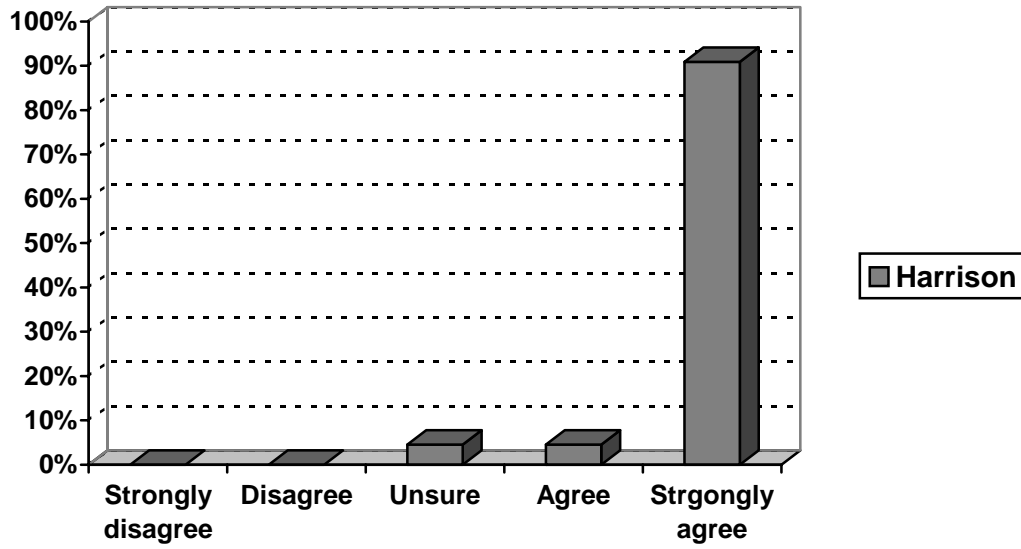


My privacy was maintained
(n = 33)

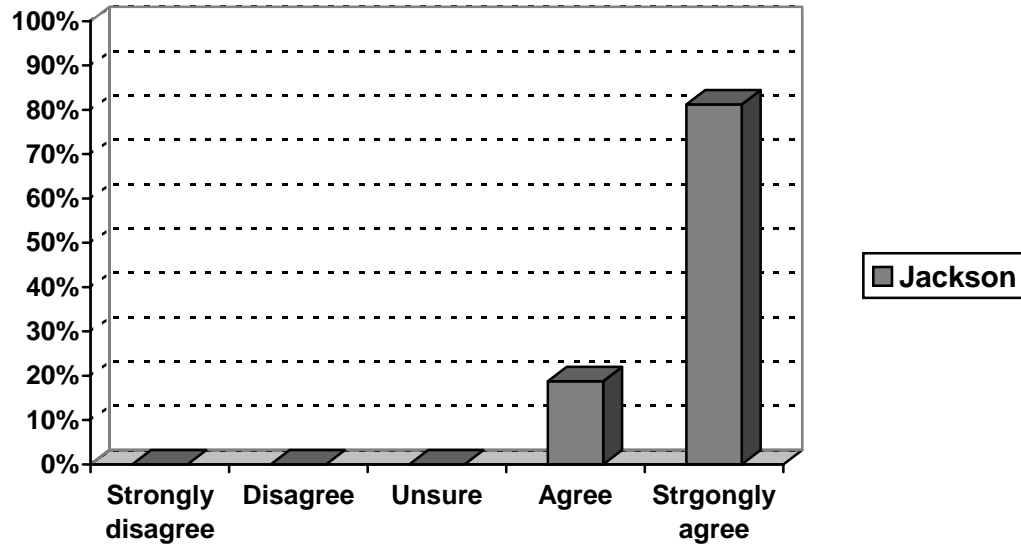


County Parent Data

My privacy was maintained
(n = 22)

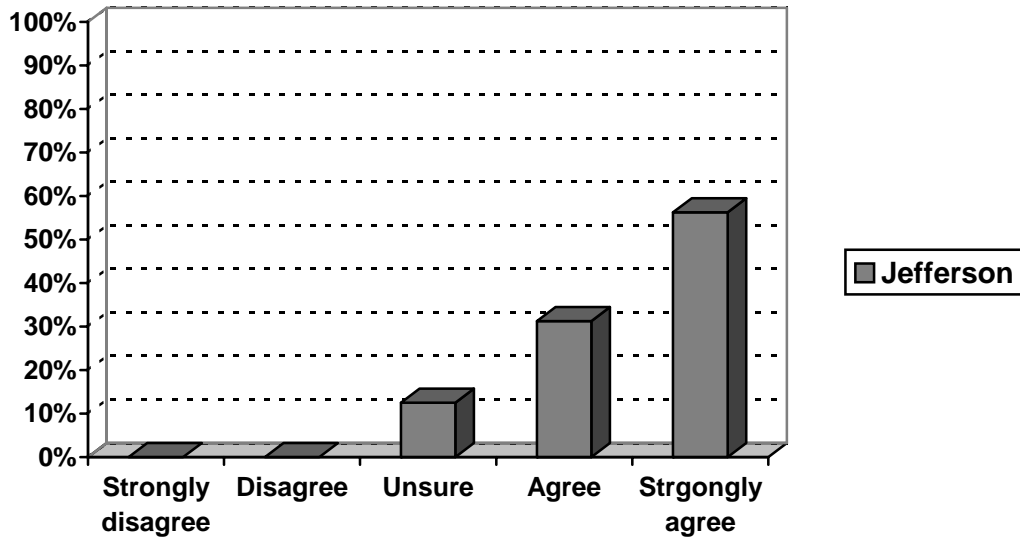


My privacy was maintained
(n = 16)

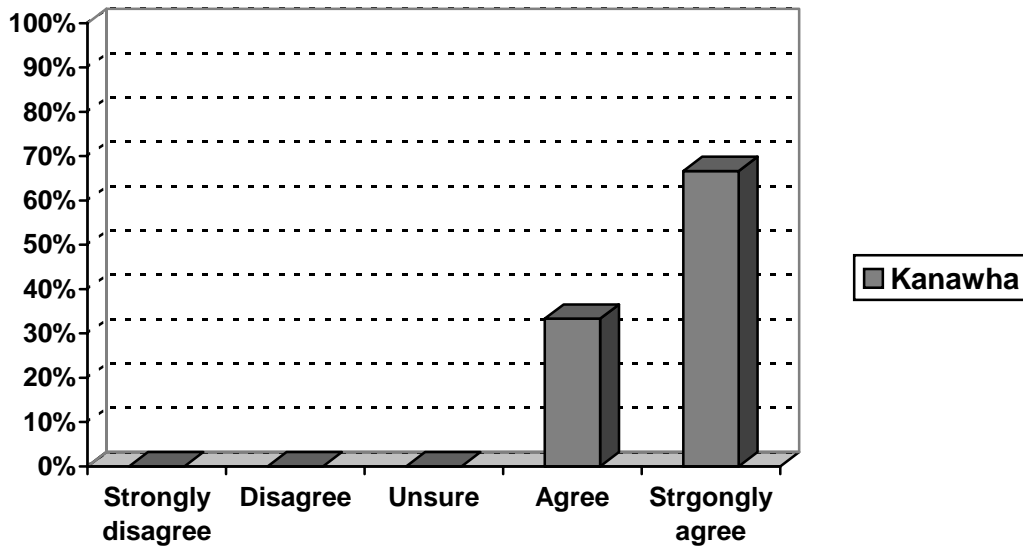


County Parent Data

My privacy was maintained
(n = 16)

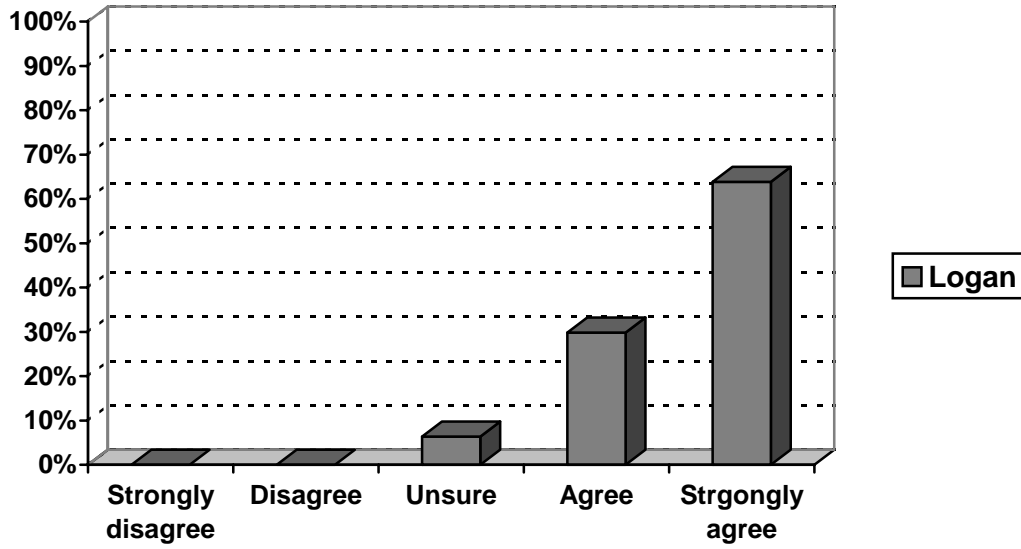


My privacy was maintained
(n = 15)

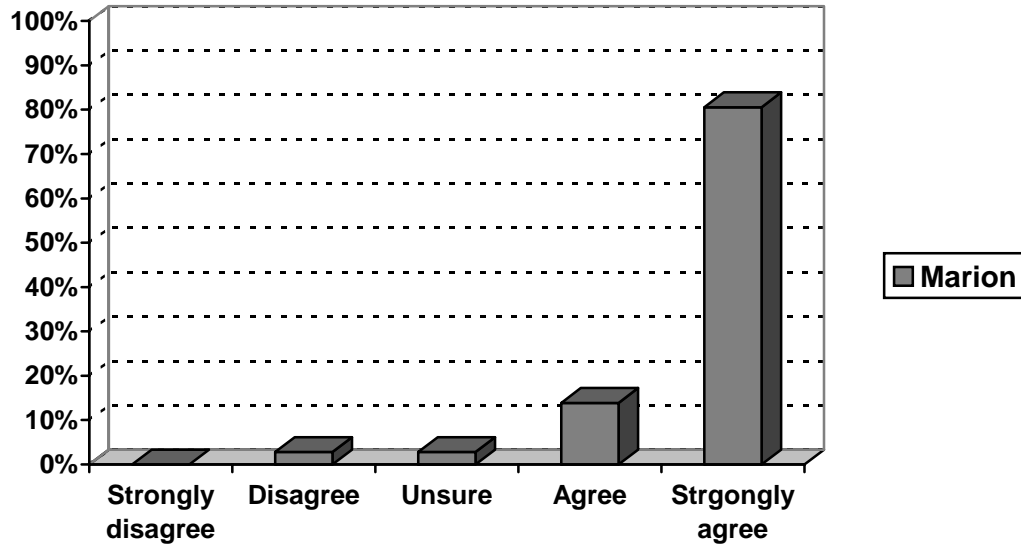


County Parent Data

My privacy was maintained
(n = 47)

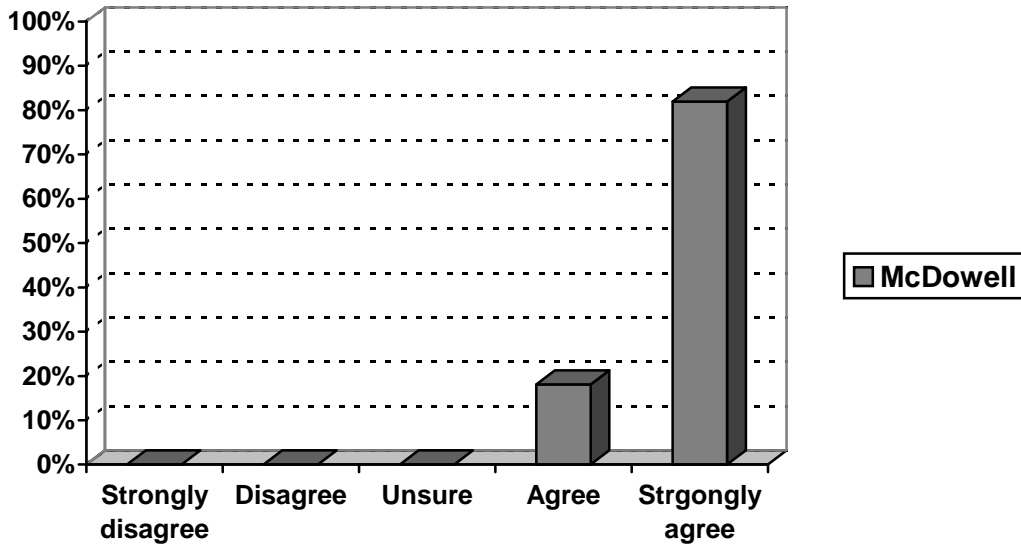


My privacy was maintained
(n = 36)

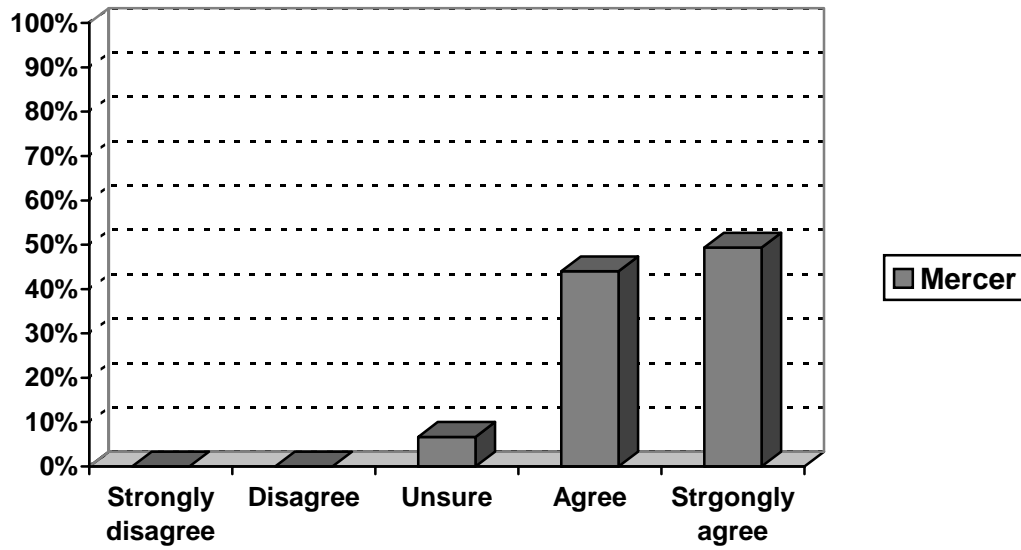


County Parent Data

My privacy was maintained
(n = 83)

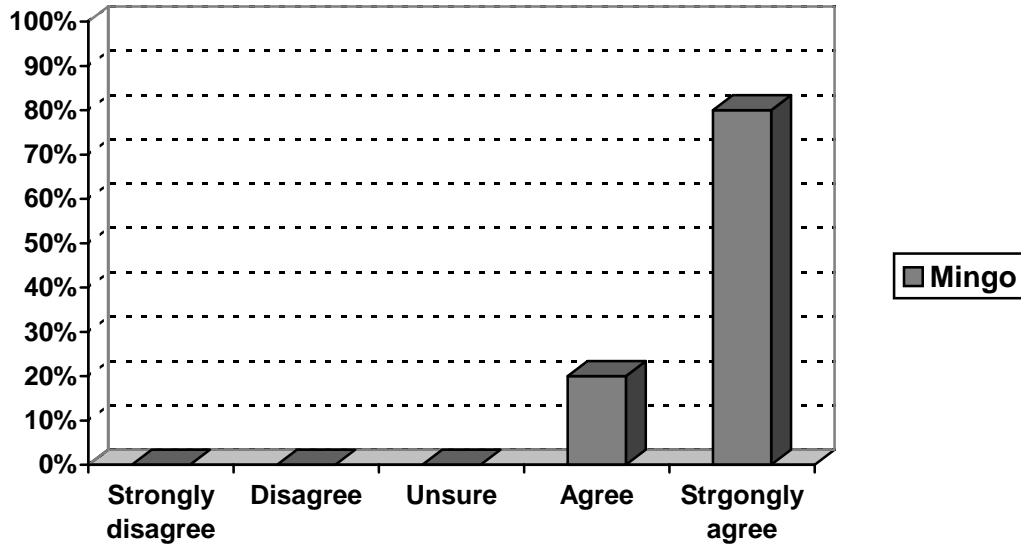


My privacy was maintained
(n = 75)

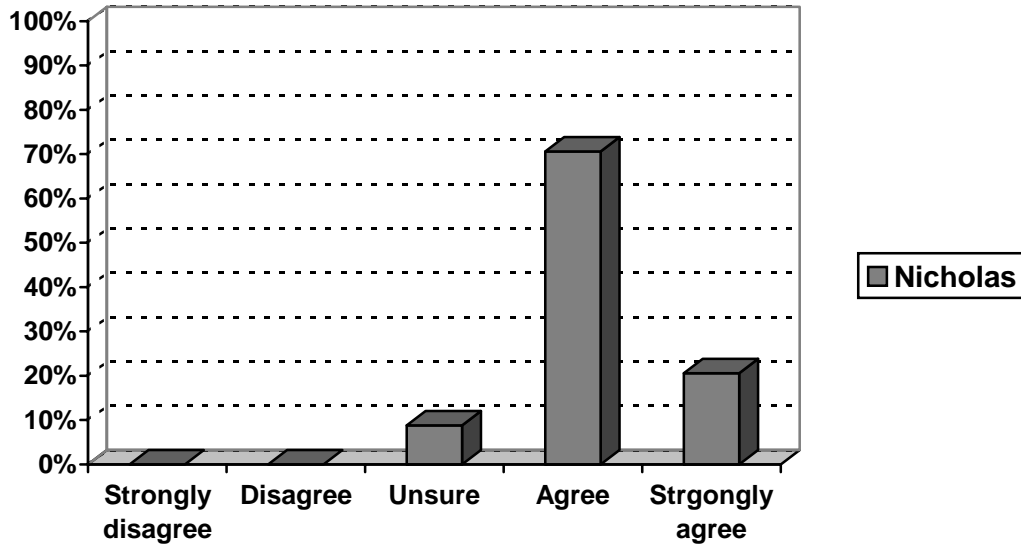


County Parent Data

My privacy was maintained
(n = 55)

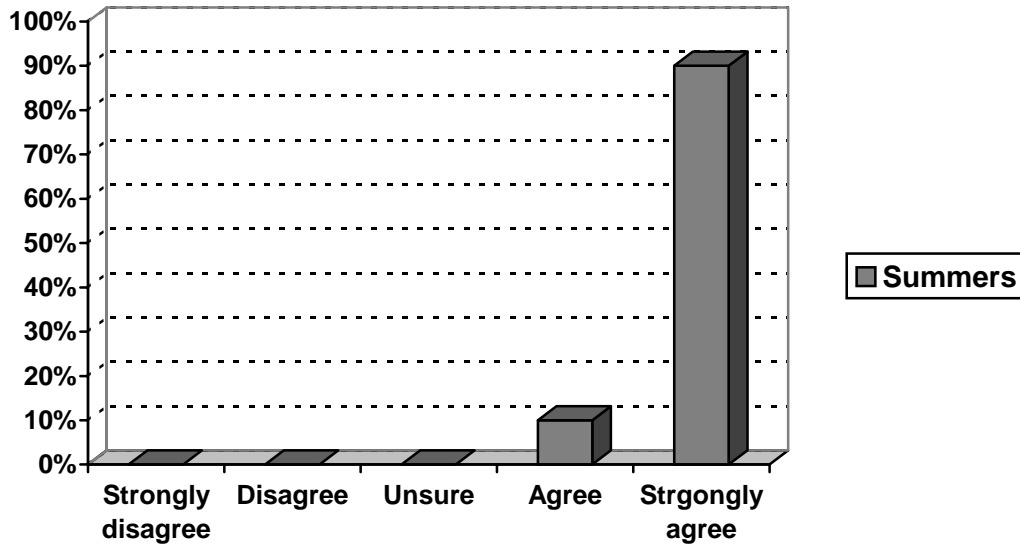


My privacy was maintained
(n = 34)

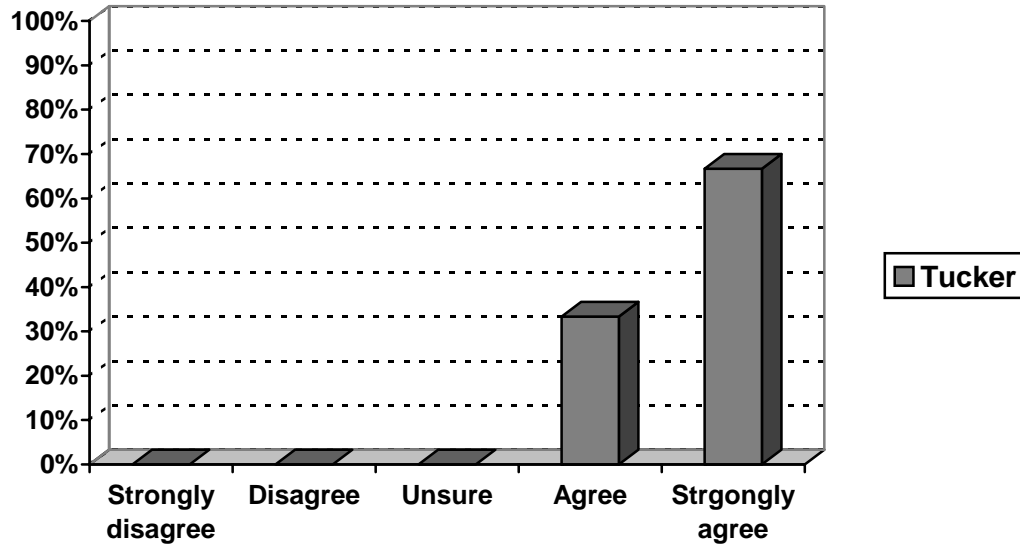


County Parent Data

My privacy was maintained
(n = 20)

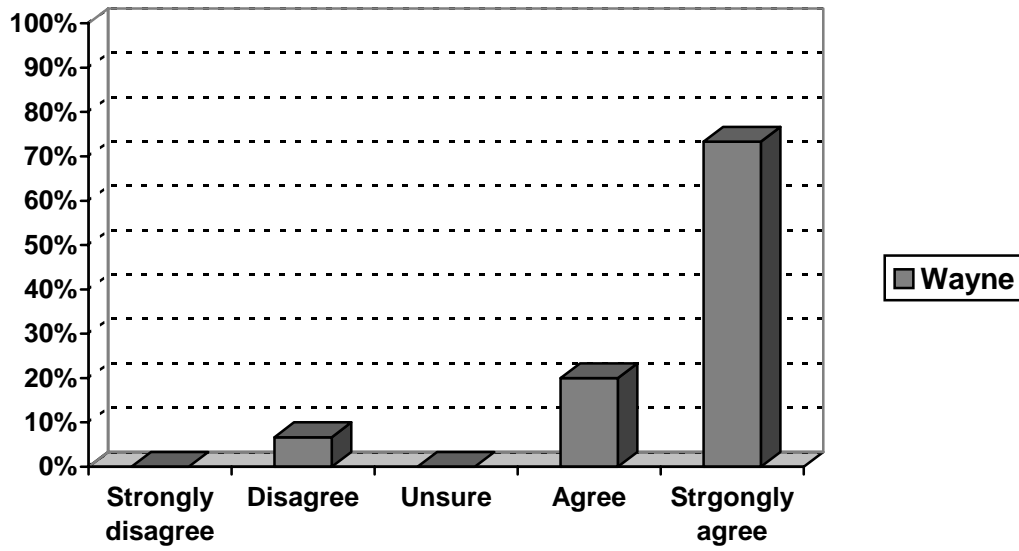


My privacy was maintained
(n = 15)



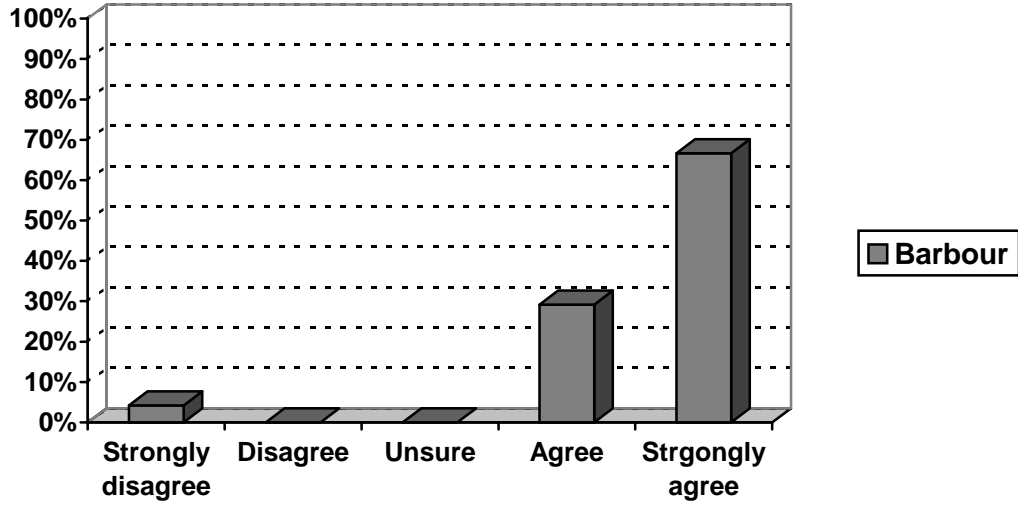
County Parent Data

My privacy was maintained
(n = 15)

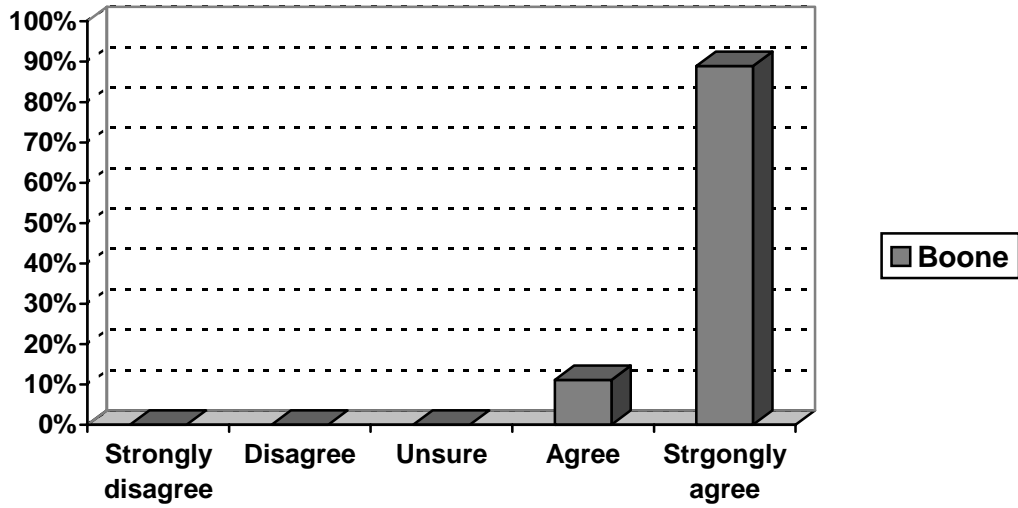


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 24)

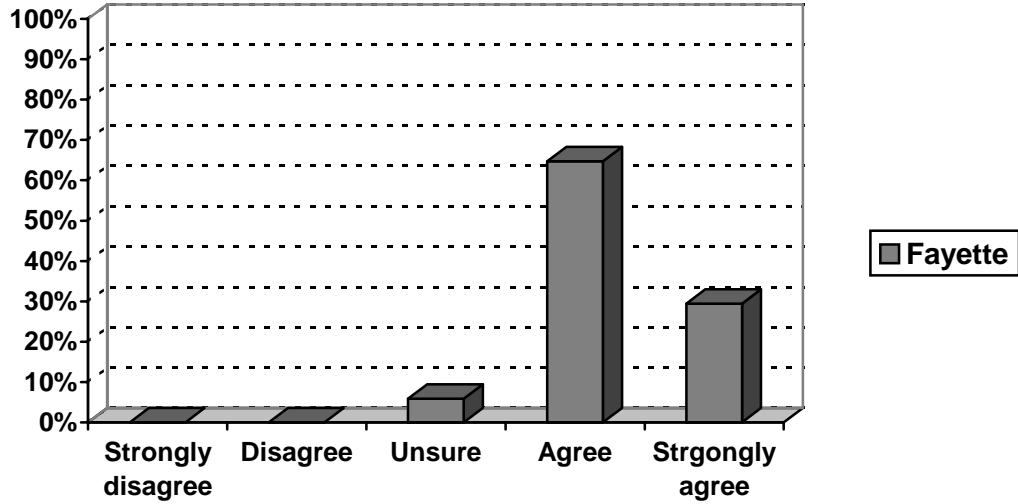


The staff was effective in their approach to helping my child(ren)
(n = 18)

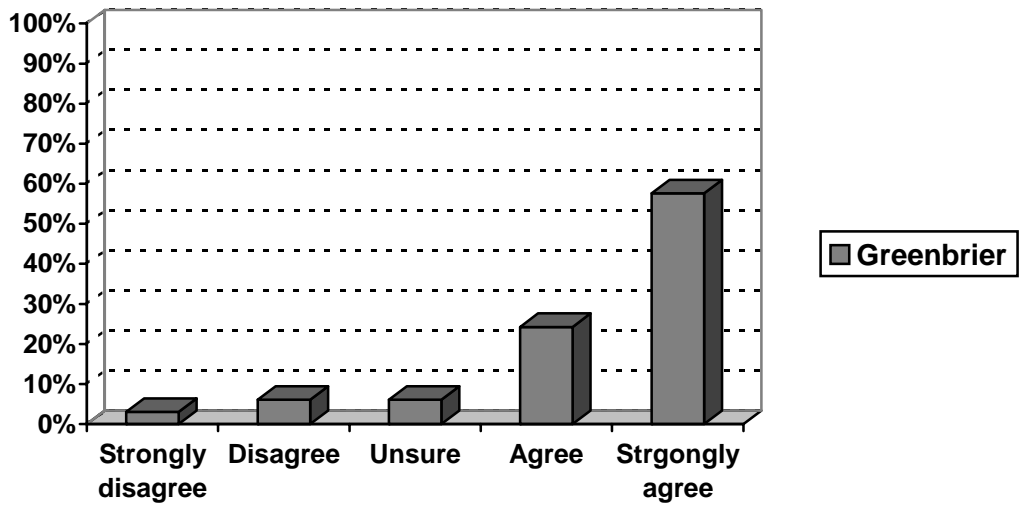


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 17)

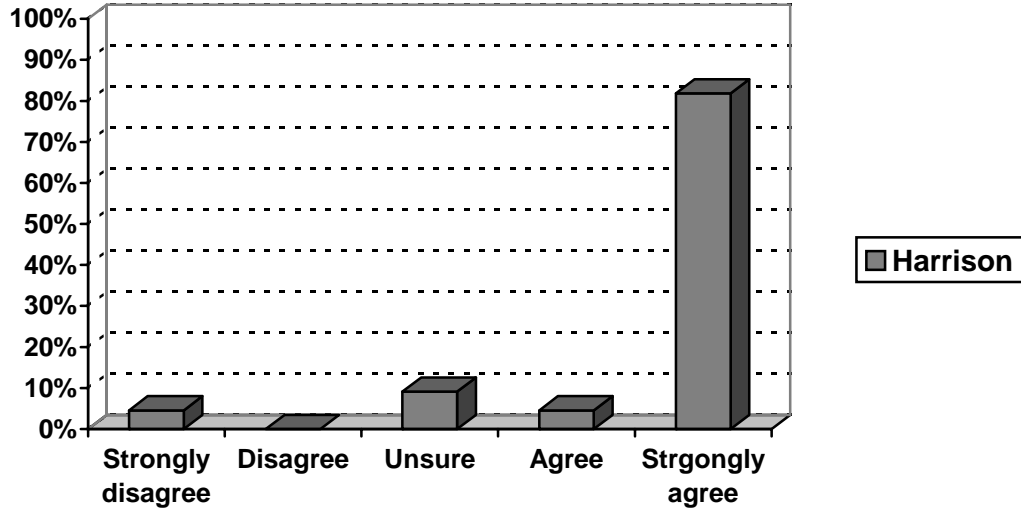


The staff was effective in their approach to helping my child(ren)
(n = 32)

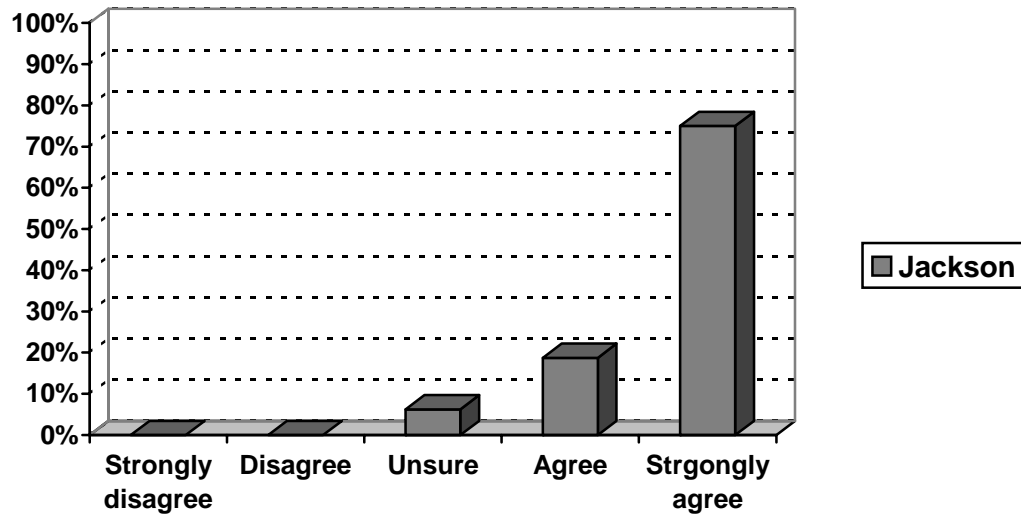


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 22)

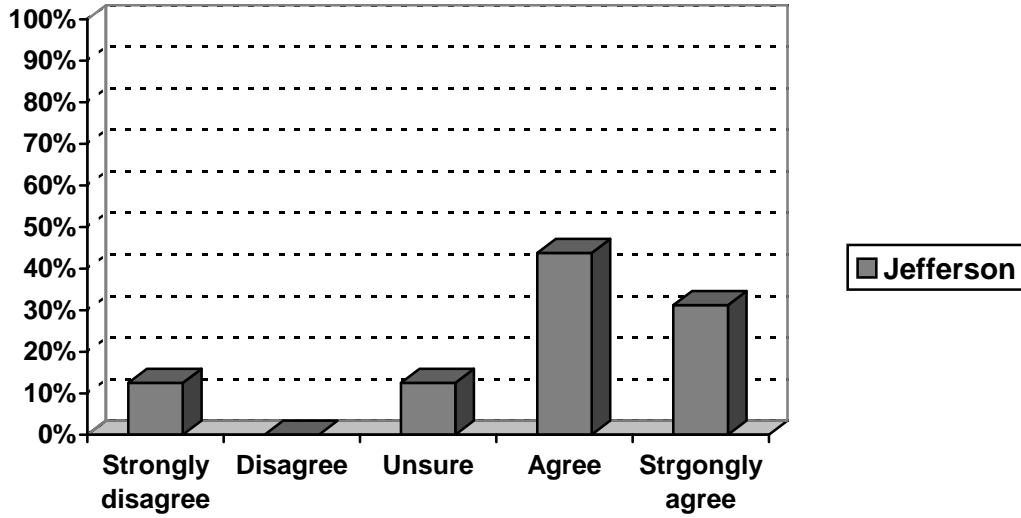


The staff was effective in their approach to helping my child(ren)
(n = 16)

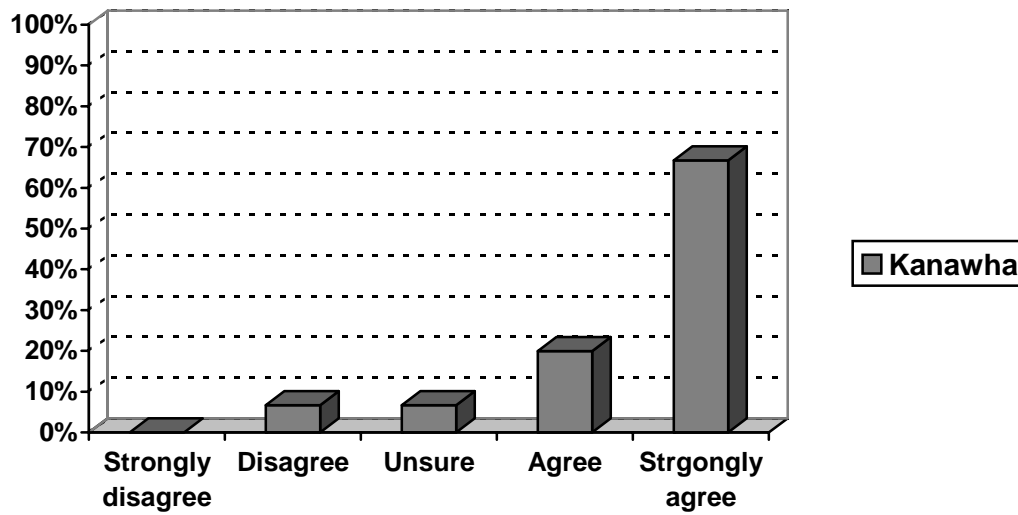


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 16)

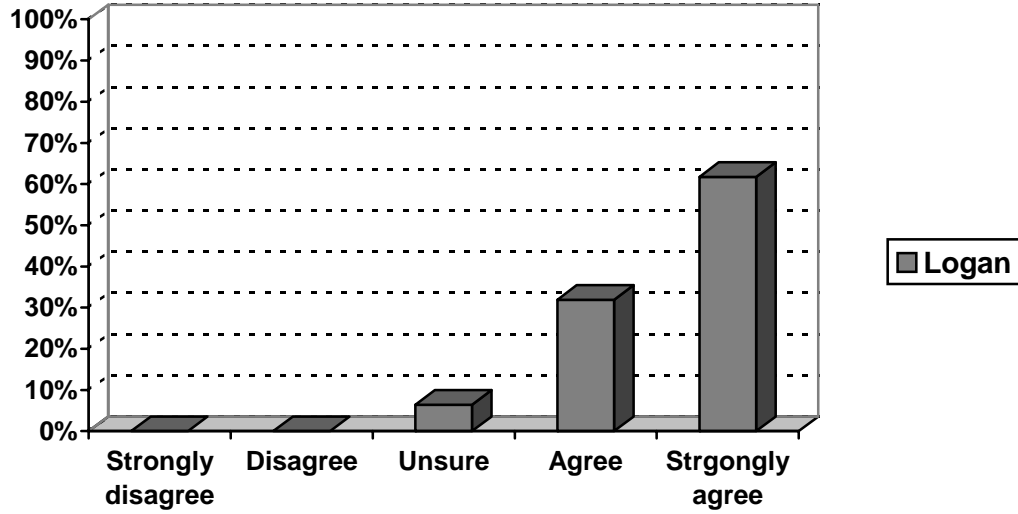


The staff was effective in their approach to helping my child(ren)
(n = 15)

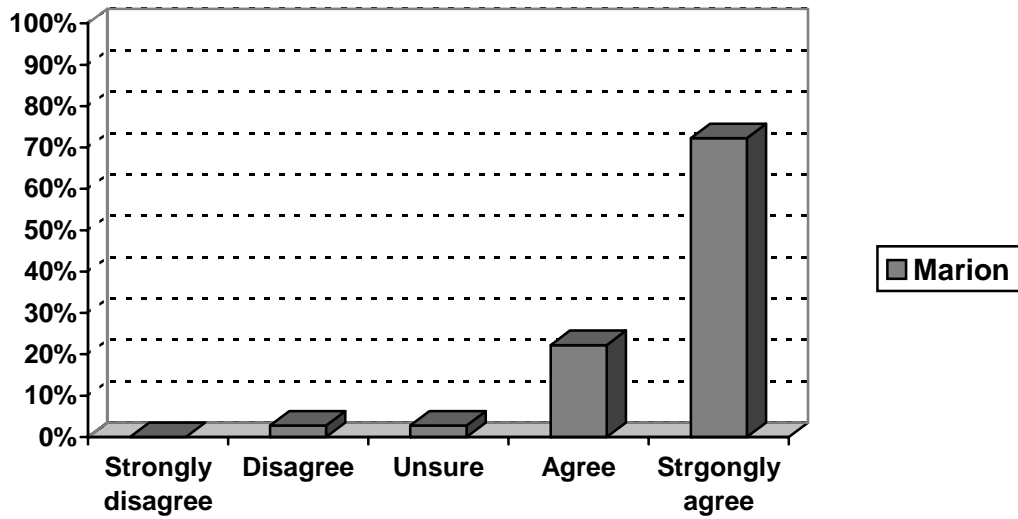


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 47)

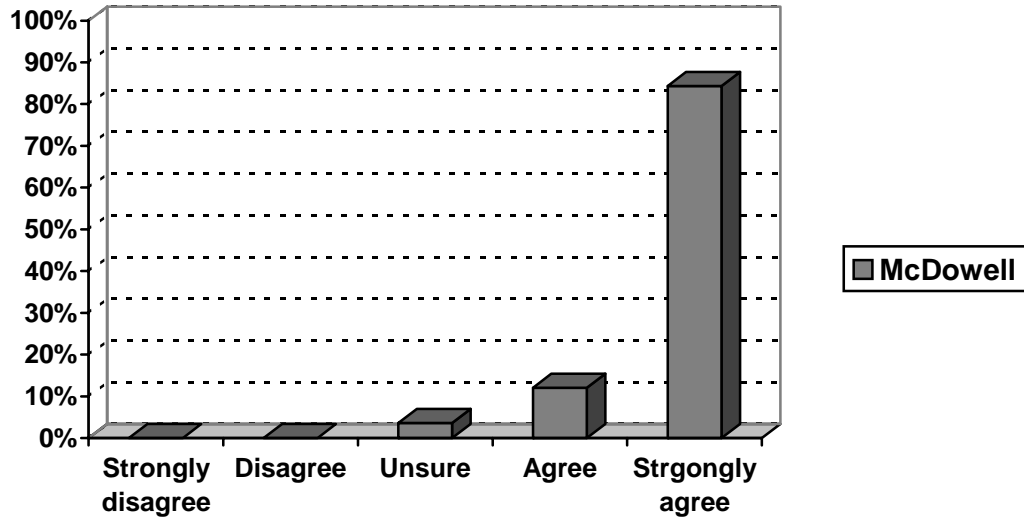


The staff was effective in their approach to helping my child(ren)
(n = 36)

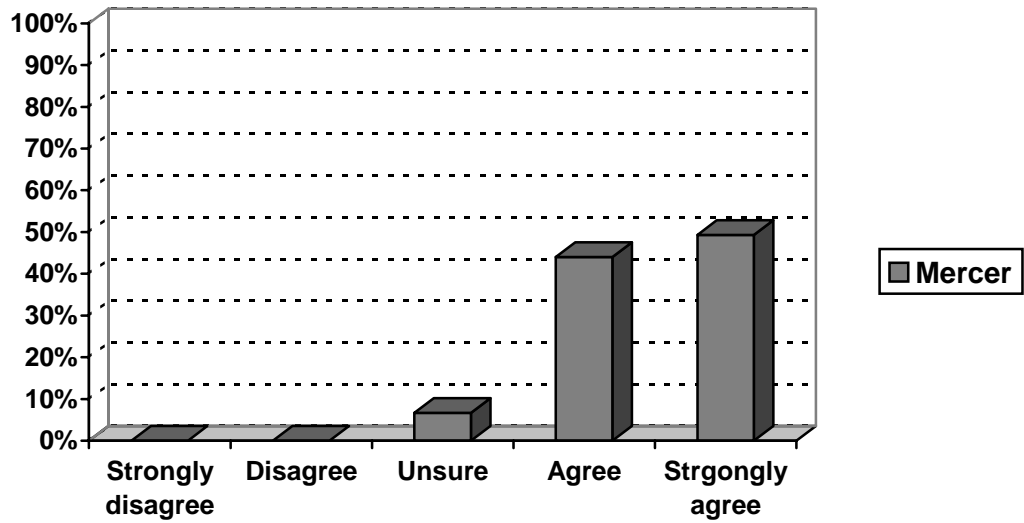


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 83)

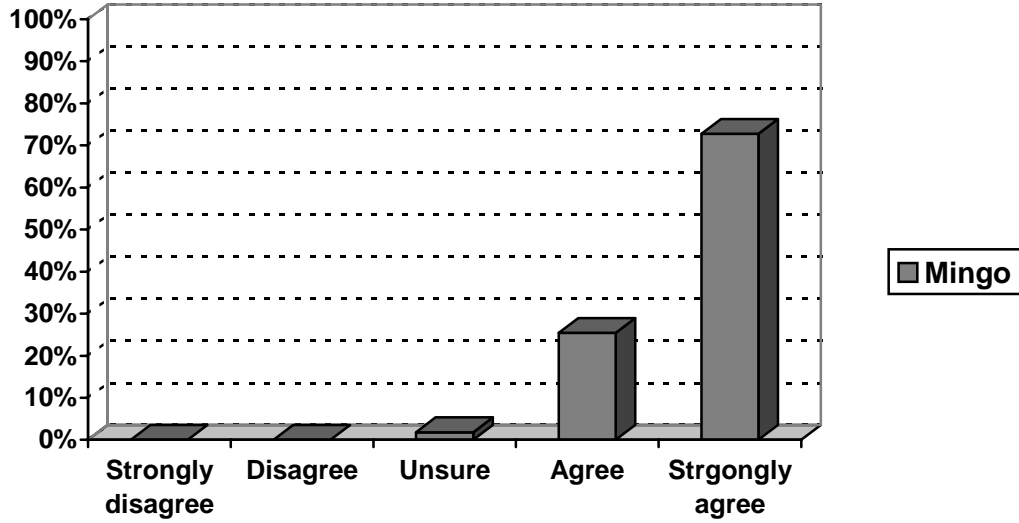


The staff was effective in their approach to helping my child(ren)
(n = 75)

