


# UPDATE

# Special Education

# Audit

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School Committee Presentation  
April 5, 2021



# Follow-Up

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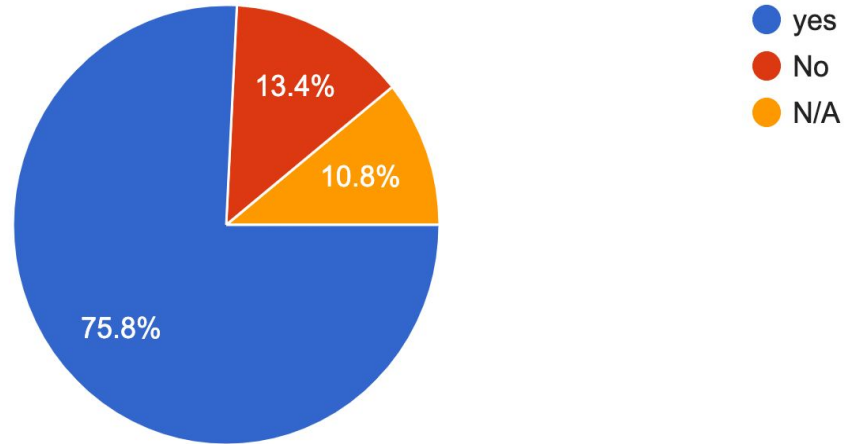
- ❖ Call Center was set up to follow up with families
- ❖ Calls were made from the Special Education Office
- ❖ Calls were made from 4pm to 7pm
- ❖ Calls were made Tuesday/ Wednesday/ Thursday nights.
- ❖ Translation services were used for families requiring translation services.

# Response Rates

- ❖ Original Response Rate- 54%
- ❖ Current Response Rate- 93.4%
- ❖ Total of 760 families answered the survey
- ❖ 47 families did not want to complete the survey and asked not to be called back
- ❖ 166 students not in system from last spring
- ❖ 57 Students Graduated
- ❖ 18 Students Dropped Out
- ❖ 17 Families with non working numbers
- ❖ 24 Families were not able to be contacted- all families received at least 6 calls at various times of day & from various staff

