

CESA 2020 Sponsor Survey Results

Office of Continuing Education Sponsor Approval (CESA)

Purpose

- To understand the needs of individuals who promote and engage in continuing education and lifelong learning
- To gather sponsor perceptions about our systems and processes
- To assess experiences related to the online application system (CESA OAS)
- To evaluate sponsor practices related to COVID-19 and CE sponsorship
- To examine the use and accessibility of CE sponsor resources

Overview

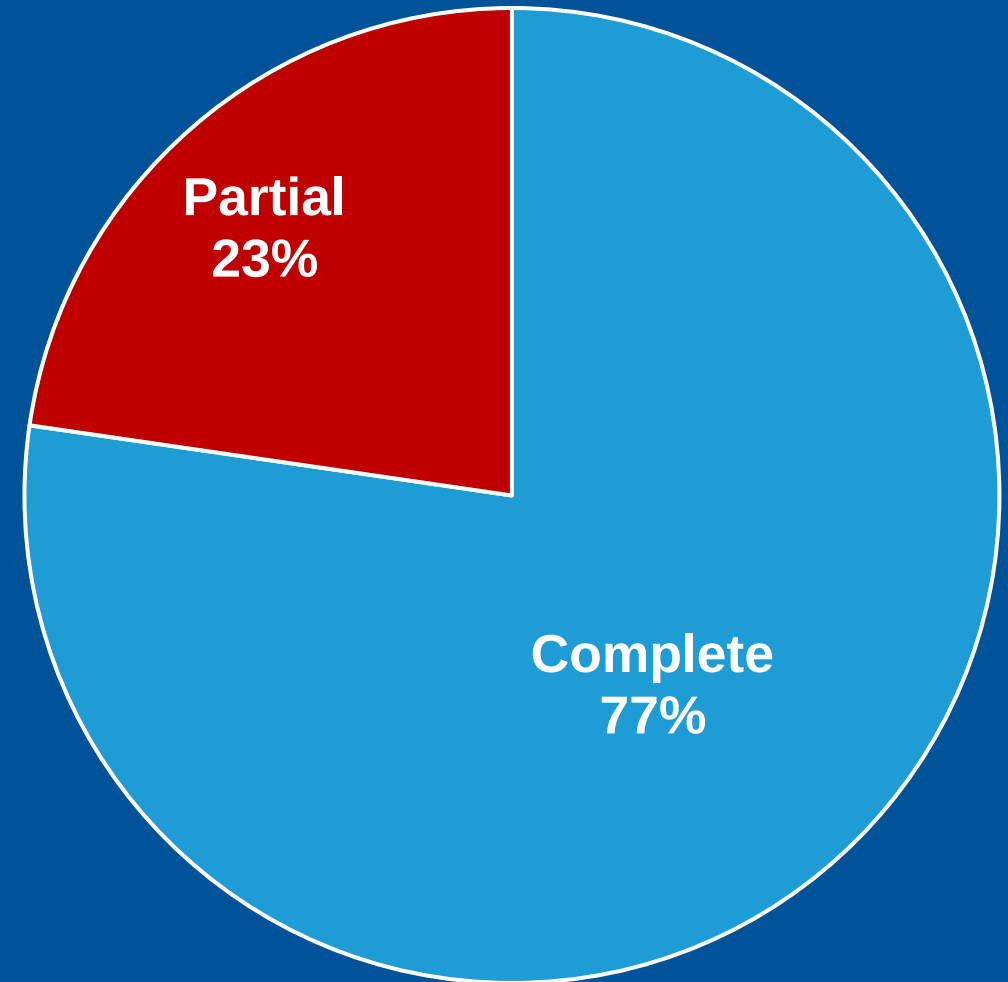
- Sponsor Demographics
- CE Program Offerings
- Application Process
- CESA OAS
 - Processes
 - Application
 - General Features
- Communications and Resources
- COVID-19 and CE Sponsorship
- Reflections and Highlights

Sponsor demographics

This section outlines general demographics of approved sponsors that responded to the 2020 CESA survey.