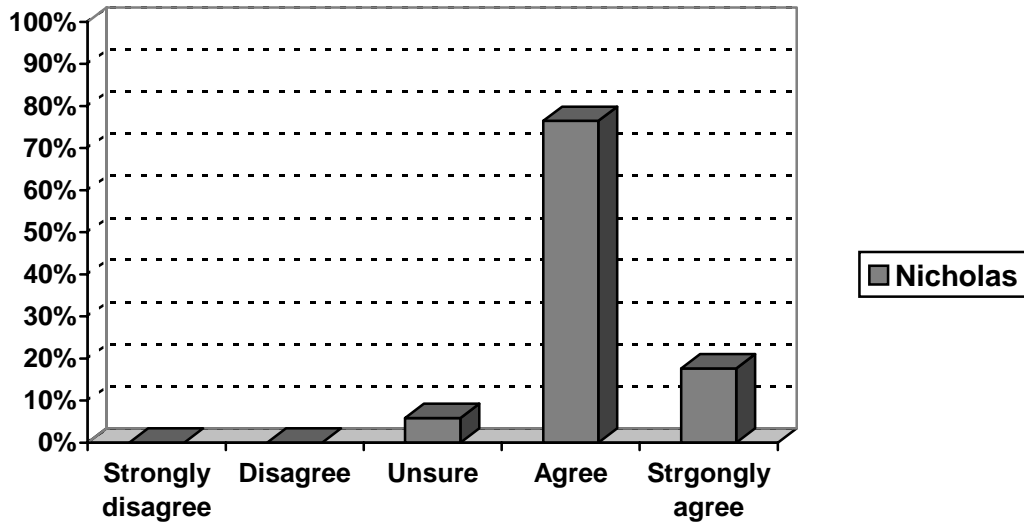


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 55)

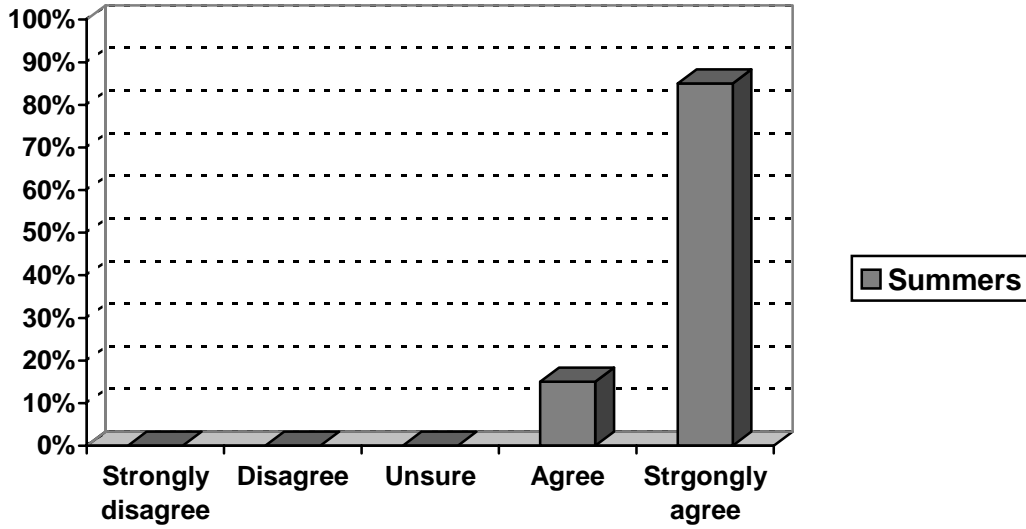


The staff was effective in their approach to helping my child(ren)
(n = 34)

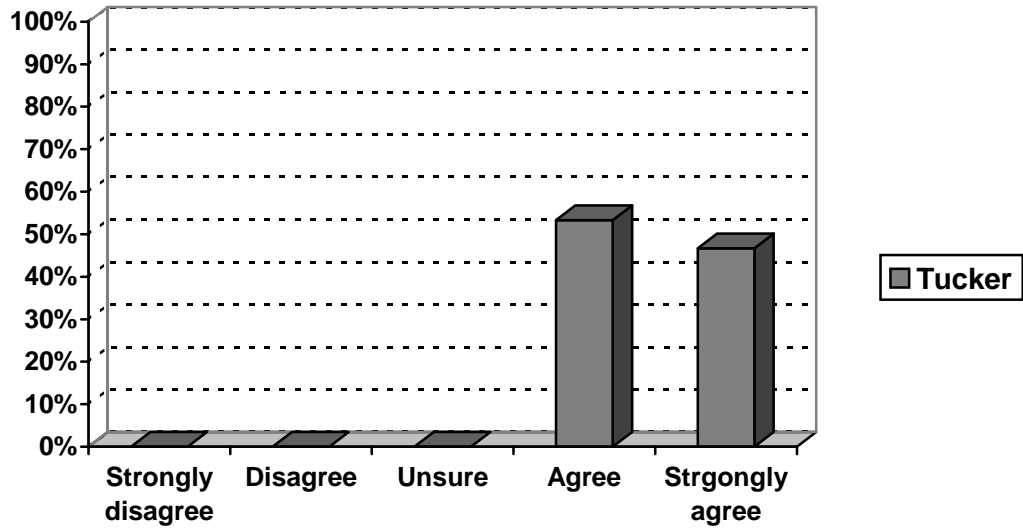


County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 20)

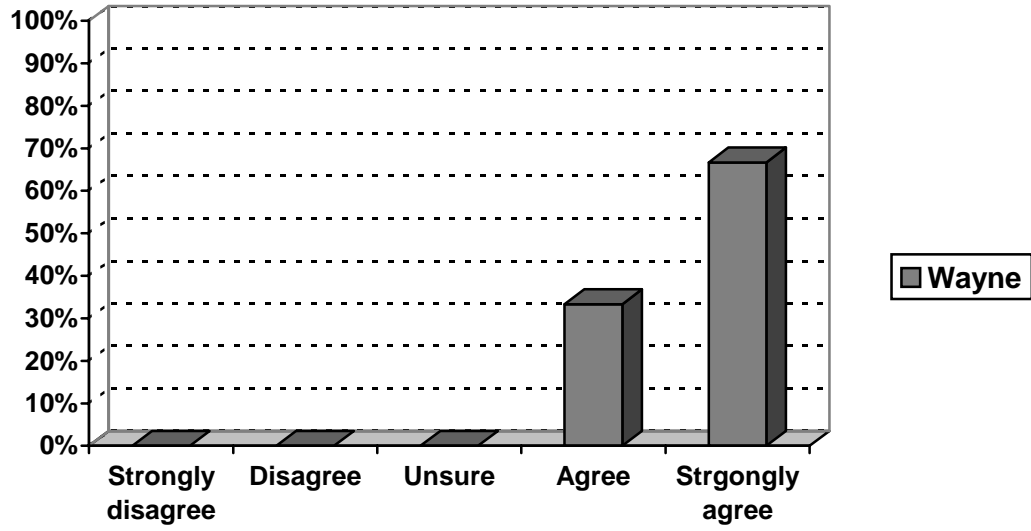


The staff was effective in their approach to helping my child(ren)
(n = 15)



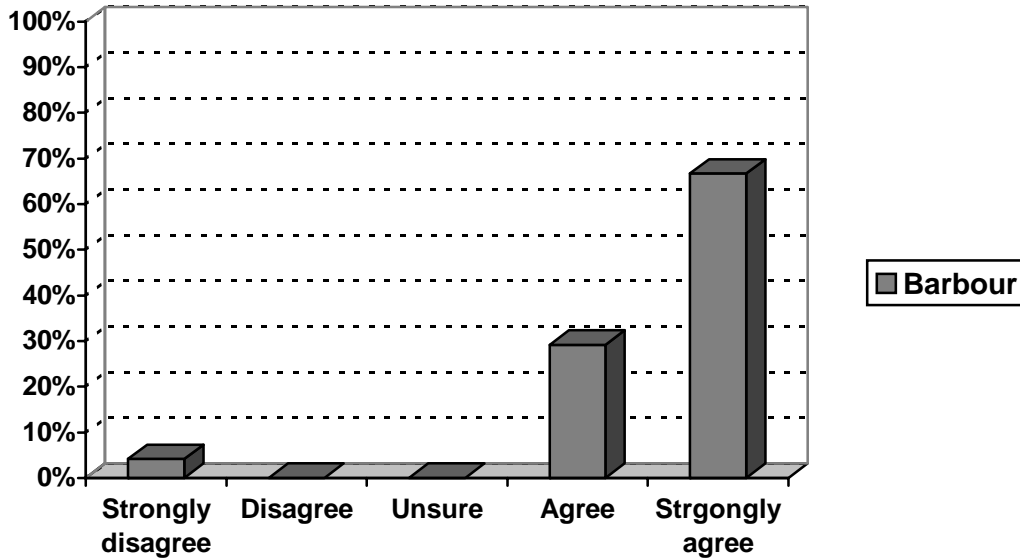
County Parent Data

The staff was effective in their approach to helping my child(ren)
(n = 15)

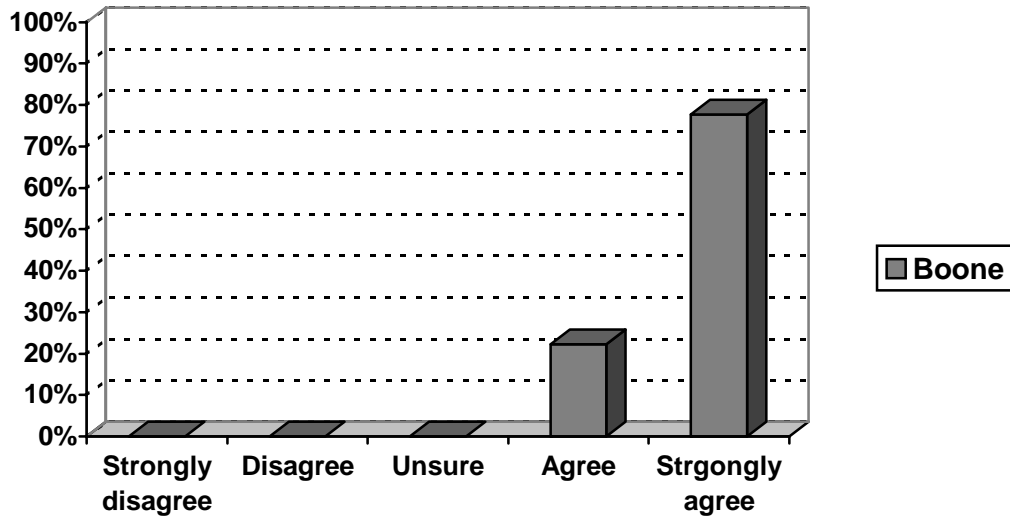


County Parent Data

The staff was effective in their approach to helping my family
(n = 24)

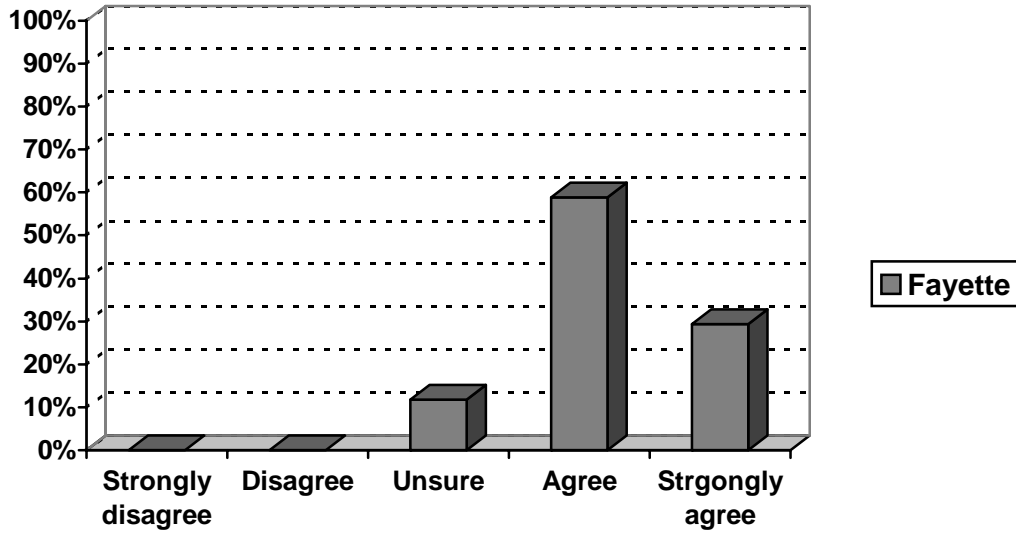


The staff was effective in their approach to helping my family
(n = 18)

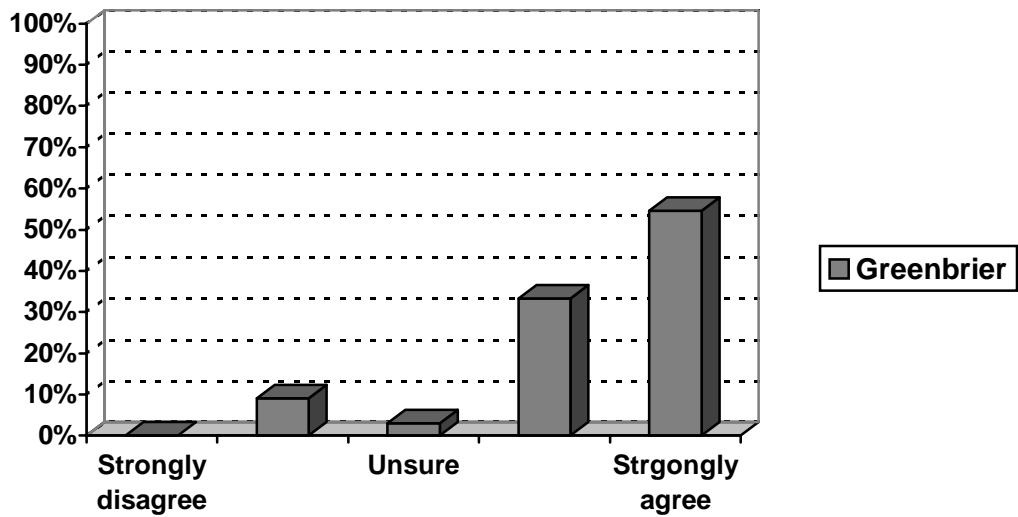


County Parent Data

The staff was effective in their approach to helping my family
(n = 17)

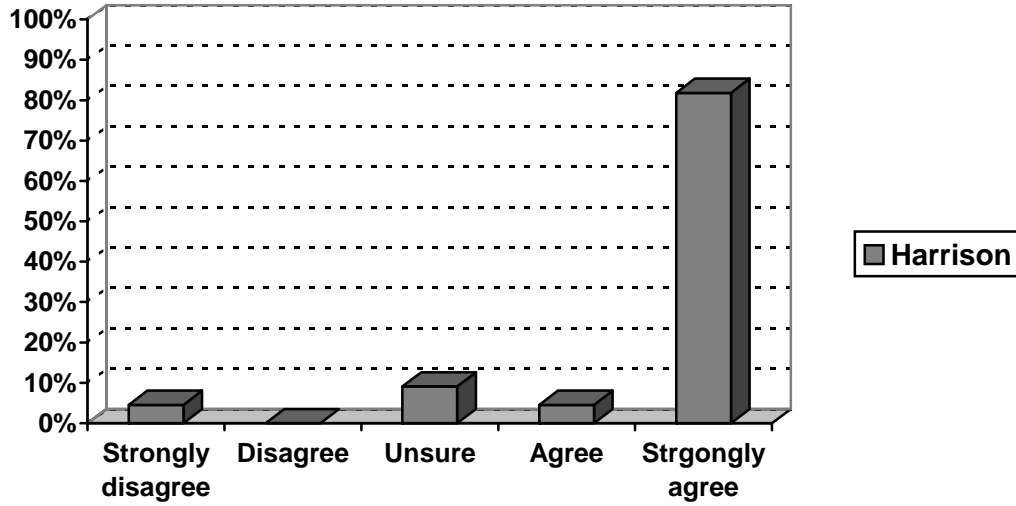


The staff was effective in their approach to helping my family
(n = 33)

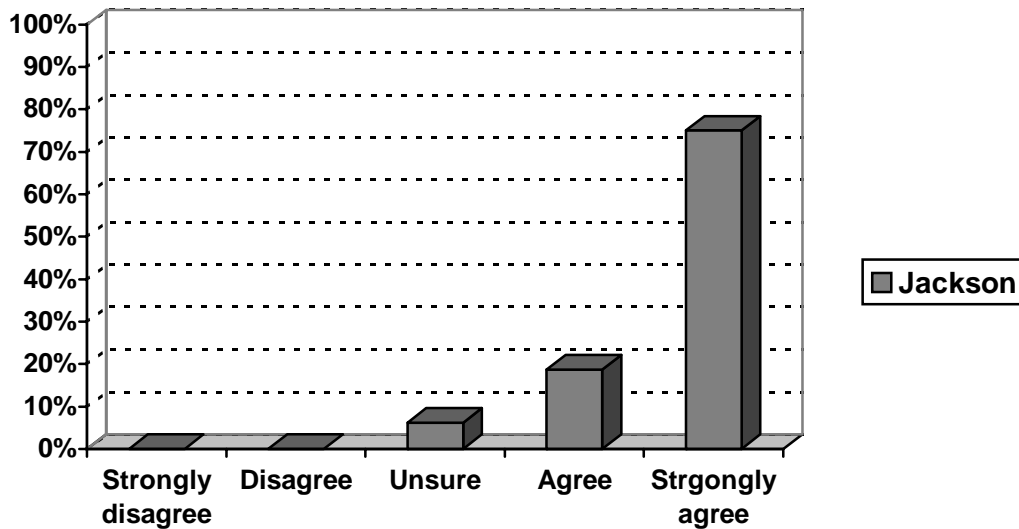


County Parent Data

The staff was effective in their approach to helping my family
(n = 22)

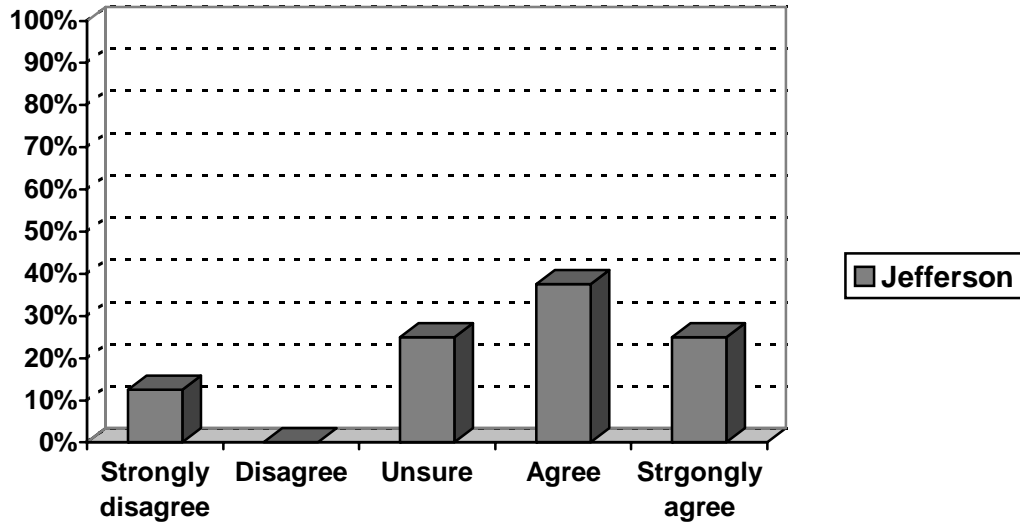


The staff was effective in their approach to helping my family
(n = 16)

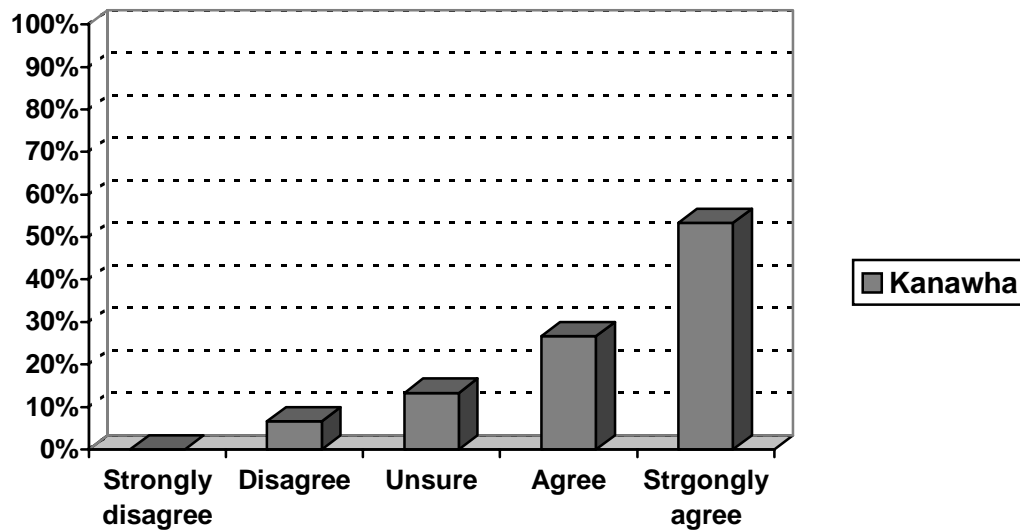


County Parent Data

The staff was effective in their approach to helping my family
(n = 16)

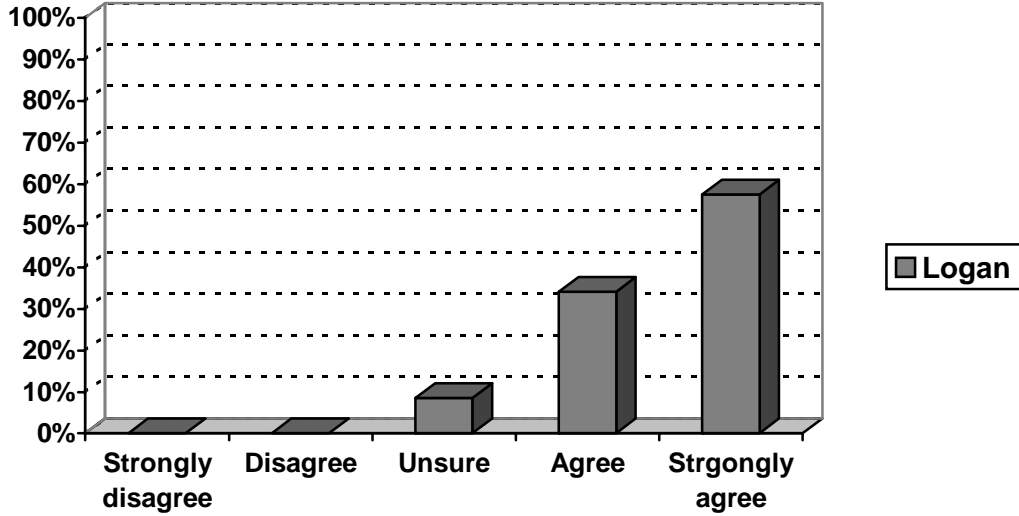


The staff was effective in their approach to helping my family
(n = 15)

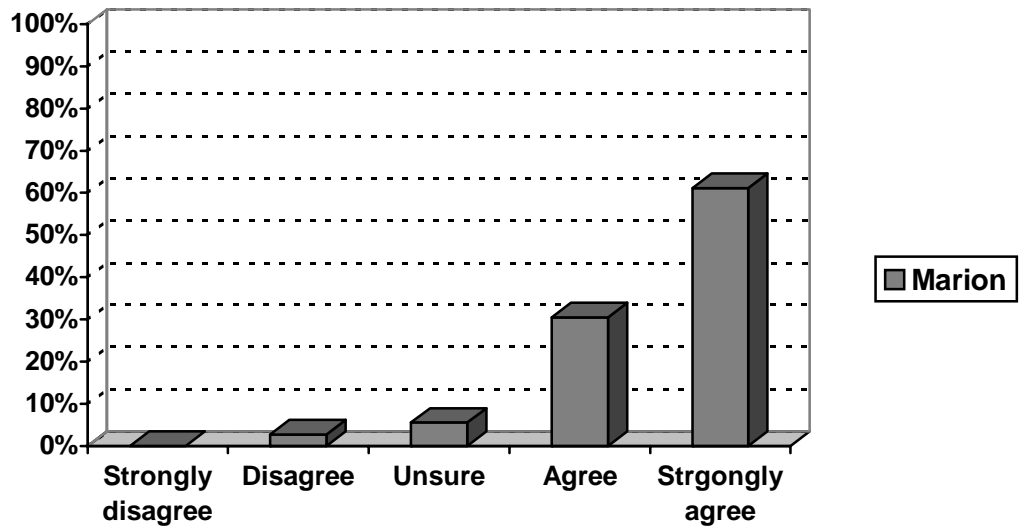


County Parent Data

The staff was effective in their approach to helping my family
(n = 47)

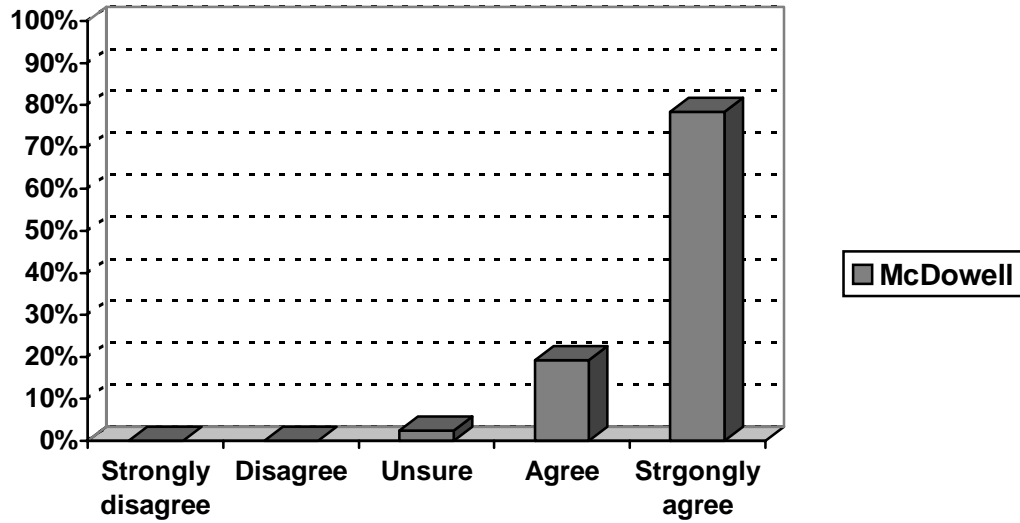


The staff was effective in their approach to helping my family
(n = 36)

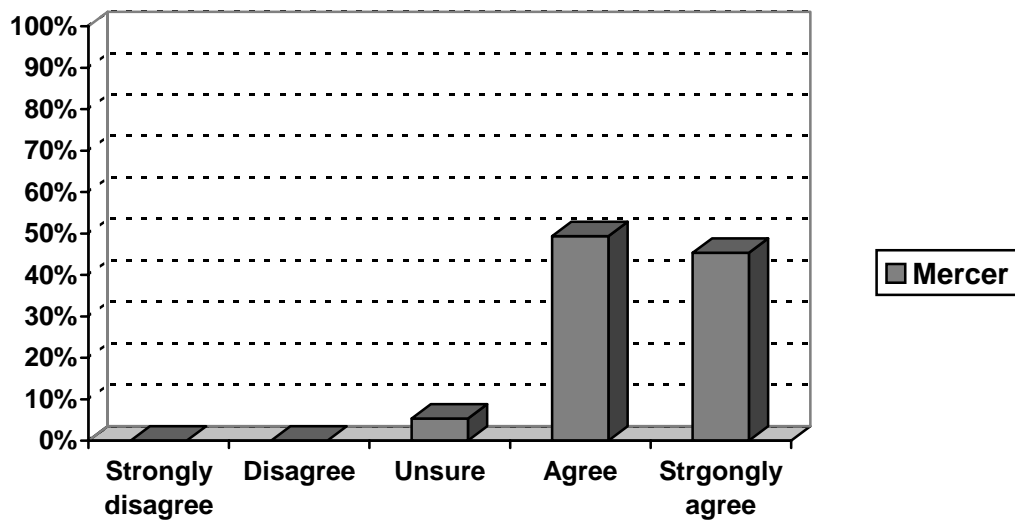


County Parent Data

The staff was effective in their approach to helping my family
(n = 83)

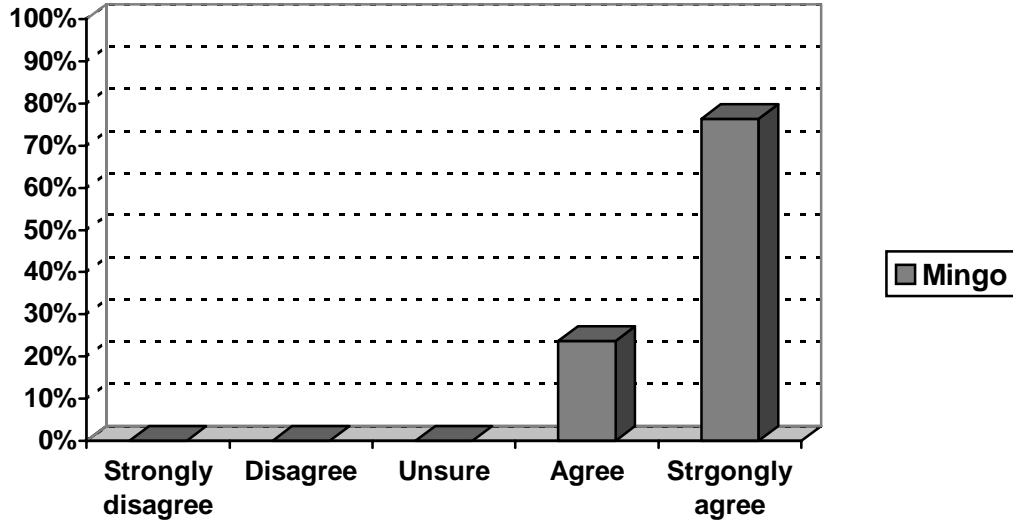


The staff was effective in their approach to helping my family
(n = 75)

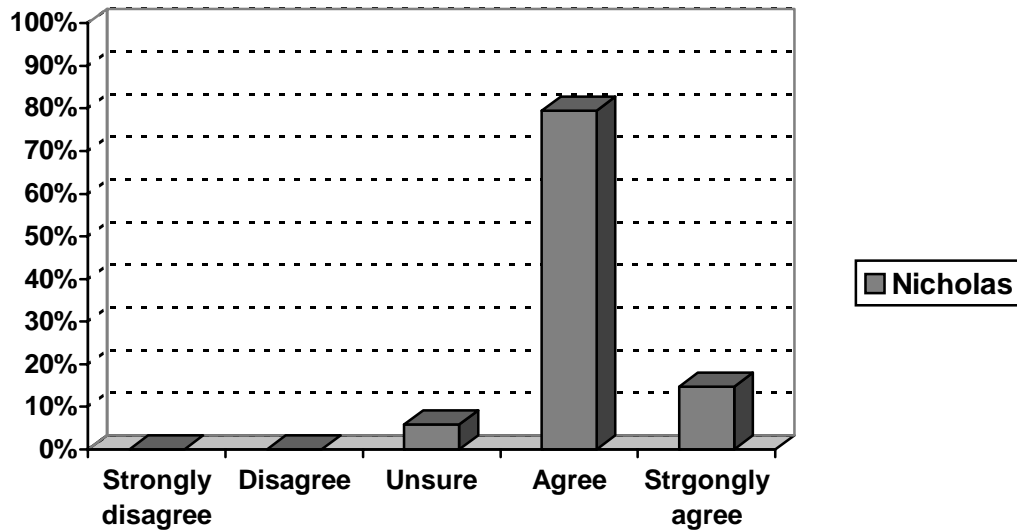


County Parent Data

The staff was effective in their approach to helping my family
(n = 55)

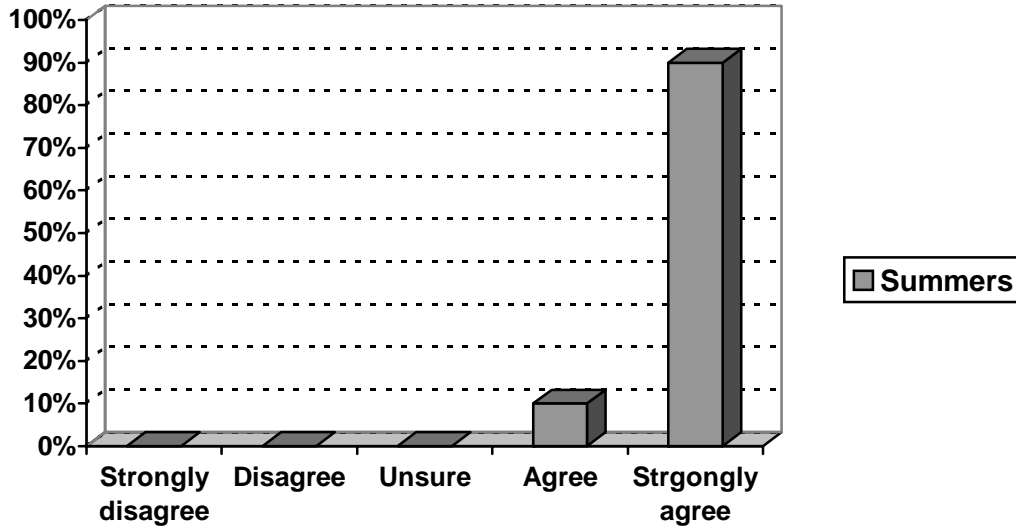


The staff was effective in their approach to helping my family
(n = 34)

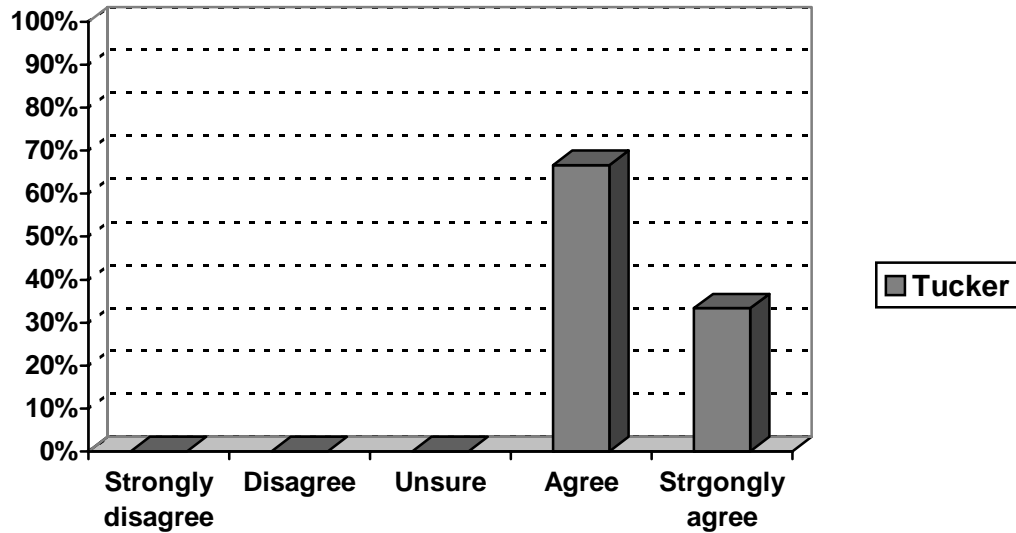


County Parent Data

The staff was effective in their approach to helping my family
(n = 20)

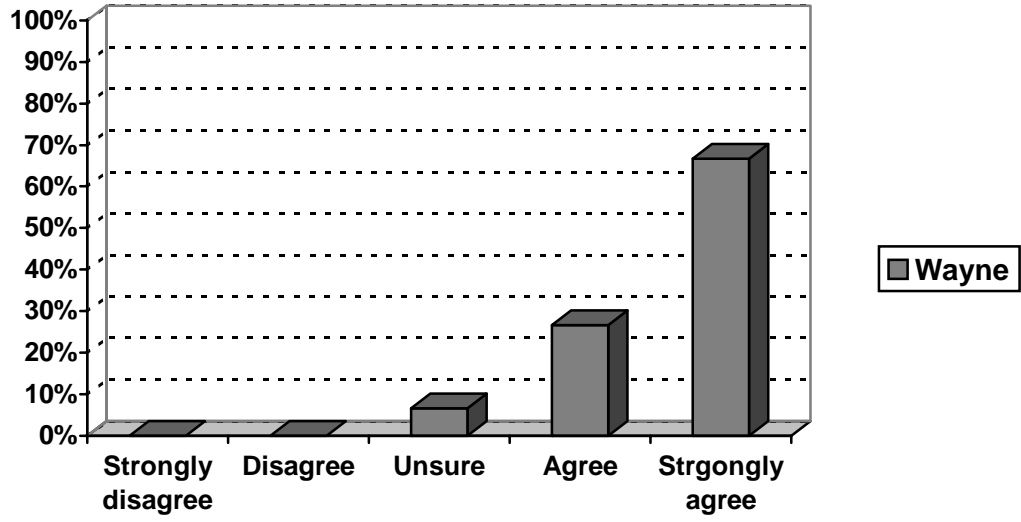


The staff was effective in their approach to helping my family
(n = 15)



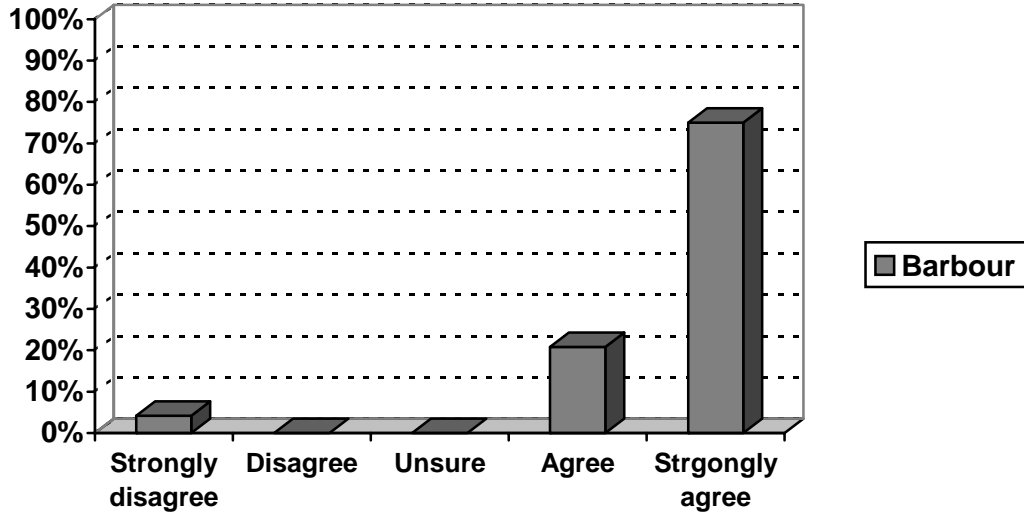
County Parent Data

The staff was effective in their approach
to helping my family
(n = 15)

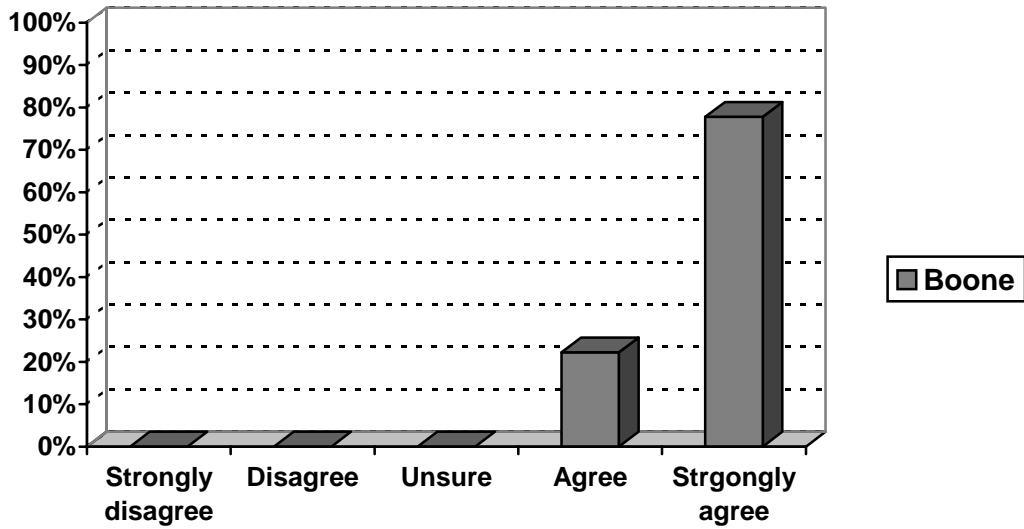


County Parent Data

Services were explained to me in terms I could understand
(n = 24)

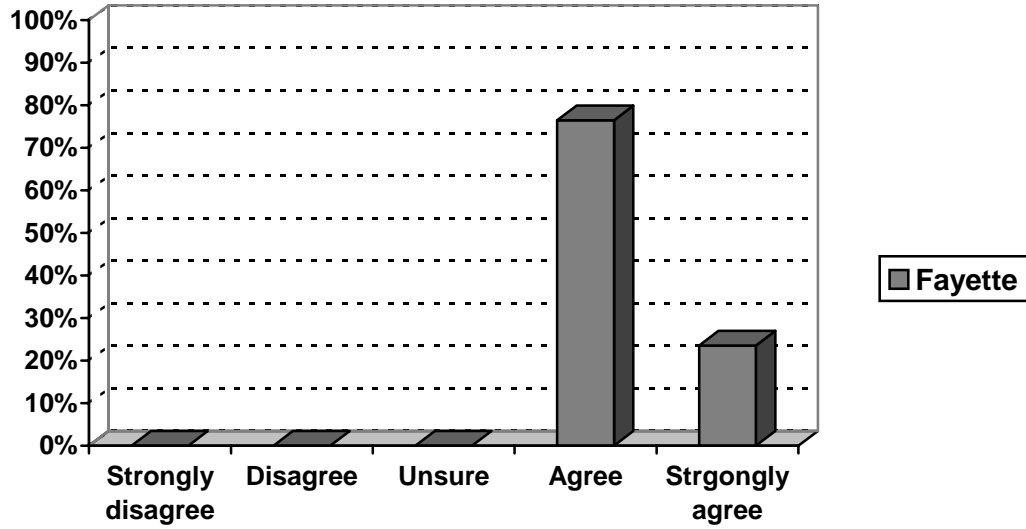


Services were explained to me in terms I could understand
(n = 18)

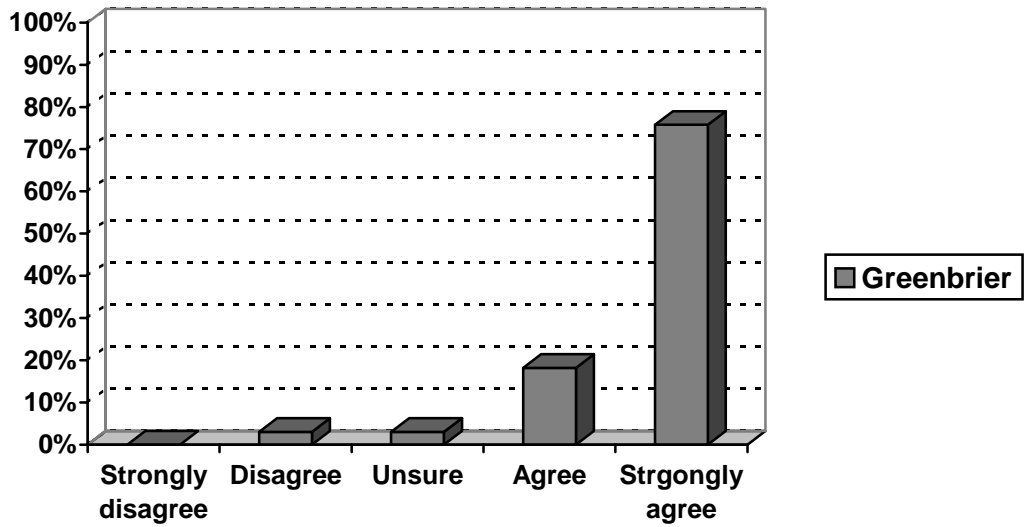


County Parent Data

Services were explained to me in terms I could understand
(n = 17)

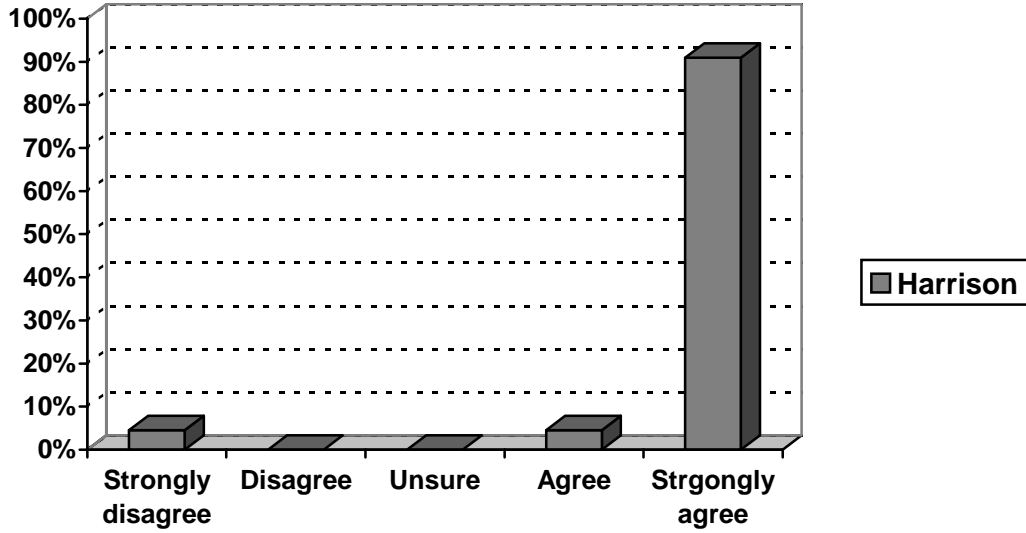


Services were explained to me in terms I could understand
(n = 33)