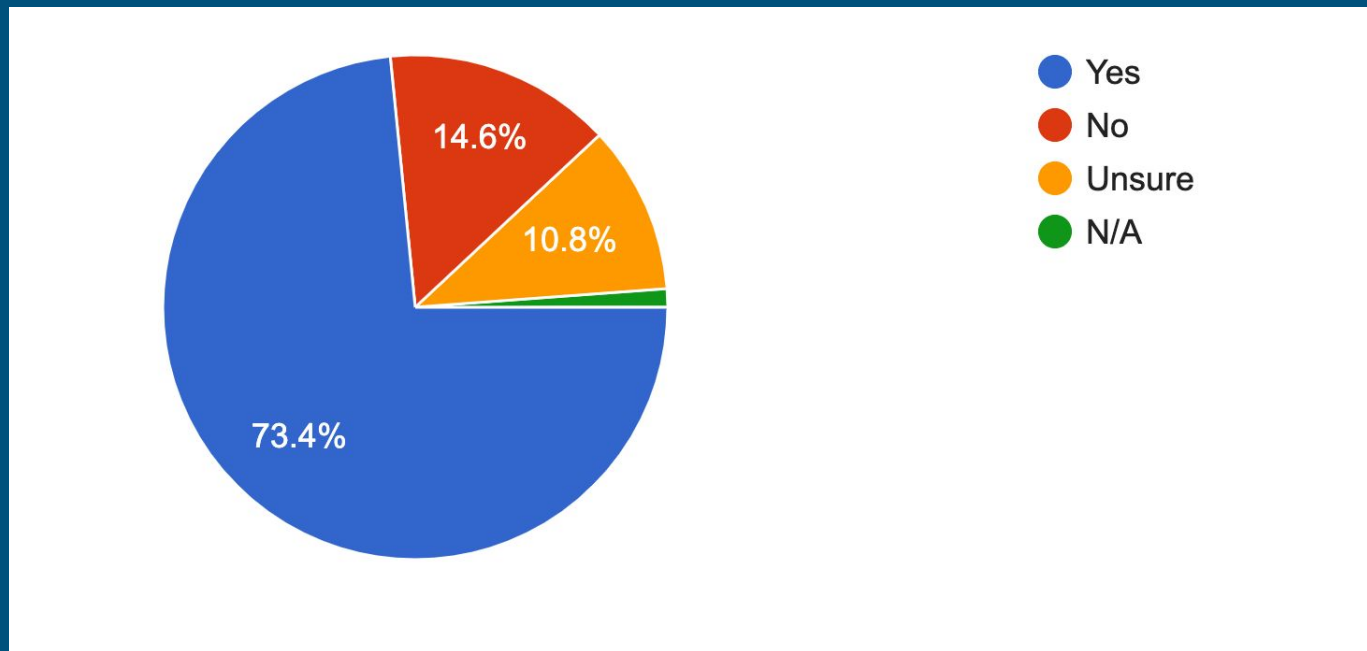
# Responses

## Verification of Emails



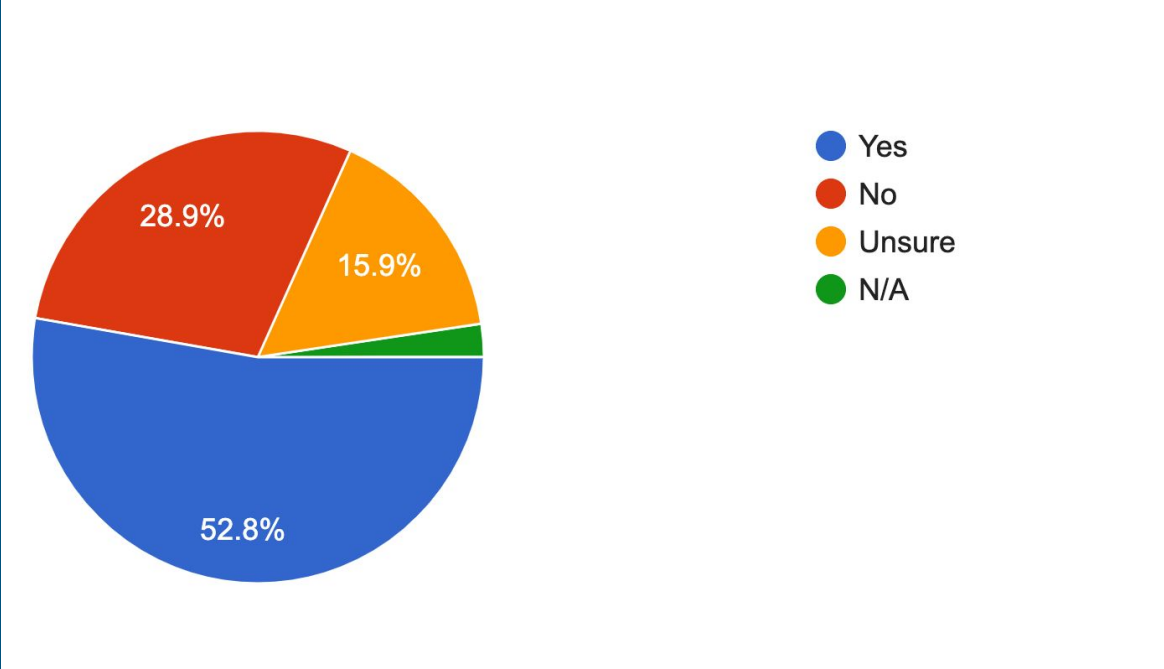
Previous- 79.7% correct 16.6 % incorrect

Did your child received a remote learning plan last spring?