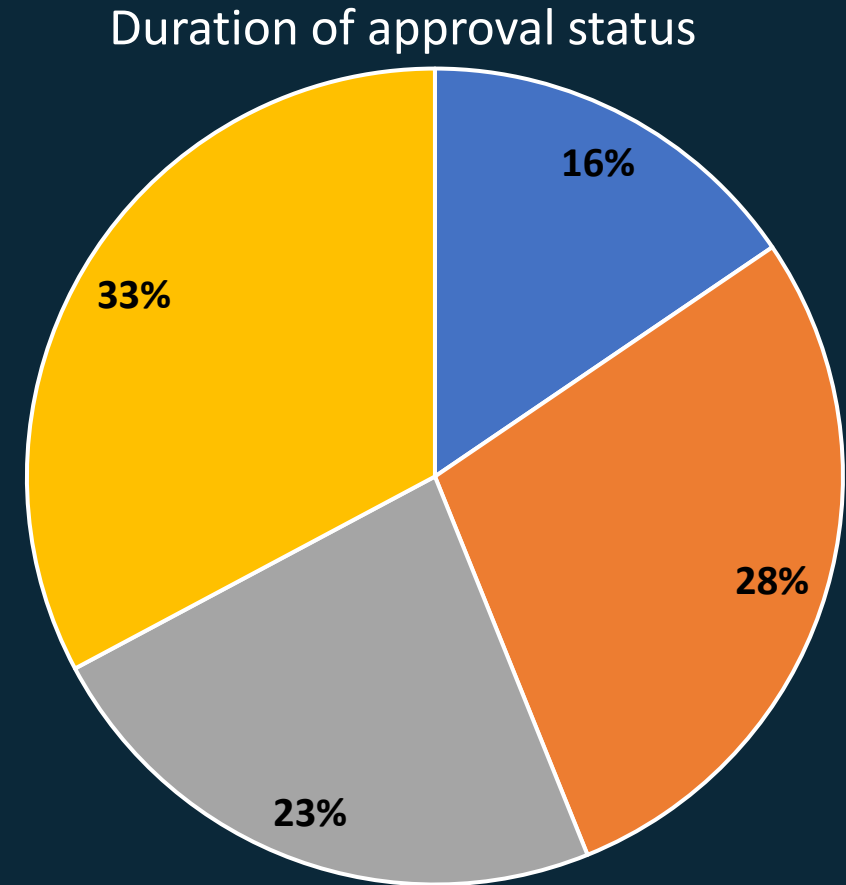
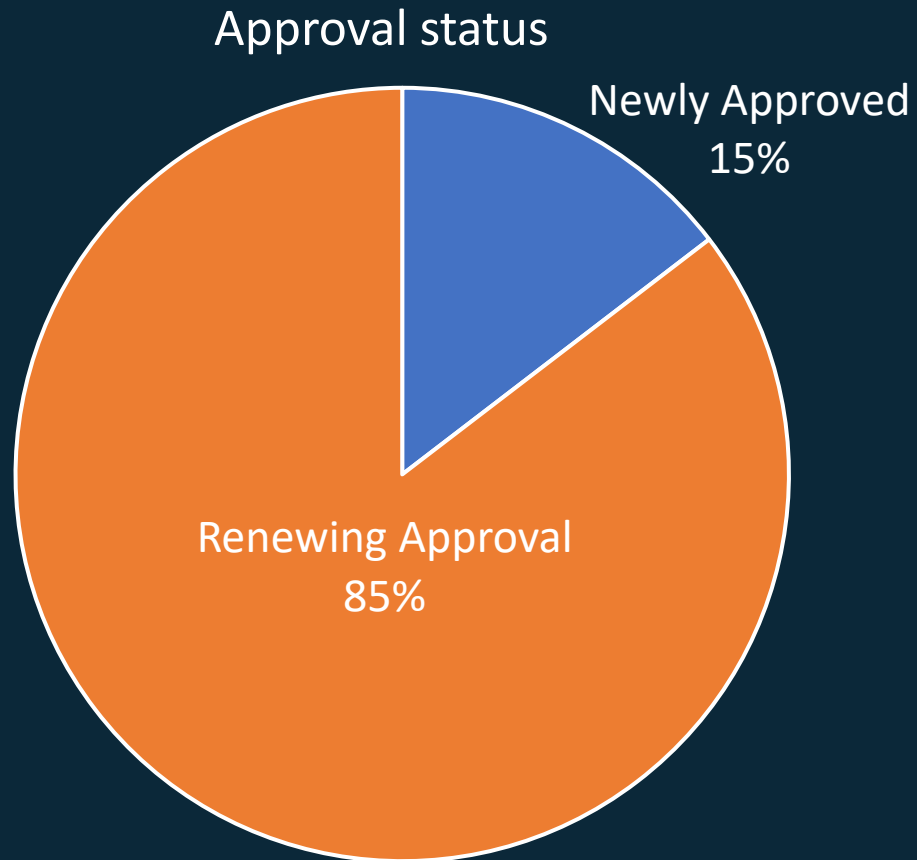
Response rate

- 251 total respondents¹
 - 194 complete
 - 57 partial²



Note. ¹Total response rate was 31% and represents 251 out of 811 who received the survey for completion. ²Partial=submission page not reached.