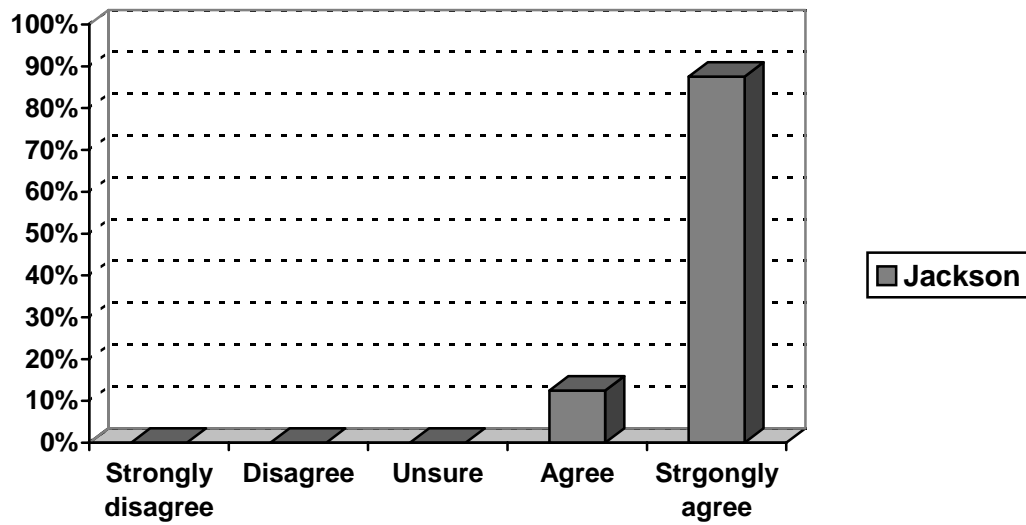


County Parent Data

Services were explained to me in terms I could understand
(n = 22)

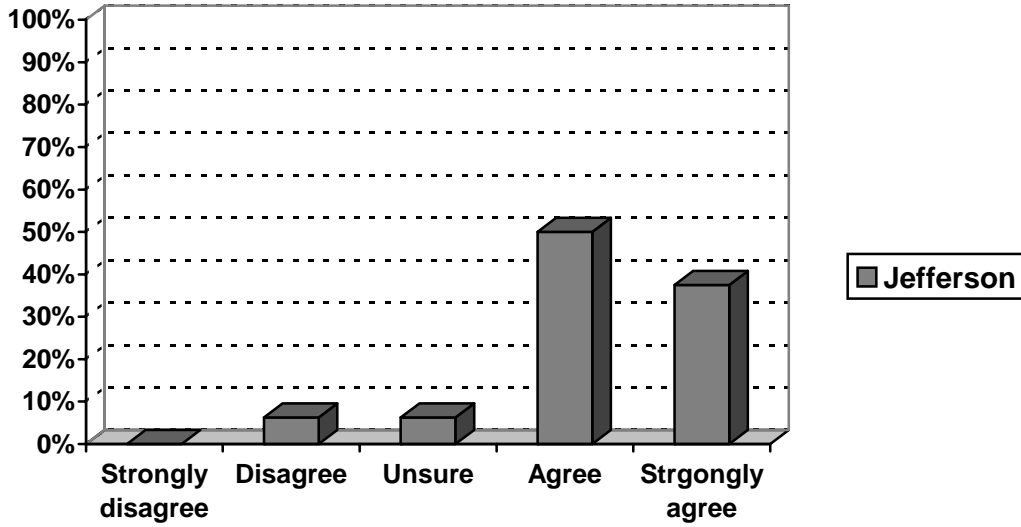


Services were explained to me in terms I could understand
(n = 16)

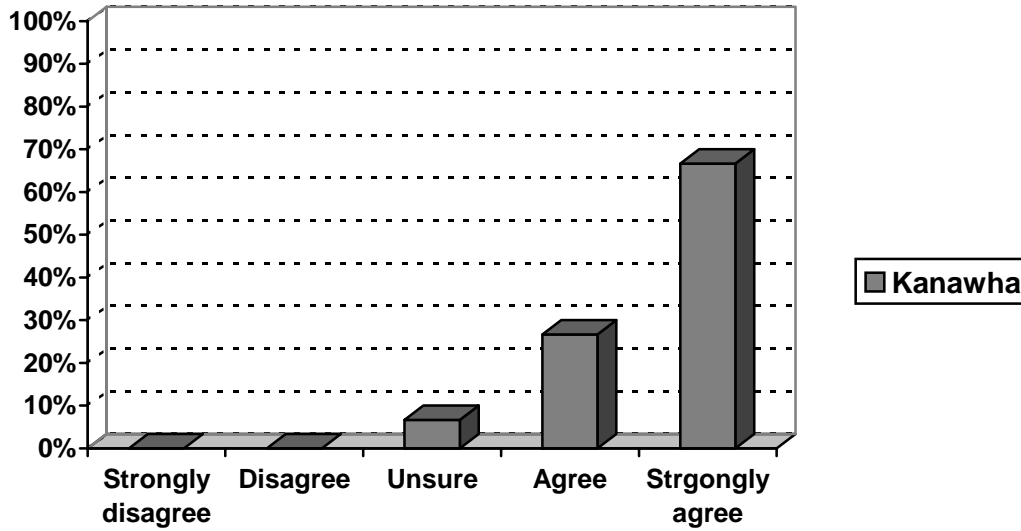


County Parent Data

Services were explained to me in terms I could understand
(n = 16)

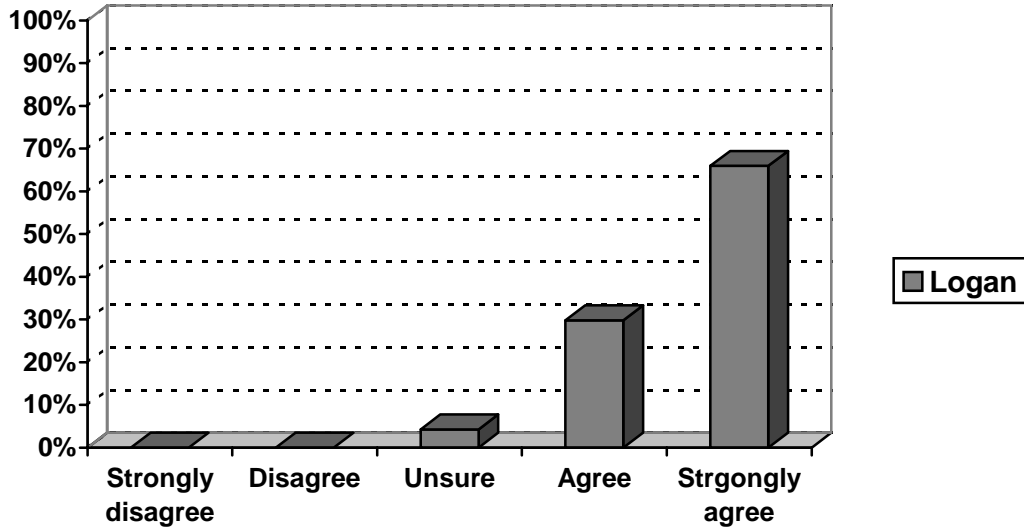


Services were explained to me in terms I could understand
(n = 15)

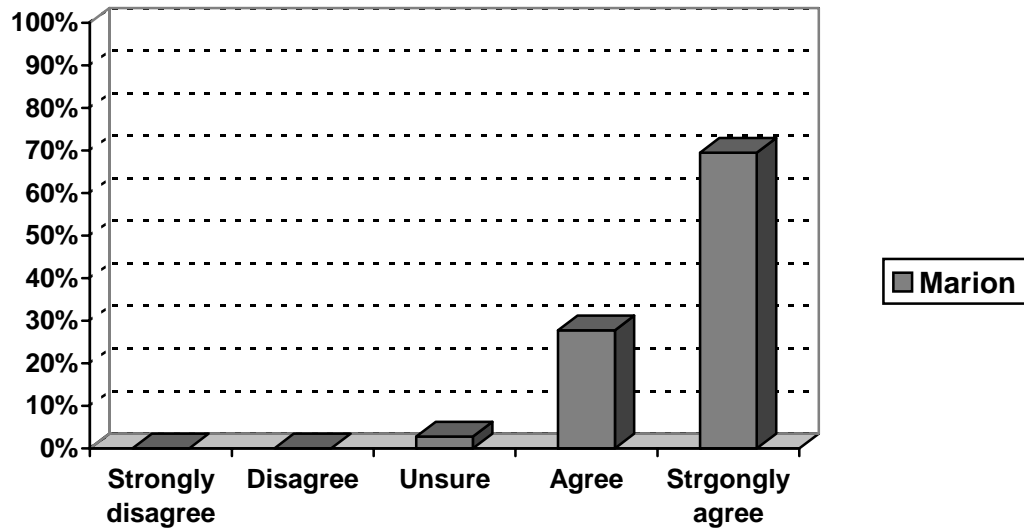


County Parent Data

Services were explained to me in terms I could understand
(n = 47)

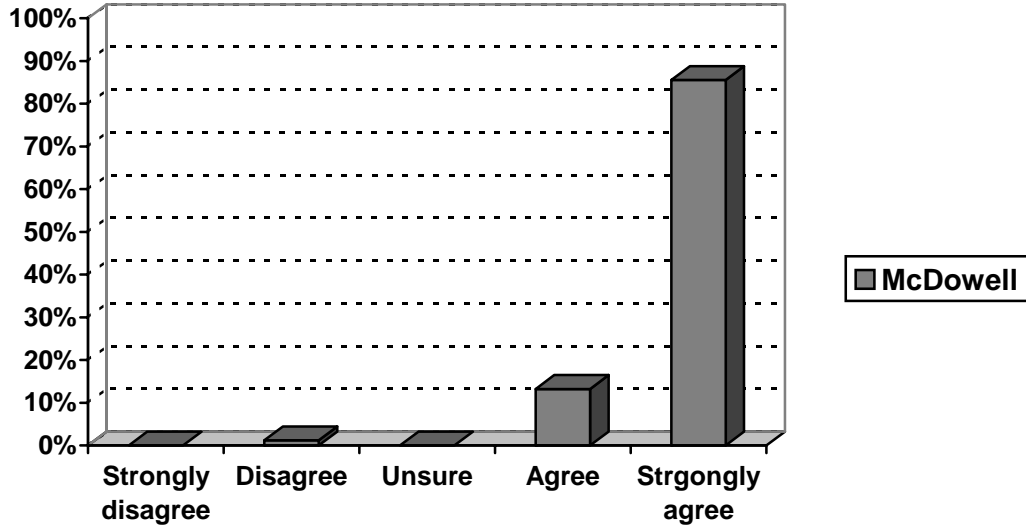


Services were explained to me in terms I could understand
(n = 36)

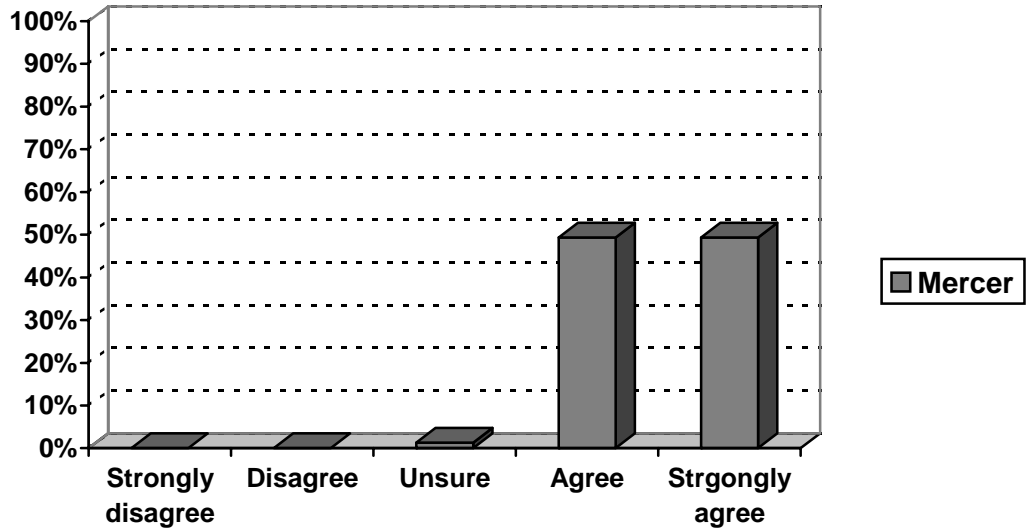


County Parent Data

Services were explained to me in terms I could understand
(n = 83)

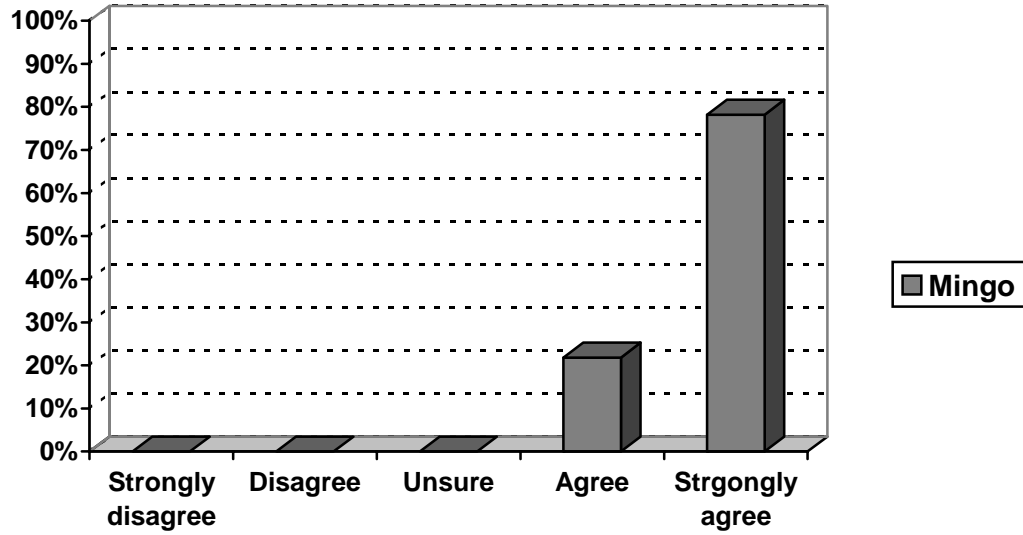


Services were explained to me in terms I could understand
(n = 75)

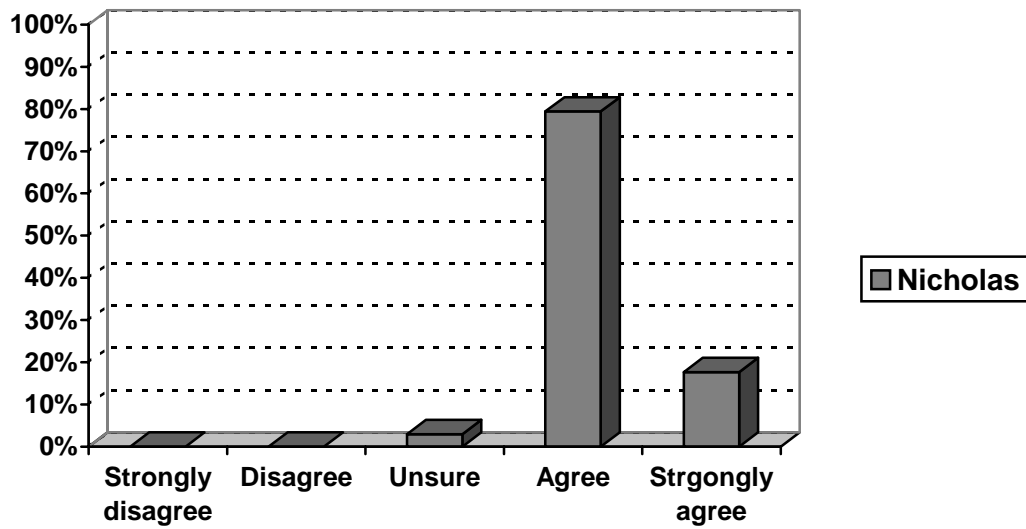


County Parent Data

Services were explained to me in terms I could understand
(n = 55)

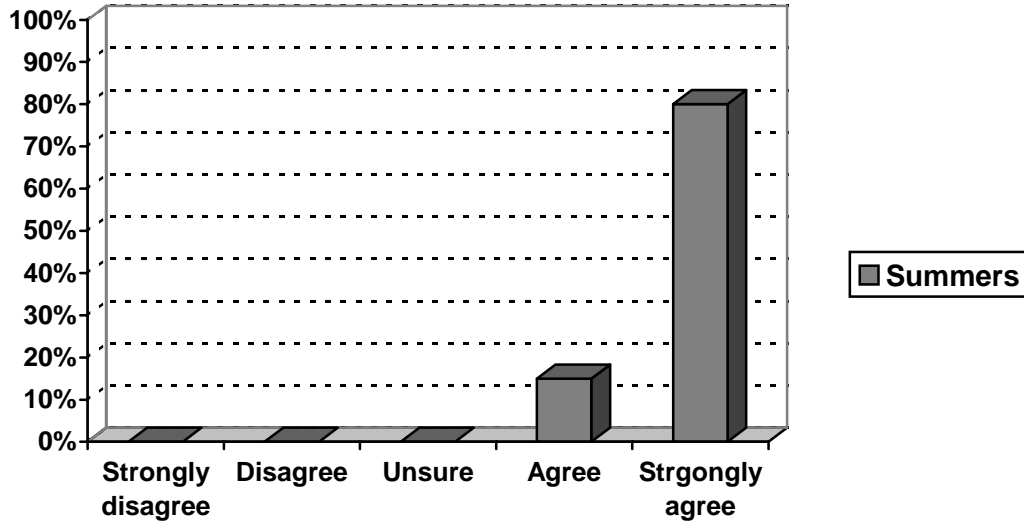


Services were explained to me in terms I could understand
(n = 34)

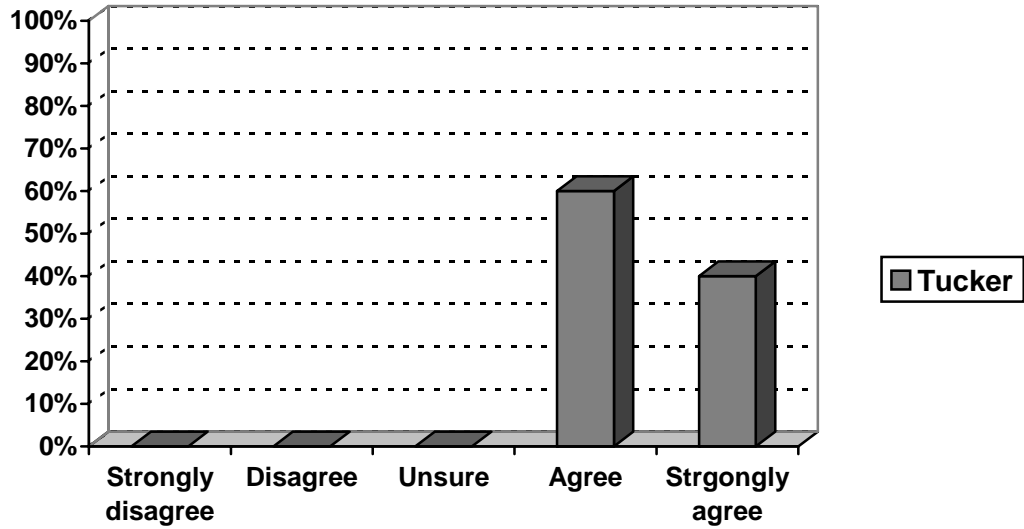


County Parent Data

Services were explained to me in terms I could understand
(n = 19)

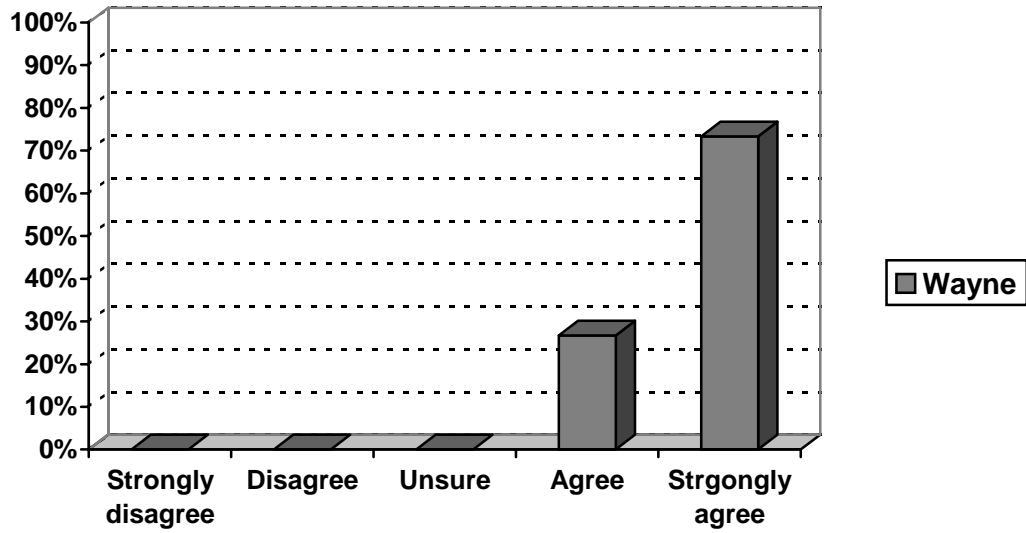


Services were explained to me in terms I could understand
(n = 15)



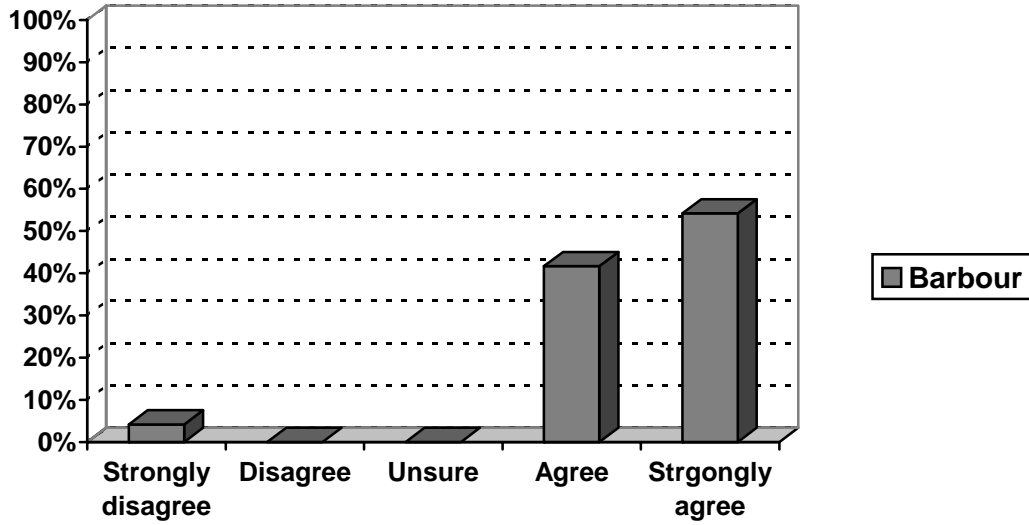
County Parent Data

Services were explained to me in terms I could understand
(n = 15)

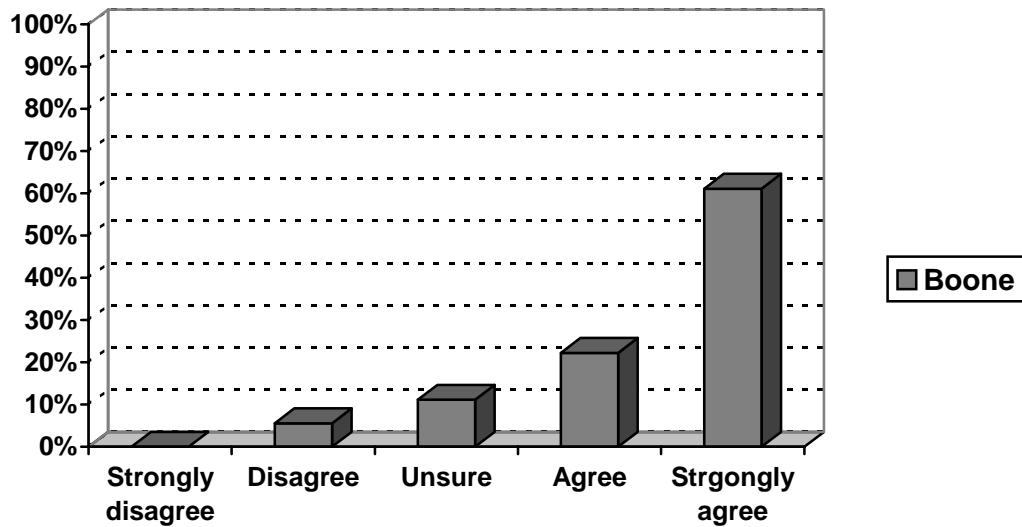


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 24)

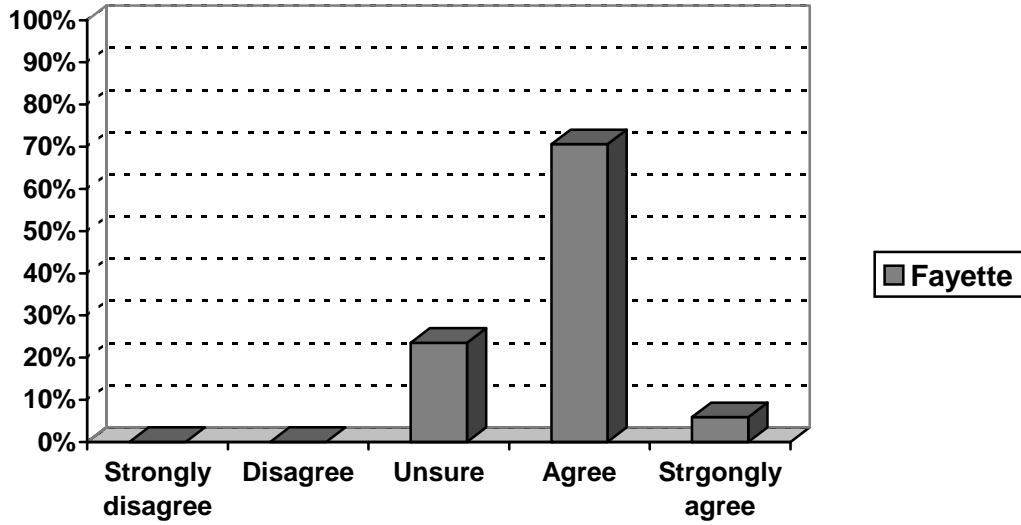


The staff provided timely assistance in coordinating other services we needed
(n = 18)

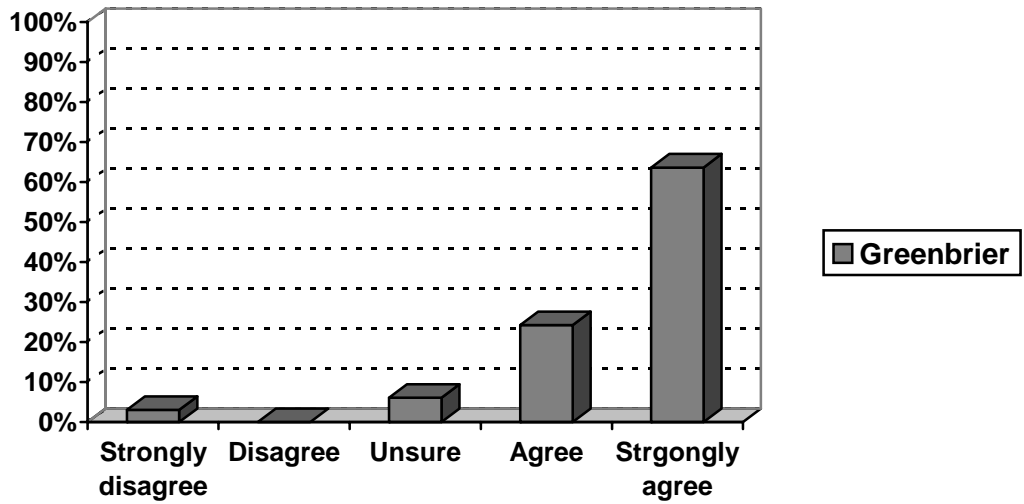


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 17)

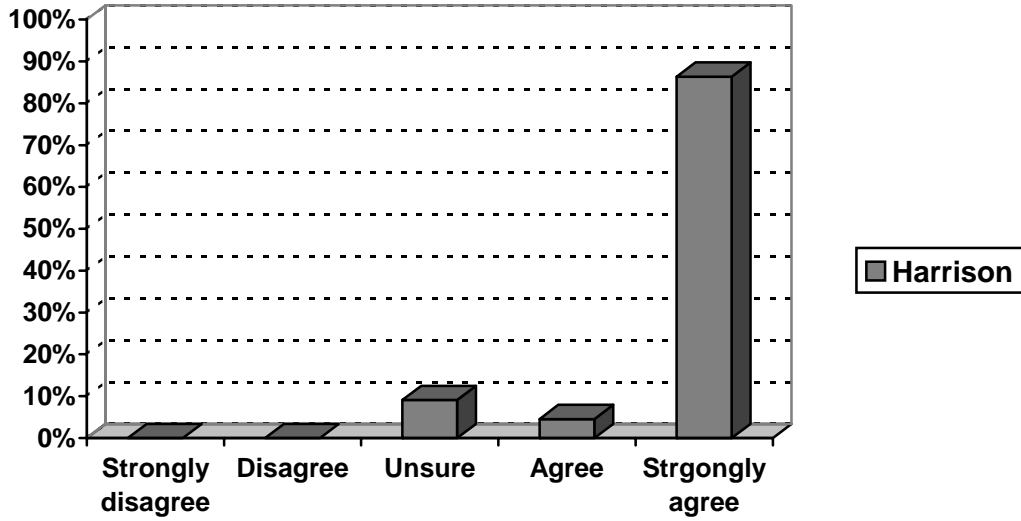


The staff provided timely assistance in coordinating other services we needed
(n = 32)

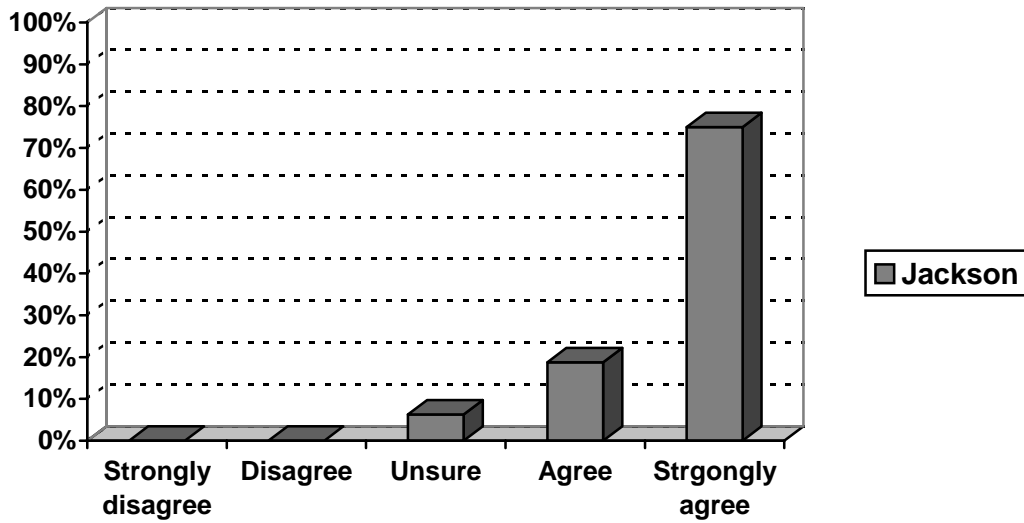


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 22)

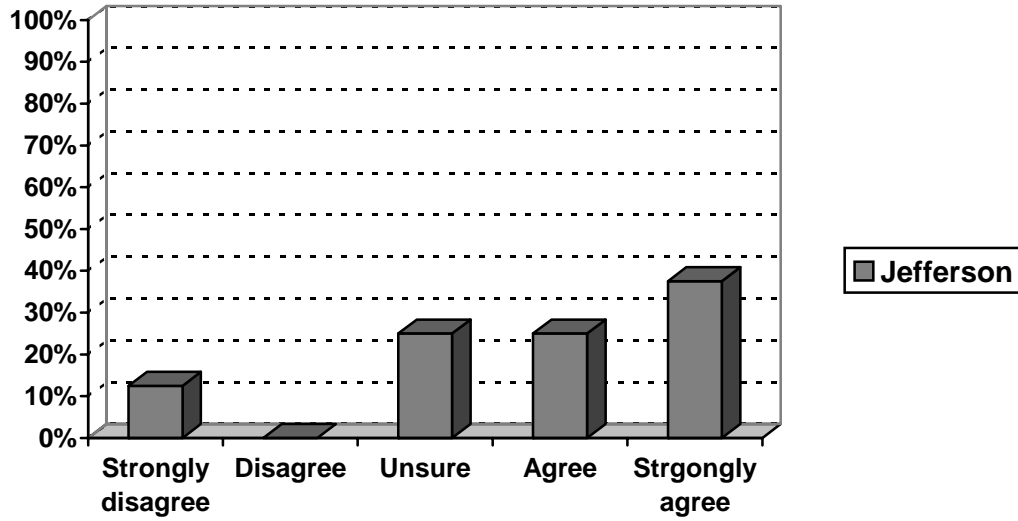


The staff provided timely assistance in coordinating other services we needed
(n = 16)

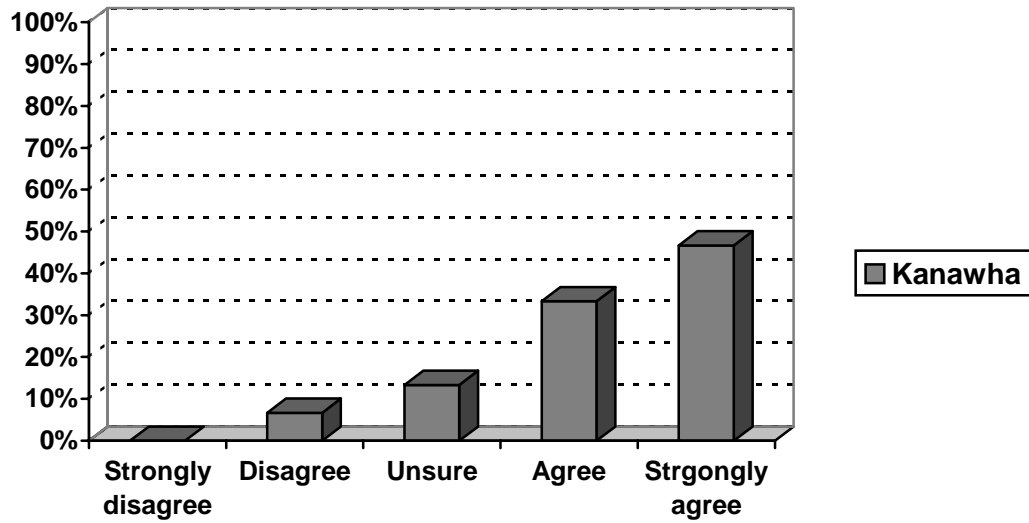


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 16)

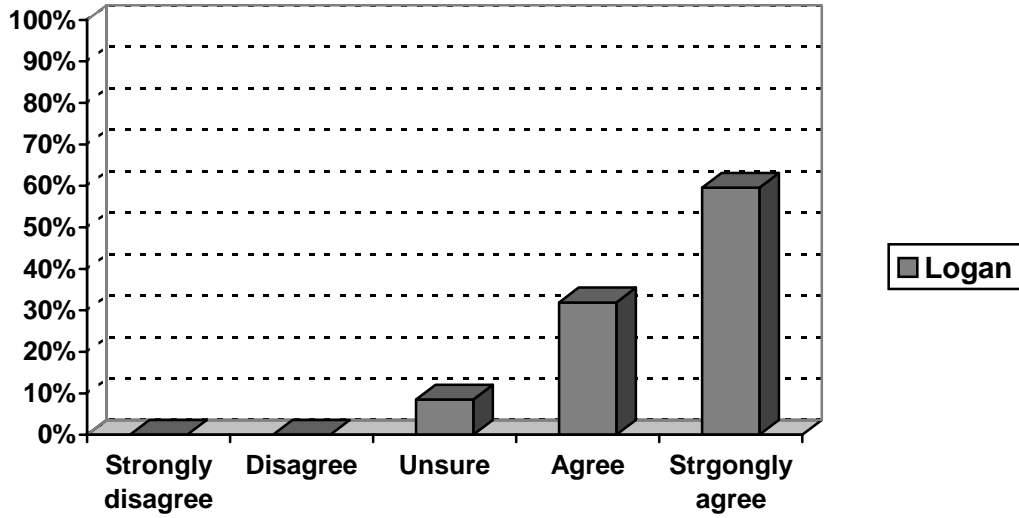


The staff provided timely assistance in coordinating other services we needed
(n = 15)

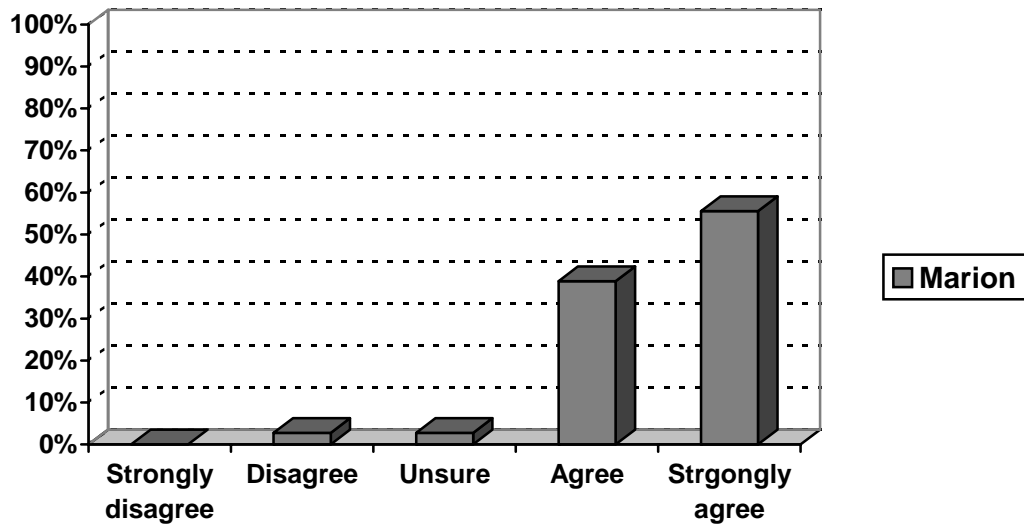


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 47)

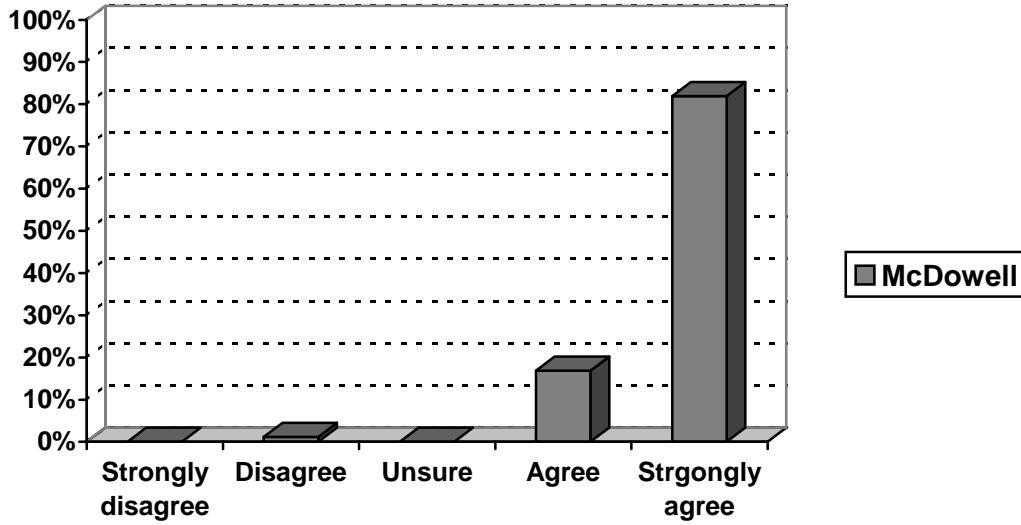


The staff provided timely assistance in coordinating other services we needed
(n = 36)

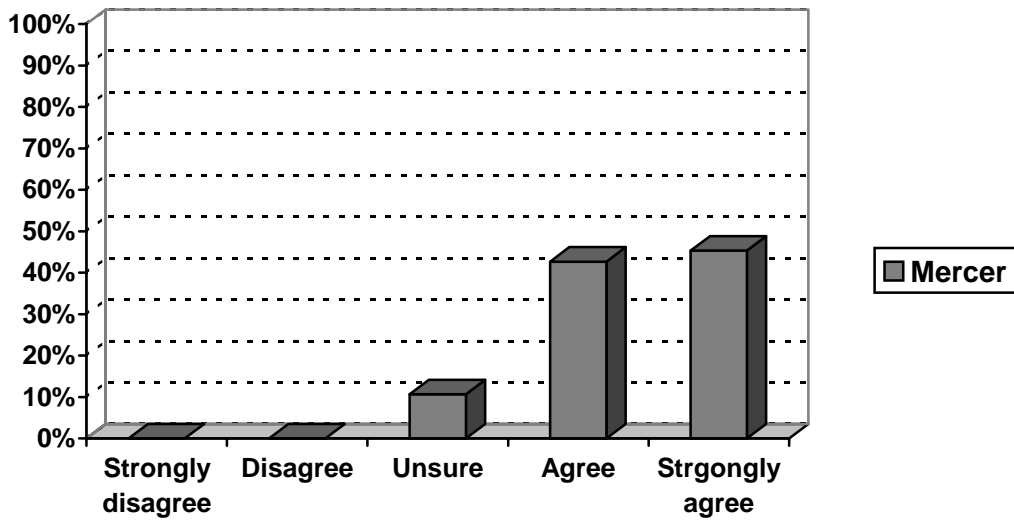


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 83)

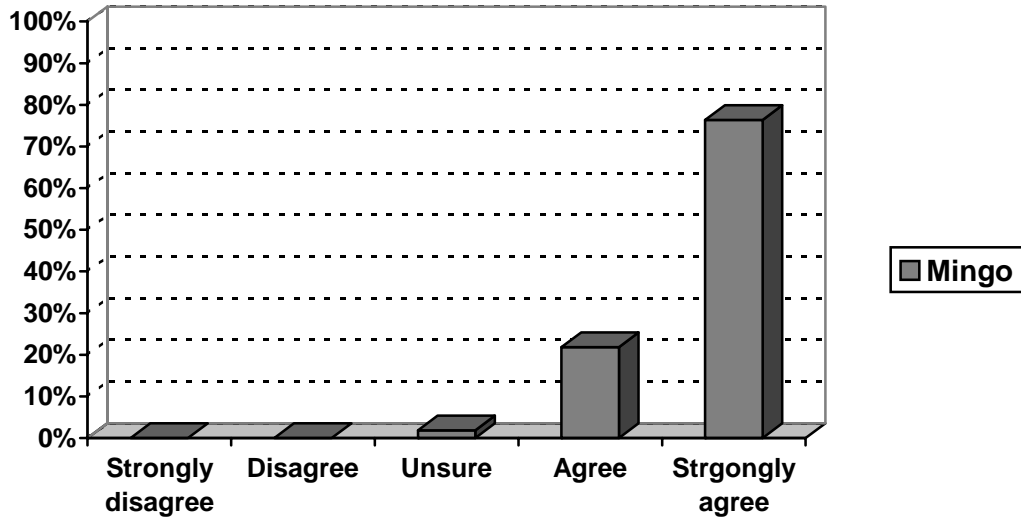


The staff provided timely assistance in coordinating other services we needed
(n = 74)

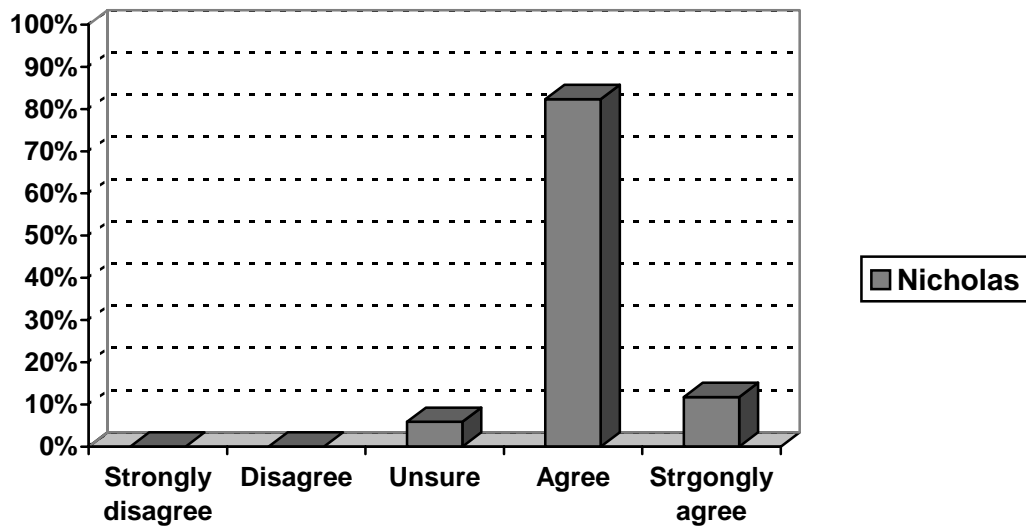


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 55)