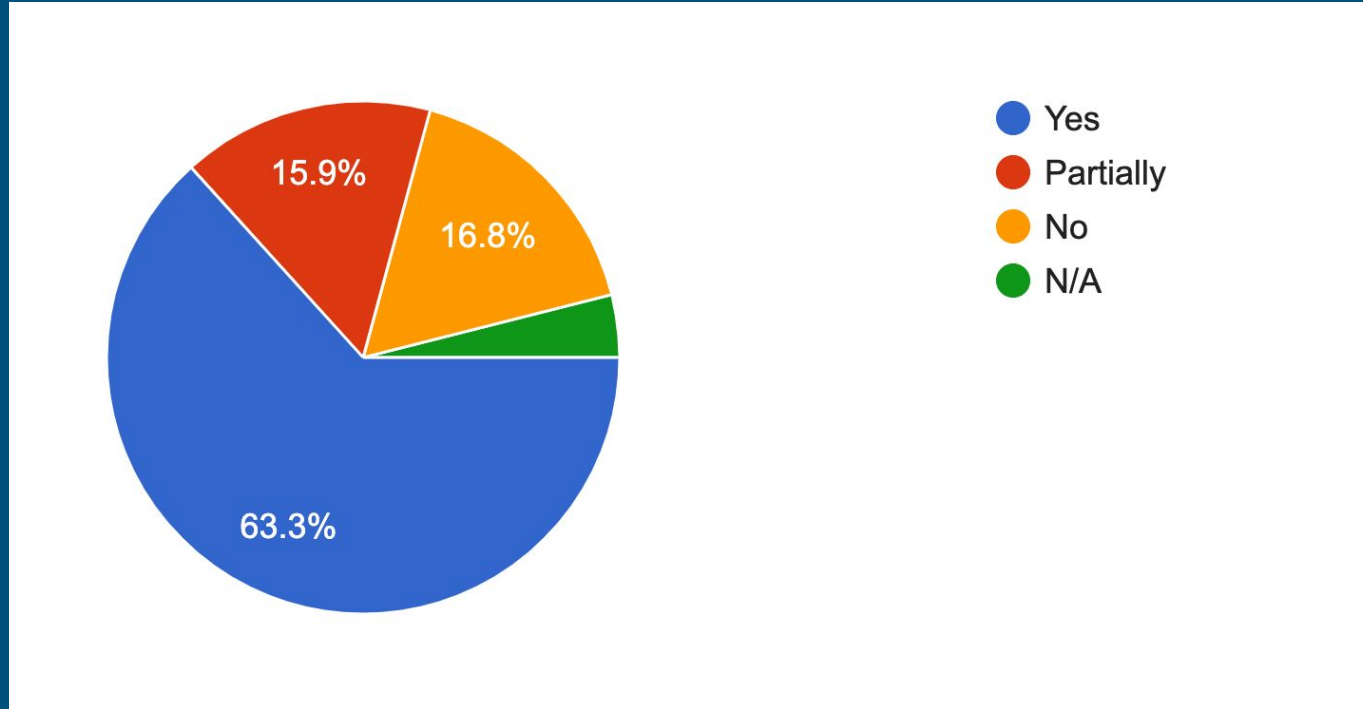
Previous 73.9% yes 18.2% no

# Did someone from the school call you to discuss the remote learning plan before it was sent home?



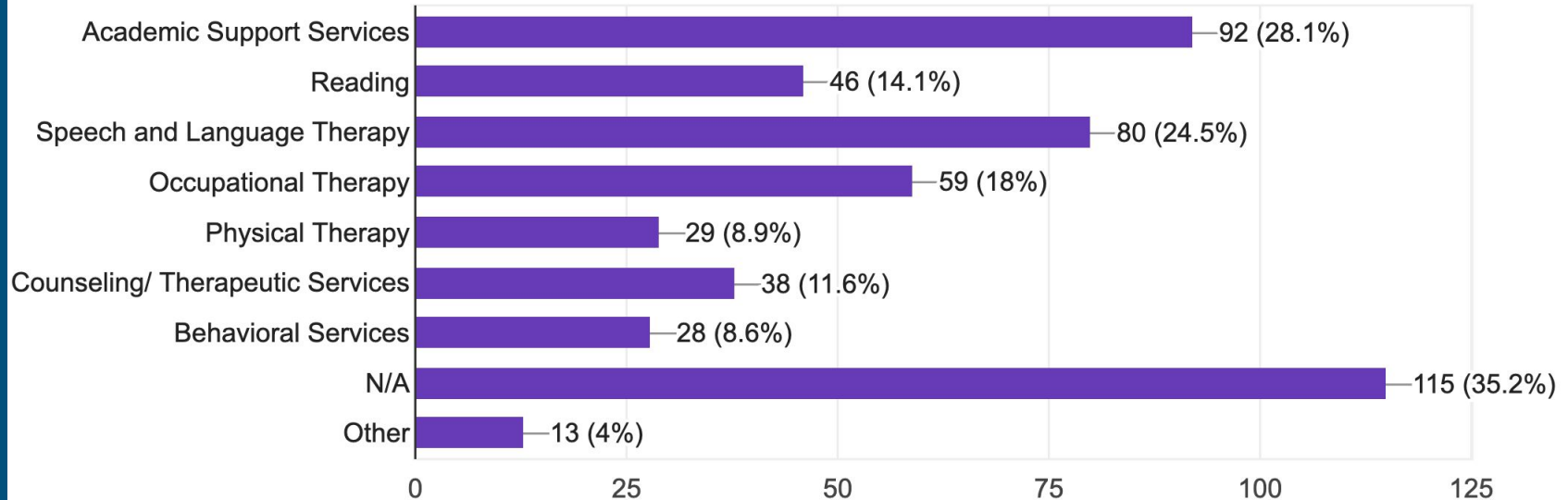
Previous 54.7% yes, 33.4% no, 10.6% unsure

Do you believe your child received the services outlined in their plan?



