



2024/2025 SY Student Assistant Program Satisfaction Survey Results

In an ongoing attempt to improve Student Assistance Program, Westmoreland Casemanagement and Supports, Inc. developed a SAP Satisfaction Survey, and it was offered to all families who participated in an assessment with a SAP Liaison over the course of the 2024/2025 school year, specifically from Sept 2024 -March 2025. In this letter, we share with you some comments, feedback, and results from the survey.

A total of 36 surveys were completed and analyzed for the 2024/2025 school year; they were 96.03% favorable.

School Year	2024-2025
Number of SAP Surveys Completed	36
Questions	
When scheduling, was the SAP Liaison flexible in the date, time, and location of the SAP Assessment?	100.00%
Did the SAP Liaison communicate with you in a respectful manner?	97.22%
Were the resources provided to you by the SAP Liaison helpful within your community?	91.67%
Are you leaving your assessment today with a clear understanding of what the SAP process is and what the goals are for your child?	97.22%
Were recommendations and services available to your student described to you?	94.44%
Would you recommend that other families in need of services complete a SAP Assessment?	91.67%
Did you feel that your assessment was completed in privacy?	100.00%
OVERALL RESULTS	96.03%

Positive Feedback included:

- Our Liaison was absolutely amazing! She really took the time to listen to me and my child's needs and preferences and provided resources within hours of our meeting, which resulted in my child being scheduled with a therapist the following week. I cannot express my gratitude enough!!!

0.32% - Reported unfavorable satisfaction with their Student Assistance Program (SAP) services.

Negative Feedback included:

- There were no resources outside of the school district offered. This step was an unnecessary delay in connecting to services. All services are school based.

Westmoreland Casemanagement and Supports, Inc. would like to THANK YOU for your participation and the time you made available to complete our SAP survey.

INTEGRITY, ACCOUNTABILITY, RESPECT, QUALITY, COMMITMENT.

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