Approval status of current sponsors



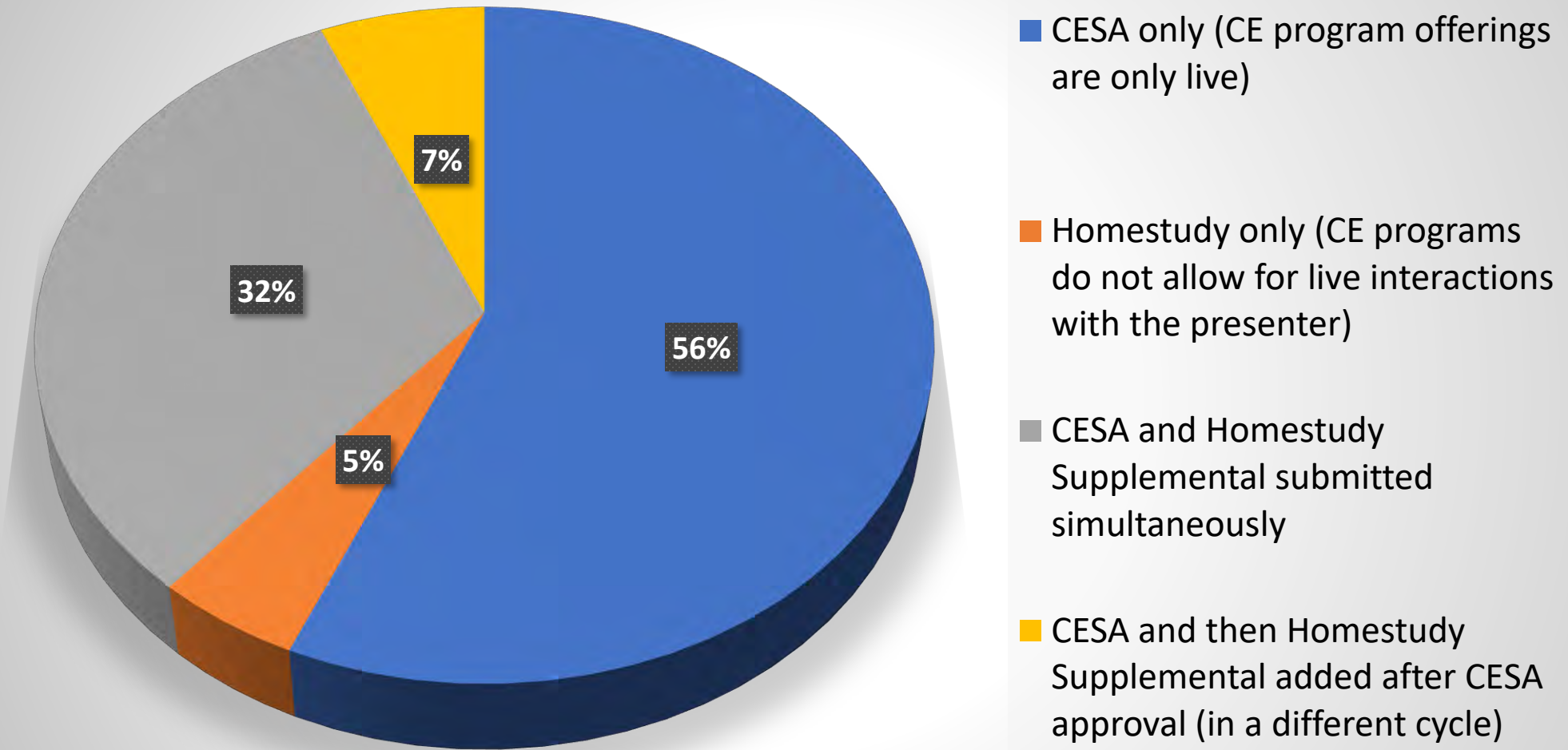
Note. N=232.

■ 0 to 2 years ■ 3 to 7 years ■ 8 to 12 years ■ 13+ years

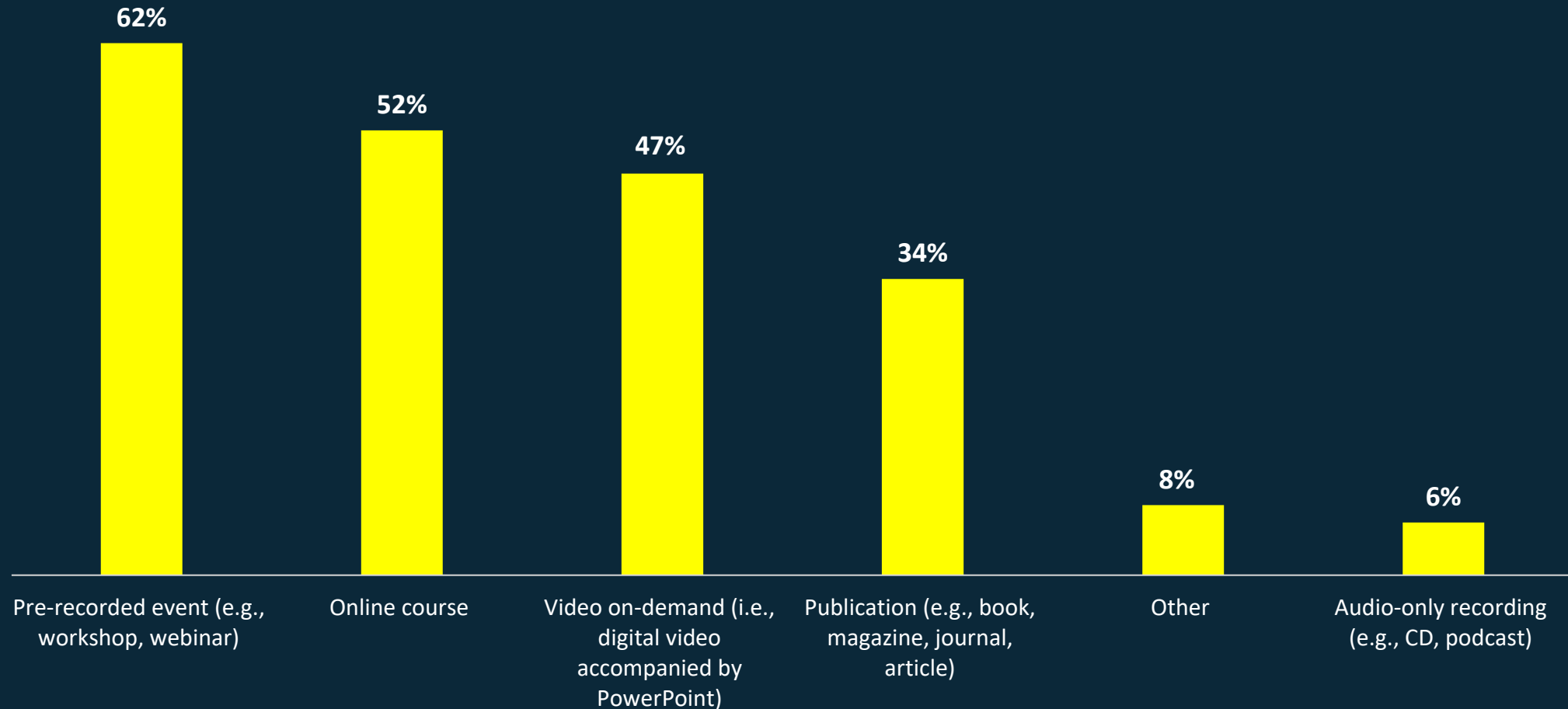
CE program offerings

This section details the format of programs offered by approved sponsors.