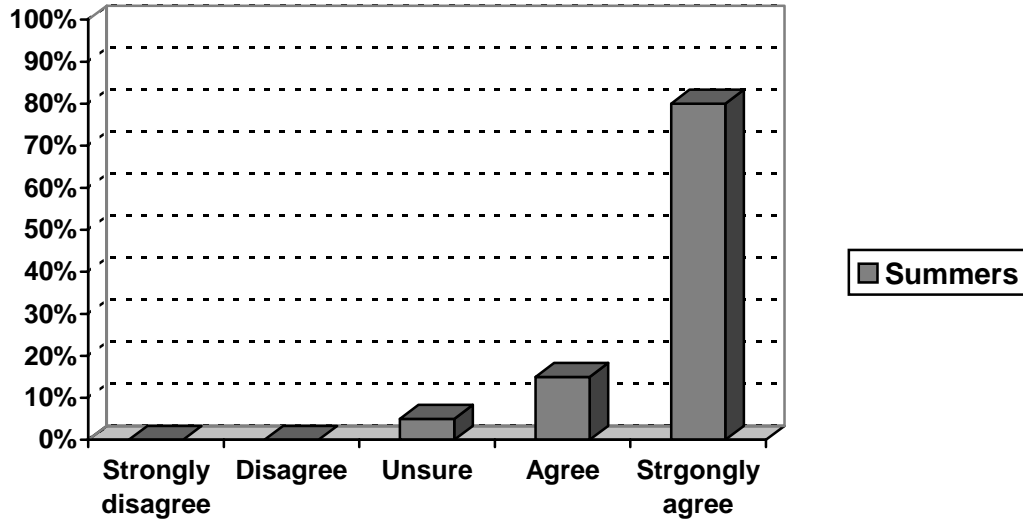


The staff provided timely assistance in coordinating other services we needed
(n = 34)

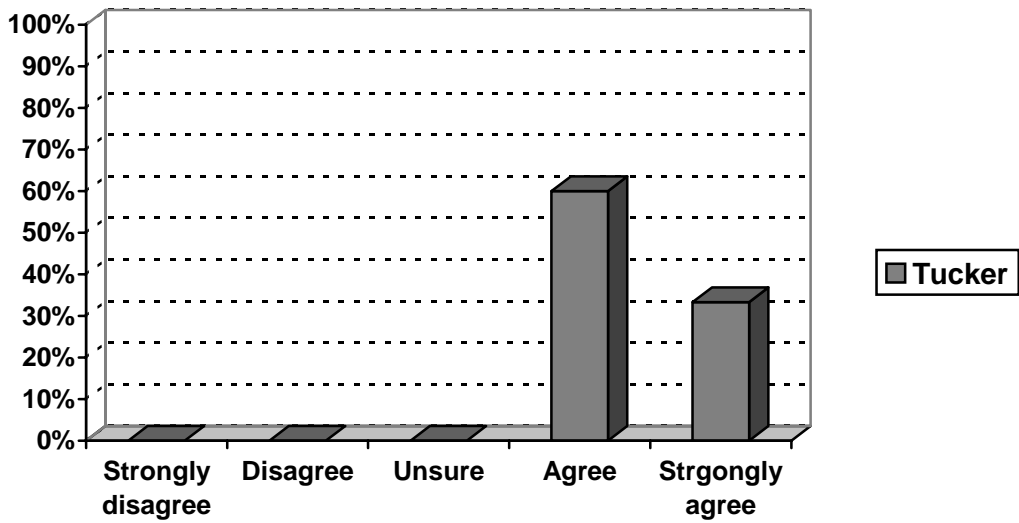


County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 20)

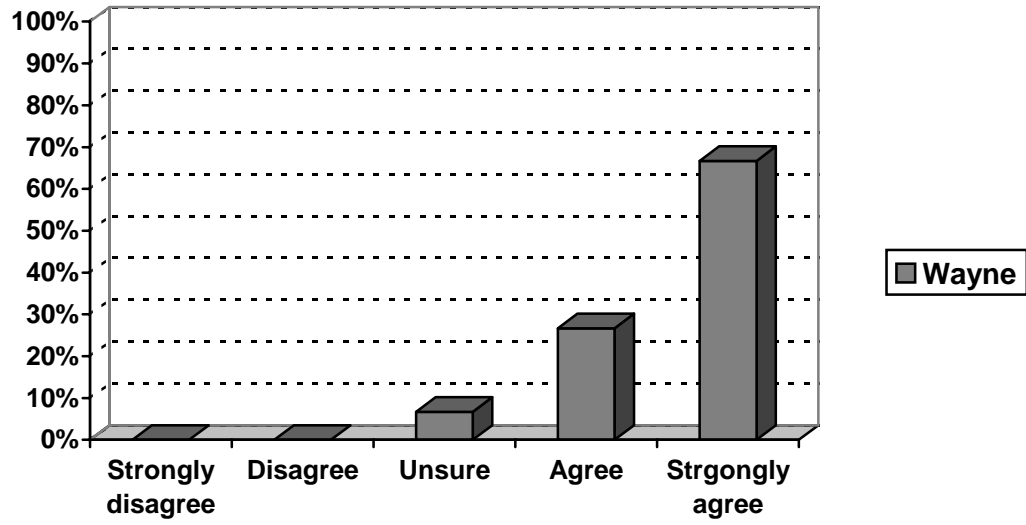


The staff provided timely assistance in coordinating other services we needed
(n = 14)



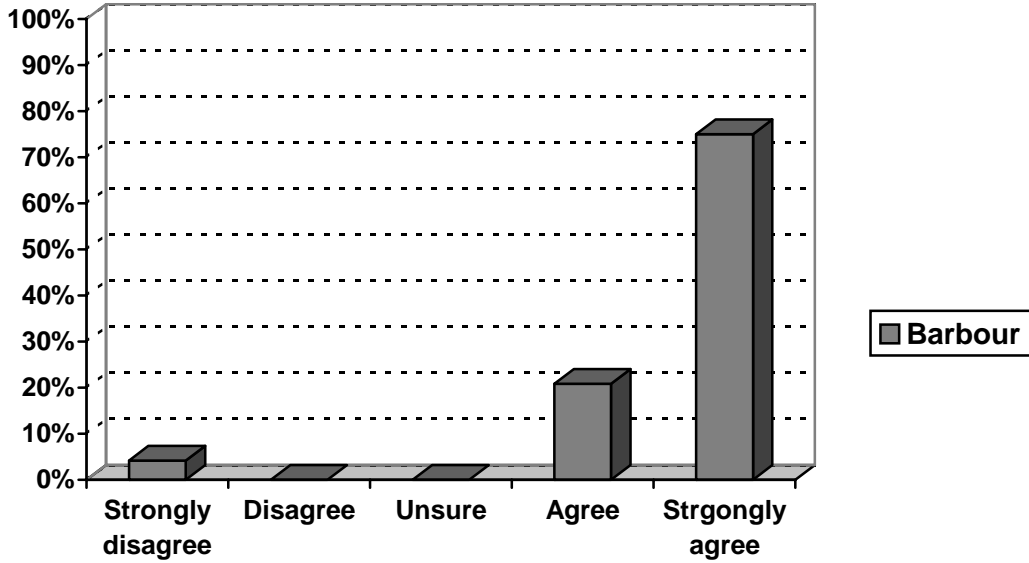
County Parent Data

The staff provided timely assistance in coordinating other services we needed
(n = 15)

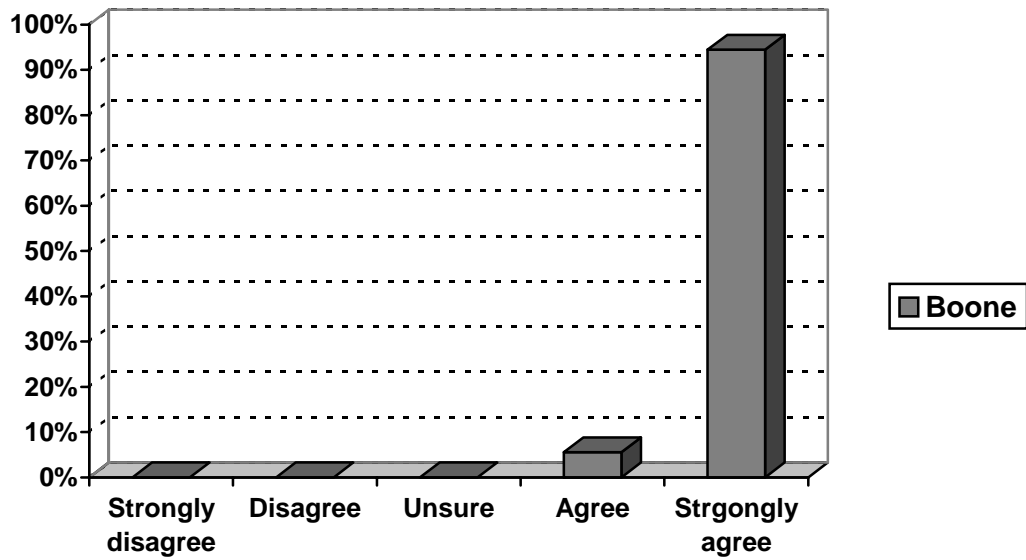


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 24)

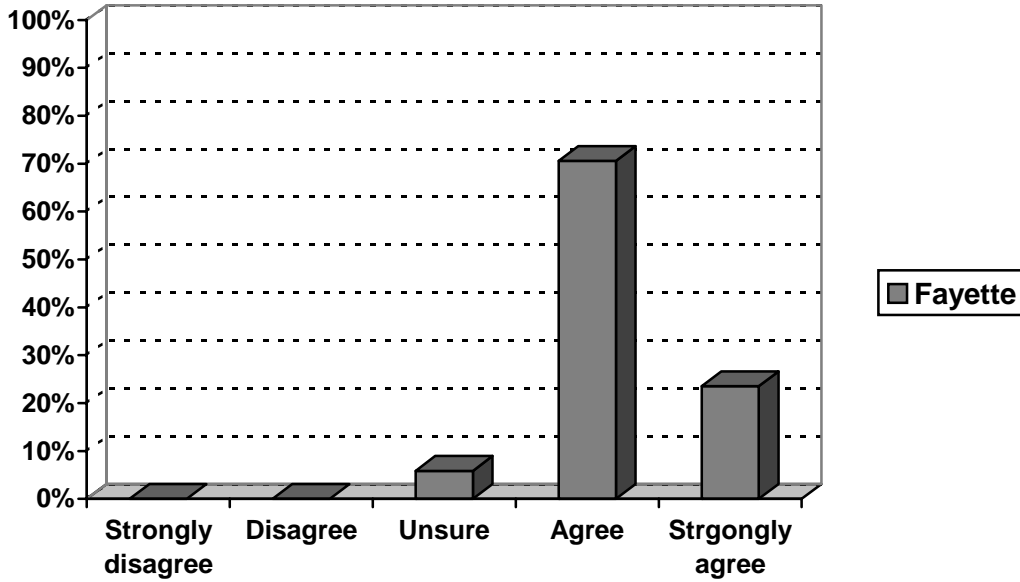


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 18)

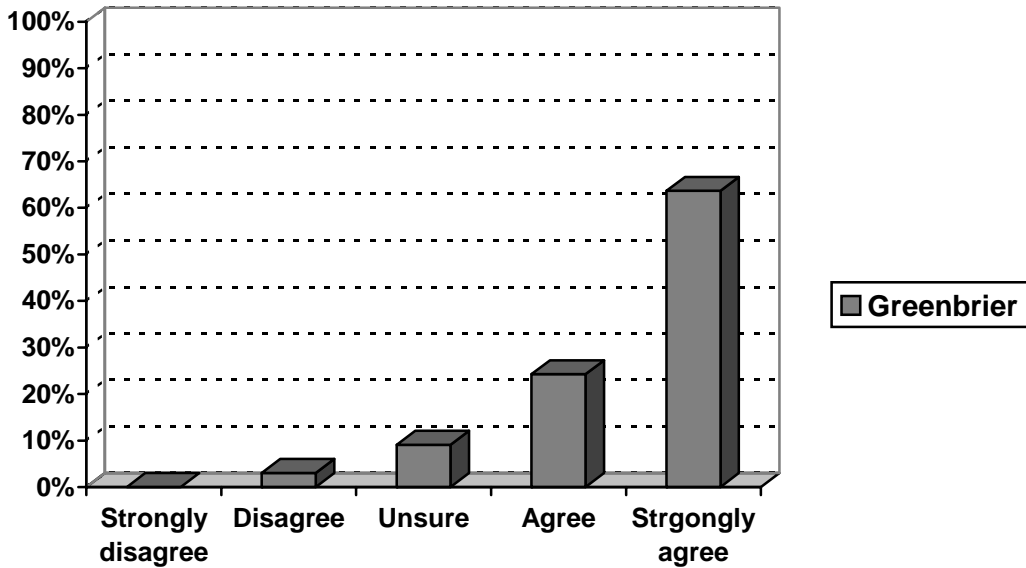


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 17)

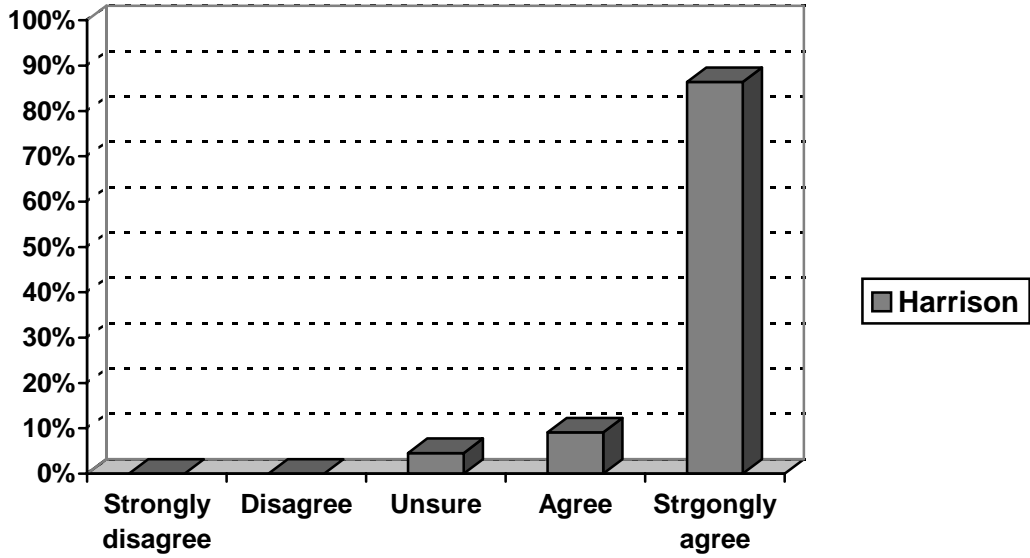


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 33)

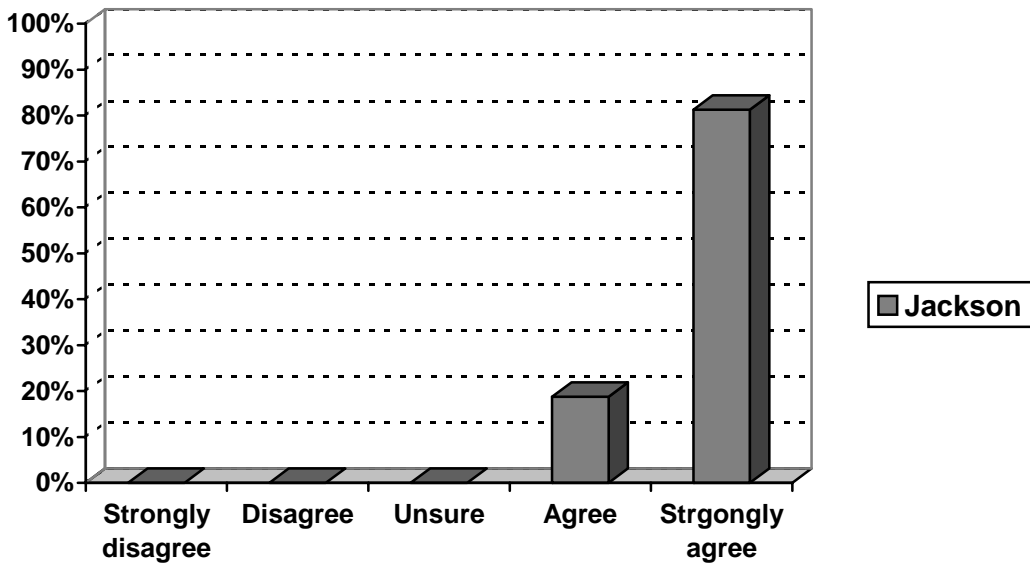


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 22)

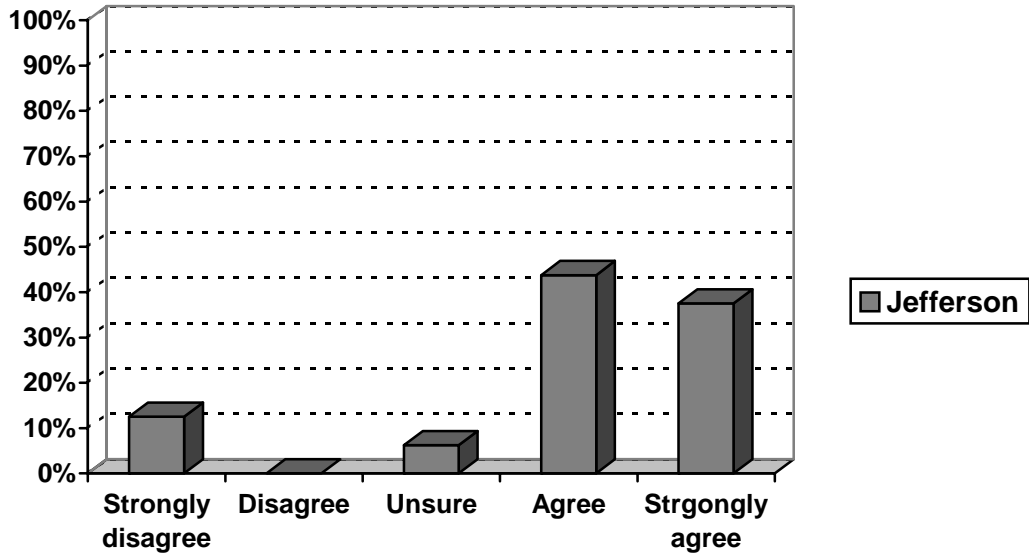


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 16)

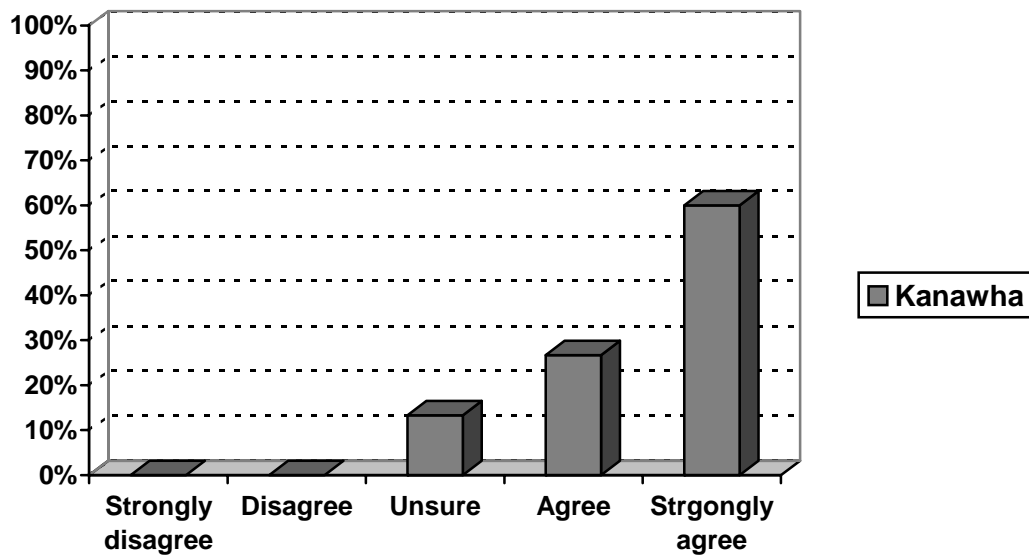


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 16)

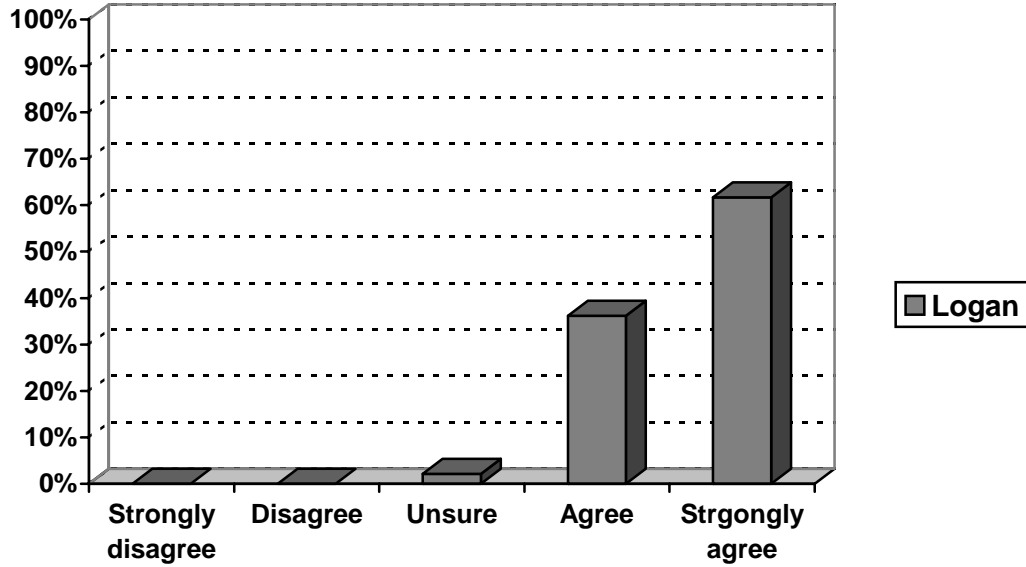


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 15)

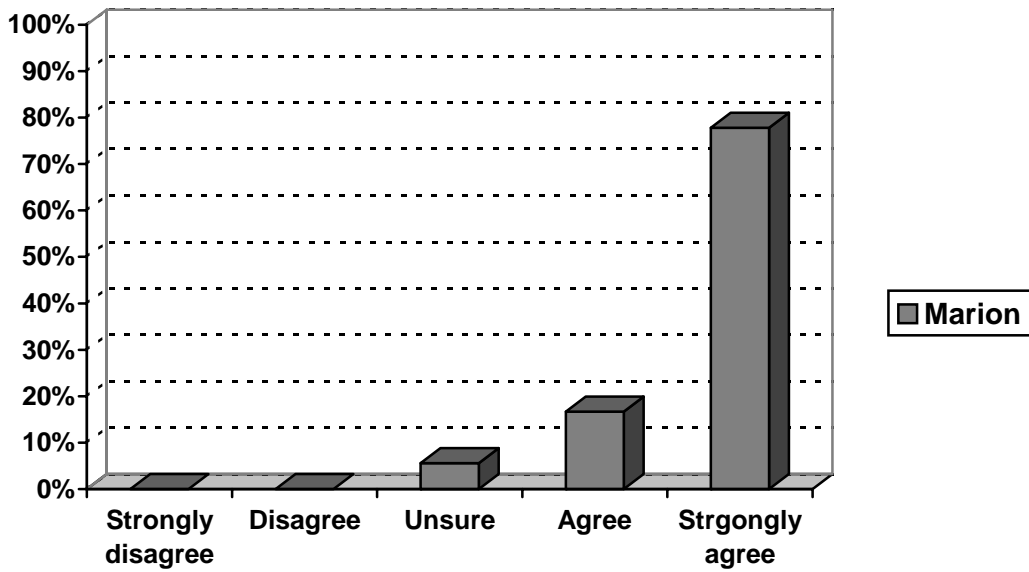


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 47)

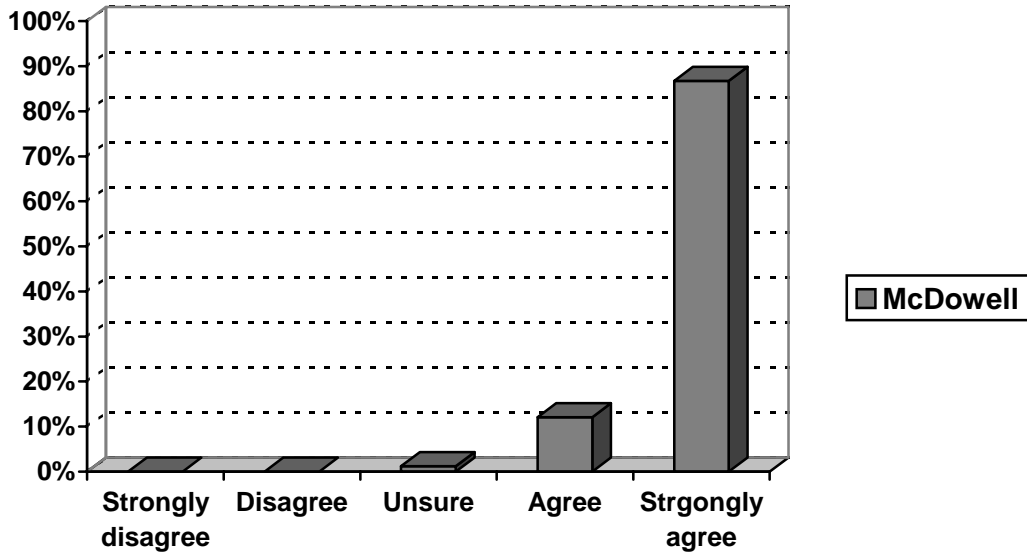


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 36)

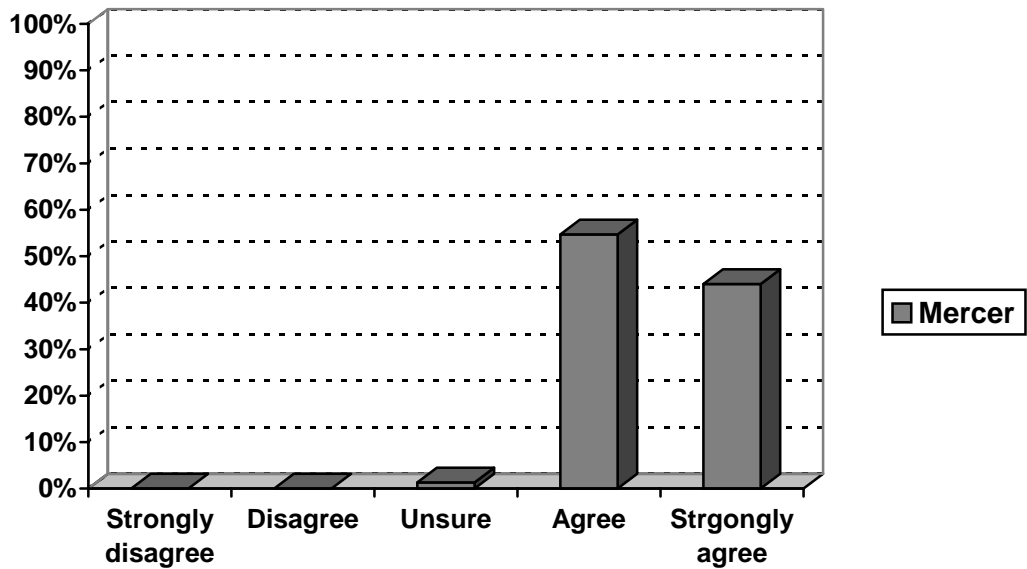


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 83)

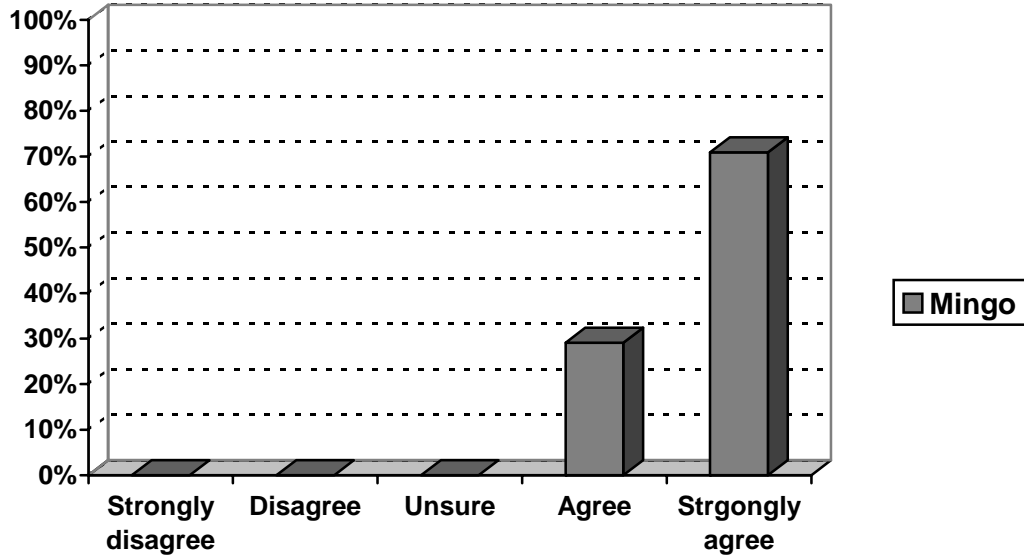


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 75)

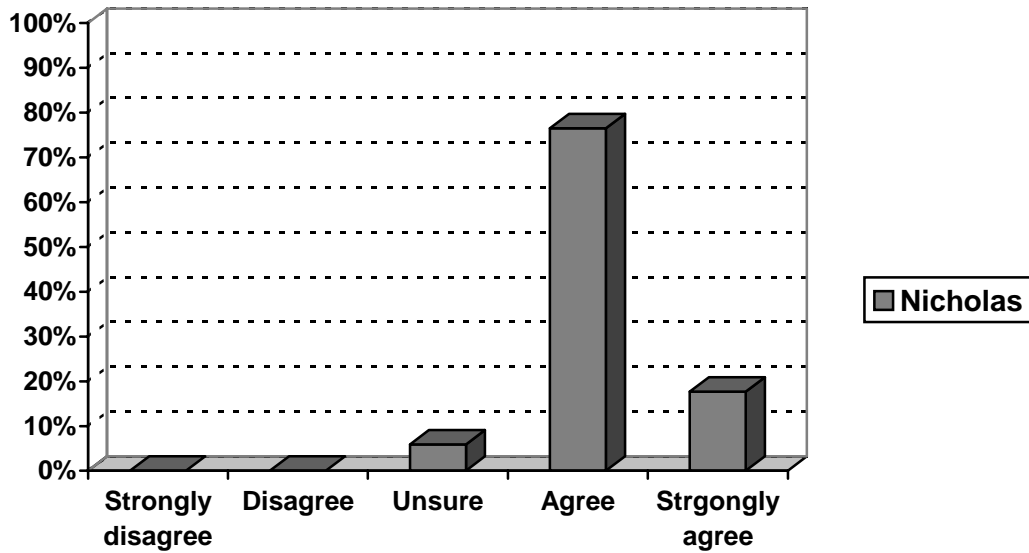


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 55)

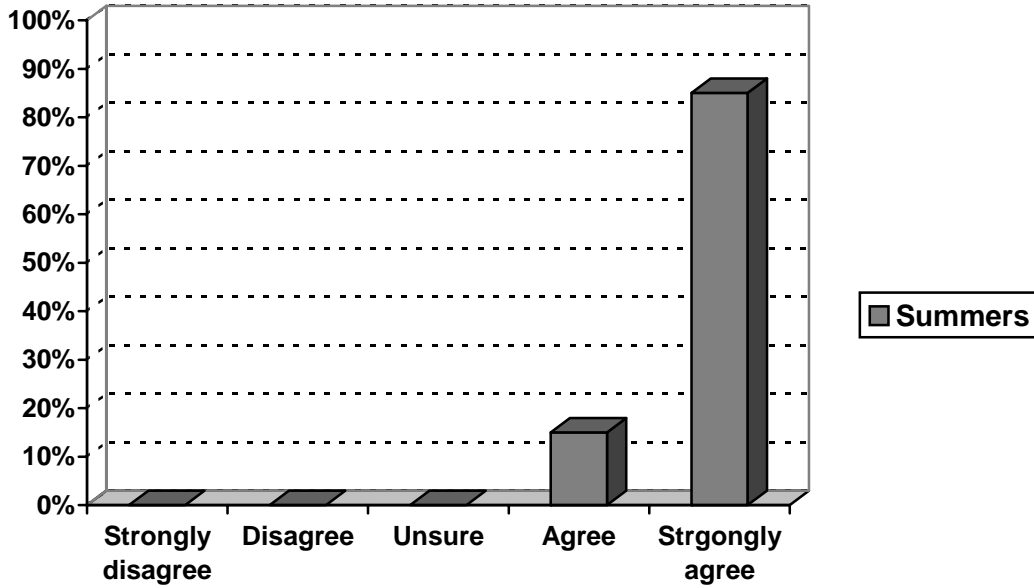


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 34)

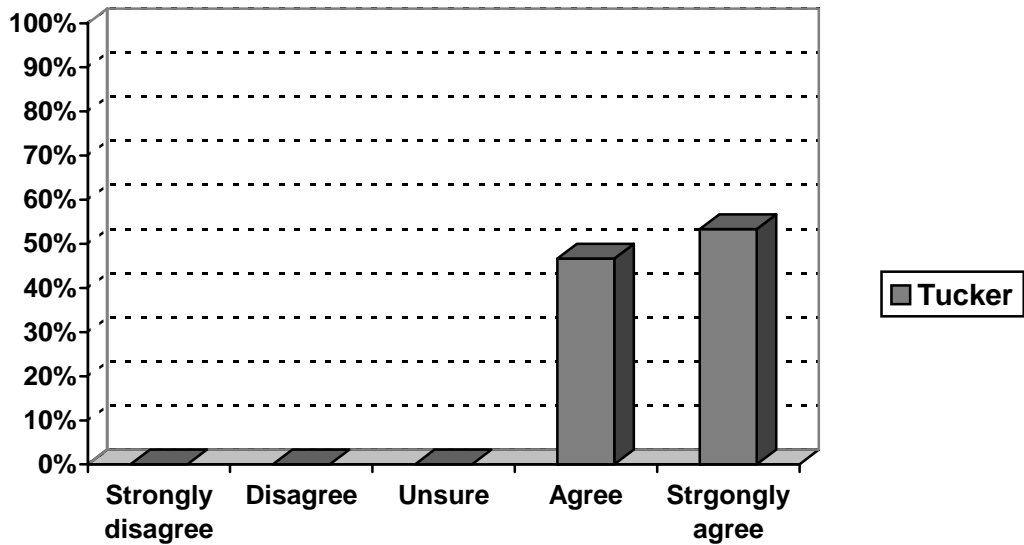


County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 20)

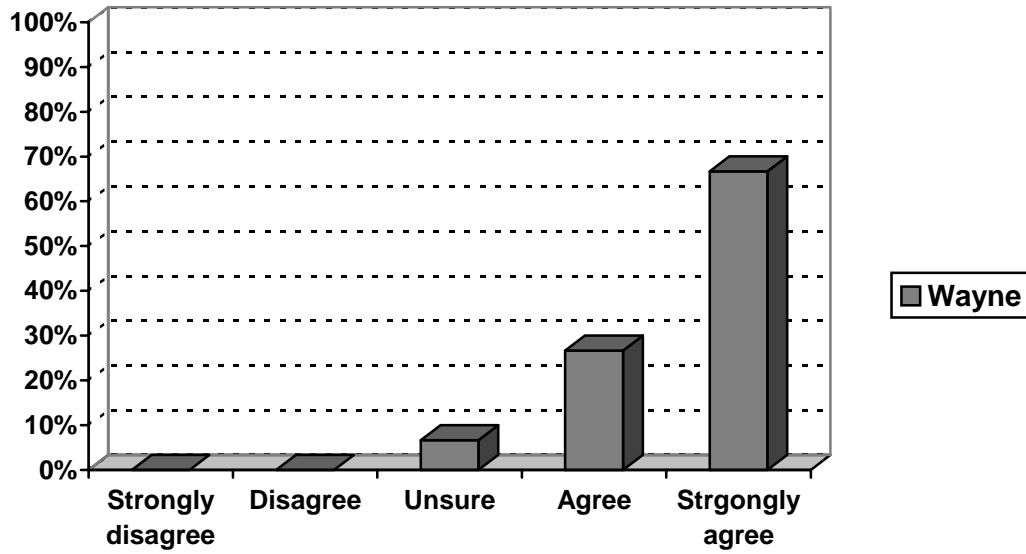


Overall, I am satisfied with the truancy diversion program and the services we received
(n = 15)



County Parent Data

Overall, I am satisfied with the truancy diversion program and the services we received
(n = 15)



APPENDIX B

SCHOOL SATISFACTION SURVEY RESULTS

DATA TABLE WITH STATEWIDE, REGIONAL, AND COUNTY FREQUENCY DISTRIBUTIONS

STATEWIDE FREQUENCY DISTRIBUTION HISTOGRAMS

REGIONAL FREQUENCY DISTRIBUTION HISTOGRAMS

COUNTY FREQUENCY DISTRIBUTIONS HISTOGRAMS

County Parent Data

Question 1. Which of the titles best describes your position or role in the school?							
Statewide	Administrator	Attendance Director	Guidance Counselor	Principal or Vice-Principal	School Psychologist	Teacher	
	13%	9%	17%	50%	1%	11%	
Regional	Administrator	Attendance Director	Guidance Counselor	Principal or Vice-Principal	School Psychologist	Teacher	
Region 1	13%	7%	23%	37%	2%	18%	
Region 2	14%	11%	7%	63%	0%	5%	
Region 3	7%	12%	20%	38%	3%	20%	
Region 4	17%	12%	17%	49%	1%	3%	
County	Administrator	Attendance Director	Guidance Counselor	Principal or Vice-Principal	School Psychologist	Teacher	
Harrison	7%	0%	14%	50%	0%	29%	
Logan	0%	0%	0%	89%	0%	11%	
Marion	0%	8%	38%	31%	0%	23%	
Mercer	18%	0%	29%	47%	0%	6%	
Monongalia	5%	0%	37%	37%	0%	21%	
Putnam	15%	8%	15%	46%	0%	15%	
Raleigh	20%	20%	15%	35%	0%	10%	
Wood	20%	3%	17%	40%	3%	17%	

Question 2. To what extent would you say you understand the role and goal of the TDSW program?				
Statewide	Administrator	Somewhat	Generally	<i>Completely</i>
	0%	14%	26%	60%
Regional	Not at all	Somewhat	Generally	<i>Completely</i>
Region 1	2%	15%	22%	61%
Region 2	0%	15%	27%	58%
Region 3	0%	15%	29%	56%
Region 4	0%	13%	28%	59%
County	Not at all	Somewhat	Generally	<i>Completely</i>
Harrison	7%	29%	7%	57%
Logan	0%	0%	22%	78%
Marion	0%	15%	31%	54%
Mercer	0%	24%	24%	53%
Monongalia	0%	5%	11%	84%
Putnam	0%	0%	15%	85%
Raleigh	0%	5%	38%	57%
Wood	3%	16%	28%	53%

County Parent Data

Question 3. Have you referred students to the TDSW program?		
<i>Statewide</i>	No	Yes
	6%	94%
<i>Regional</i>	No	Yes
Region 1	5%	95%
Region 2	9%	91%
Region 3	6%	94%
Region 4	5%	95%
County	No	Yes
Harrison	0%	100%
Logan	0%	100%
Marion	0%	100%
Mercer	0%	100%
Monongalia	5%	95%
Putnam	8%	92%
Raleigh	0%	100%
Wood	13%	87%

Question 4. Overall, how would you characterize the TDSW program response time to referrals you have made?				
Statewide	Too late	Slow	Fairly rapid	Immediate
	0.5%	2.5%	42%	55%
Regional	Too late	Slow	Fairly rapid	Immediate
Region 1	1%	4%	47%	47%
Region 2	1%	4%	42%	52%
Region 3	0%	3%	36%	61%
Region 4	0%	1%	40%	59%
County	Too late	Slow	Fairly rapid	Immediate
Harrison	0%	7%	43%	50%
Logan	0%	0%	30%	70%
Marion	0%	0%	50%	50%
Mercer	0%	0%	35%	65%
Monongalia	6%	0%	47%	47%
Putnam	0%	17%	25%	58%
Raleigh	0%	5%	33%	62%
Wood	0%	7%	46%	46%

County Parent Data

Question 5. Overall, to what extent has the TDSW program had an impact in your school?					
Statewide	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
	0%	0%	5%	38%	57%
Regional	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
Region 1	0%	0%	4%	27%	69%
Region 2	1%	0%	7%	47%	45%
Region 3	0%	0%	3%	32%	65%
Region 4	0%	1%	3%	45%	51%
County	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
Harrison	0%	0%	14%	29%	57%
Logan	0%	0%	0%	40%	60%
Marion	0%	0%	0%	23%	77%
Mercer	0%	0%	0%	41%	59%
Monongalia	0%	0%	6%	18%	76%
Putnam	8%	0%	0%	50%	42%
Raleigh	0%	0%	10%	43%	48%
Wood	0%	0%	3%	28%	69%

Question 6. To what extent has the TDSW program had an impact on truancy in your school?					
Statewide	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
	0%	0%	6%	52%	42%
Regional	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
Region 1	0%	0%	4%	50%	46%
Region 2	1%	0%	8%	49%	42%
Region 3	0%	0%	3%	49%	48%
Region 4	0%	0%	7%	57%	36%
County	Very negative	Somewhat negative	No impact at all	Somewhat positive	Very positive
Harrison	0%	0%	7%	43%	50%
Logan	0%	0%	0%	30%	70%
Marion	0%	0%	0%	46%	54%
Mercer	0%	0%	0%	65%	35%
Monongalia	0%	0%	0%	53%	47%
Putnam	8%	0%	8%	50%	33%
Raleigh	0%	0%	14%	52%	33%
Wood	0%	0%	10%	45%	45%

County Parent Data

Question 7. How would you characterize the feedback and communication about referrals provided by the TDSW program?				
Statewide	Very poorly-informed	Somewhat poorly-informed	Somewhat well-informed	Very well-informed
	1%	3%	26%	71%
Regional	Very poorly-informed	Somewhat poorly-informed	Somewhat well-informed	Very well-informed
Region 1	2%	4%	26%	68%
Region 2	1%	3%	24%	72%
Region 3	0%	1%	15%	84%
Region 4	2%	2%	38%	60%
County	Very poorly-informed	Somewhat poorly-informed	Somewhat well-informed	Very well-informed
Harrison	0%	14%	29%	57%
Logan	0%	0%	0%	100%
Marion	0%	0%	23%	77%
Mercer	0%	0%	35%	65%
Monongalia	6%	0%	12%	82%
Putnam	8%	0%	17%	75%
Raleigh	0%	0%	33%	67%
Wood	4%	7%	29%	61%

Question 8. How do you perceive the referred student's response to the TDSW program?				
Statewide	Very negative	Somewhat negative	Somewhat positive	Very positive
	1%	4%	56%	40%
Regional	Very negative	Somewhat negative	Somewhat positive	Very positive
Region 1	0%	7%	55%	38%
Region 2	0%	5%	57%	38%
Region 3	0%	2%	49%	49%
Region 4	1%	5%	59%	35%
County	Very negative	Somewhat negative	Somewhat positive	Very positive
Harrison	0%	14%	71%	15%
Logan	0%	0%	30%	70%
Marion	0%	0%	69%	31%
Mercer	0%	12%	44%	44%
Monongalia	0%	0%	47%	53%
Putnam	0%	8%	50%	42%
Raleigh	0%	0%	65%	35%
Wood	0%	15%	44%	41%

County Parent Data

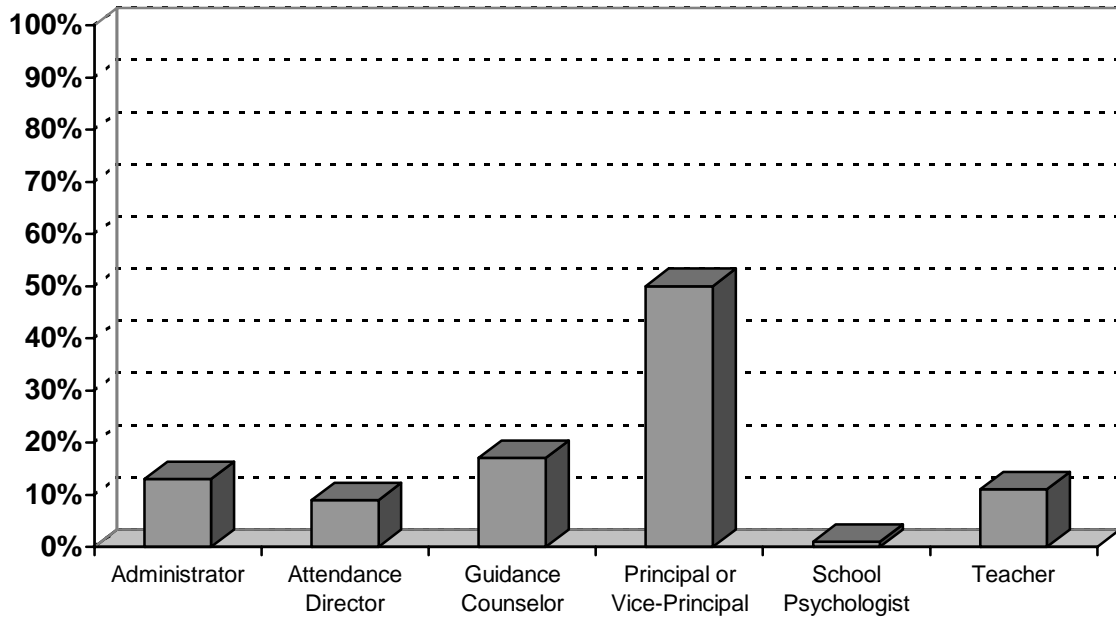
Question 9. How do you perceive the response of parents of students referred to the TDSW program?				
Statewide	Very negative	Somewhat negative	Somewhat positive	Very positive
	1%	11%	61%	27%
Regional	Very negative	Somewhat negative	Somewhat positive	Very positive
Region 1	1%	13%	56%	30%
Region 2	1%	11%	70%	18%
Region 3	1%	3%	58%	38%
Region 4	1%	13%	59%	27%
County	Very negative	Somewhat negative	Somewhat positive	Very positive
Harrison	7%	29%	50%	14%
Logan	0%	10%	30%	60%
Marion	0%	15%	38%	46%
Mercer	0%	25%	44%	31%
Monongalia	0%	12%	71%	18%
Putnam	8%	8%	75%	8%
Raleigh	0%	5%	68%	26%
Wood	0%	15%	48%	37%

