



## STAKEHOLDER SURVEY PROCESS

EFFECTIVE DATE 3/15/2018

SIGNATURE \_\_\_\_\_

A handwritten signature in black ink, appearing to be "R. P.", is written over a horizontal line.

SOP 7.3

PROPOSED BY \_\_\_\_\_ General Counsel

### PURPOSE

The STAKEHOLDER SURVEY PROCESS outlines procedures that will be followed to ensure that feedback is solicited from all stakeholders engaged in CSS processes. Customer and stakeholder feedback about their experience helps CSS better meet the needs of its customers and stakeholders while assisting CSS in evaluating its sponsoring obligations. A stakeholder is anyone who can affect or is affected by the actions of CSS or St. Aloysius. Feedback will be solicited in a manner that is objective; timely; consistent; and is results and conclusion driven based on the feedback received.

### SCOPE

The STAKEHOLDER SURVEY PROCESS applies to the Legal Department or its designee assigned to distributing stakeholder surveys annually per the CSS Strategic Plan and CSS Self-Evaluation Guidelines. Surveys are distributed to governing authority members, school leaders and management company representatives of St. Aloysius sponsored schools.

### PROCEDURE

1. Survey Monkey will be the primary platform used to design surveys. CSS will maintain a subscription with Survey Monkey that allows multiple users to design, monitor and maximize data captured in Survey Monkey.
2. The appropriate manager will designate a member or members of their team to design a draft survey based on technical assistance, monitoring and oversight provided to stakeholders by CSS and St. Aloysius.
3. The draft survey should also include question(s) regarding the technical assistance needs of the schools.
4. The draft survey will, along with a list of suggested recipients be submitted to the appropriate manager for review, input and suggestions.
5. Once approved, the survey will be distributed via Survey Monkey.



6. A designated member of the team will put together a final analysis of the returned surveys to be reviewed by the applicable department and Management Team.
7. The Management Team will review the survey results and conduct a needs assessment that will determine deficiencies, set technical assistance priorities, make organizational improvements and/or allocate resources. The Management Team will also develop action steps to be reviewed as part of the overall improvement process. (See SOP 9.8 SPONSORSHIP IMPROVEMENT AND NEEDS ASSESSMENT PROCESS).
8. Recommendations for additional research or changes to existing SOP's (Standard Operating Procedures) will be made by the management team with final approval by the President based on the survey results.

### **DOCUMENTATION / VERIFICATION**

*Location of documentation: S:/STAKEHOLDER SURVEYS/SCHOOL YEAR/DATE*

*Naming Convention: Stakeholder Survey/SY/Date*

*Supporting documentation included with this process:*

1. Survey Monkey initiated surveys
2. Draft documents and other data used in the preparation of the surveys.
3. Department meeting minutes reviewing survey results.
4. Emails or other documents concerning next steps or other follow up related to survey results.

### **DOCUMENT HISTORY**

Orig. March 2018

Rev. October 2018

### **REVIEW AND APPROVAL**

Reviewers of the STAKEHOLDER SURVEY PROCESS are as follows:

Reviewed By: Management Team

Date: 11/19/18

Approved By: President: David L. Cash, Jr.

Date: 11/19/18

The effective date is as of the date signed above. Processes are consistently reviewed and revised as necessary throughout the term. The STAKEHOLDER SURVEY PROCESS may be implemented as currently written and will be formally evaluated and revised as necessary going forward.