Types of sponsor applications

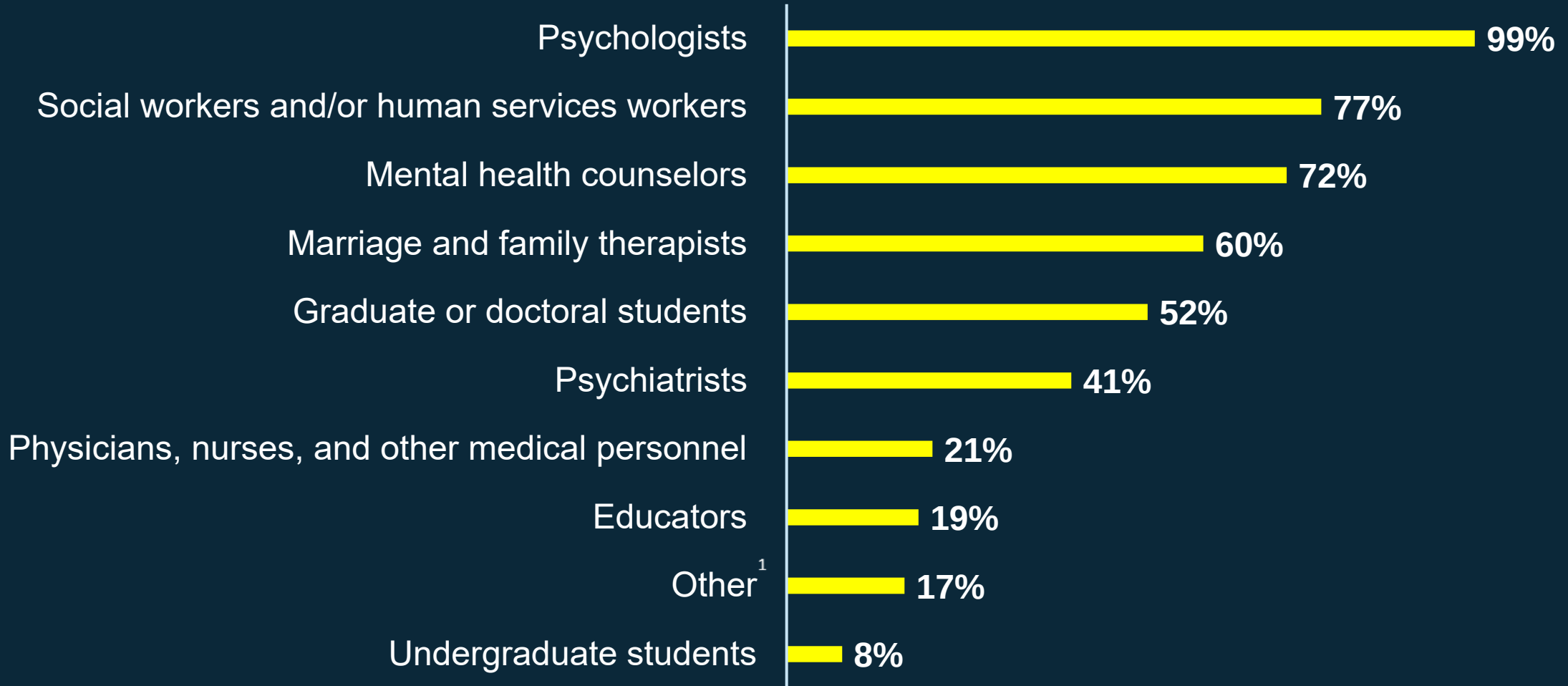


Types of Homestudy offered



Note. N=206. Data reflect the option to select more than 1 item.