Question 10. Overall, how would you rate the TDSW program?					
Statewide	Very ineffective	Somewhat ineffective	Neither effective or ineffective	Somewhat effective	Very effective
	1%	1%	3%	36%	59%
Regional	Very ineffective	Somewhat ineffective	Neither effective or ineffective	Somewhat effective	Very effective
Region 1	2%	2%	0%	34%	62%
Region 2	1%	3%	4%	42%	51%
Region 3	0%	0%	3%	28%	70%
Region 4	0%	1%	2%	41%	55%
County	Very ineffective	Somewhat ineffective	Neither effective or ineffective	Somewhat effective	Very effective
Harrison	0%	7%	0%	50%	43%
Logan	0%	0%	0%	30%	70%
Marion	0%	0%	0%	23%	77%
Mercer	0%	0%	0%	29%	71%
Monongalia	6%	0%	0%	41%	53%
Putnam	8%	8%	0%	42%	42%
Raleigh	0%	5%	5%	43%	48%
Wood	3%	3%	0%	24%	69%

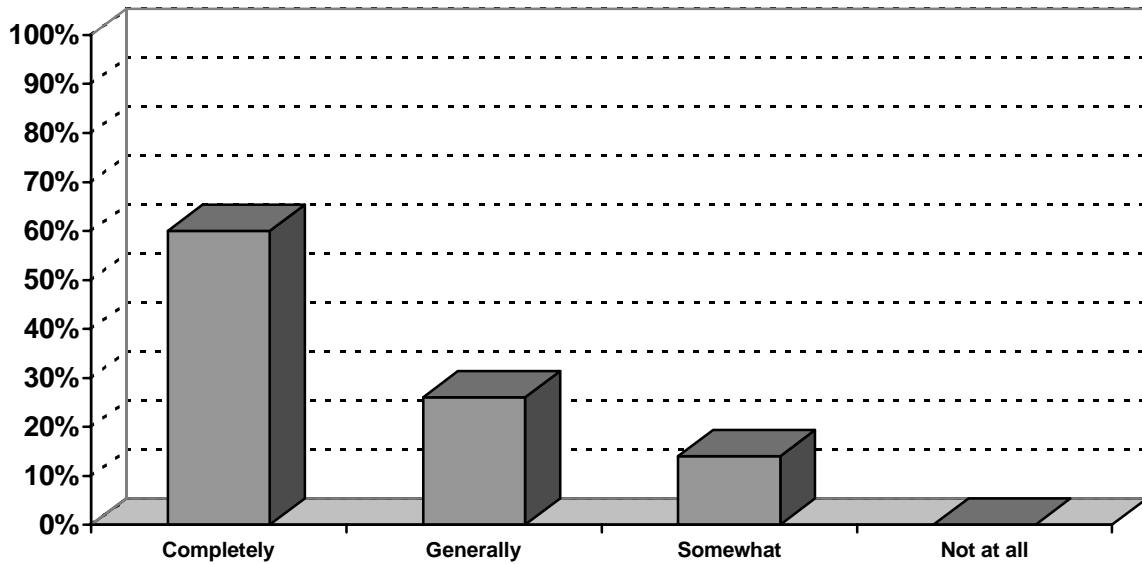
STATEWIDE FREQUENCY DISTRIBUTIONS

Statewide School Data

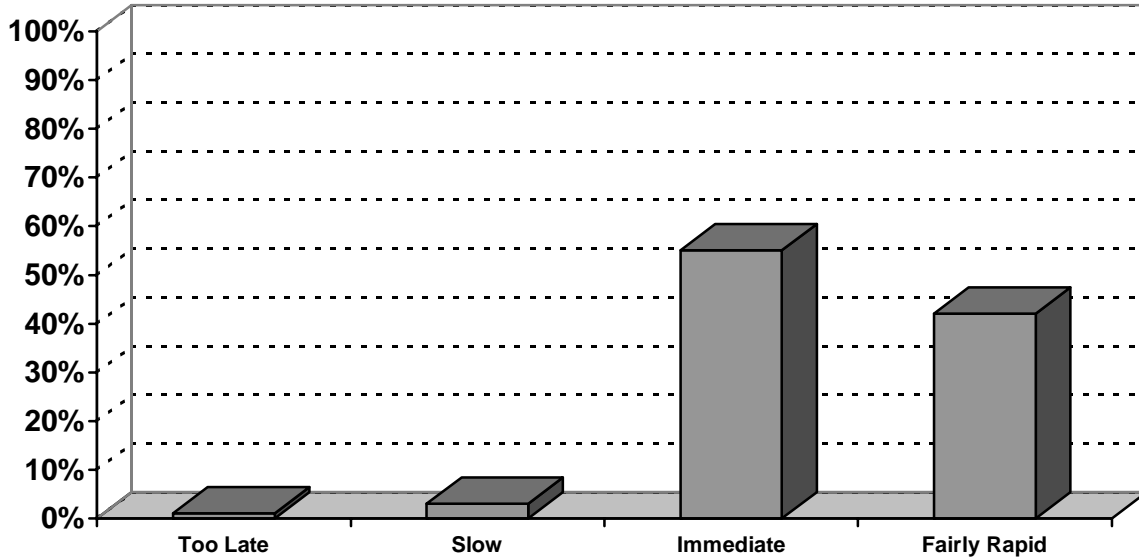
Which of the titles best describes your position?
(n = 399)



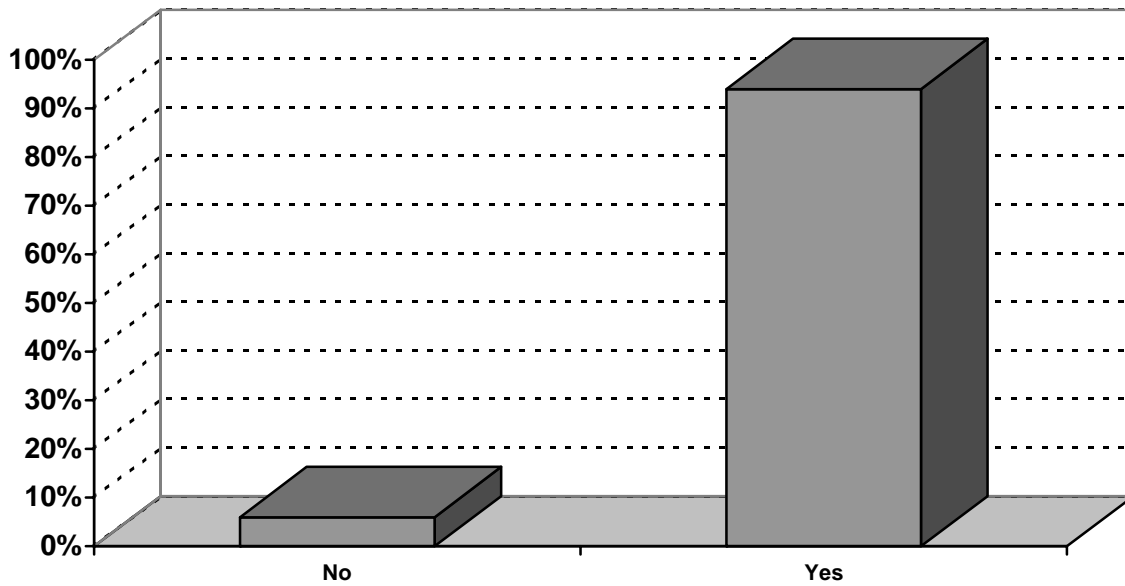
To what extent would you say you understand the role and goal of the TDSW program
(n = 406)



Overall, how would you characterize the TDSW program response time to referrals you have made?
(n = 382)

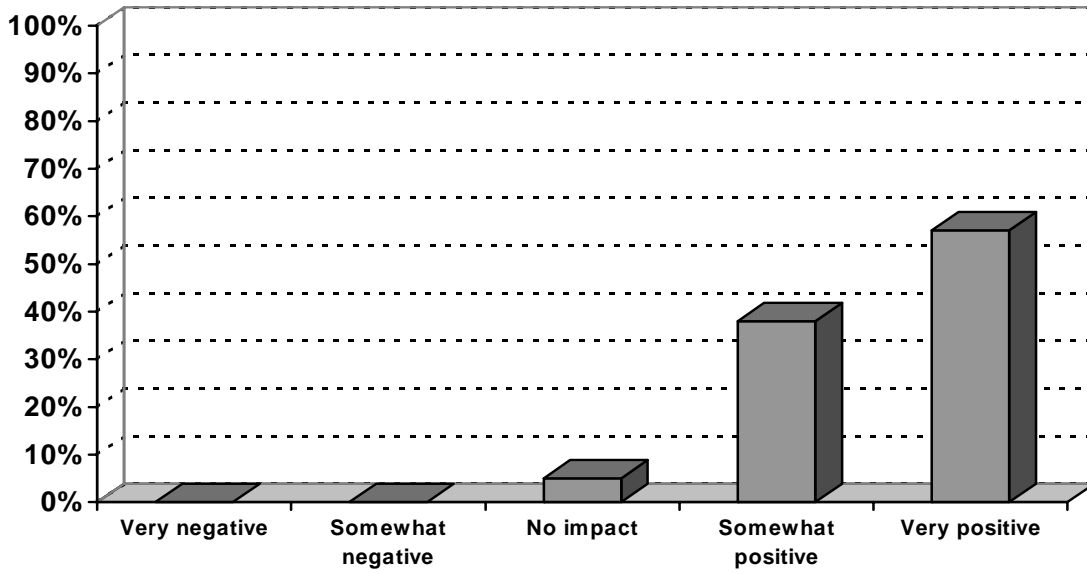


Have you referred students to the TDSW program?
(n = 388)

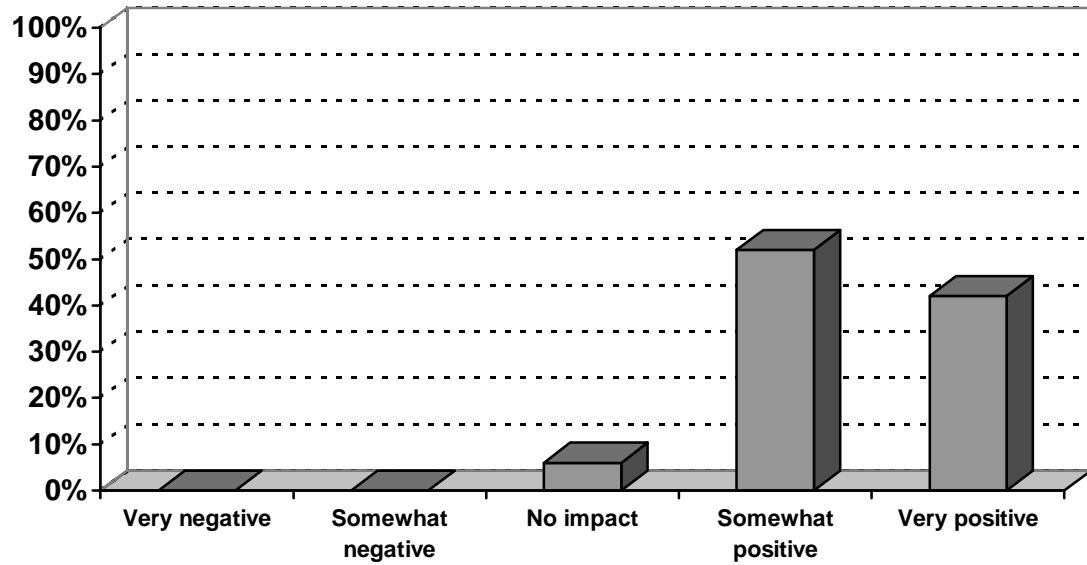


Statewide School Data

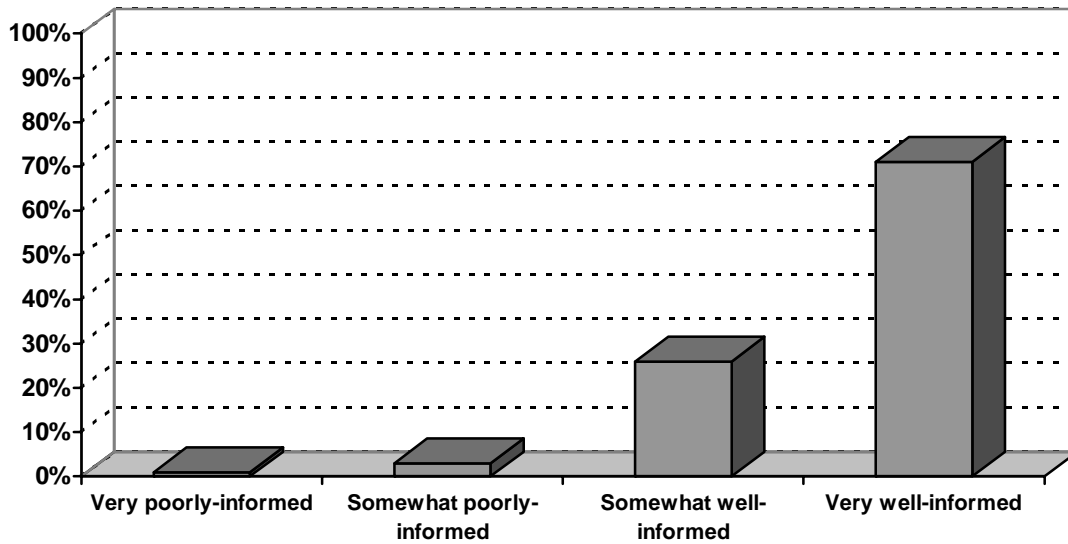
Overall, to what extent has the TDSW program had an impact in your school?
(n = 382)



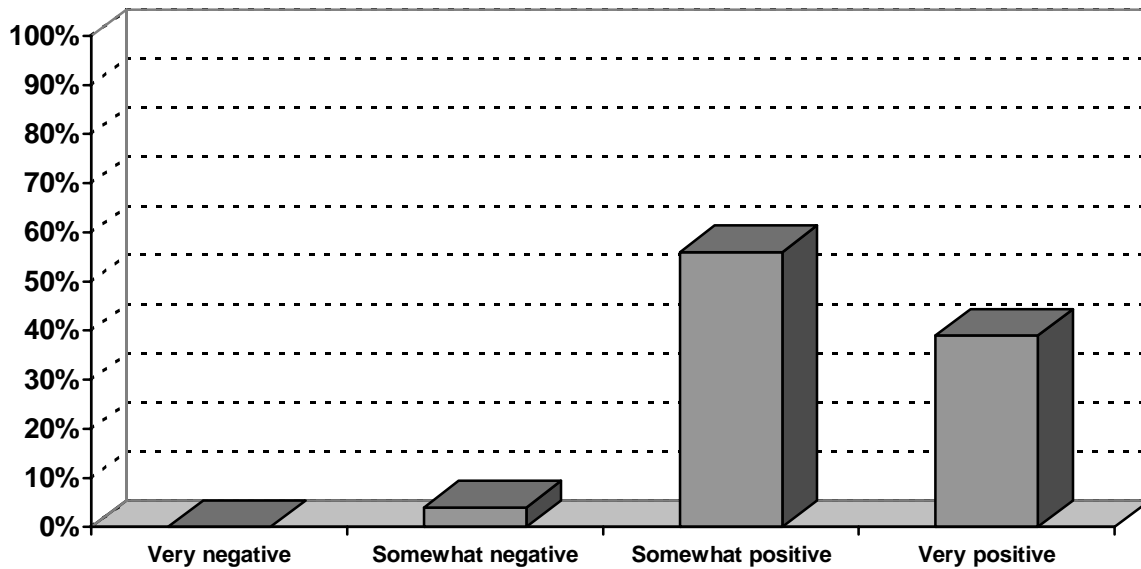
To what extent has the TDSW program had an impact on truancy in your school?
(n = 383)



How would you characterize the feedback and communication about referrals provided by the TDSW program?
(n = 383)

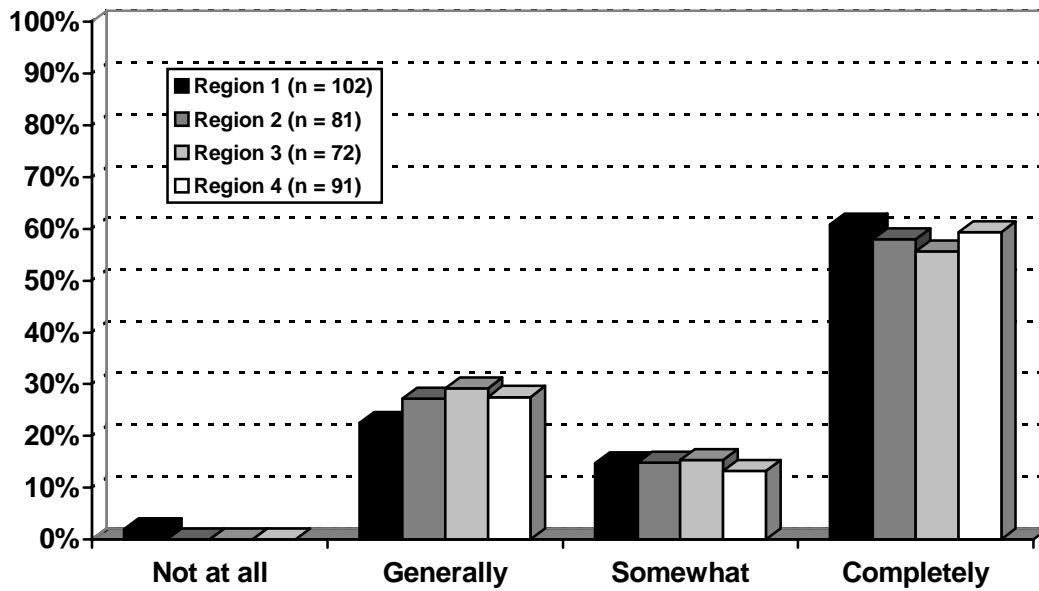


How do you perceive the referred student's response to the TDSW program?
(n = 371)

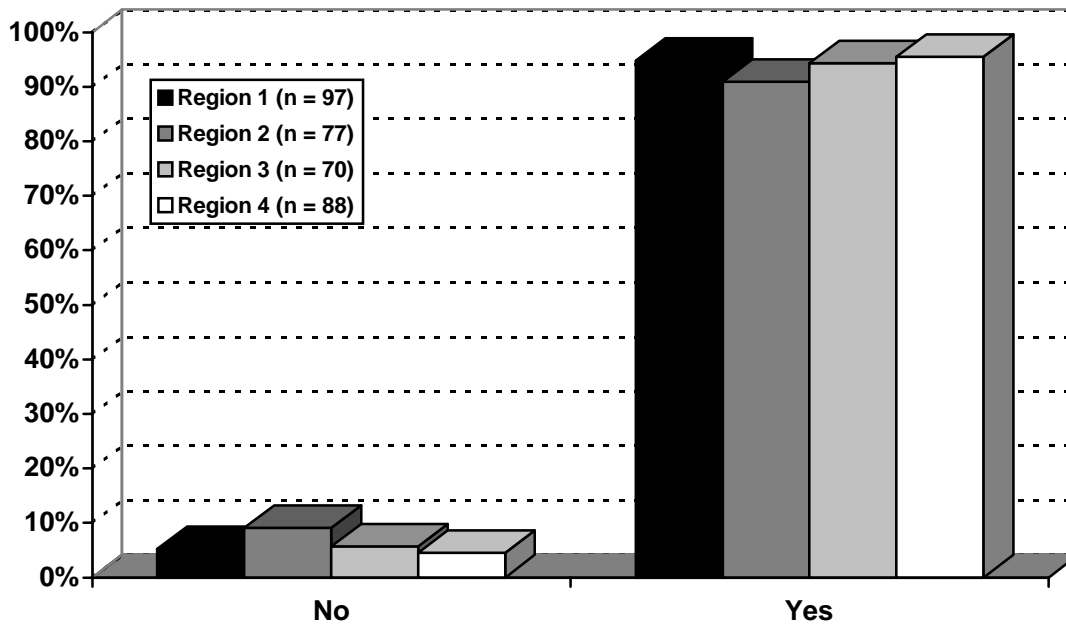


REGIONAL FREQUENCY DISTRIBUTIONS

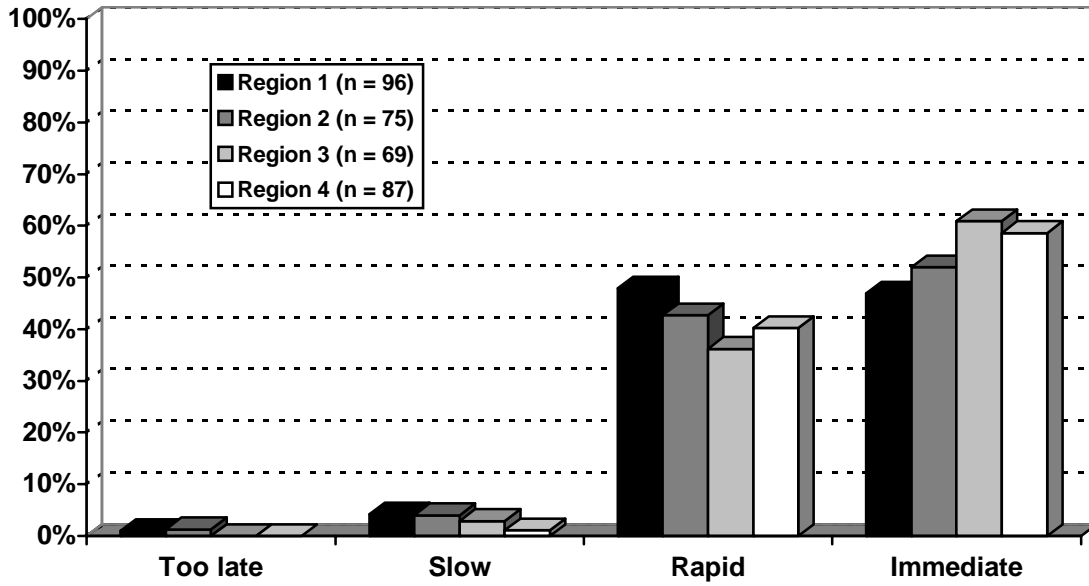
To what extent would you say you understand the role and goal of the TDSW program?



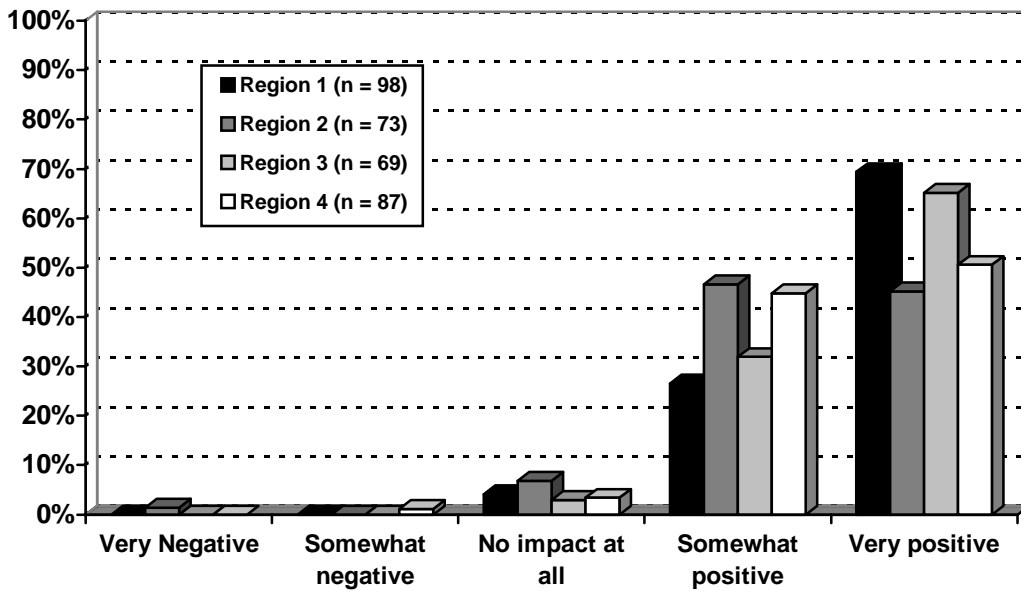
Have you referred students to the TDSW program?



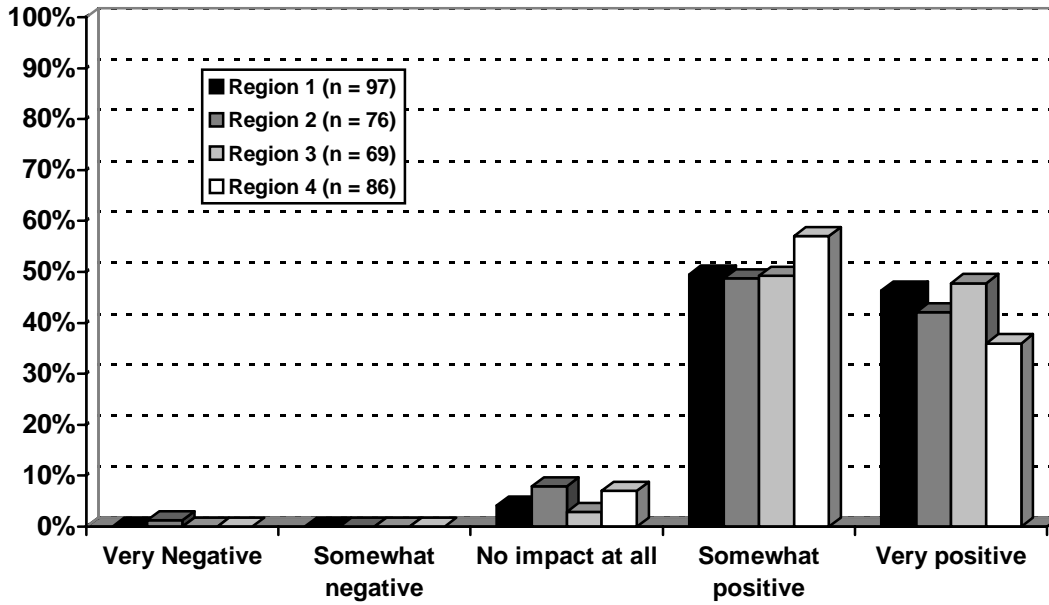
Overall, how would you characterize the TDSW Program response time to referrals you have made?



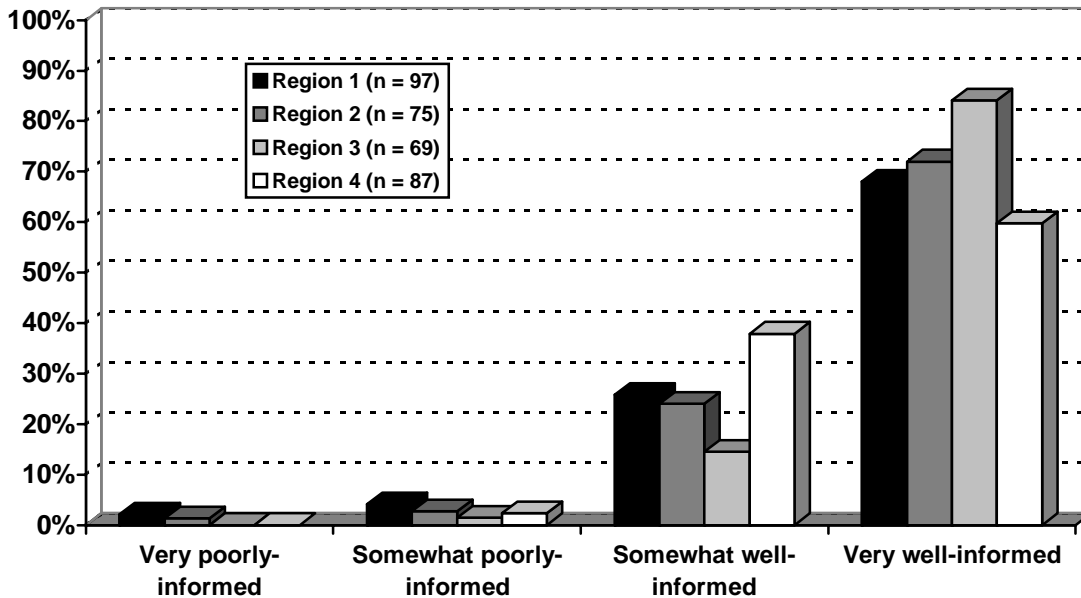
Overall, to what extent has the TDSW program intervention had an impact in your school?



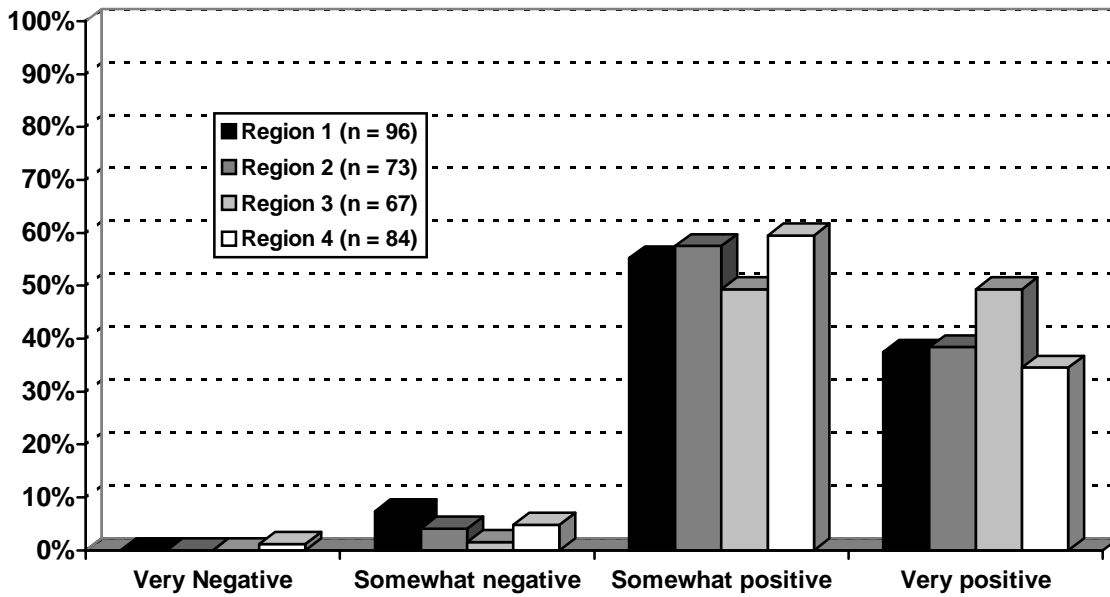
To what extent has the TDSW program had an impact on truancy in your school?



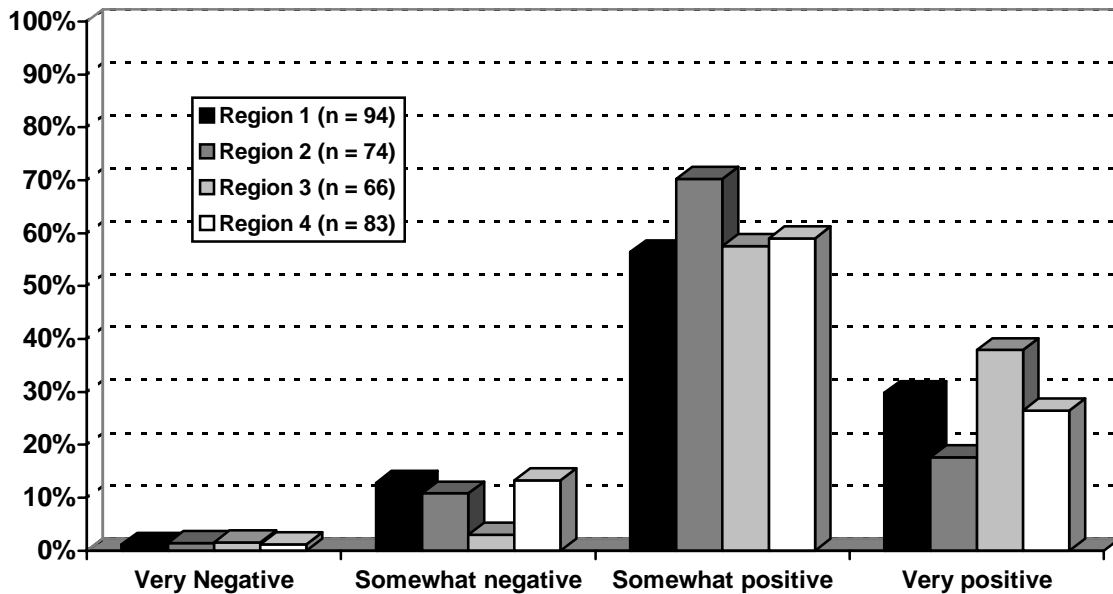
How would you characterize the feedback and communication about referrals provided by the TDSW program?



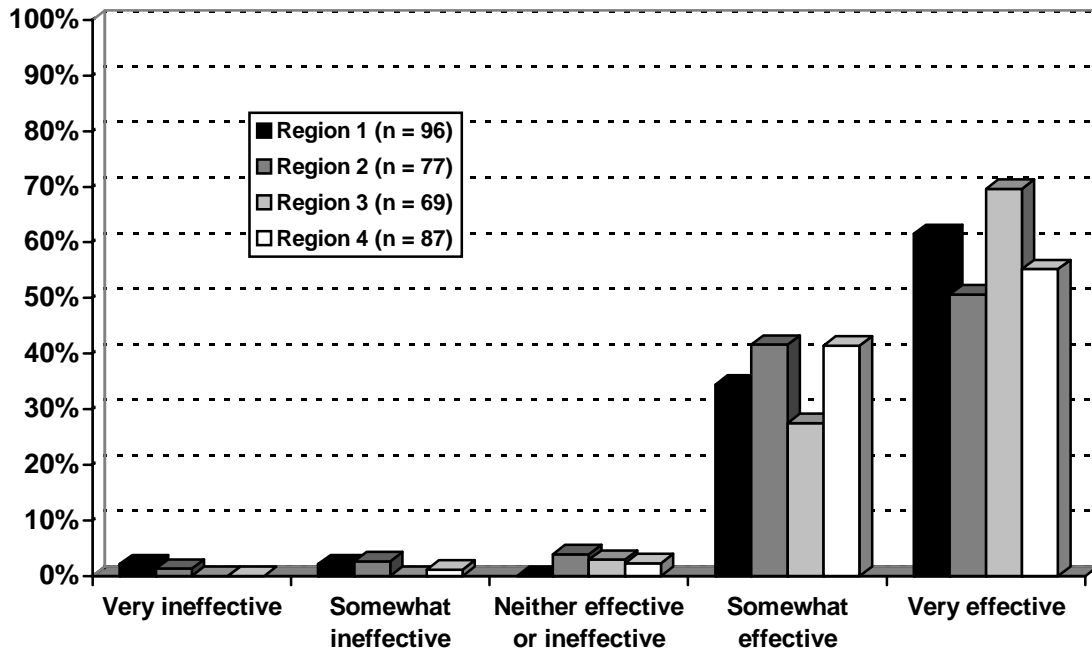
How do you perceive the referred student's response to the TDSW program?



How do you perceive the response of parents of students referred to the TDSW program?



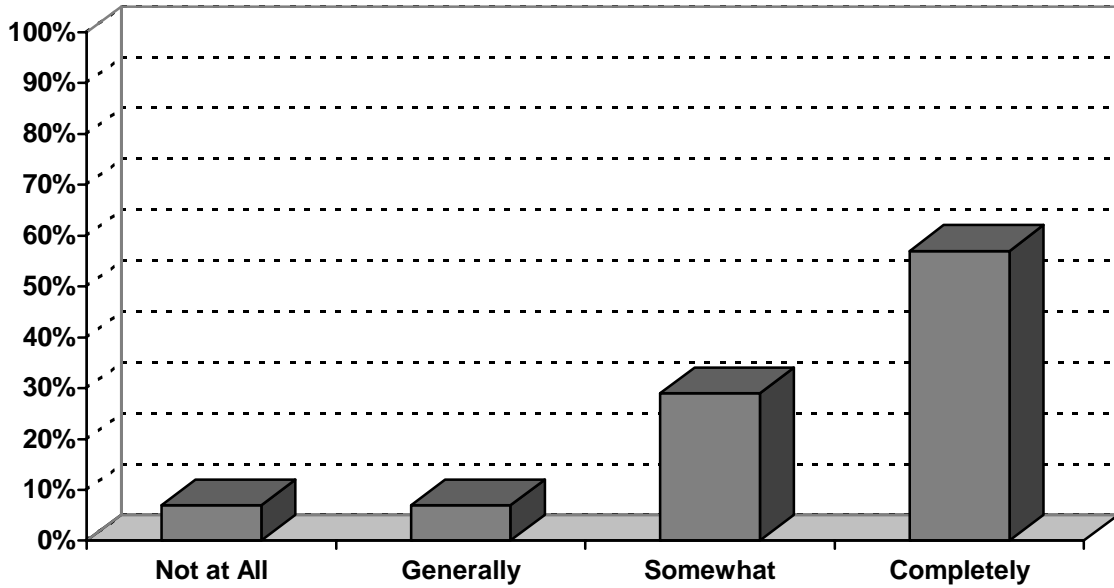
Overall, how would you rate the TDSW program?



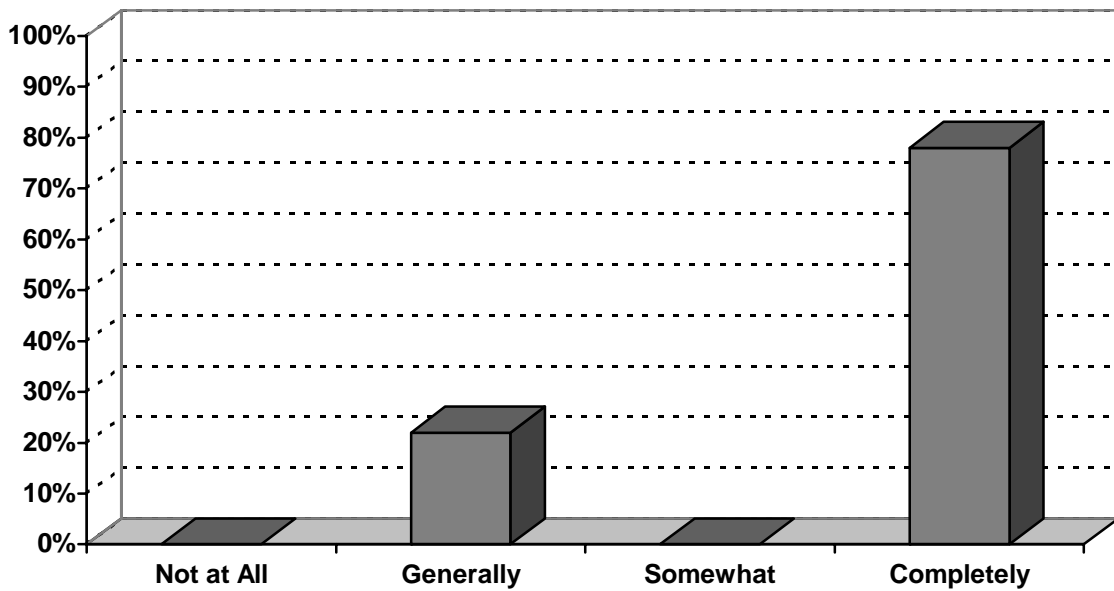
COUNTY FREQUENCY DISTRIBUTIONS

County School Data

To what extent would you say you understand the role and goal of the TDSW program?
Harrison County (n = 14)

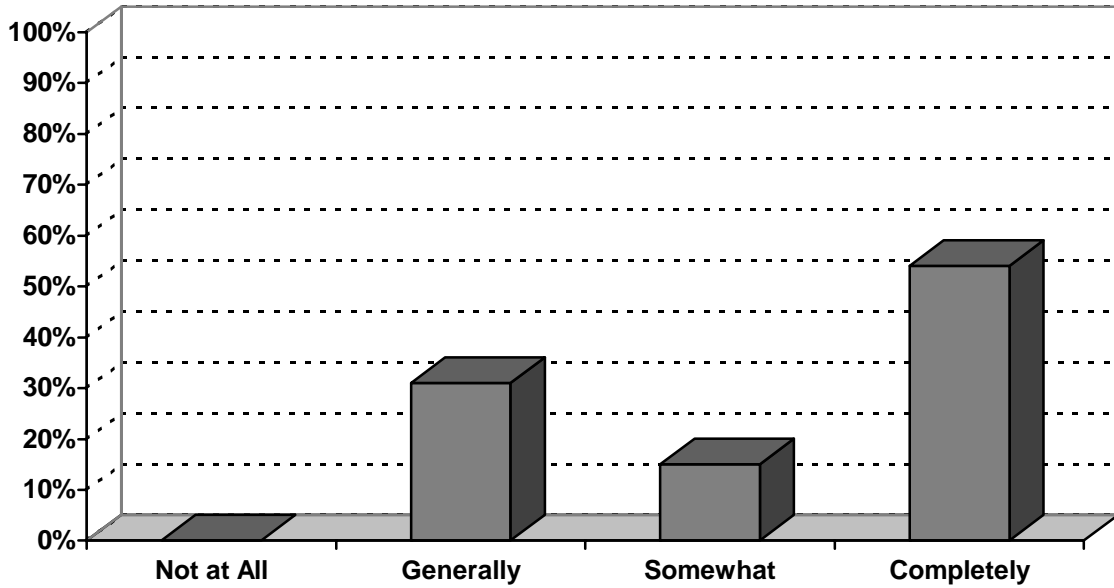


To what extent would you say you understand the role and goal of the TDSW program?
Logan County (n = 9)

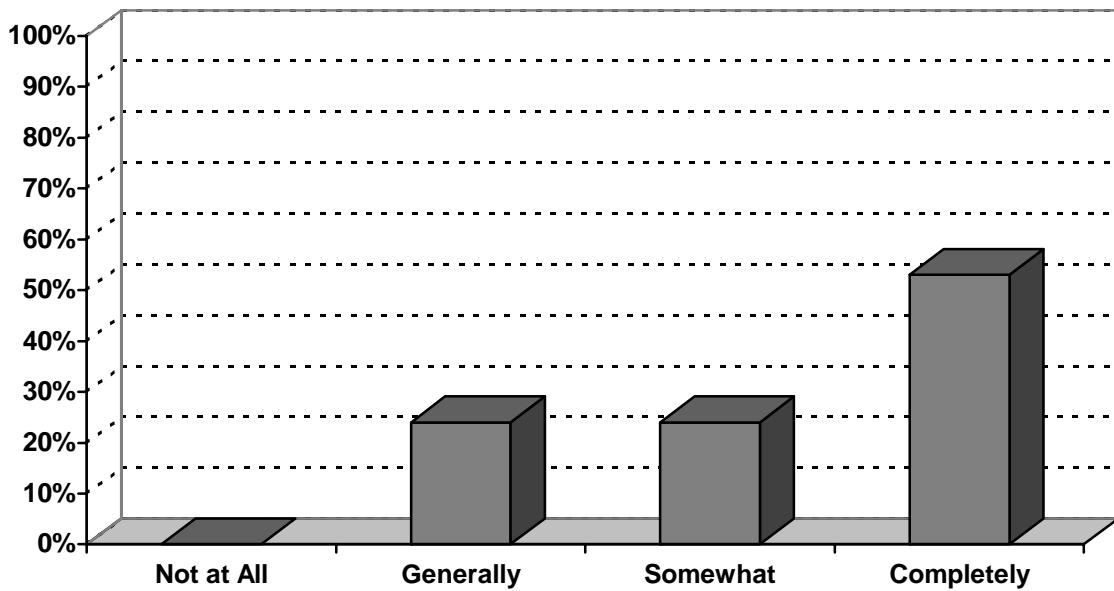


County School Data

To what extent would you say you understand the role and goal of the TDSW program?
Marion County (n = 13)

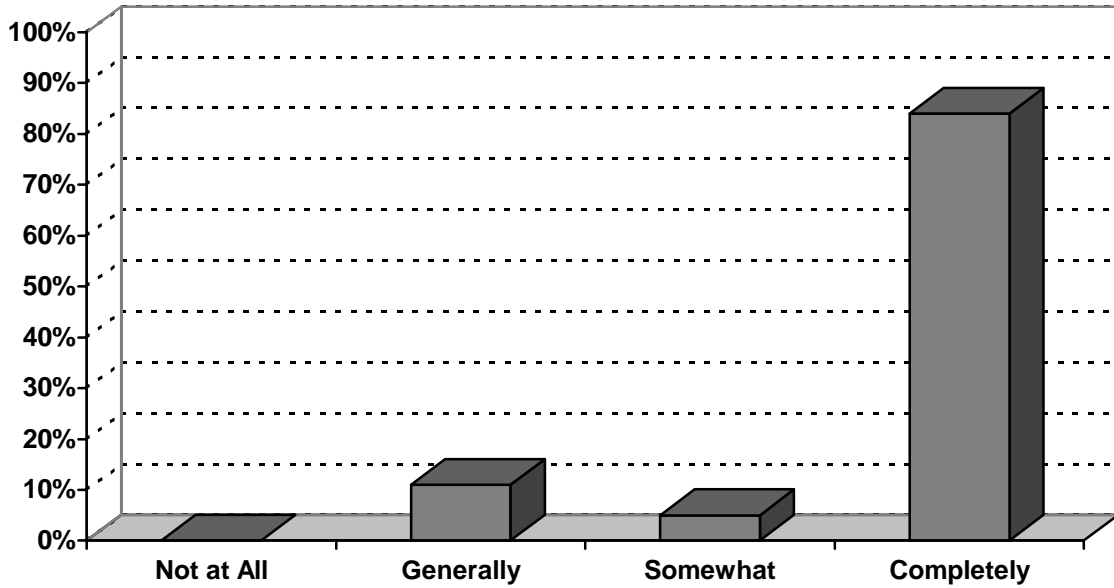


To what extent would you say you understand the role and goal of the TDSW program?
Mercer County (n = 17)

