Responses to CHCCS COVID-19 Dashboard Survey - November 8-22, 2022

Throughout the pandemic, CHCCS has tracked and shared COVID-19 cases reported in schools and administrative buildings. In November 2022, the district conducted a survey to learn how parents and employees are using our COVID-19 Dashboard launched earlier that year. Thanks to feedback from 977 respondents, we are already taking steps to expand communications about COVID-19 data, beginning with providing detailed numbers in News and Notes (a weekly message to employees and families). Survey responses will help guide how we share updates and resources to meet the needs of families and staff.

The COVID-19 Dashboard Survey asked about strengths and benefits of the dashboard, ways to improve the site and frequency of use.

Strengths and Benefits:
There were 455 responses to the open-ended question about the dashboard's strengths and benefits. Of the responses, the word cloud shows the most common terms respondents used to describe the dashboard's strengths:

Respondents used these terms to describe the dashboard's strengths: "case numbers" (121); "keep informed" (44); "updated" (21); "transparent" (21); "help make decisions" (20); "trends" (17); "easy to use" (7); "clarity" (4); "timeline"; and "tracking" (4); "central source" (3); "organized" (3); "protocols" (3); "resources" (3); and "undercount" (3).
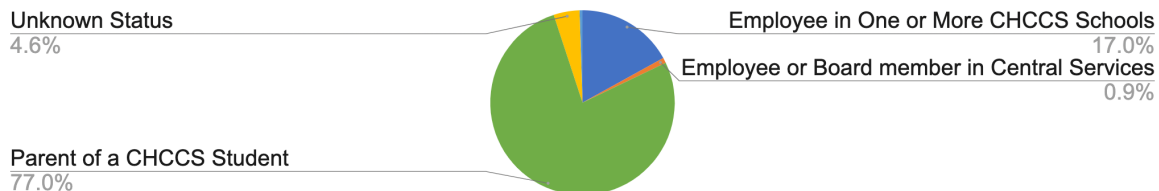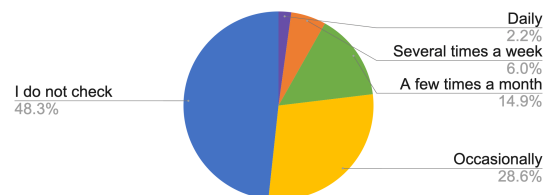
Areas for Improvement:
There were 389 responses to the open-ended question about how to improve the dashboard.
Below are excerpts of the most common responses:

- Update more frequently
- Post more accurate case numbers
- Send alerts when dashboard is updated
- Increase awareness of dashboard/publicize more frequently
- Share link more often/didn't know it existed
- Send weekly updates, dashboard link in principal and superintendent messages
- Improve mobile version of dashboard

- Simplify protocols guidance
- Bring back in-school testing/ensure people are testing
- Require masks/encourage masking
- Require reporting by staff and students
- Require vaccines for staff and athletes
- Post protocols for RSV and flu
- Clarify protocols for close contacts
- Allow students to see classrooms and participate online when they have COVID

Question 1: I am a:

Unknown Status
4.6%

Employee in One or More CHCCS Schools
17.0%

Employee or Board member in Central Services
0.9%

Parent of a CHCCS Student
77.0%

Question 2: How often do you check the CHCCS COVID-19 Dashboard?

Daily
2.2%

Several times a week
6.0%

A few times a month
14.9%

I do not check
48.3%

Occasionally
28.6%

Question 3: There are eight tabs on the dashboard, including Cases, Timeline, Testing and Protocols. How many tabs have you looked at?

Three or more
38.8%

One
41.6%

Two
19.7%