Target audiences

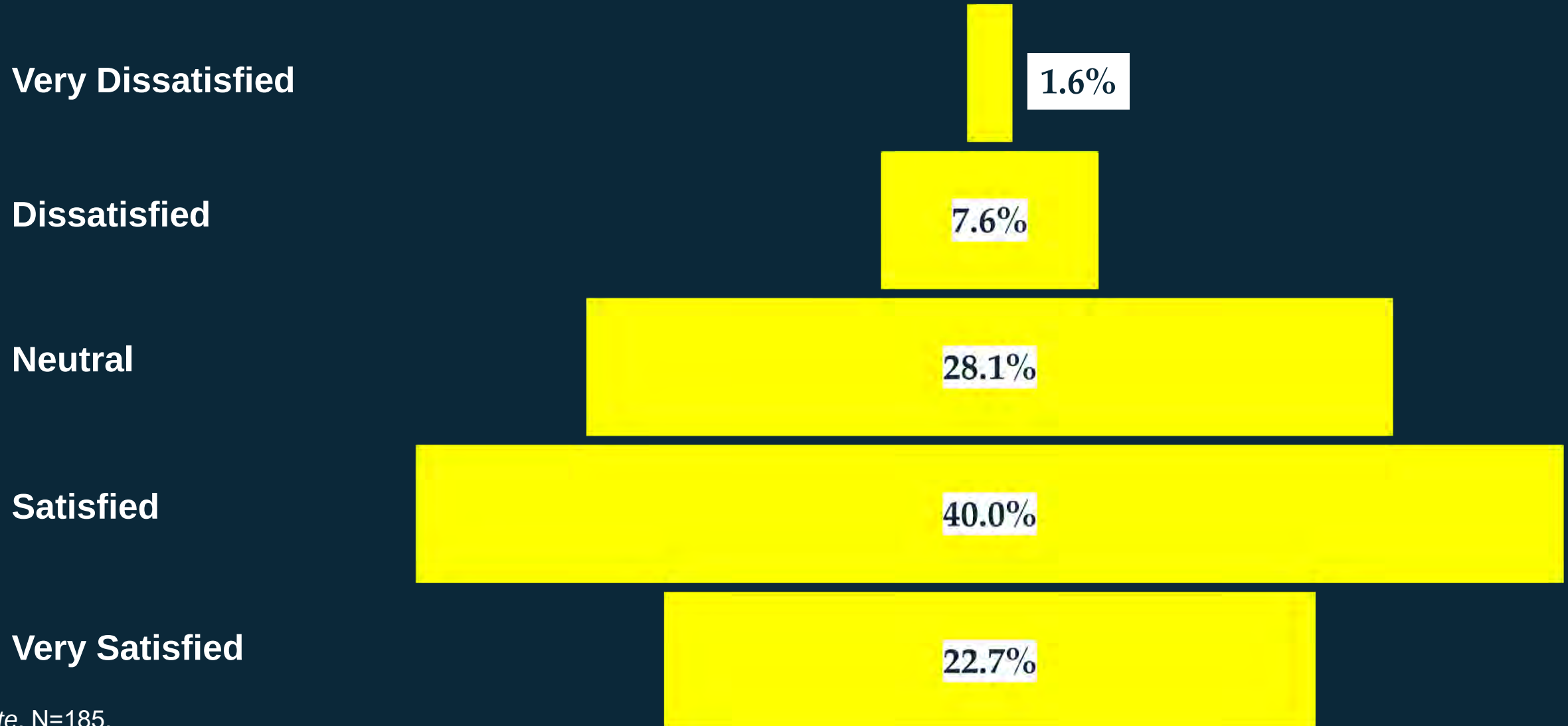


Note. N=230. Data reflect the option to select more than 1 item. ¹Examples of “other” include occupational therapists, speech pathologists, attorneys, pastoral counselors, behavior analysts, first responders, court reporters, and juvenile justice workers.

Application process

This section highlights features of the OAS specifically related to the application process.

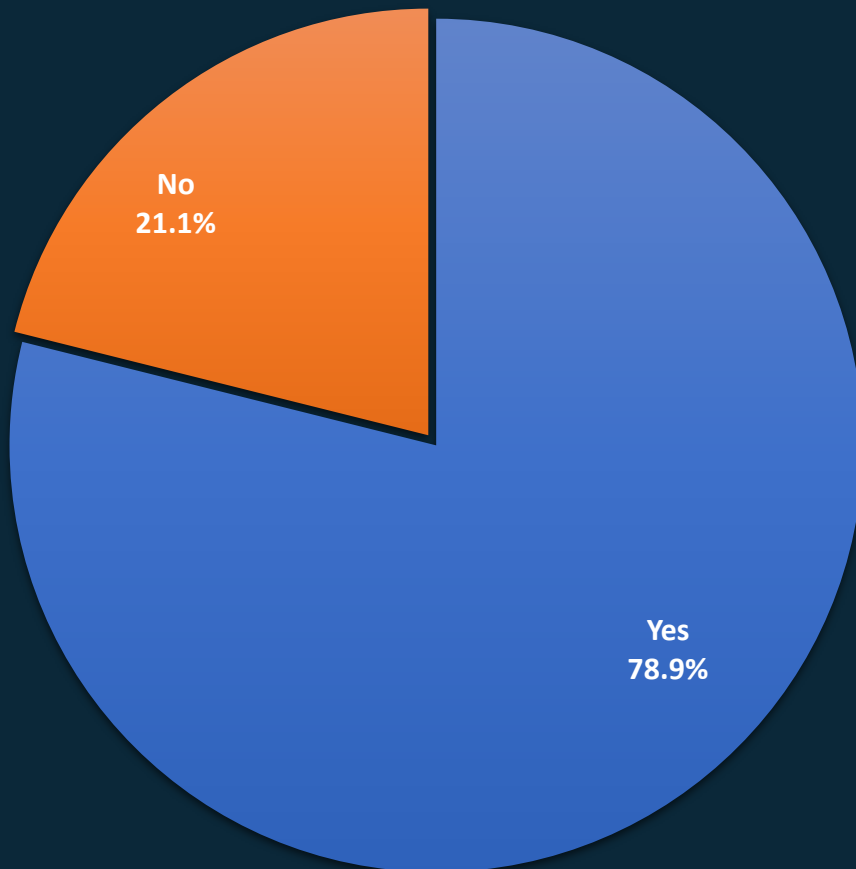
Satisfaction with application process



Note. N=185.