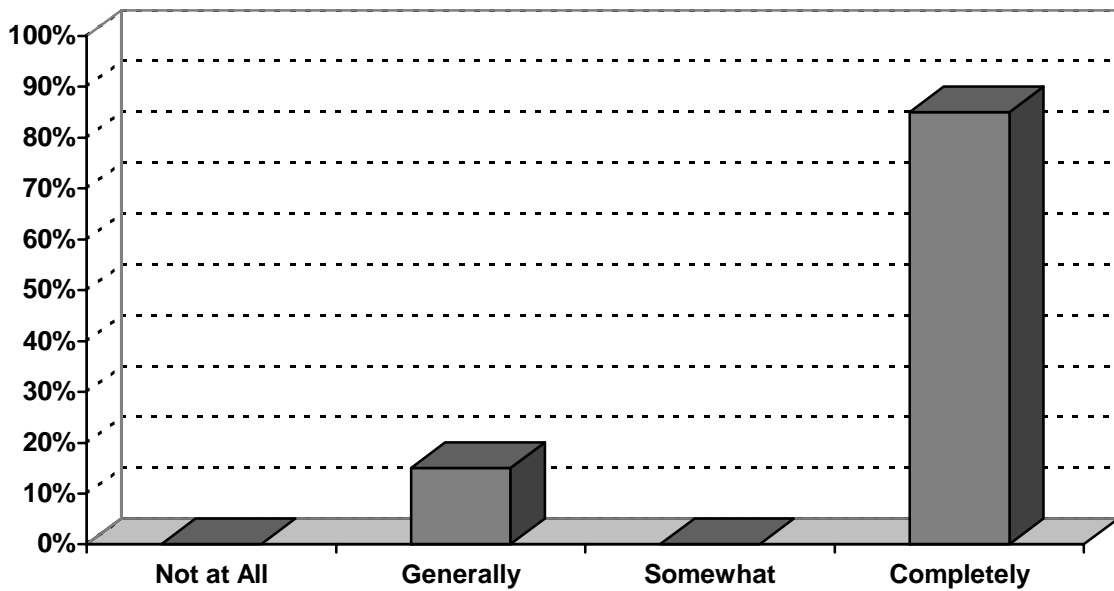


County School Data

To what extent would you say you understand the role and goal of the TDSW program?
Monongalia County (n = 19)

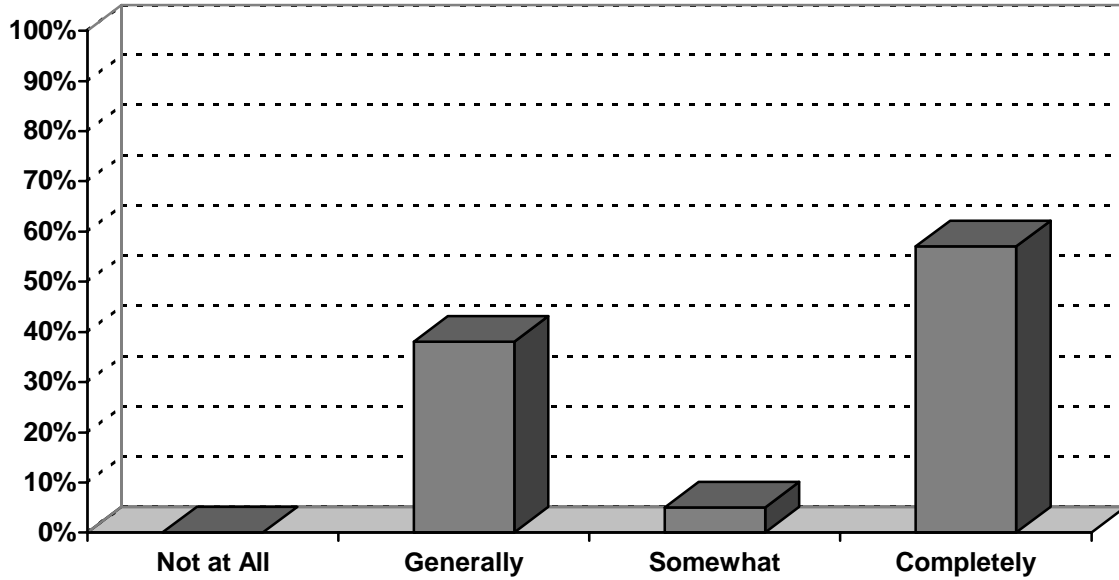


To what extent would you say you understand the role and goal of the TDSW program?
Putnam County (n = 13)

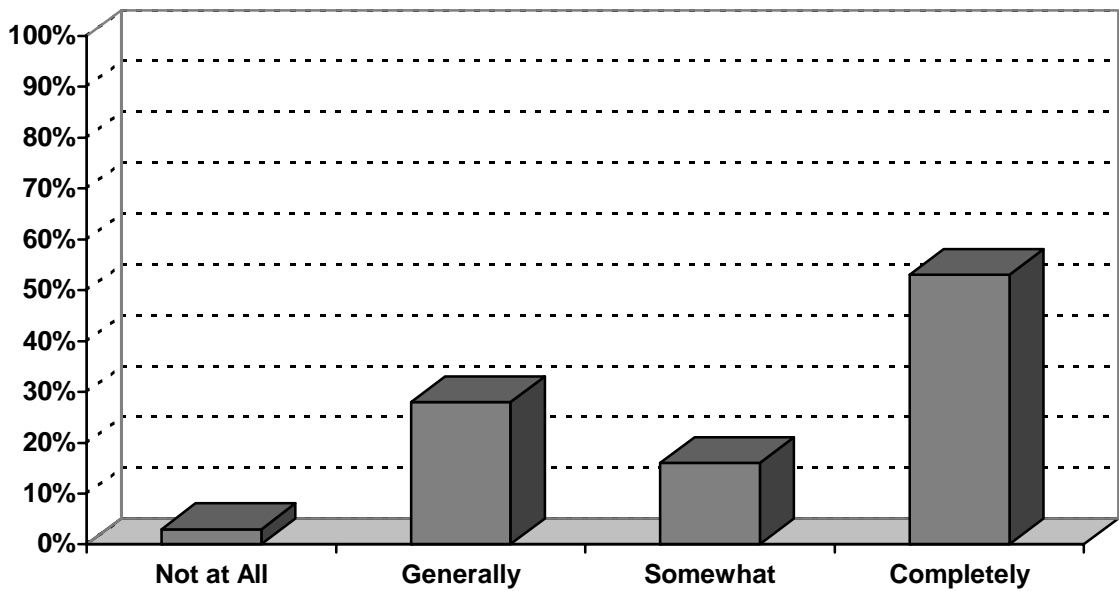


County School Data

To what extent would you say you understand the role and goal of the TDSW program?
Raleigh County (n = 21)

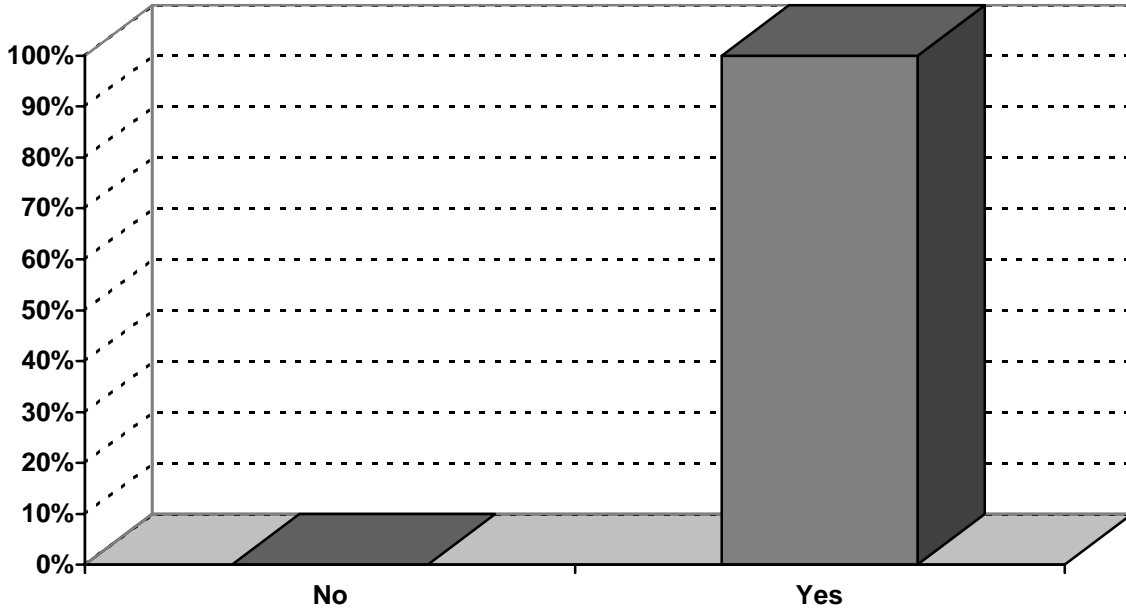


To what extent would you say you understand the role and goal of the TDSW program?
Wood County (n = 32)

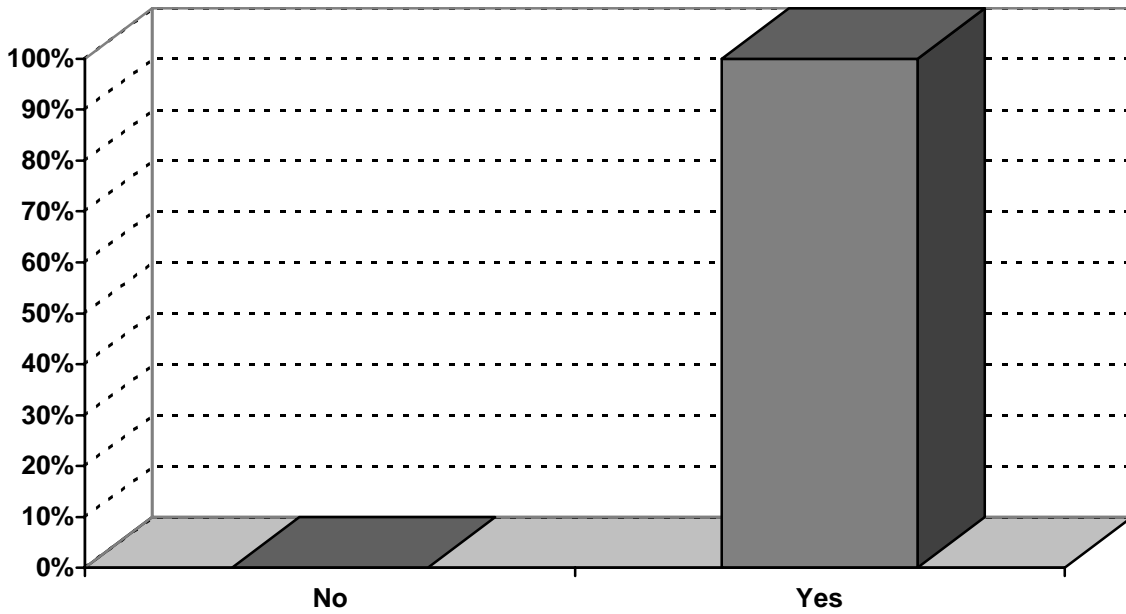


County School Data

Have you referred students to the TDSW program?
Harrison County (n = 14)

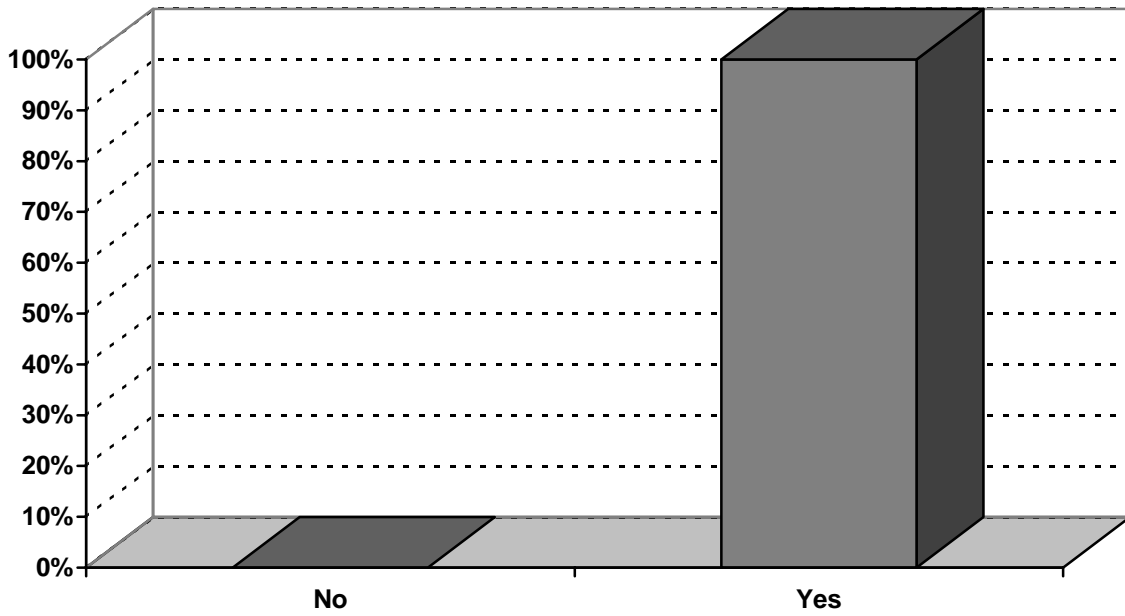


Have you referred students to the TDSW program?
Logan County (n = 9)

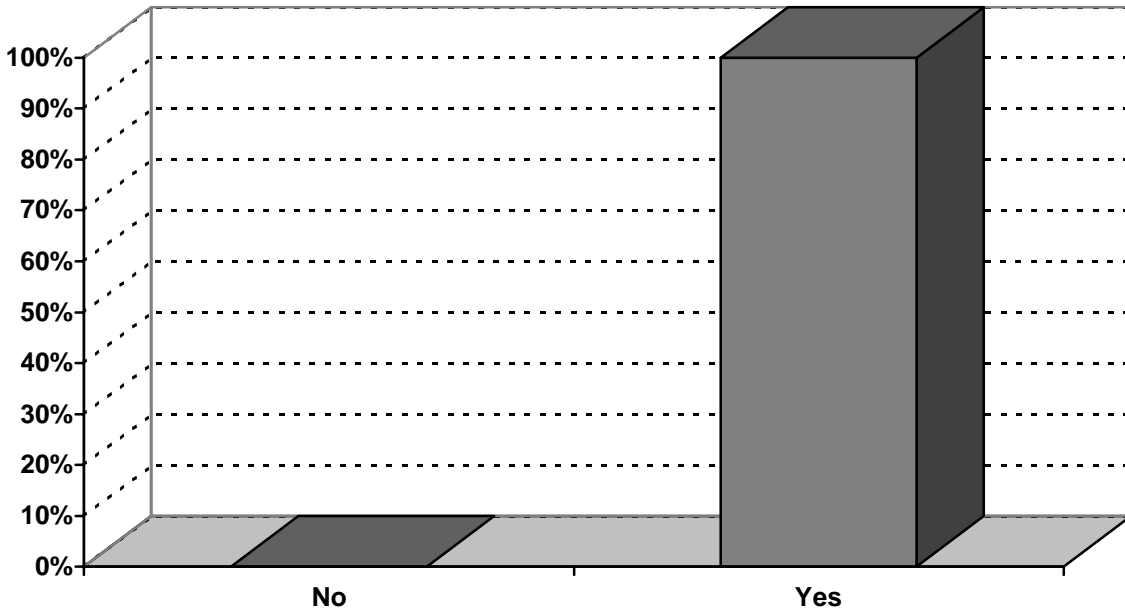


County School Data

Have you referred students to the TDSW program?
Marion County (n = 13)

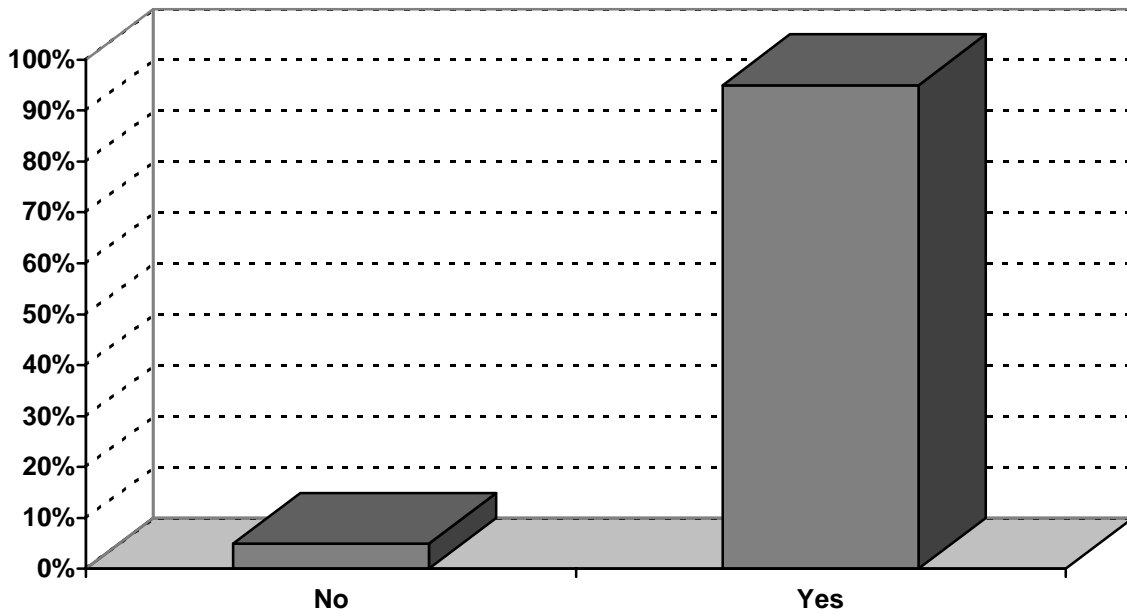


Have you referred students to the TDSW program?
Mercer County (n = 16)

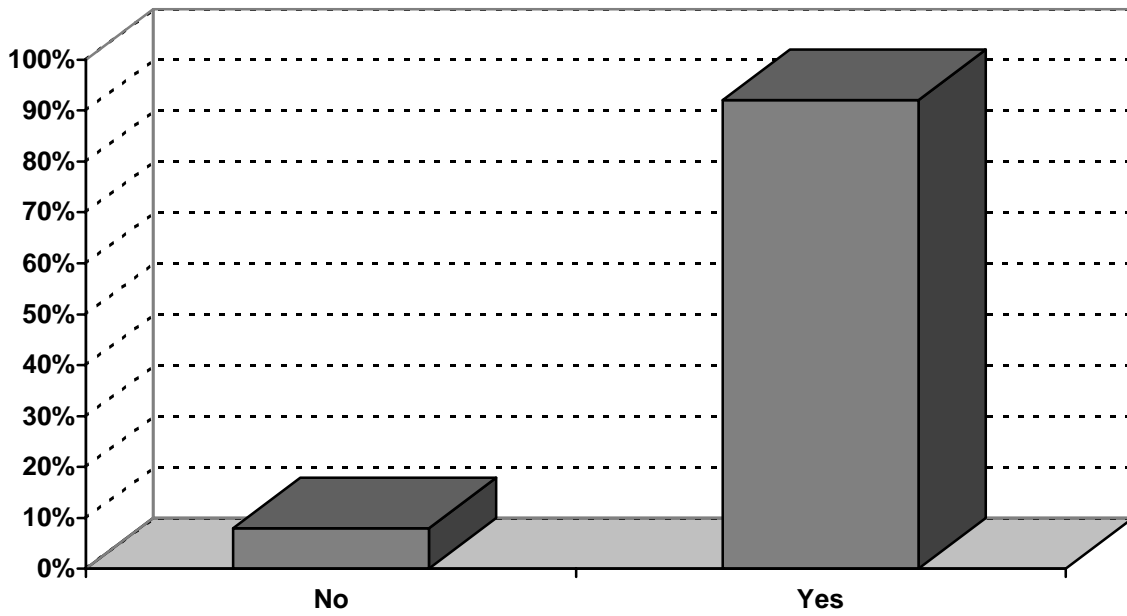


County School Data

Have you referred students to the TDSW program?
Monomgalia County (n = 19)

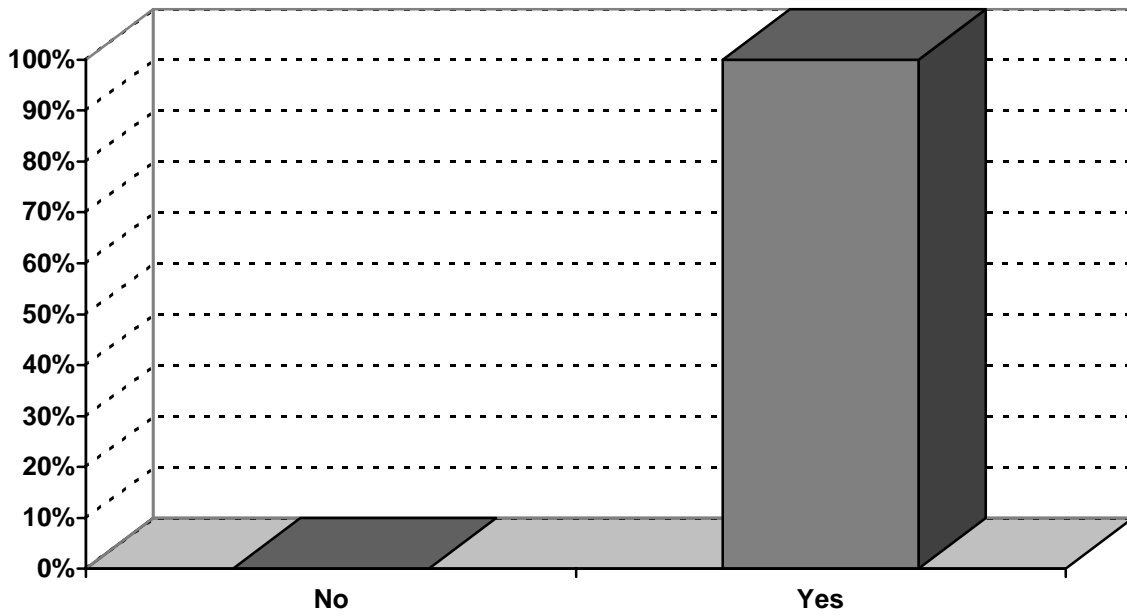


Have you referred students to the TDSW program?
Putnam County (n = 13)

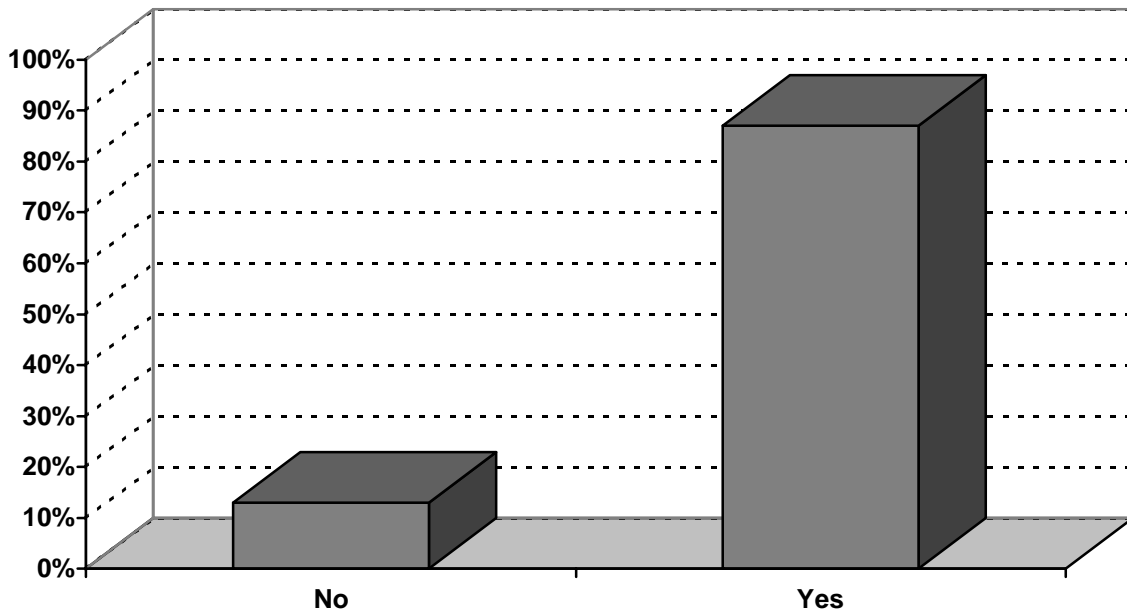


County School Data

Have you referred students to the TDSW program?
Raliegh County (n = 20)

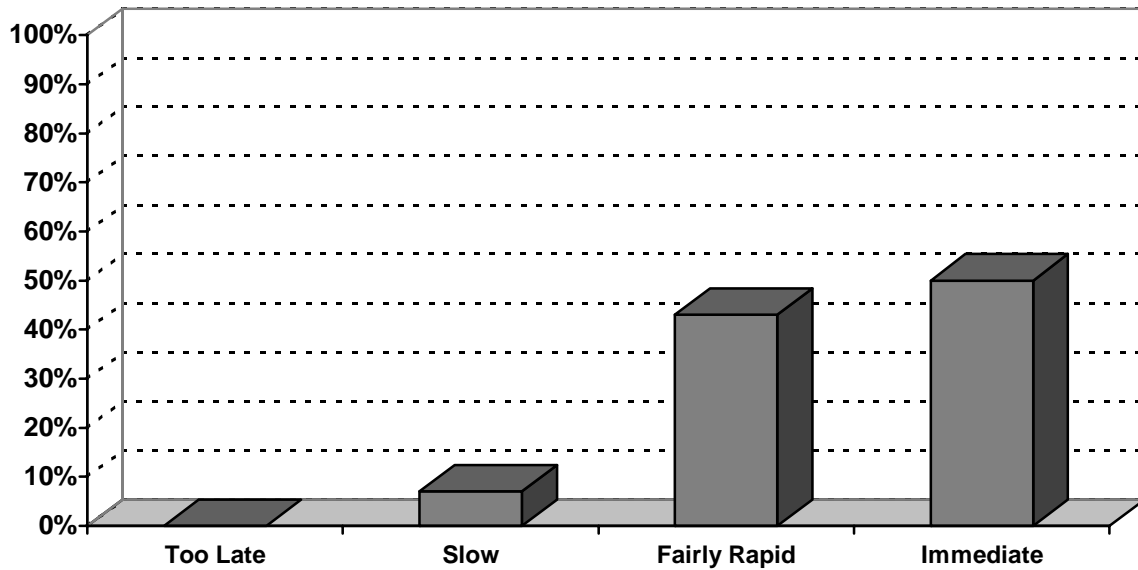


Have you referred students to the TDSW program?
Wood County (n = 30)

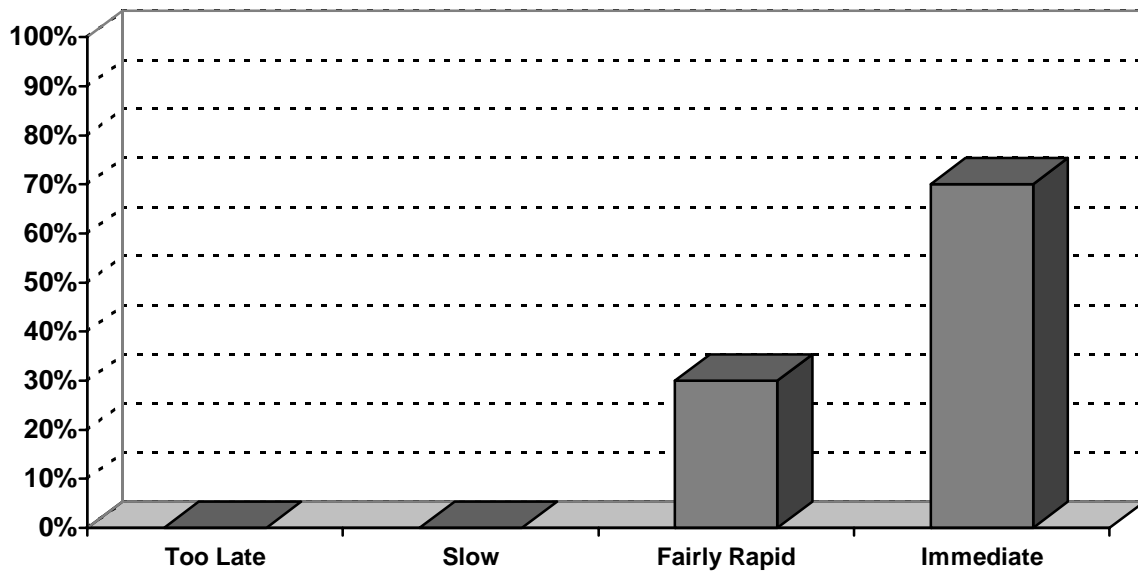


County School Data

Overall, how would you characterize the TDSW program response time to referrals you have made?
Harrison County (n = 14)

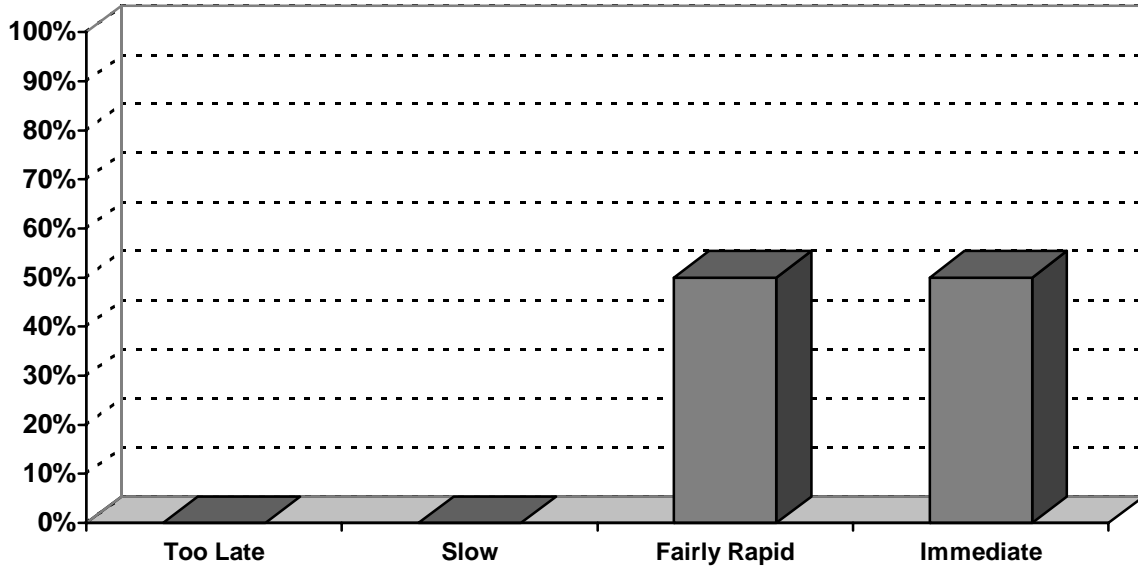


Overall, how would you characterize the TDSW program response time to referrals you have made?
Logan County (n = 10)

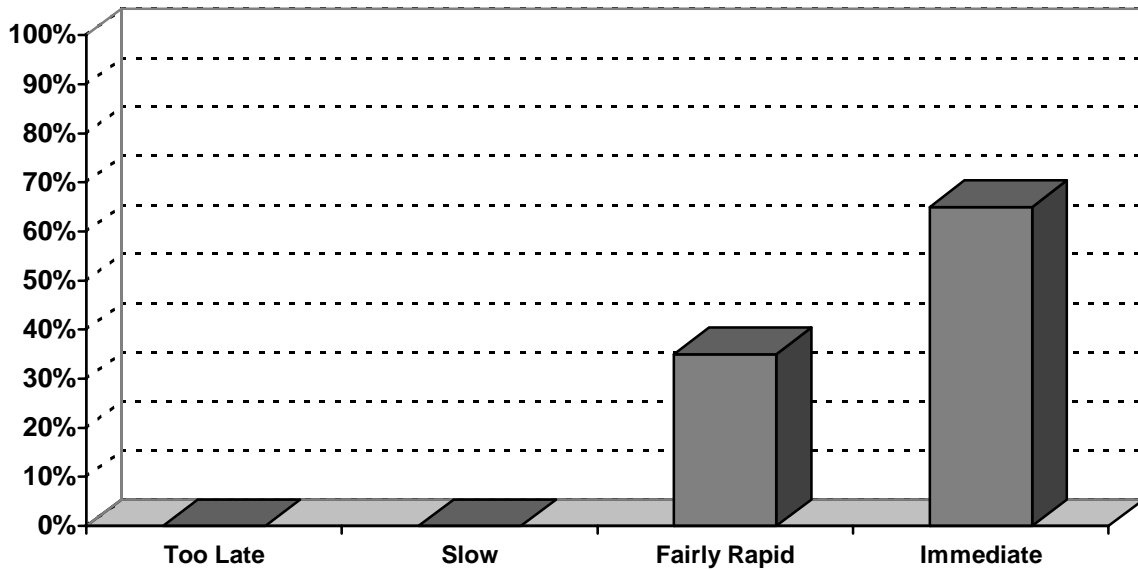


County School Data

Overall, how would you characterize the TDSW program response time to referrals you have made?
Marion County (n = 12)

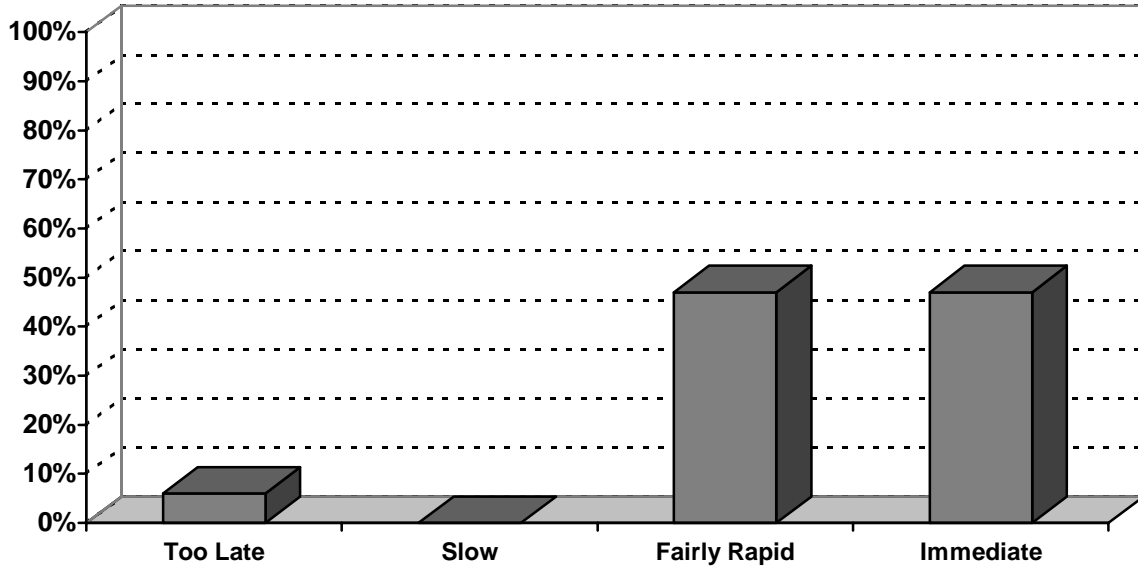


Overall, how would you characterize the TDSW program response time to referrals you have made?
Mercer County (n = 17)

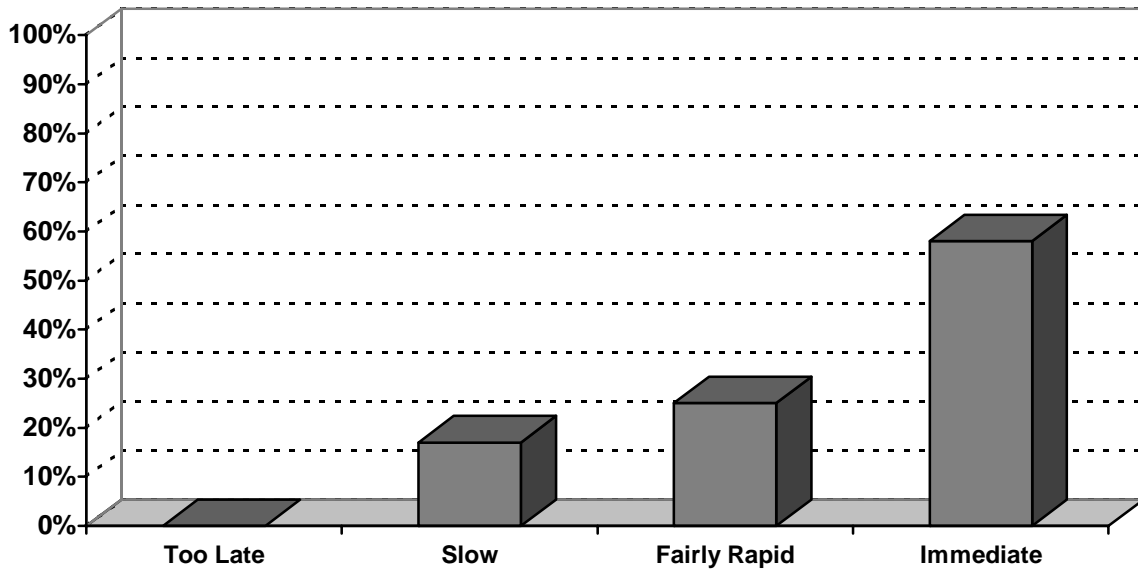


County School Data

Overall, how would you characterize the TDSW program response time to referrals you have made?
Monongalia County (n = 17)



Overall, how would you characterize the TDSW program response time to referrals you have made?
Putnam County (n = 12)

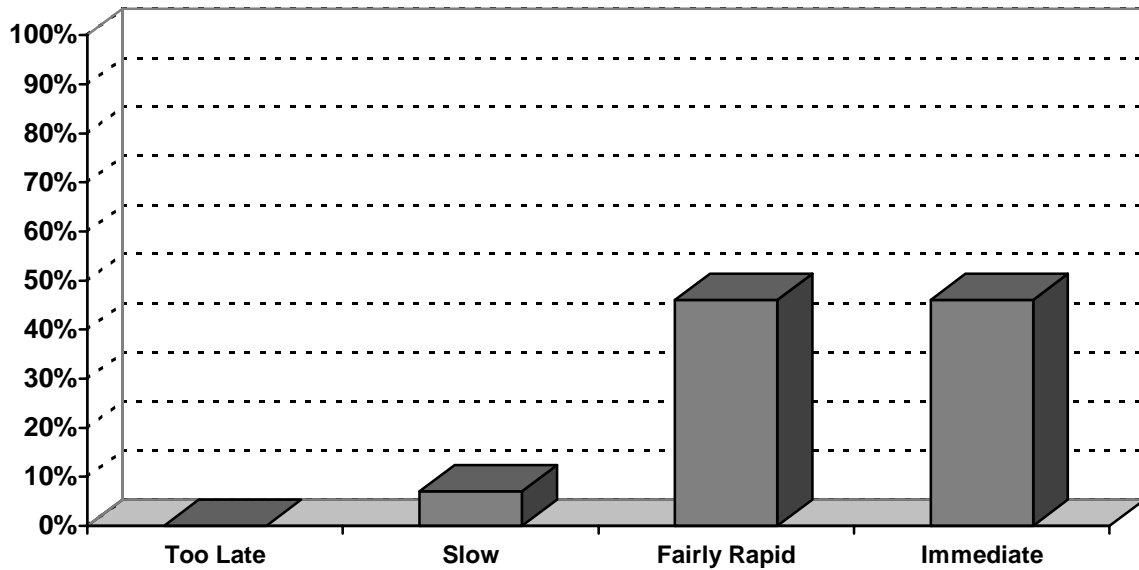


County School Data

Overall, how would you characterize the TDSW program response time to referrals you have made?
Raleigh County (n = 21)

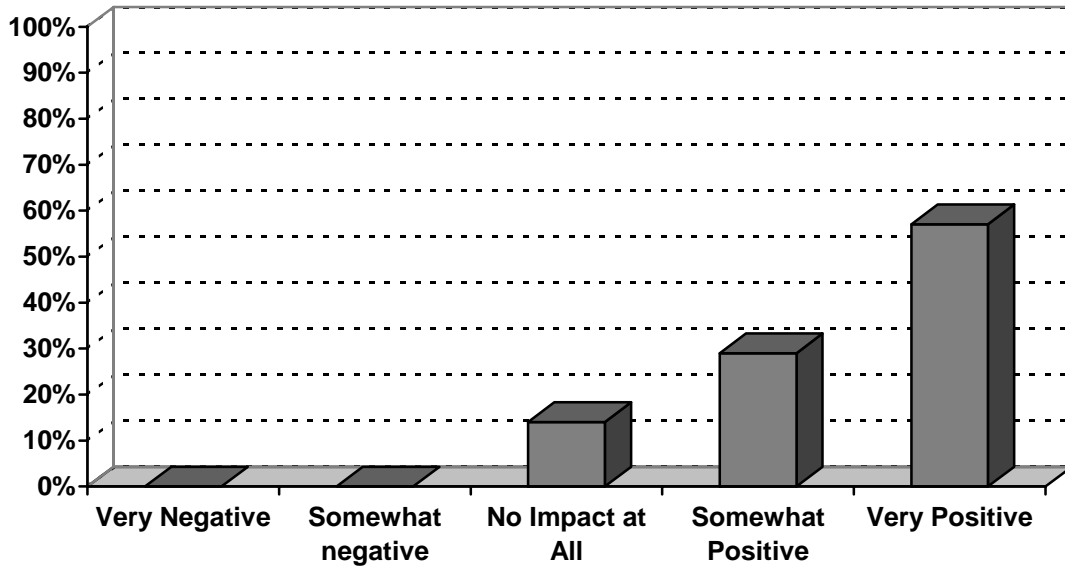


Overall, how would you characterize the TDSW program response time to referrals you have made?
Wood County (n = 28)

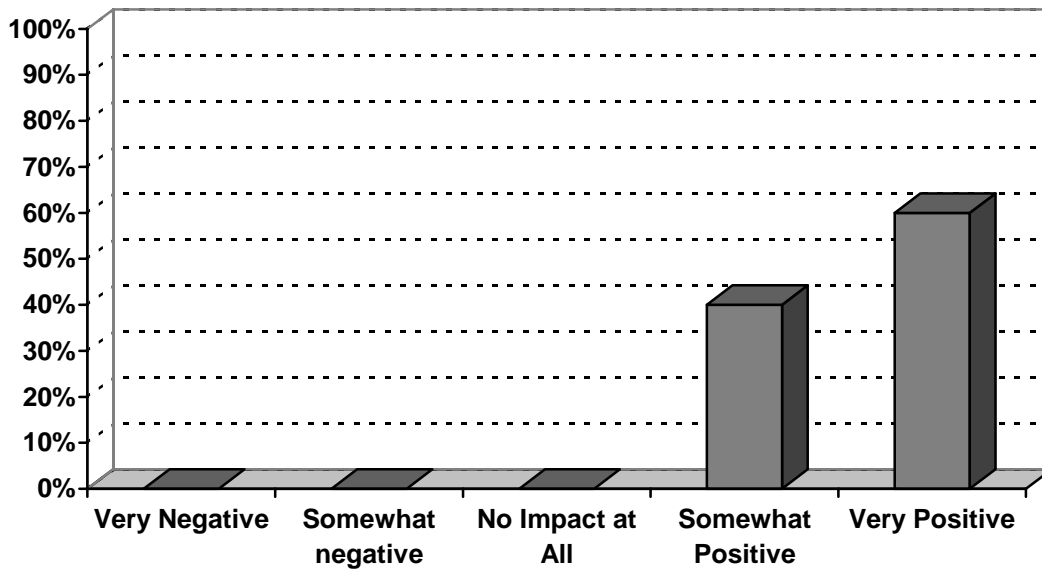


County School Data

Overall, to what extent has the TDSW program intervention had an impact in your school?
Harrison County (n = 14)

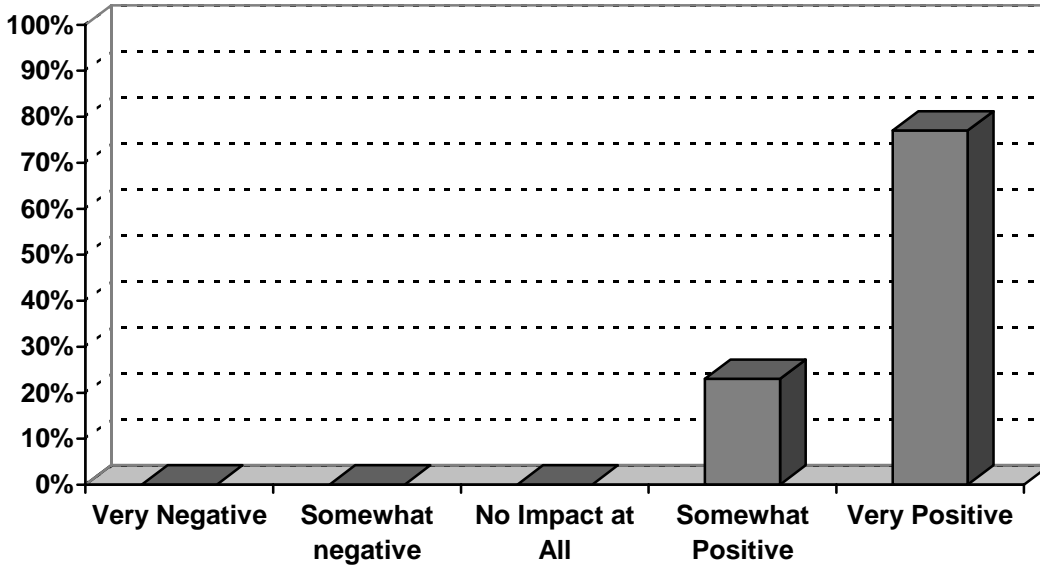


Overall, to what extent has the TDSW program intervention had an impact in your school?
Logan County (n = 10)