Previous 60.4% yes, 17.5% Partially, 20.4% no

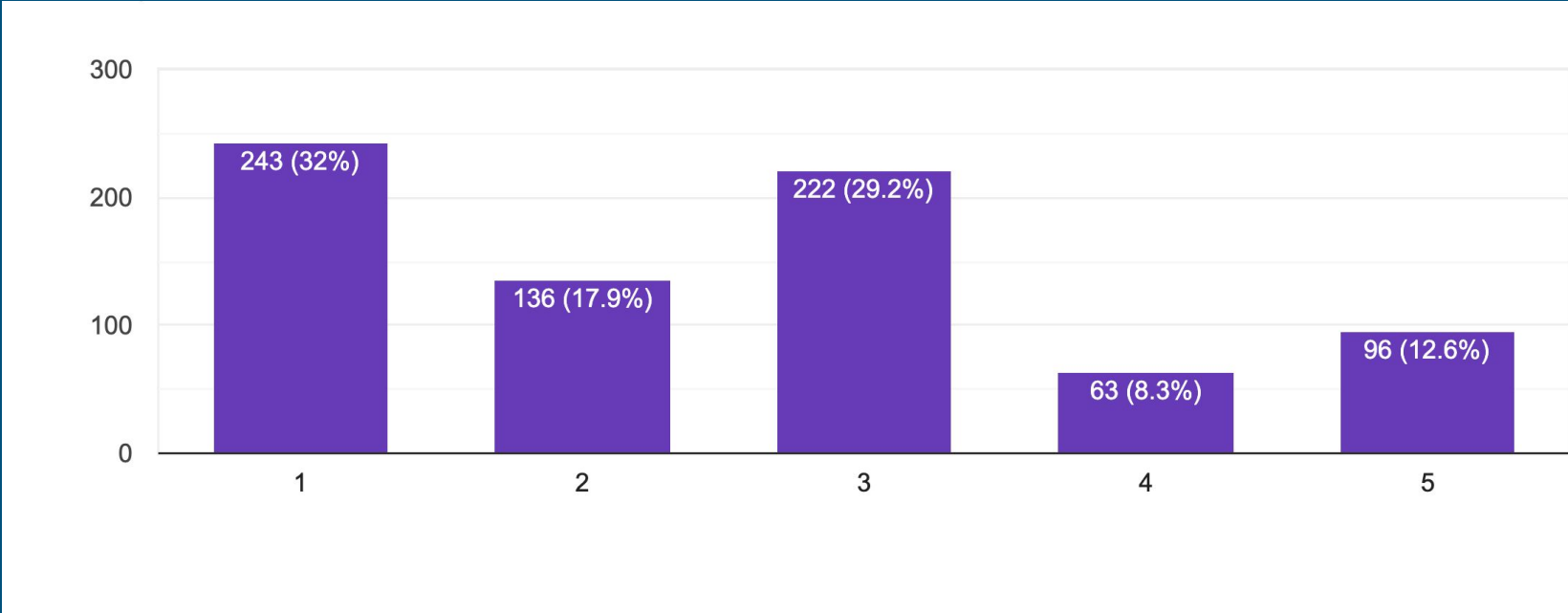
## What services do you believe were missed?