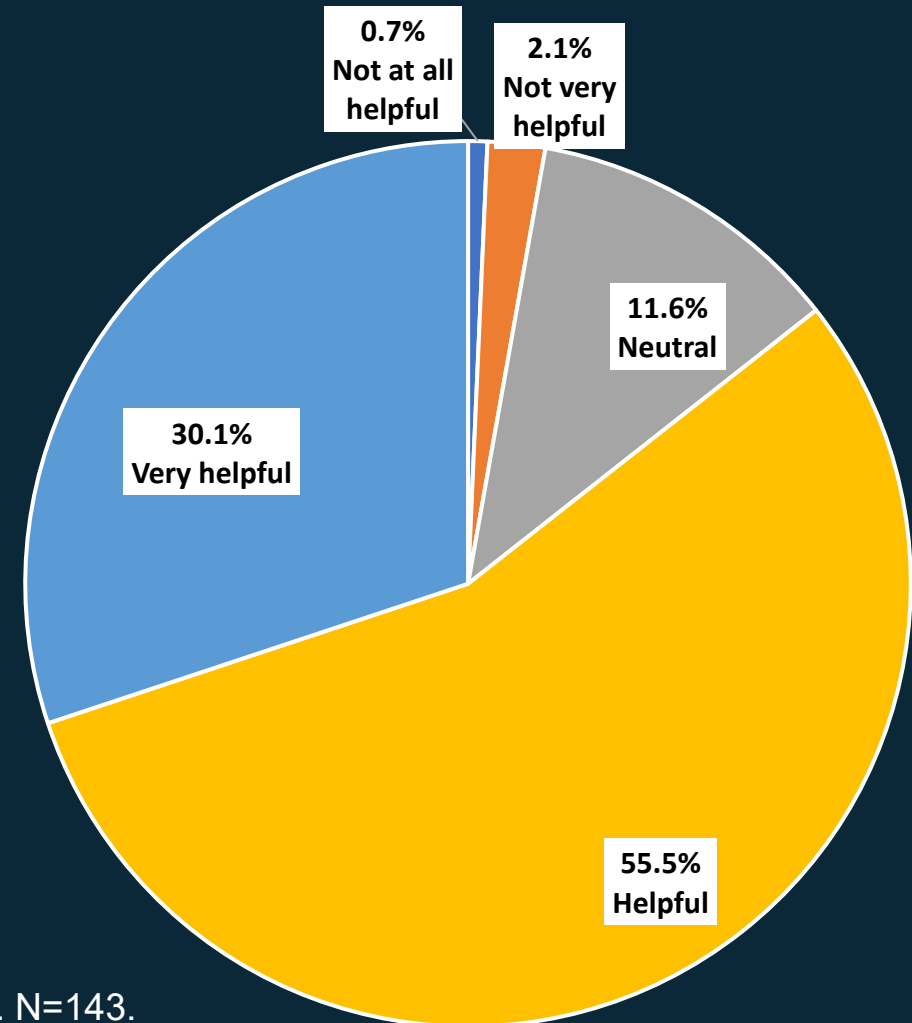
CESA OAS pre-application checklist

Use of pre-app checklist



Note. N=185.

Helpfulness of pre-app checklist



Note. N=143.

Annual reporting process

This section highlights features of the OAS specifically related to the annual reporting process.

Satisfaction with annual report process via OAS

Very Dissatisfied

1.7%

Dissatisfied

6.3%

Neutral

27.4%

Satisfied

46.3%

Very Satisfied

18.3%

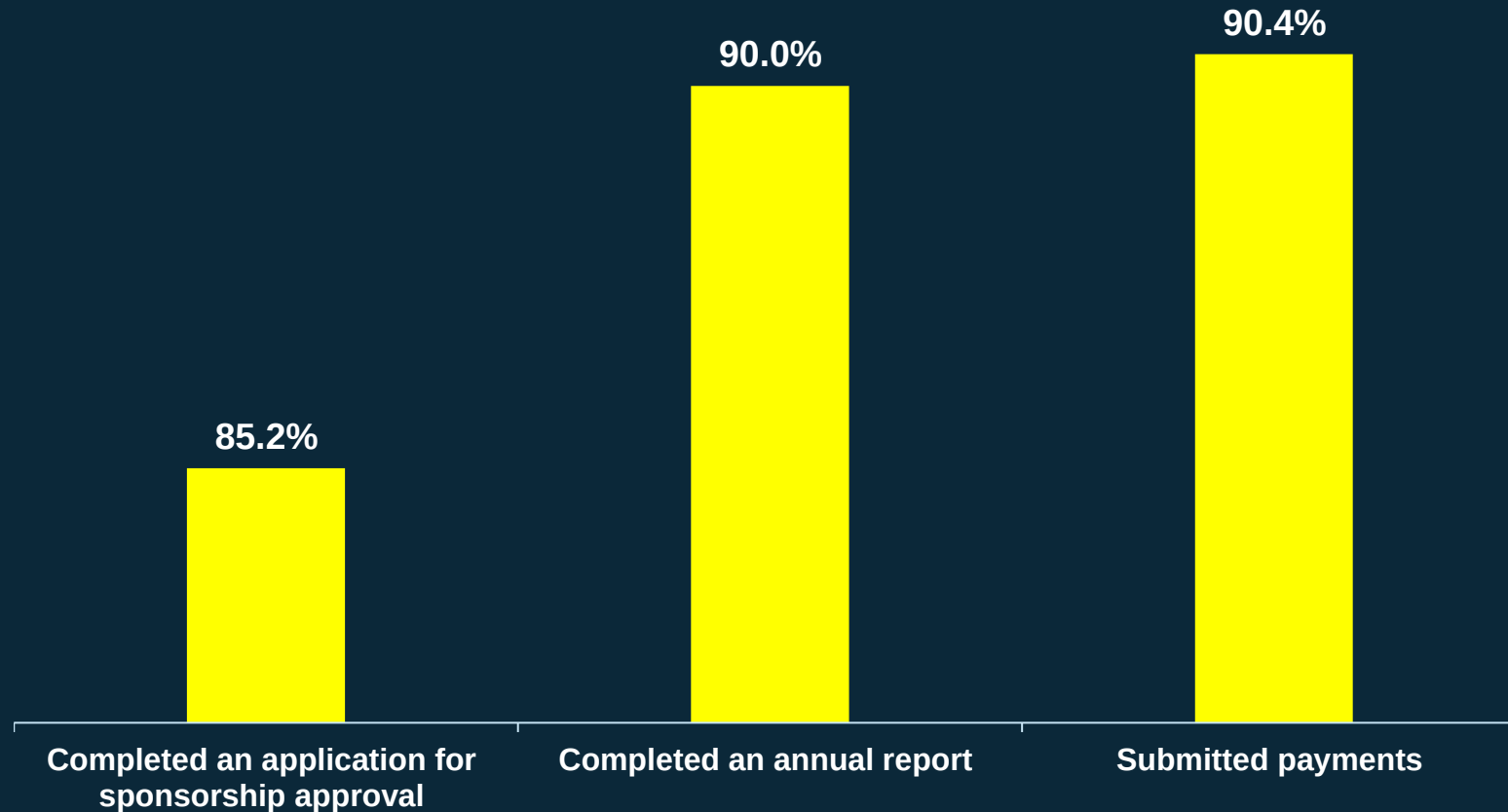
Note. N=175.