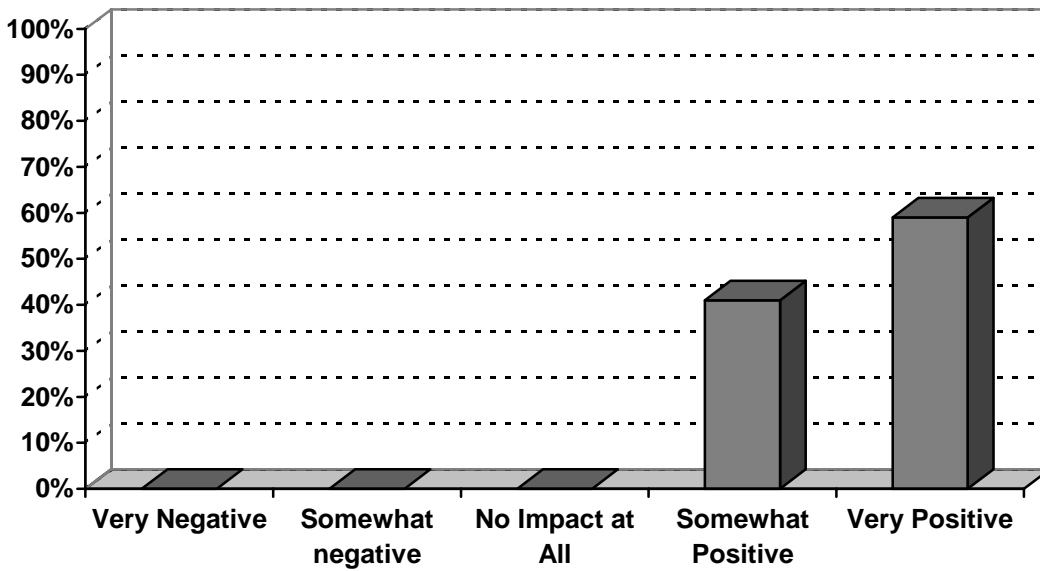


County School Data

Overall, to what extent has the TDSW program intervention had an impact in your school?
Marion County (n = 13)

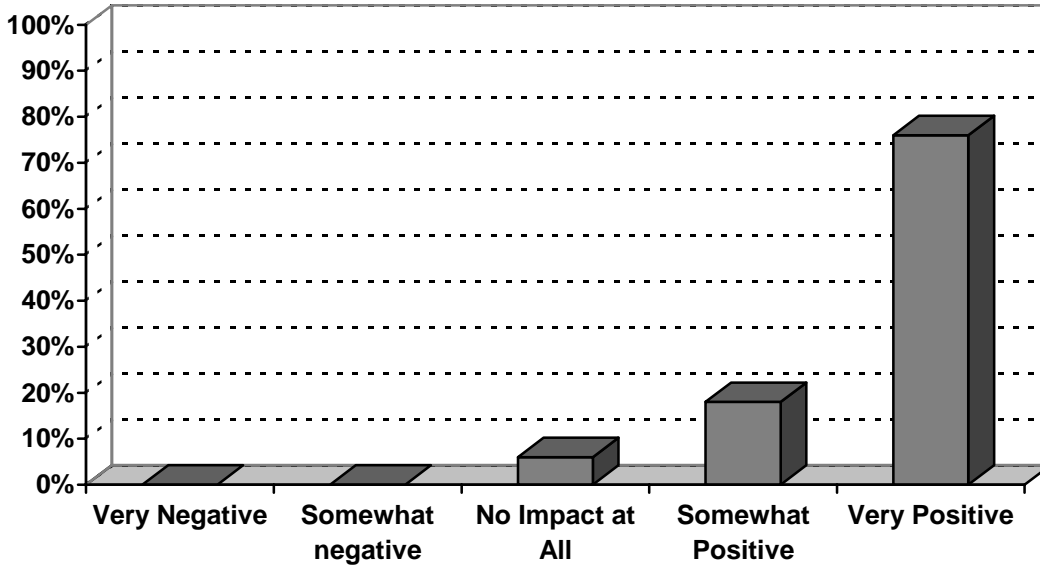


Overall, to what extent has the TDSW program intervention had an impact in your school?
Mercer County (n = 17)

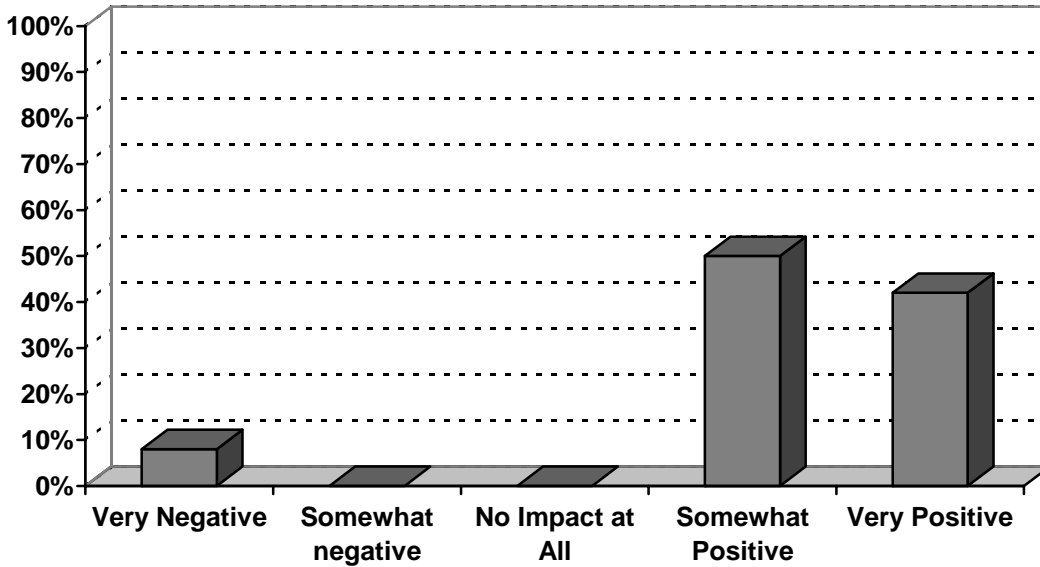


County School Data

Overall, to what extent has the TDSW program intervention had an impact in your school?
Monongalia County (n = 17)

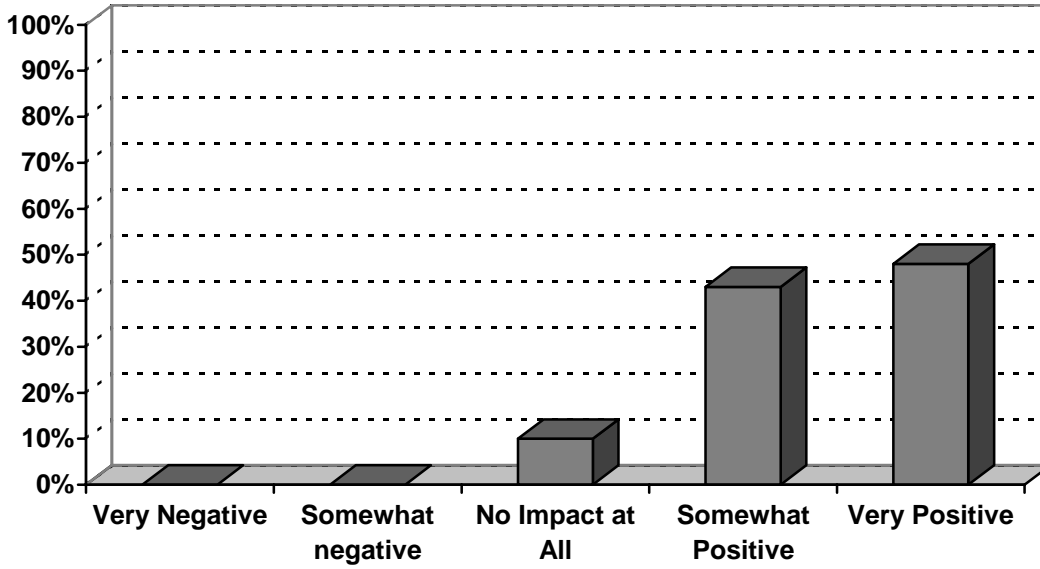


Overall, to what extent has the TDSW program intervention had an impact in your school?
Putnam County (n = 12)

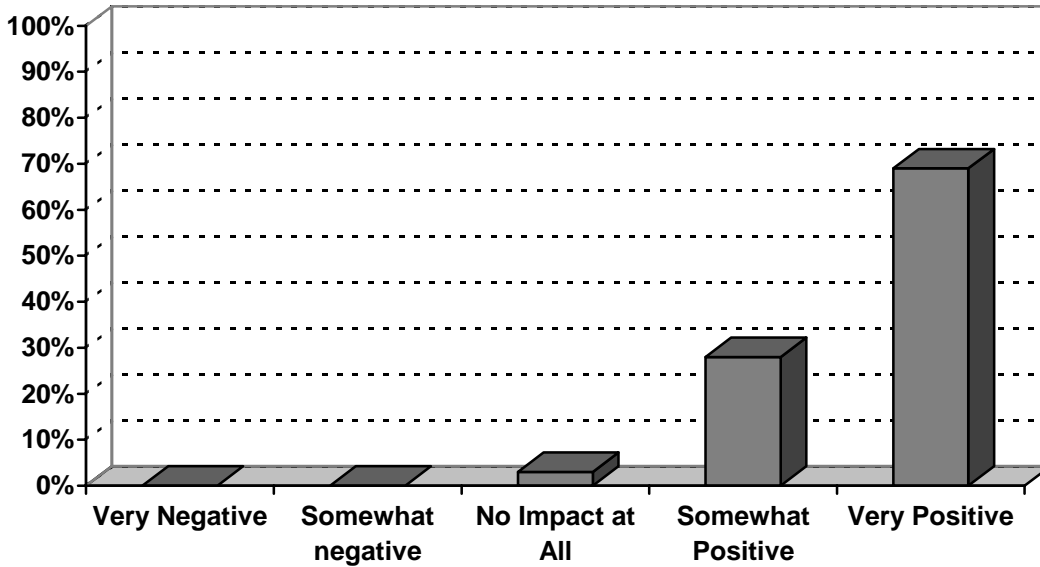


County School Data

Overall, to what extent has the TDSW program intervention had an impact in your school?
Raliegh County (n = 21)

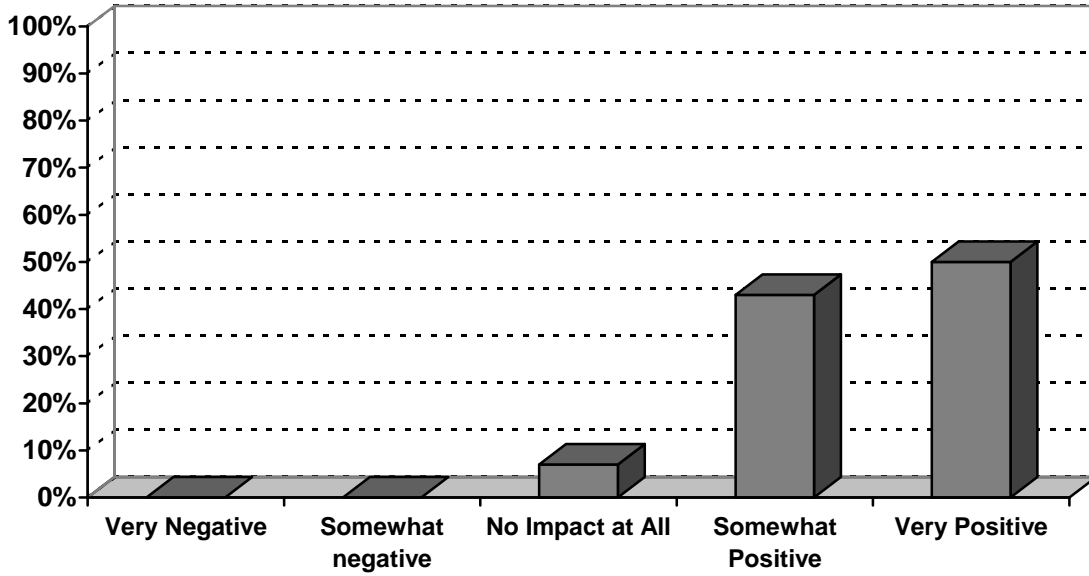


Overall, to what extent has the TDSW program intervention had an impact in your school?
Wood County (n = 29)

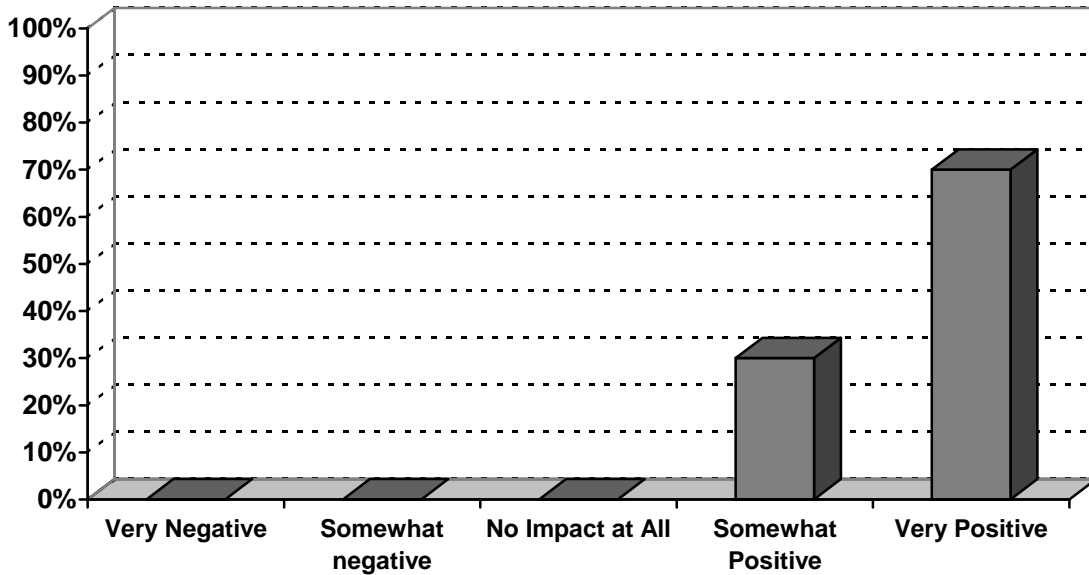


County School Data

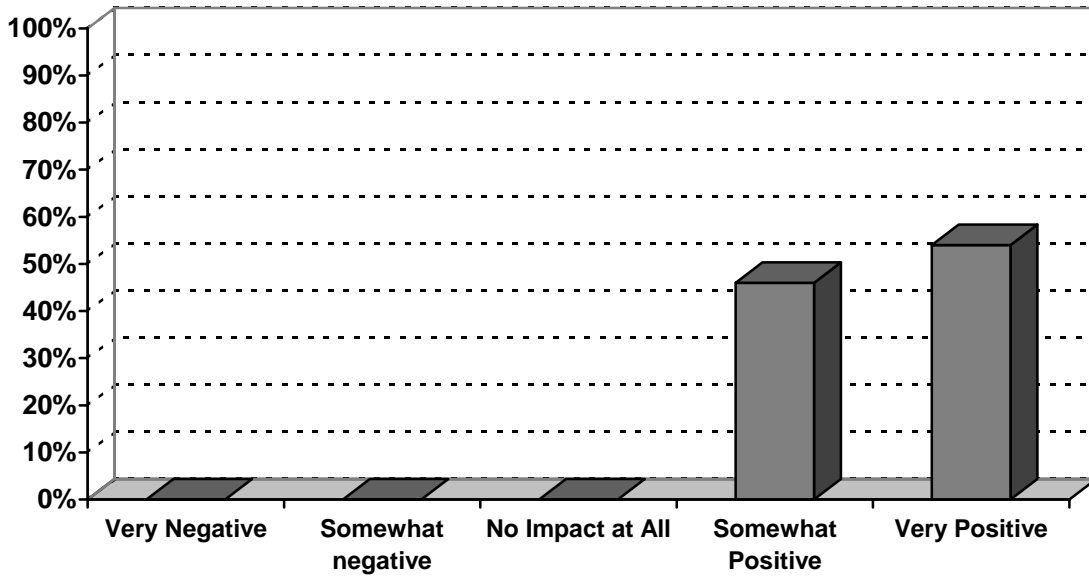
To what extent has the TDSW program had an impact on truancy in your school?
Harrison County (n = 14)



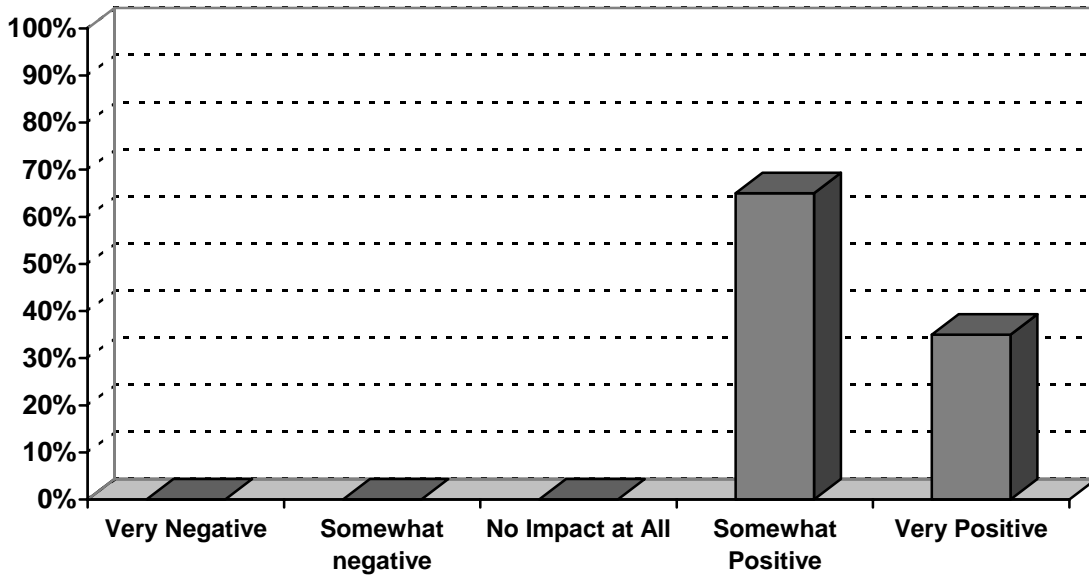
To what extent has the TDSW program had an impact on truancy in your school?
Logan County (n = 10)



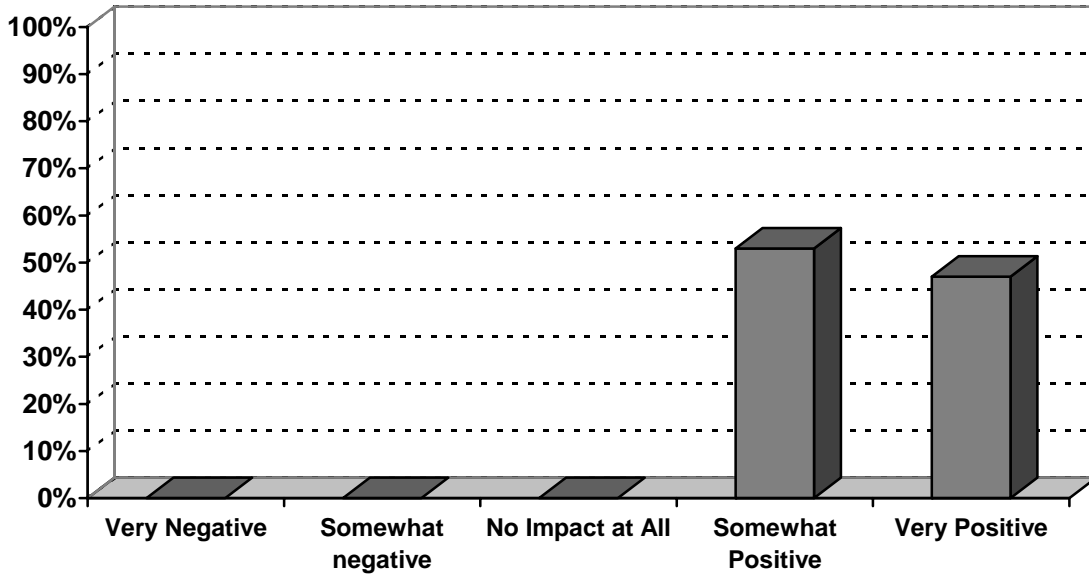
To what extent has the TDSW program had an impact on truancy in your school?
Marion County (n = 13)



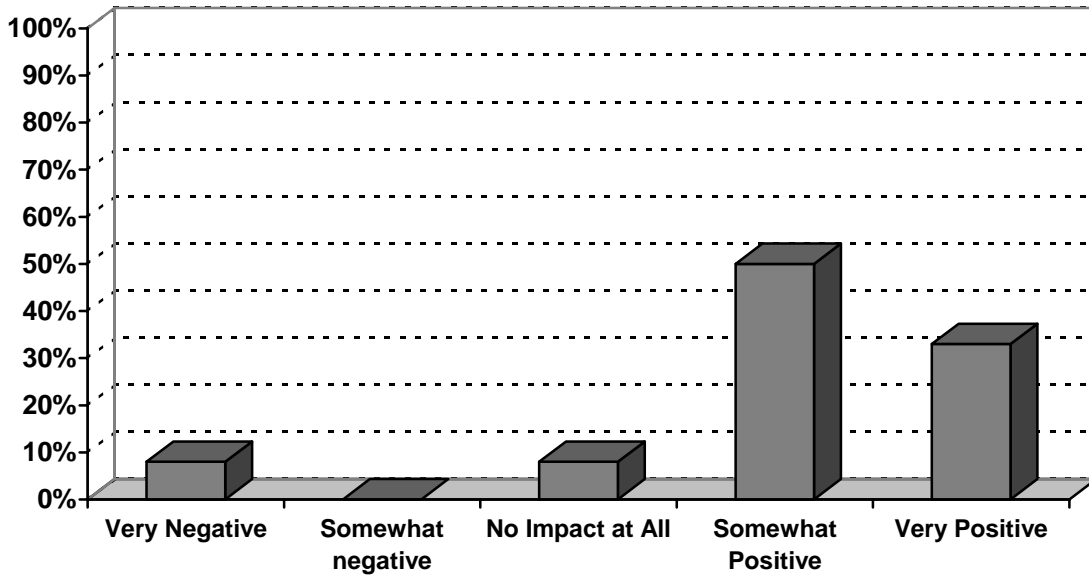
To what extent has the TDSW program had an impact on truancy in your school?
Mercer County (n = 17)



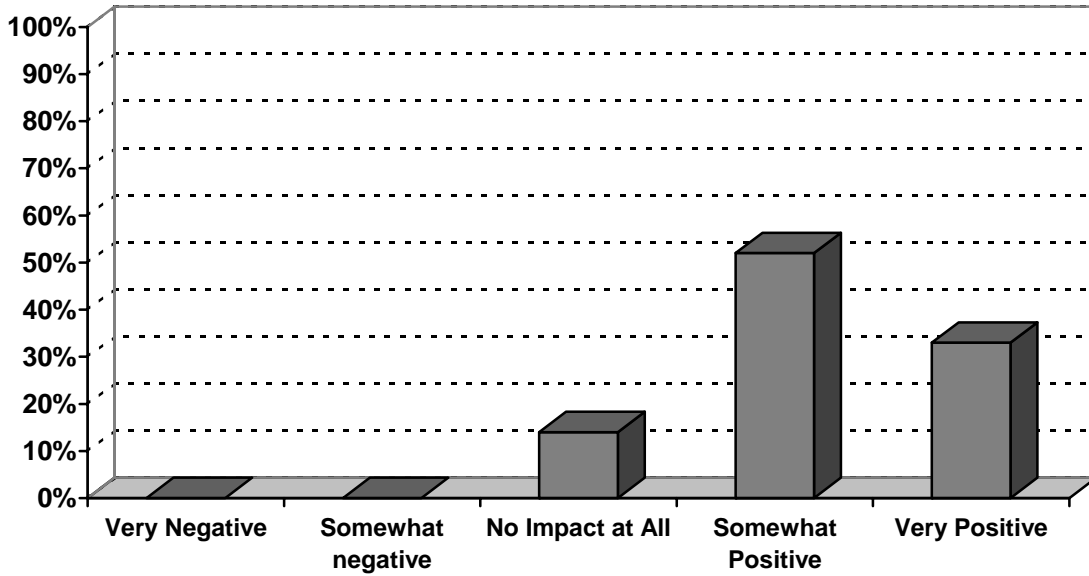
To what extent has the TDSW program had an impact on truancy in your school?
Monongalia County (n = 17)



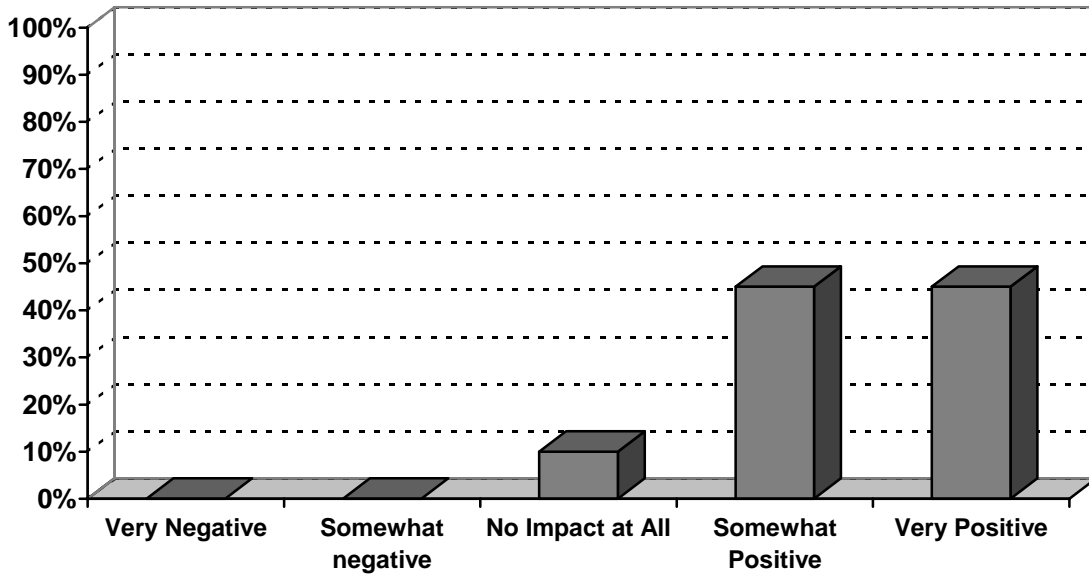
To what extent has the TDSW program had an impact on truancy in your school?
Putnam County (n = 12)



To what extent has the TDSW program had an impact on truancy in your school?
Raleigh County (n = 21)

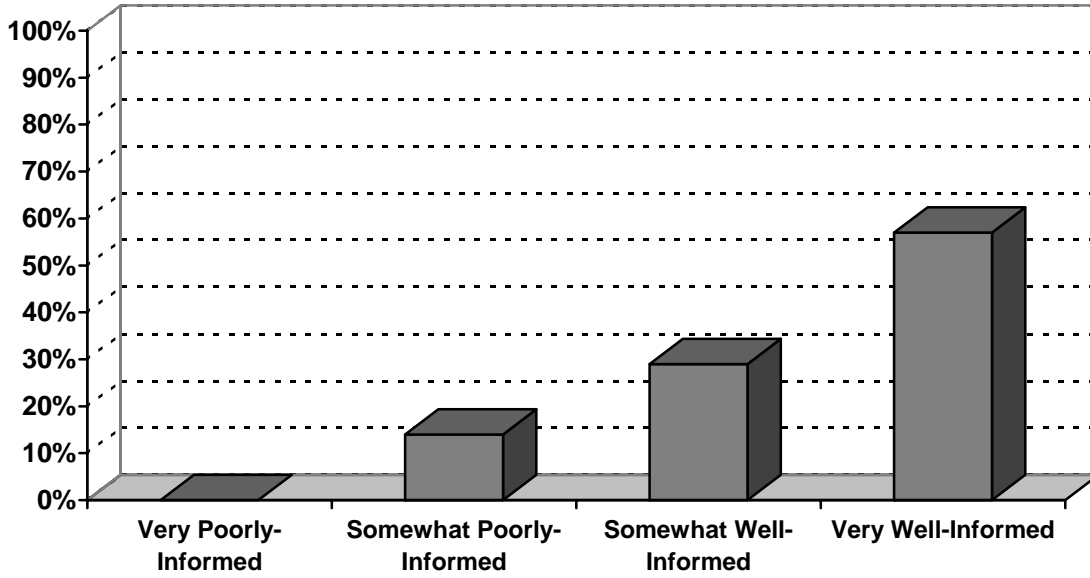


To what extent has the TDSW program had an impact on truancy in your school?
wood County (n = 29)

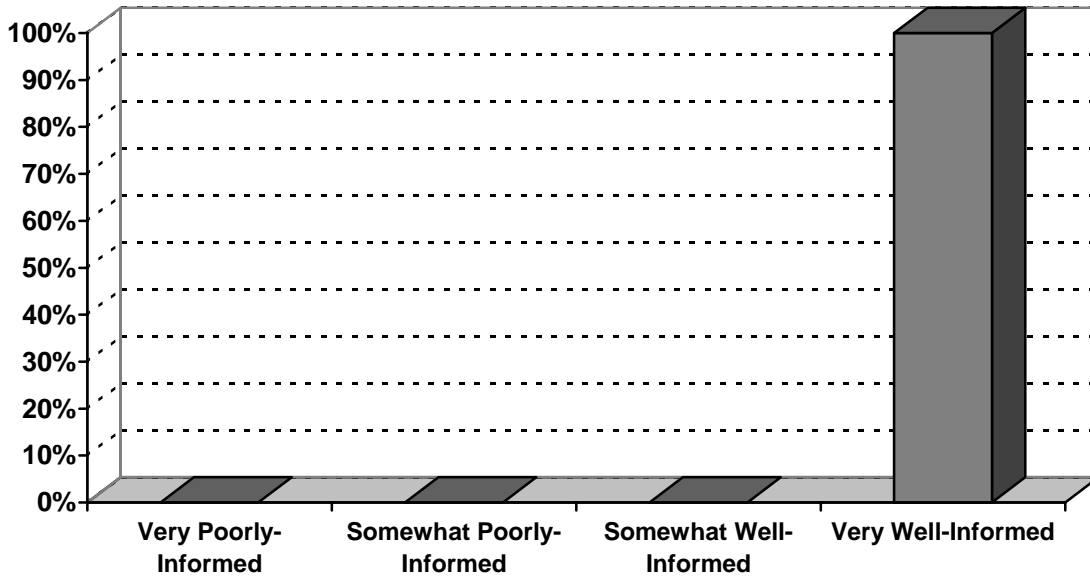


County School Data

How would you characterize the feedback and communication about referrals provided by the TDSW program?
Harrison County (n = 14)

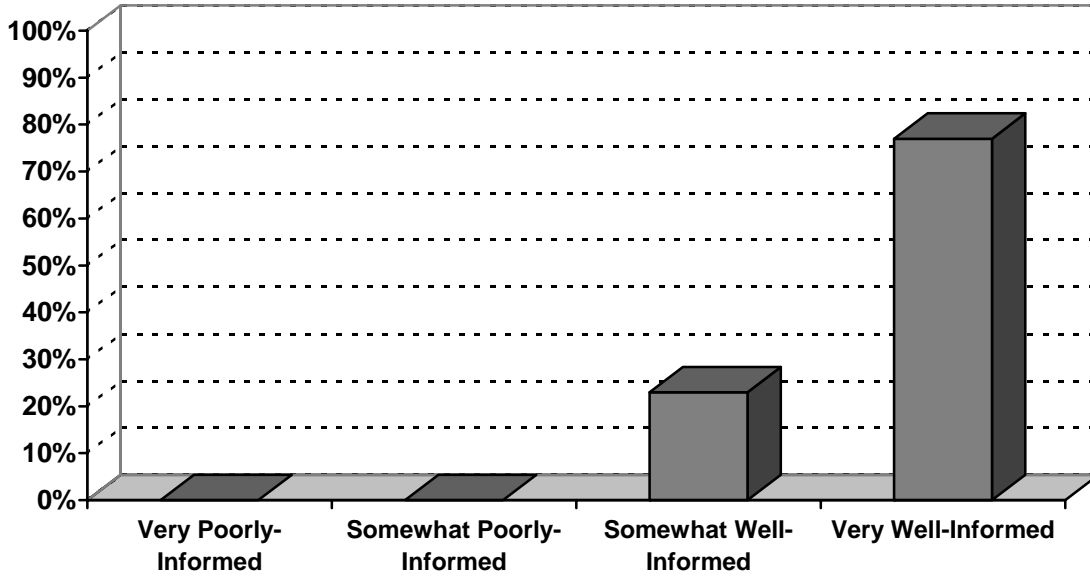


How would you characterize the feedback and communication about referrals provided by the TDSW program?
Logan County (n = 10)

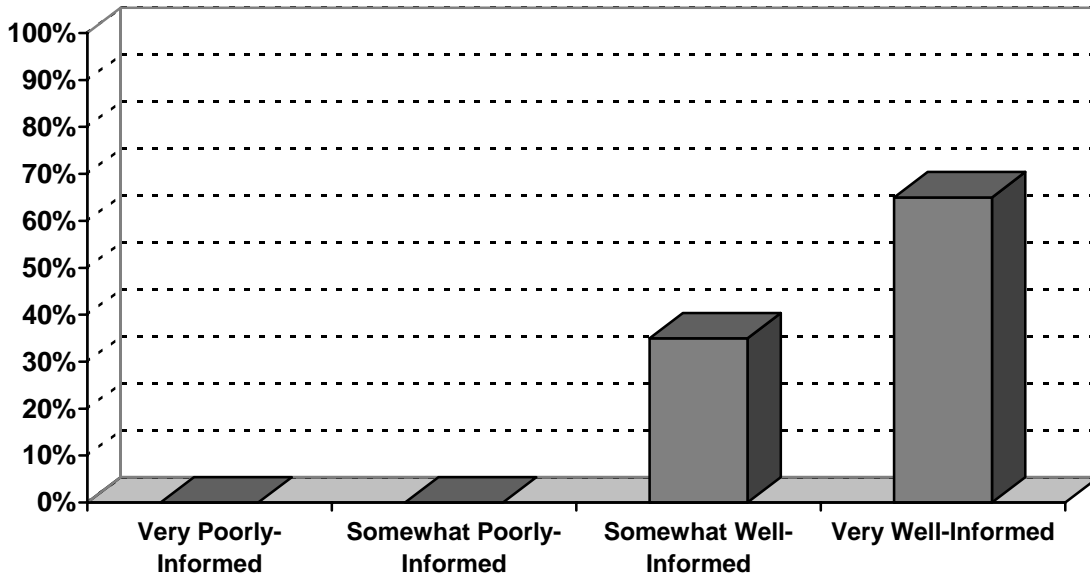


County School Data

How would you characterize the feedback and communication about referrals provided by the TDSW program?
Marion County (n = 13)

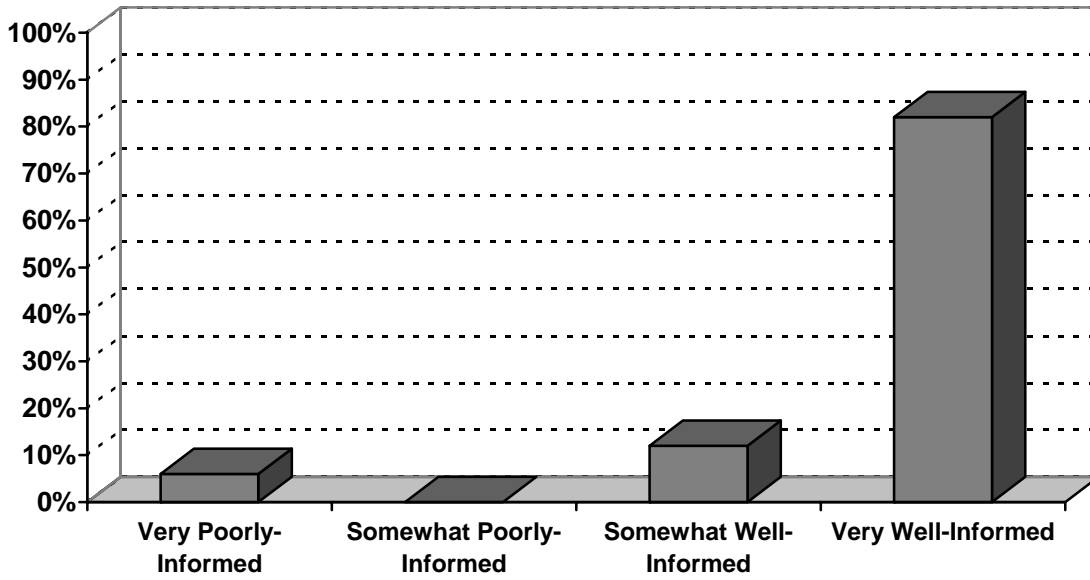


How would you characterize the feedback and communication about referrals provided by the TDSW program?
Mercer County (n = 17)

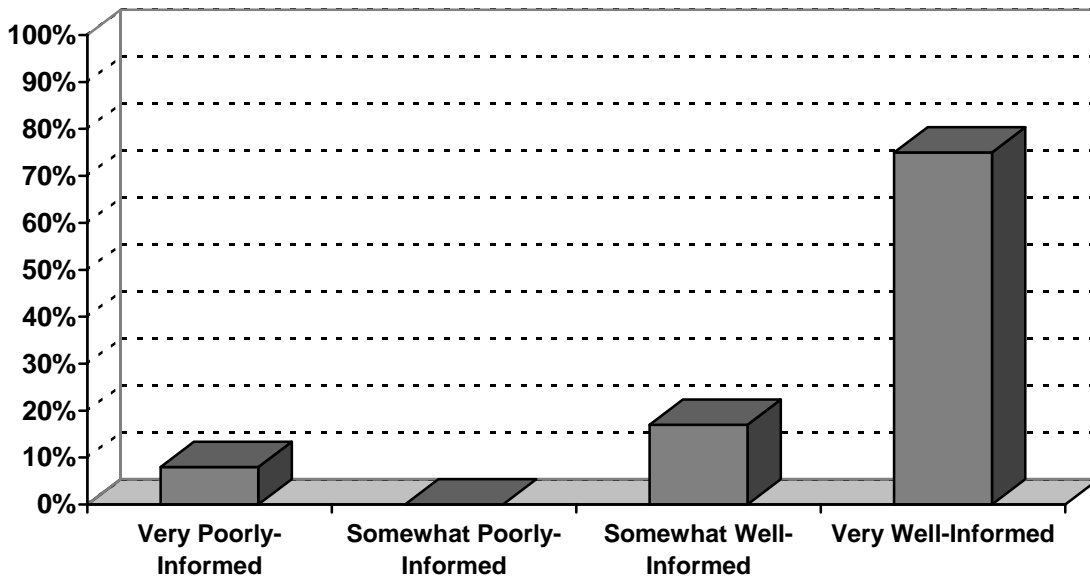


County School Data

How would you characterize the feedback and communication about referrals provided by the TDSW program?
Monongalia County (n = 17)

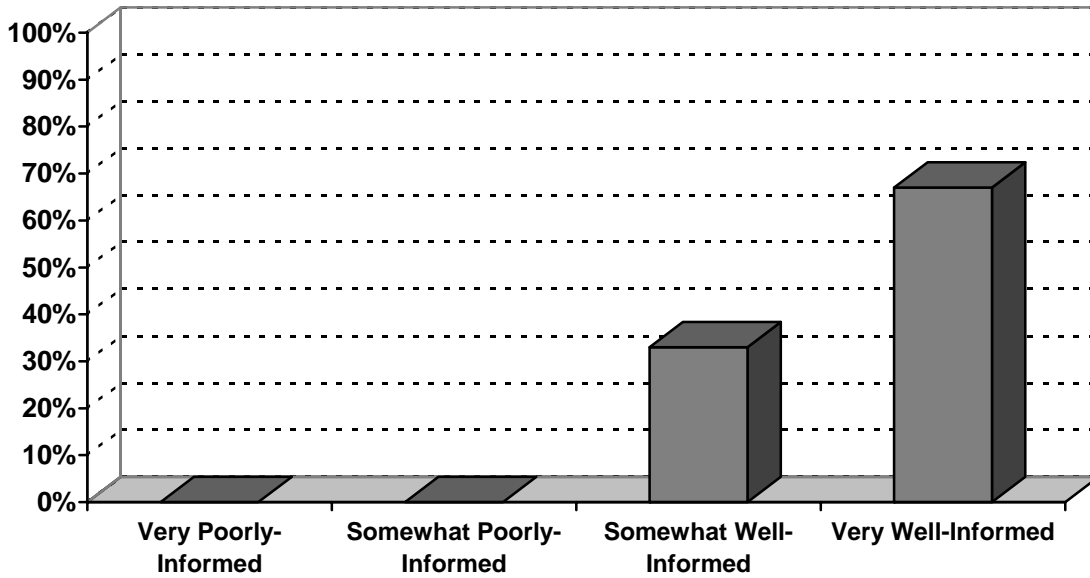


How would you characterize the feedback and communication about referrals provided by the TDSW program?
Putnam County (n = 112)

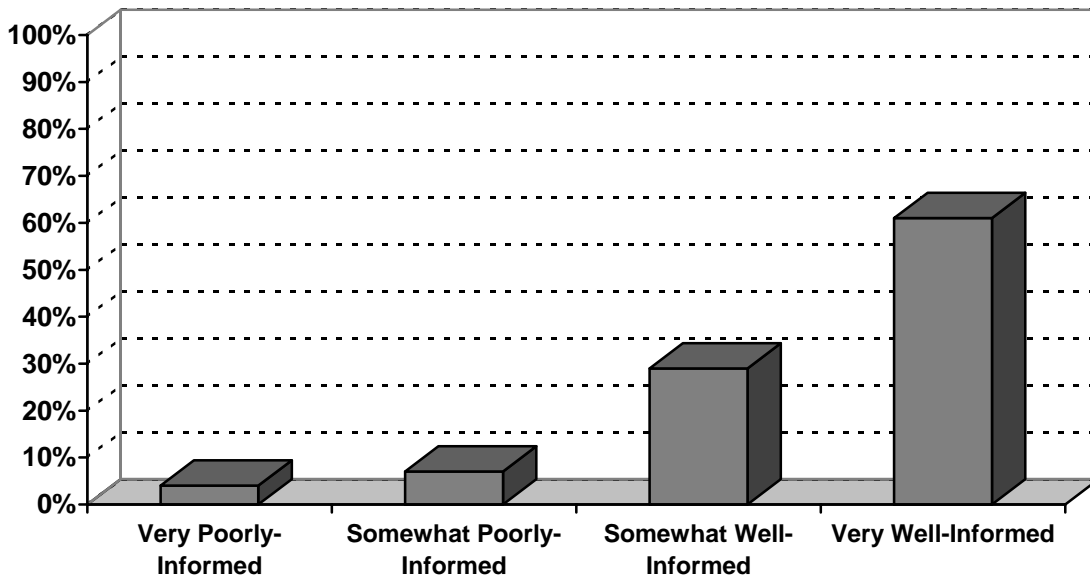


County School Data

How would you characterize the feedback and communication about referrals provided by the TDSW program?
Raleigh County (n = 21)

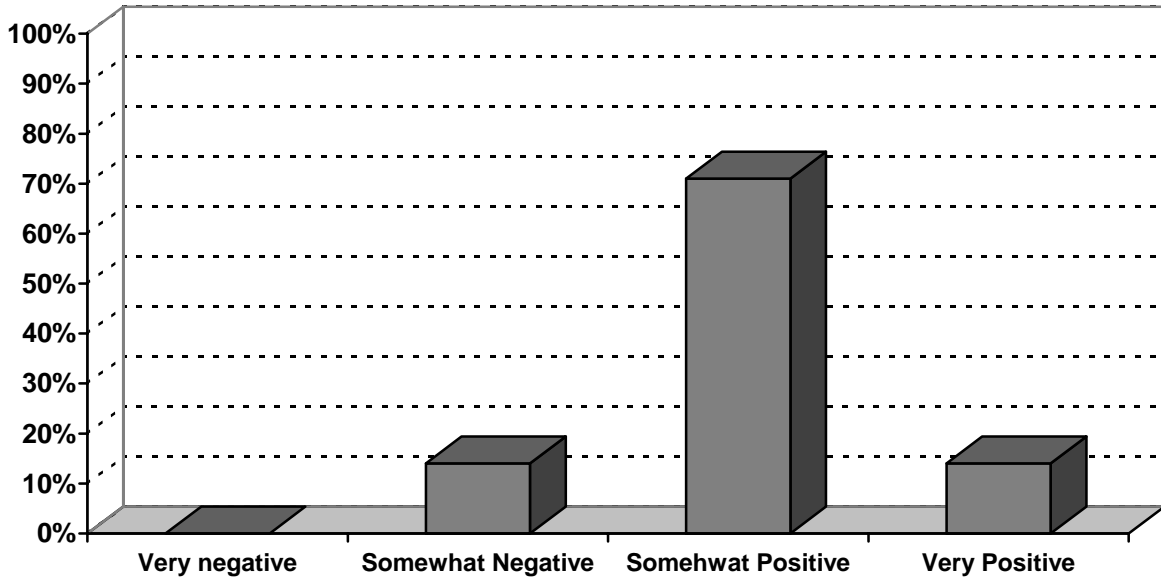


How would you characterize the feedback and communication about referrals provided by the TDSW program?
Wood County (n = 28)

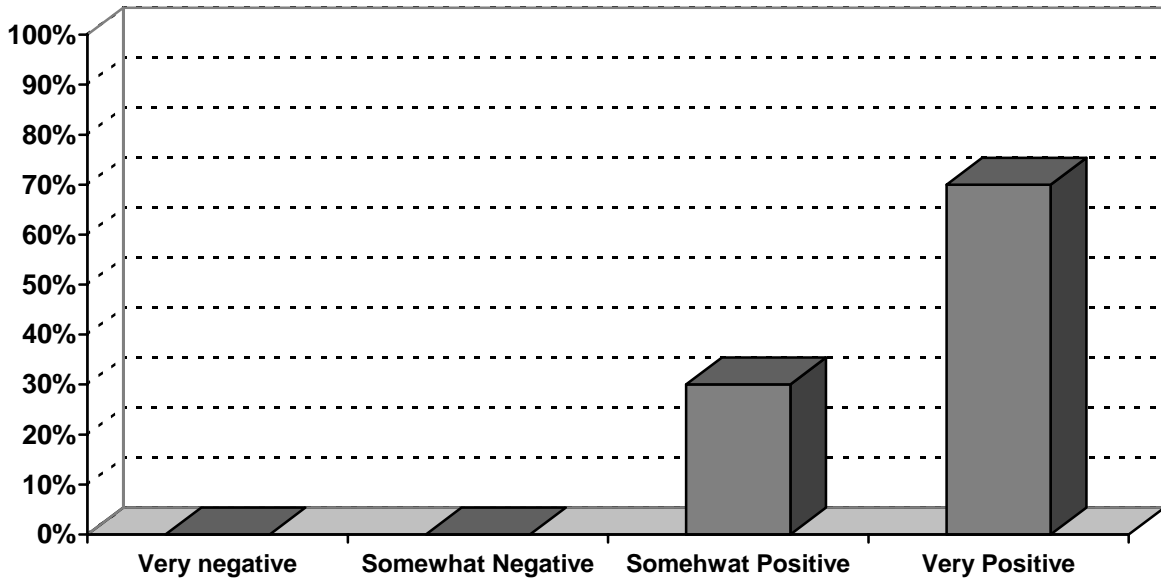


County School Data

How do you perceive the referred student's response to the TDSW program?
Harrison County (n = 14)