Previous - S & L 39.8%, Academic Support 36.6%, OT 25.7%, Reading 22%

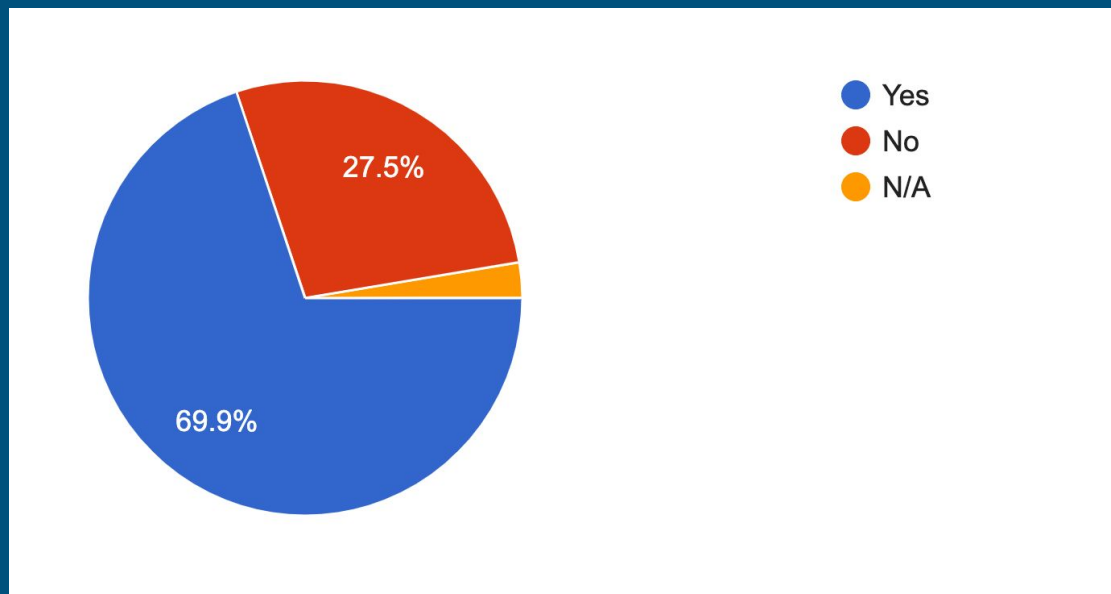


How satisfied were you last spring with Malden's Remote Learning offerings? On a scale of 1-5, 1 being the very satisfied, 5 not at all



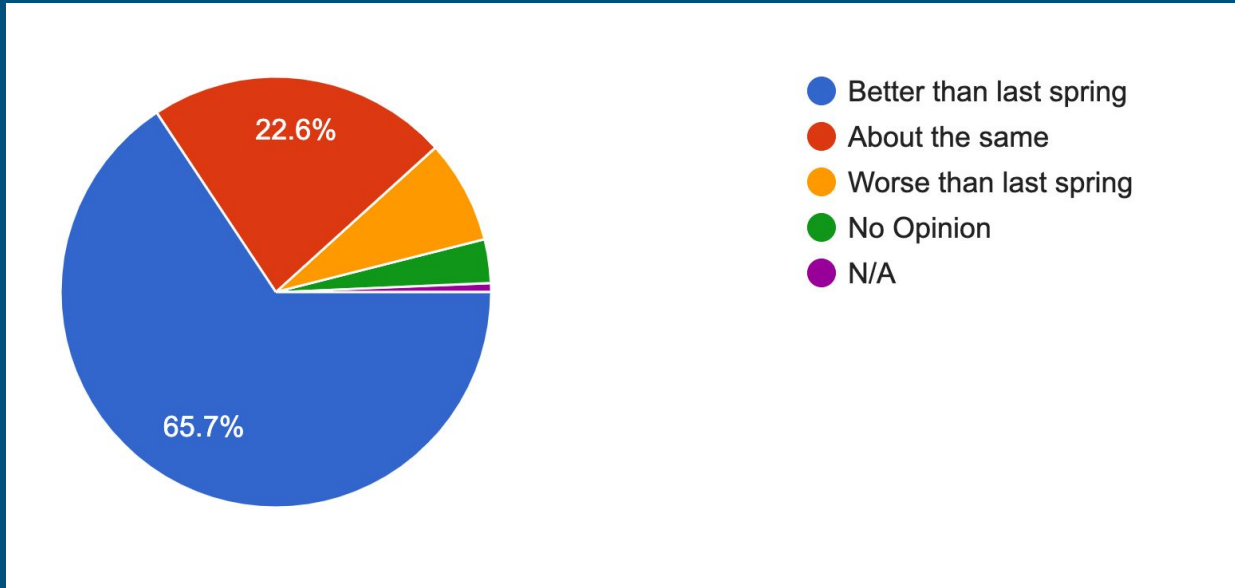
Previous 1- 31.4%, 2- 17%, 3- 29%, 4-47%, 5-14.1%

Did you receive an individualized COVID-19 Special Education Learning Plan this fall?



Previous- Yes 60.6%, 36.6% No

# Please rate how you feel about fall remote services.



Previous 65% Better, 22.1% Same, 8.6% Worse

# Special Thanks!!

- ★ Alison Pagliuca
- ★ Liz Smith
- ★ Heather Whittington
- ★ Lisa Keene
- ★ Caterina Christodoulou
- ★ Sarah Meyer
- ★ Kymberly Bryson