CESA OAS

This section represents CE sponsor experiences using the online application system (OAS).



Processes conducted in the OAS

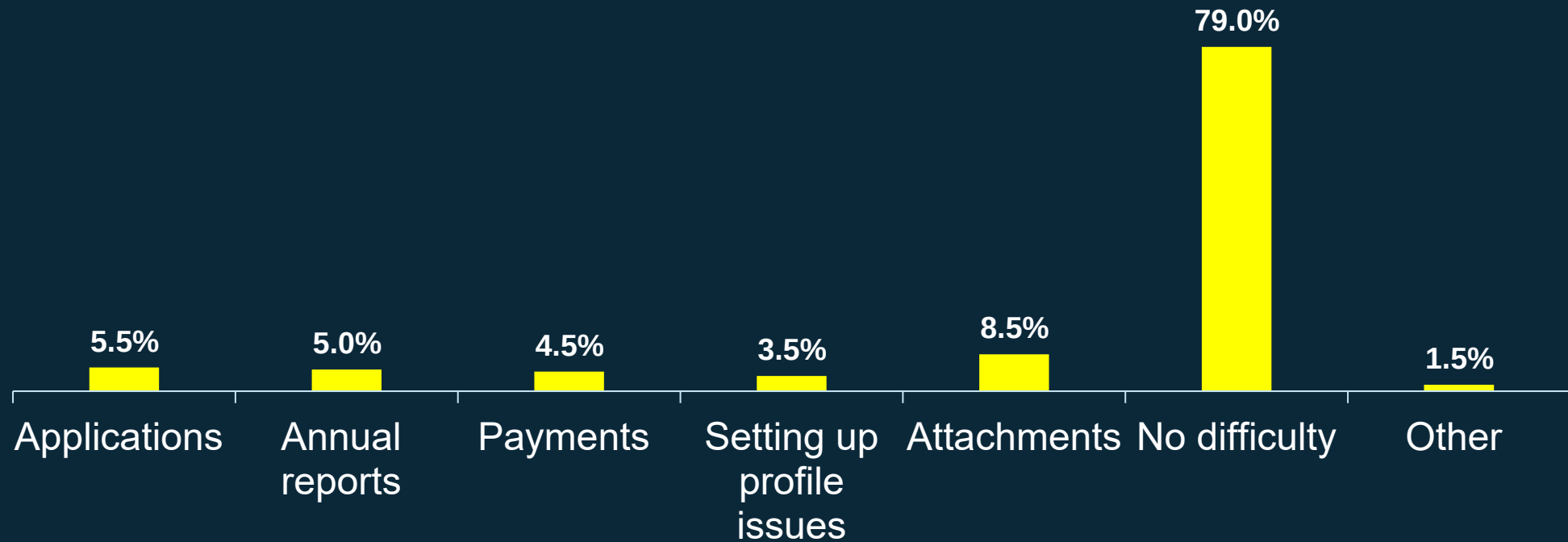


Note. N=203. Data reflect the option to select more than 1 item.