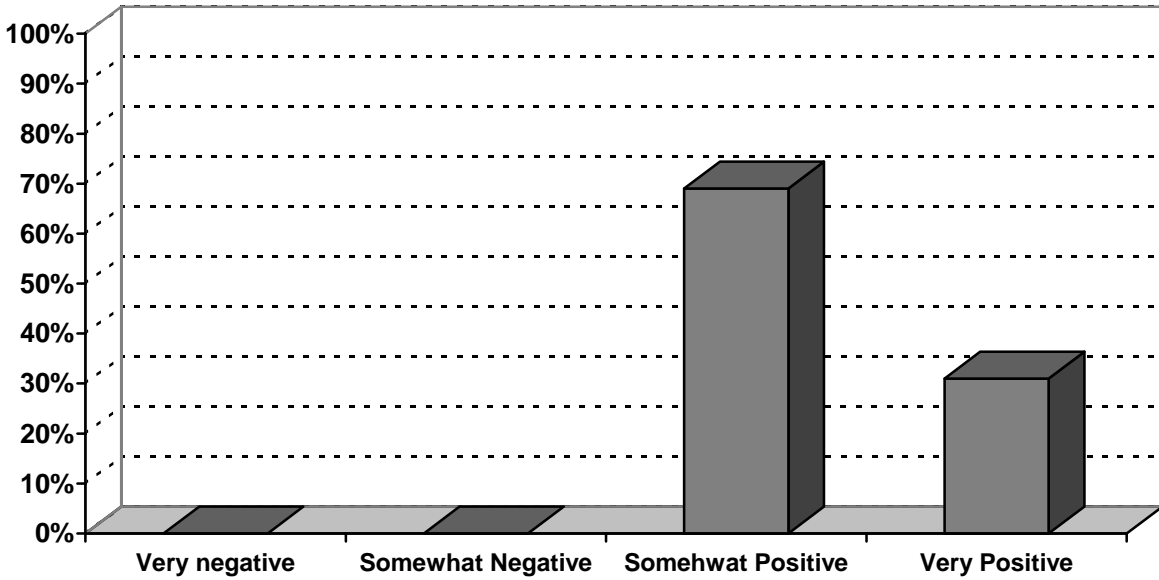


How do you perceive the referred student's response to the TDSW program?
Logan County (n =10)

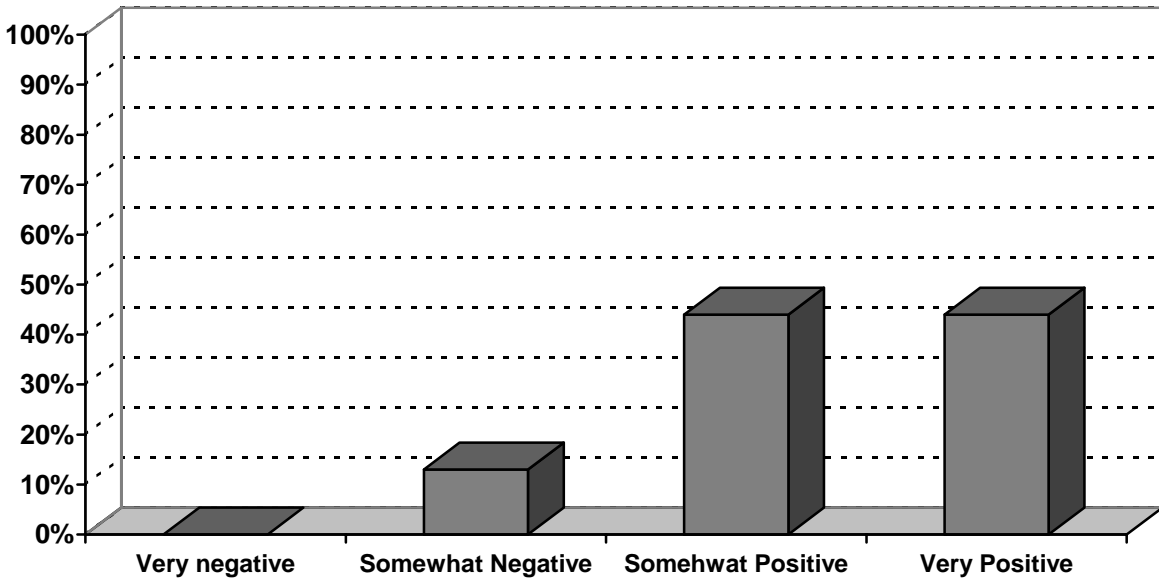


County School Data

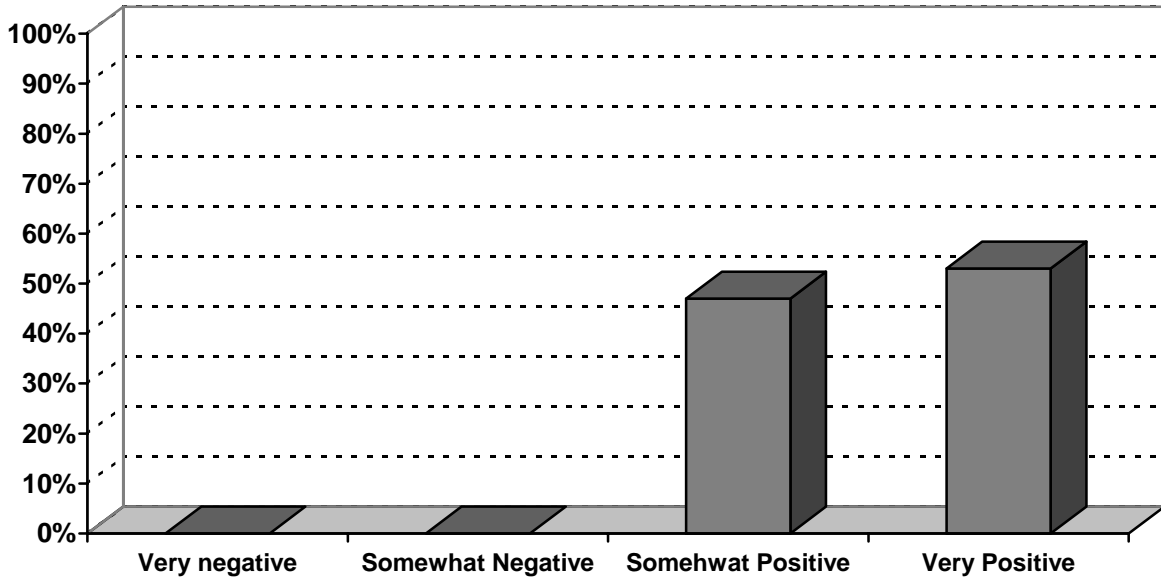
How do you perceive the referred student's response to the TDSW program?
Marion County (n = 13)



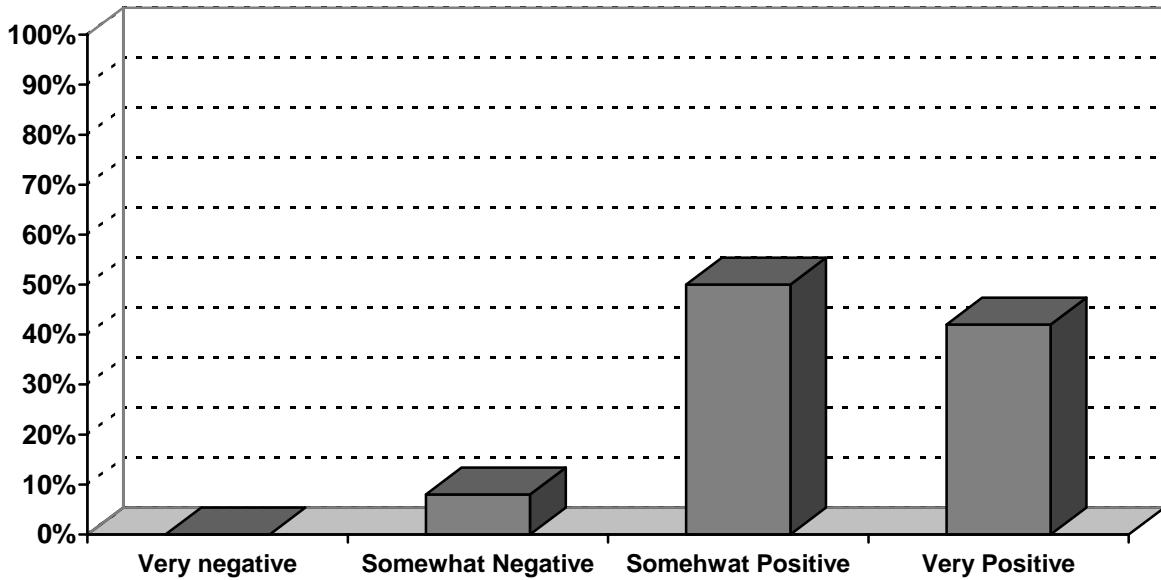
How do you perceive the referred student's response to the TDSW program?
Mercer County (n = 16)



How do you perceive the referred student's response to the TDSW program?
Monongalia County (n =17)

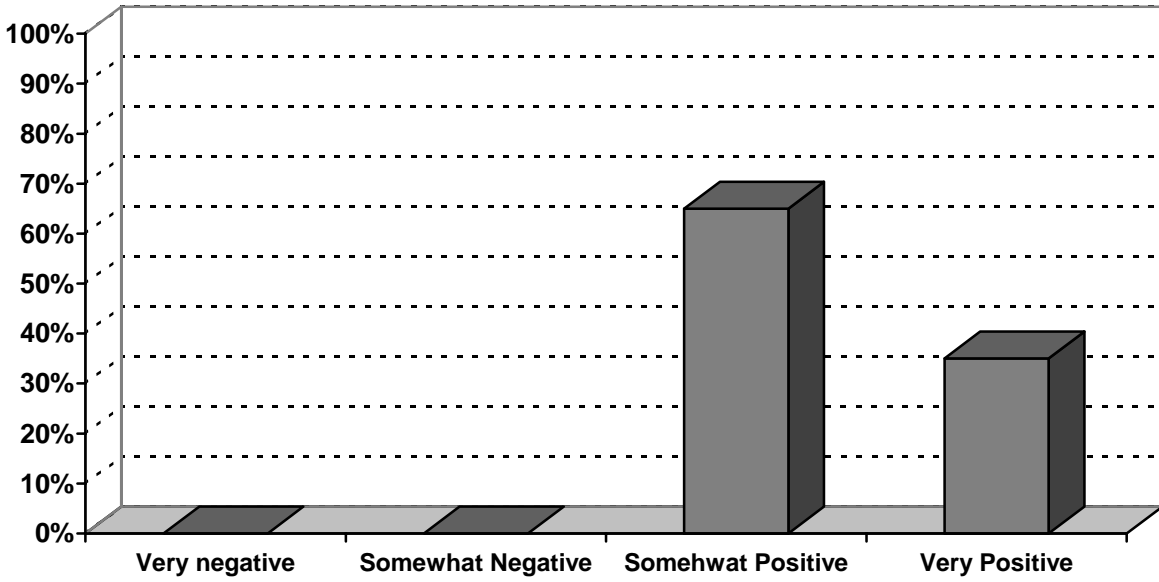


How do you perceive the referred student's response to the TDSW program?
Putnam County (n =12)

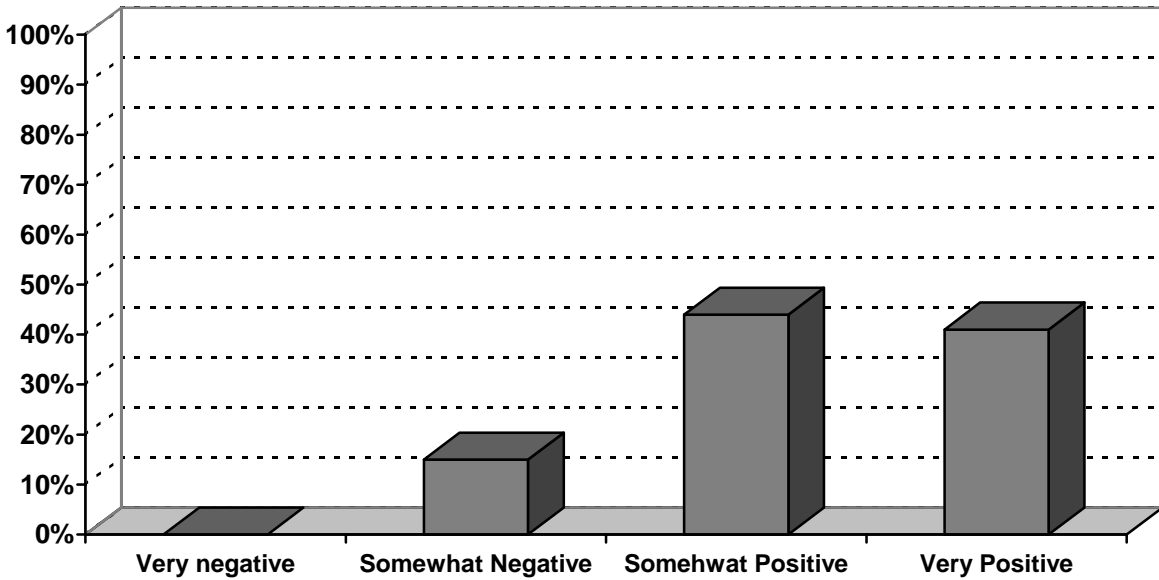


County School Data

How do you perceive the referred student's response to the TDSW program?
Raleigh County (n =20)

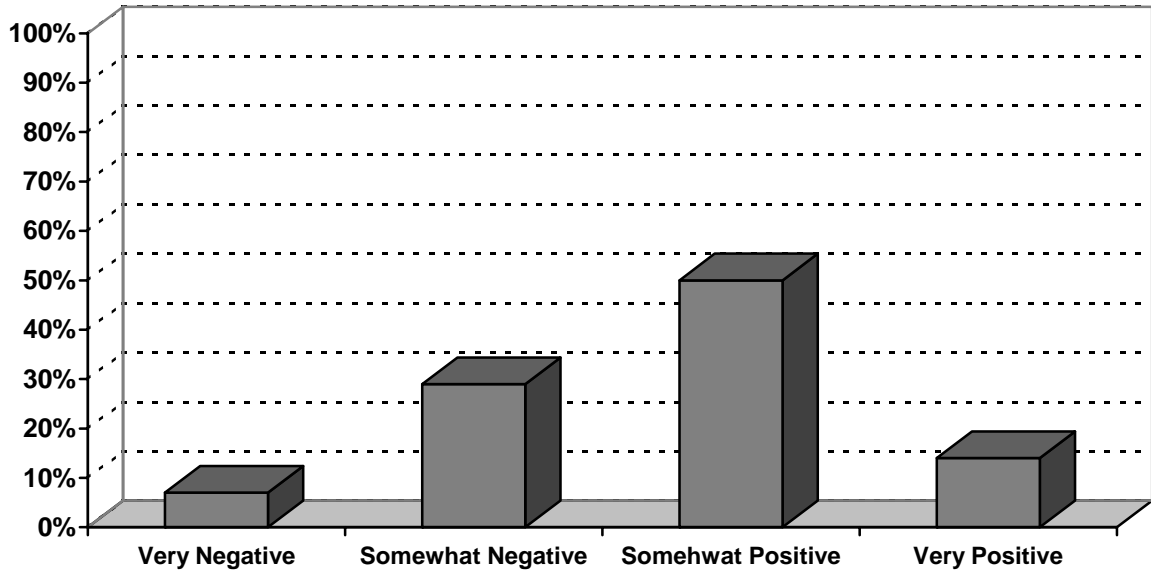


How do you perceive the referred student's response to the TDSW program?
Wood County (n =27)

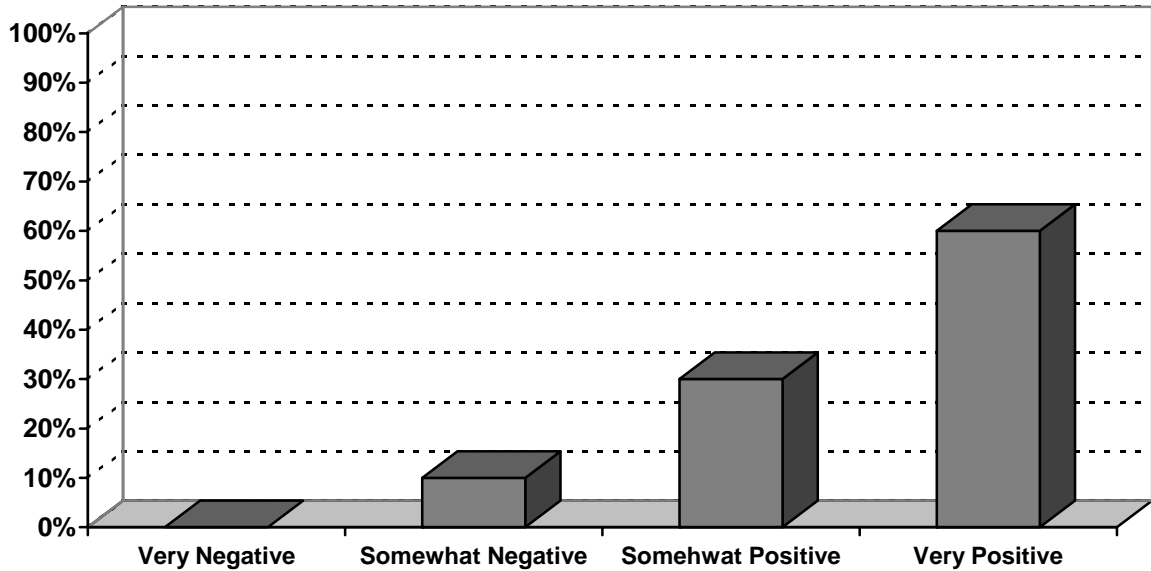


County School Data

How do you perceive the response of the parents of students referred to the TDSW program?
Harrison County (n = 14)

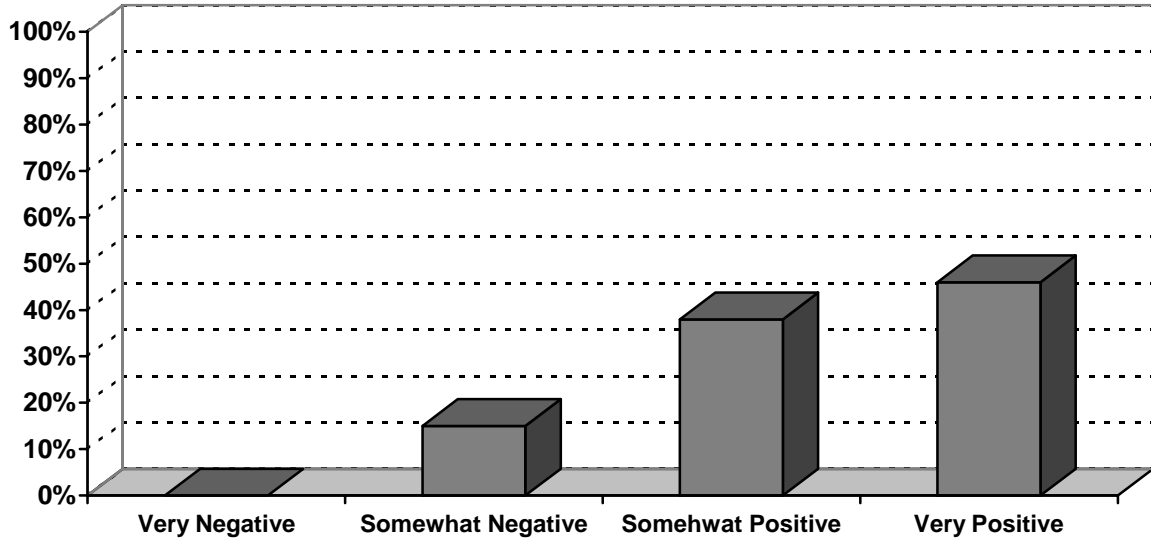


How do you perceive the response of the parents of students referred to the TDSW program?
Logan County (n = 10)

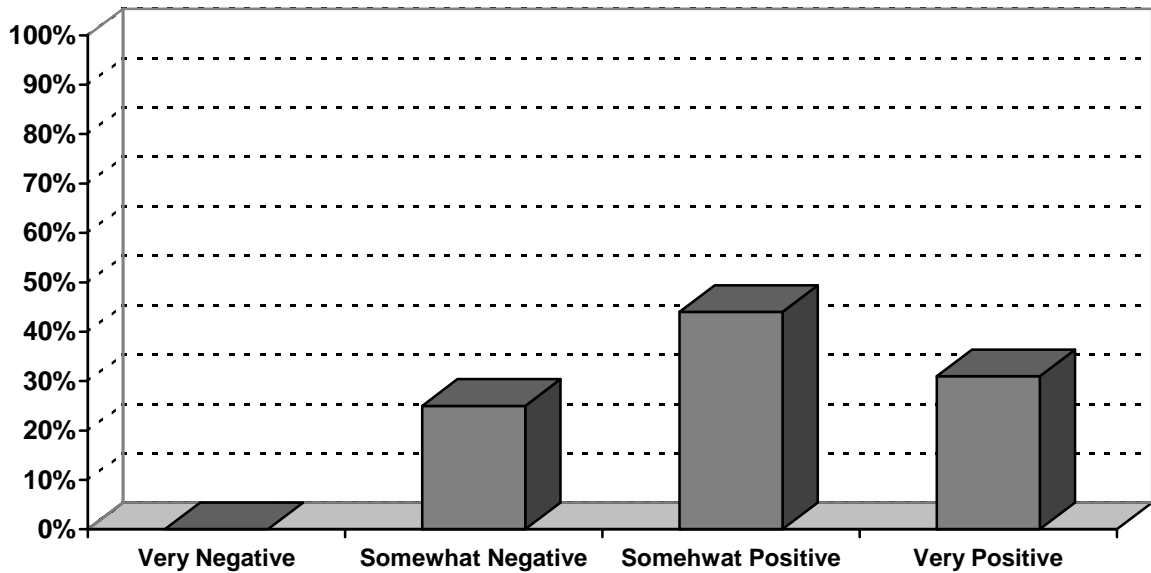


County School Data

How do you perceive the response of the parents of students referred to the TDSW program?
Marion County (n = 13)

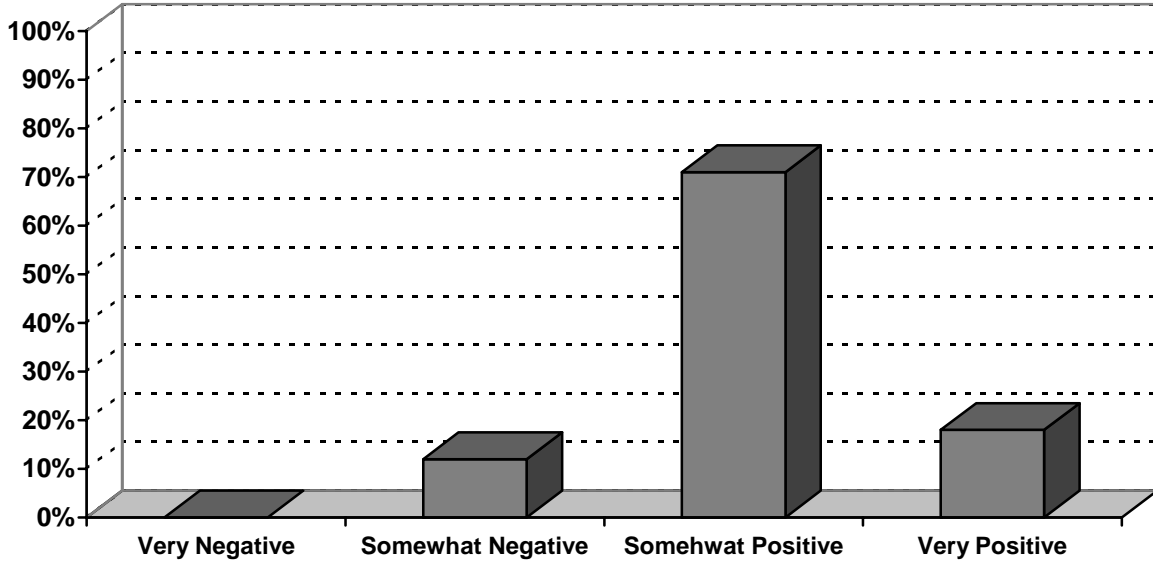


How do you perceive the response of the parents of students referred to the TDSW program?
Mercer County (n = 16)

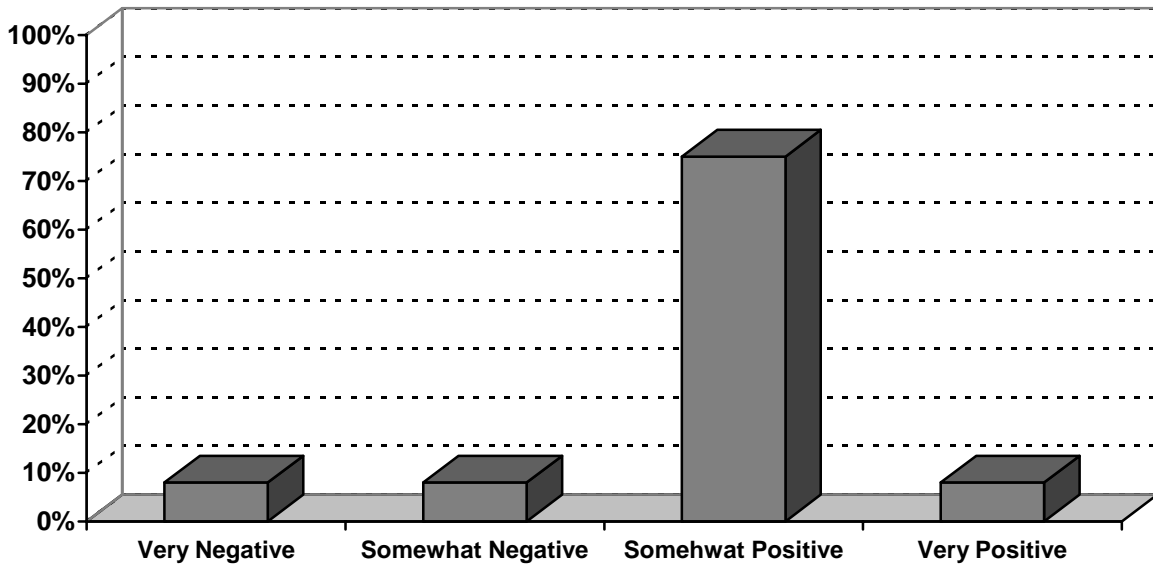


County School Data

How do you perceive the response of the parents of students referred to the TDSW program?
Monongalia County (n = 17)

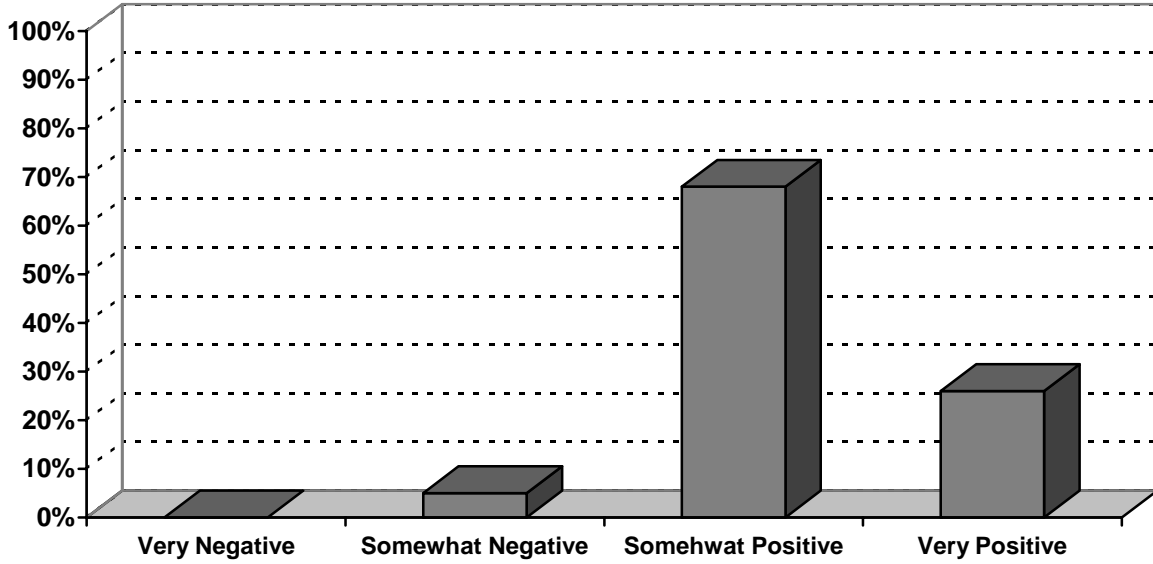


How do you perceive the response of the parents of students referred to the TDSW program?
Putnam County (n = 12)

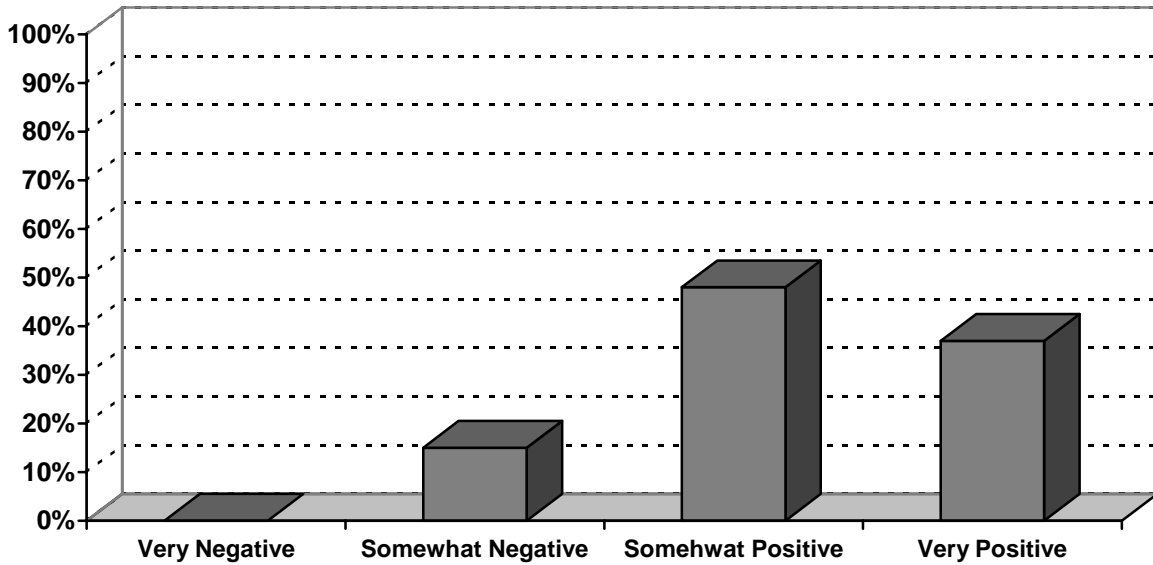


County School Data

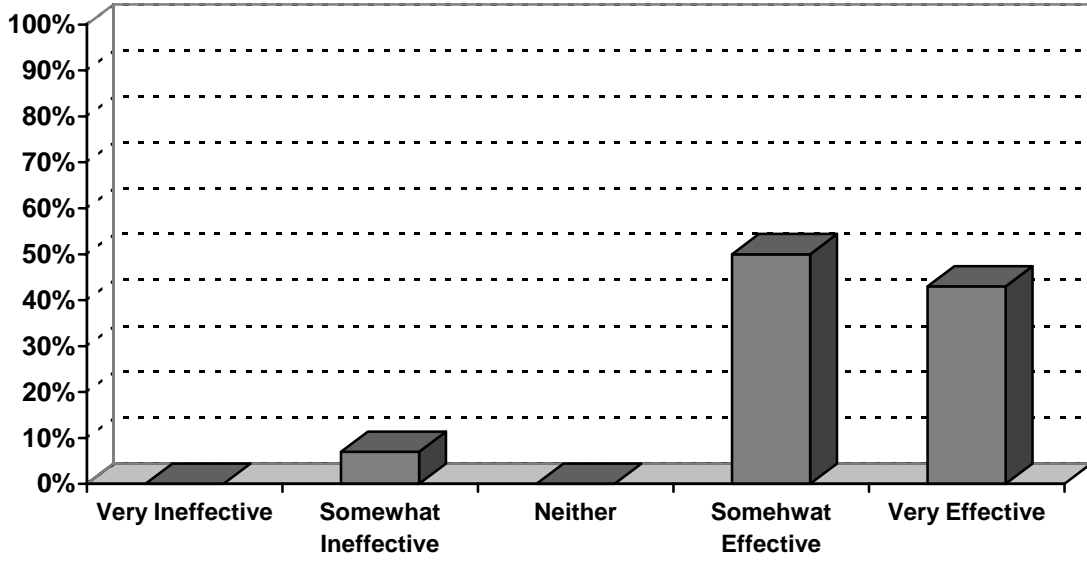
How do you perceive the response of the parents of students referred to the TDSW program?
Raleigh County (n = 19)



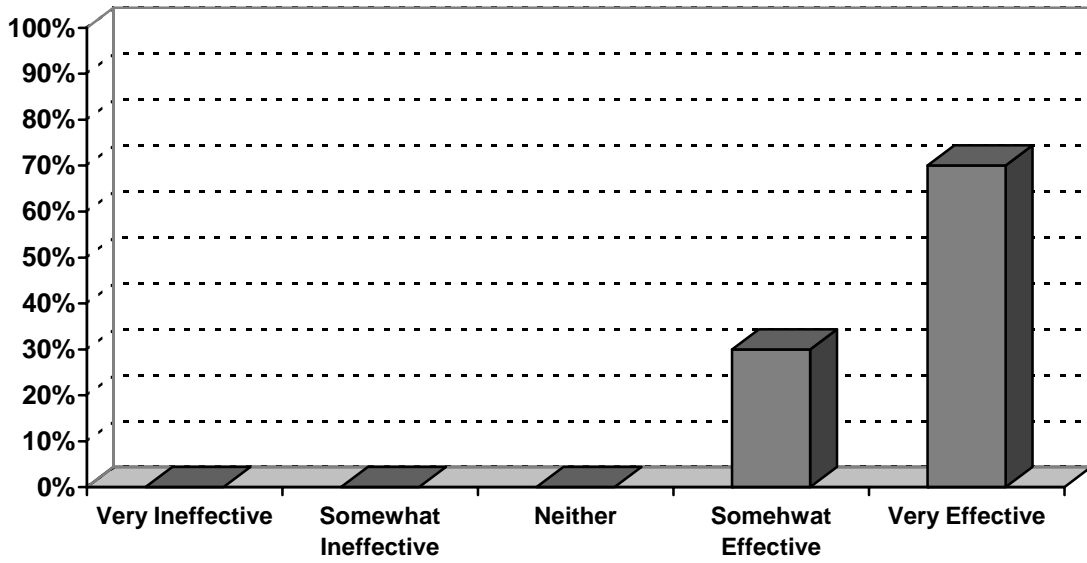
How do you perceive the response of the parents of students referred to the TDSW program?
Wood County (n = 27)



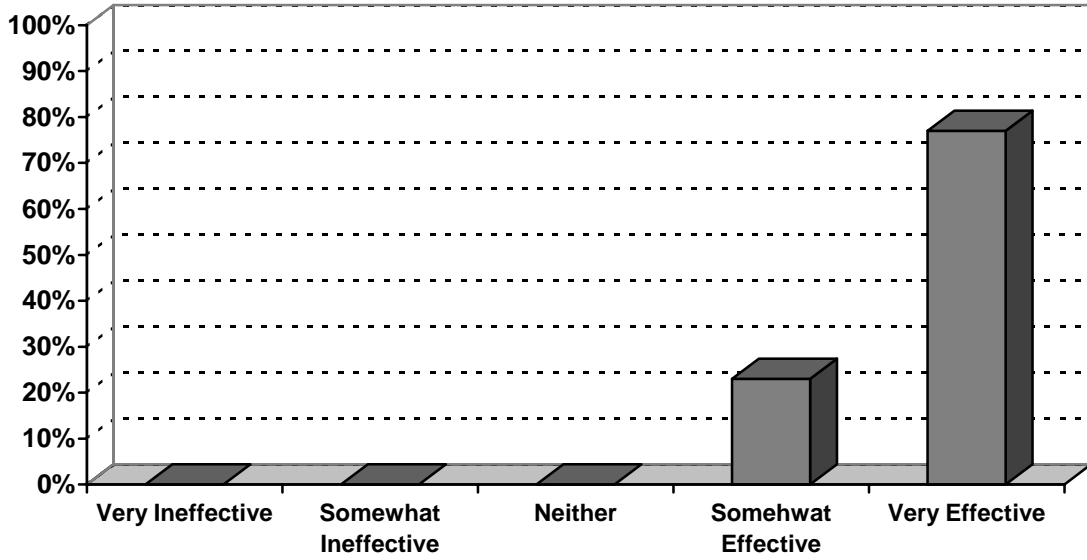
Overall, how would you rate the TDSW program?
Harrison County (n = 14)



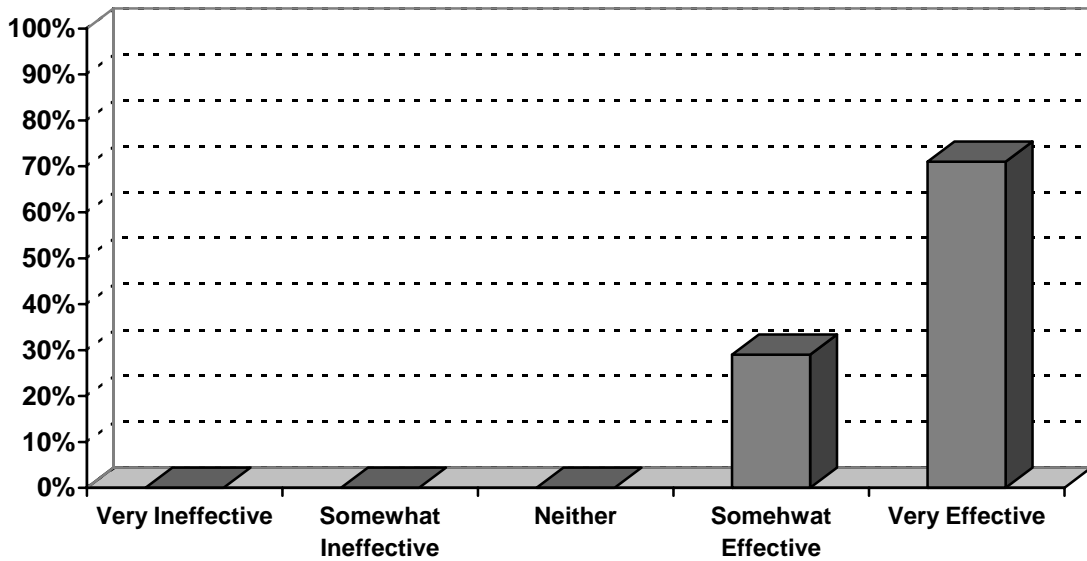
Overall, how would you rate the TDSW program?
Logan County (n = 10)



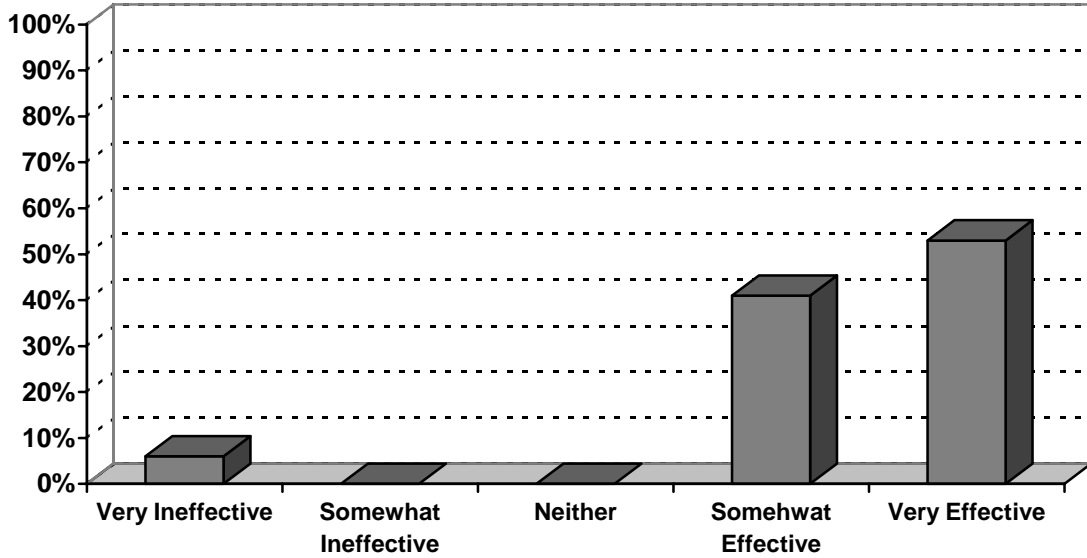
Overall, how would you rate the TDSW program?
Marion County (n = 13)



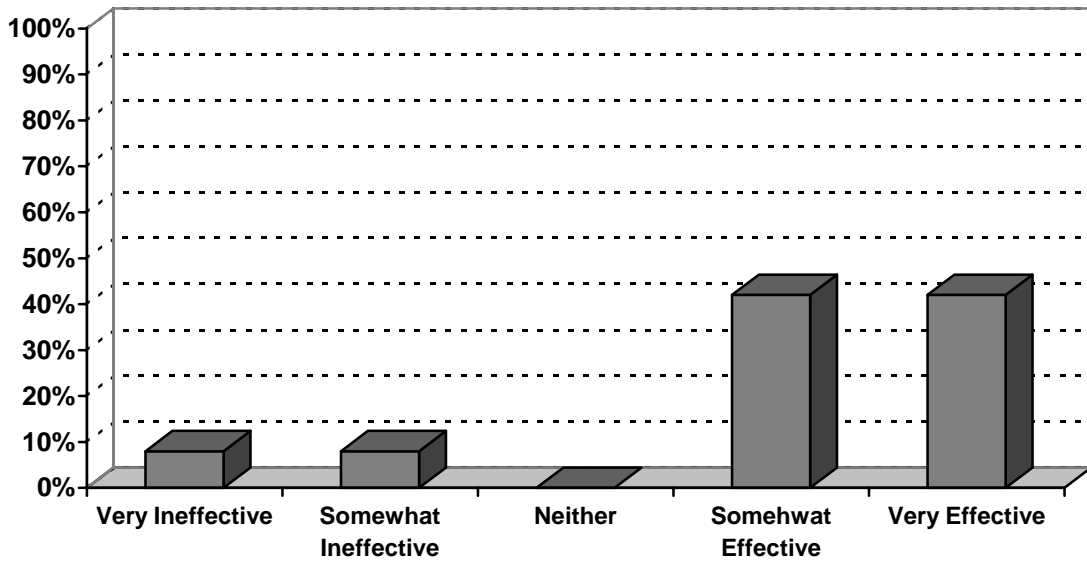
Overall, how would you rate the TDSW program?
Mercer County (n = 17)



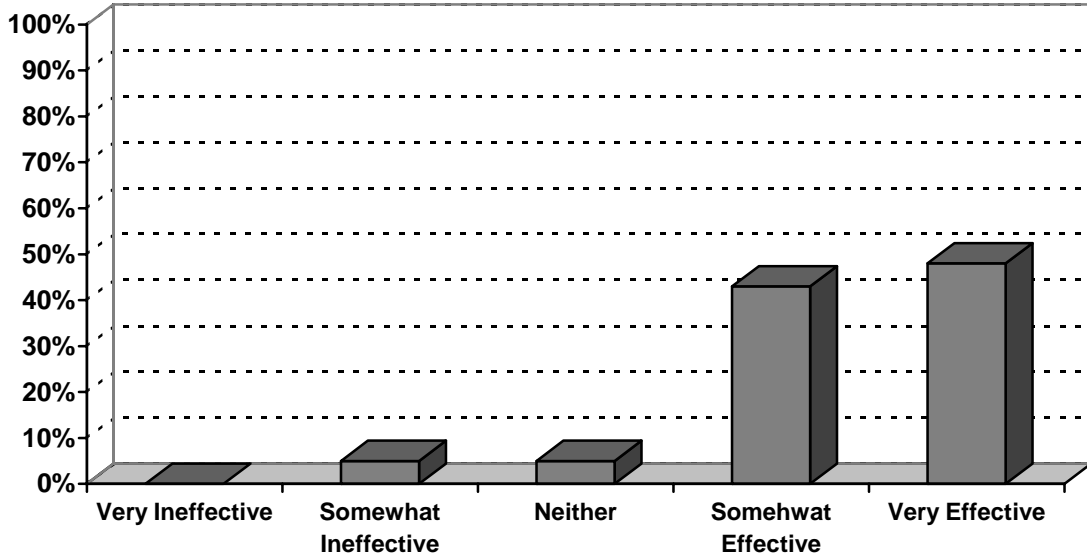
Overall, how would you rate the TDSW program?
Monongalia County (n = 17)



Overall, how would you rate the TDSW program?
Putnam County (n = 12)



Overall, how would you rate the TDSW program?
Raleigh County (n = 21)



Overall, how would you rate the TDSW program?
Wood County (n = 29)

