



**Out of School Time (OST):  
Enrichment Overlay**

**CCC Enrichment Overlay System Satisfaction Survey**

*(Completed by Overlay Provider not OST Site staff)*

Please **darken** the circle under the most appropriate response to each of the following:

**1=Strongly Disagree, 2=Disagree, 3=Not Sure, 4=Agree, 5=Strongly Agree**

<b>Course Design</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Considering all of the expectations you may have had about the contracting your service(s) with CCC, to what extent has the system met your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Course Implementation</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
2. The OST site receiving the overlay program followed through with their contractual obligations as outlined by CCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. CCC staff was attentive to our staff assisting in establishing a strong collaboration between our team as Overlay Providers and the OST site staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Customer Service: CCC staff made themselves available for questions and concerns during the program implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Overall Experience and Future Aspirations</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
5. As an Overlay Provider, we are likely to submit future overlay proposals to CCC for potential contracting of services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The service relationship provided by CCC was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please comment on any responses which you rated a 1 or 2.

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8. What did you like most about the Enrichment Overlay System RFP process and service coordination?

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9. What improvements would you recommend to the Enrichment Overlay System committee about the RFP process and service coordination? How can we better serve Overlay Providers?

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***Thank you for your feedback!***