CESA OAS: Application

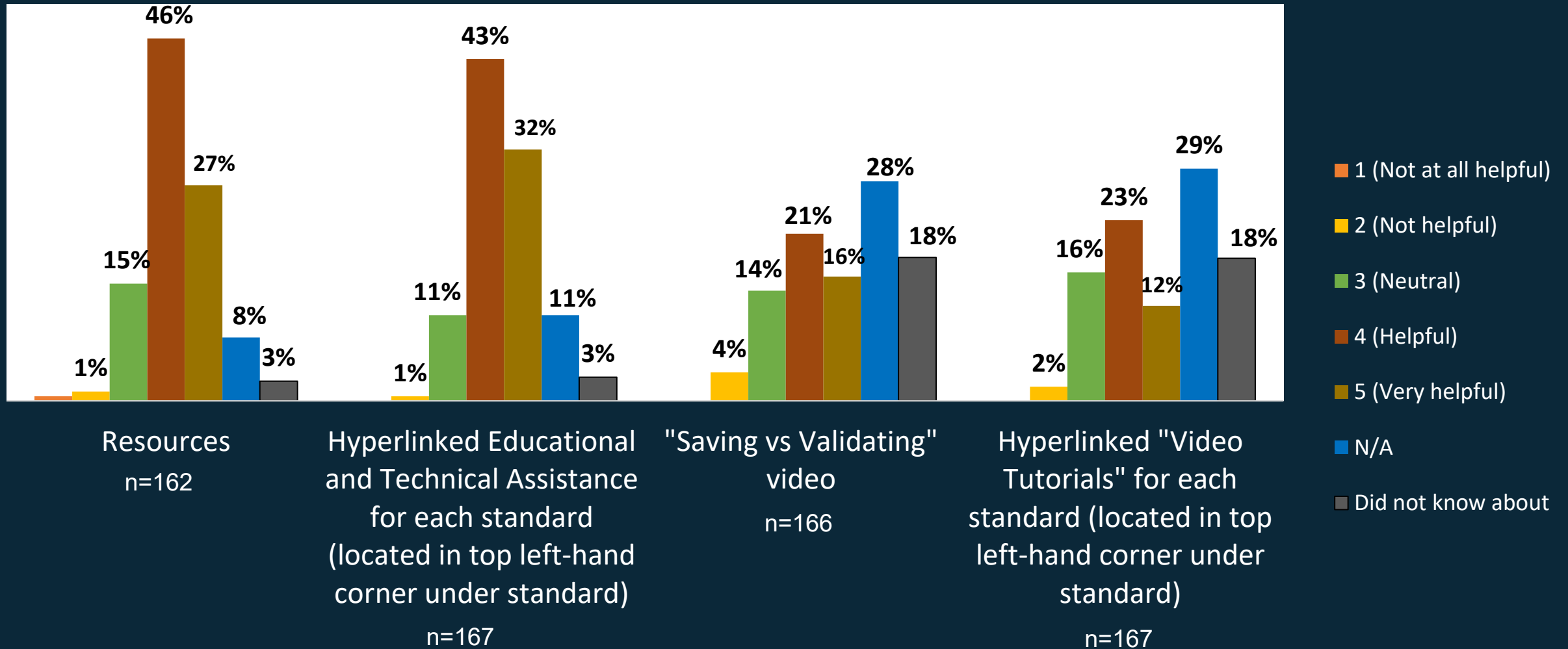
This section highlights features of the OAS specifically related to the application for sponsor approval.

Reported issues with submission to OAS



Note. N=215.

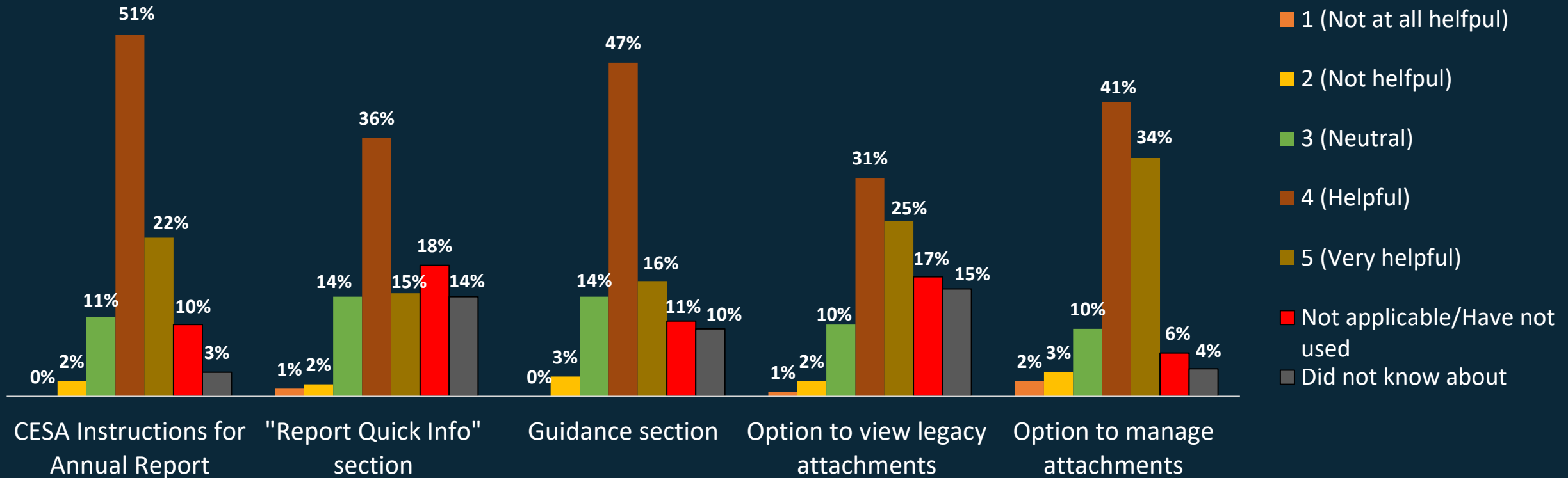
Helpfulness of application features



CESA OAS: Annual report

This section highlights features of the OAS specifically related to the annual reporting process.

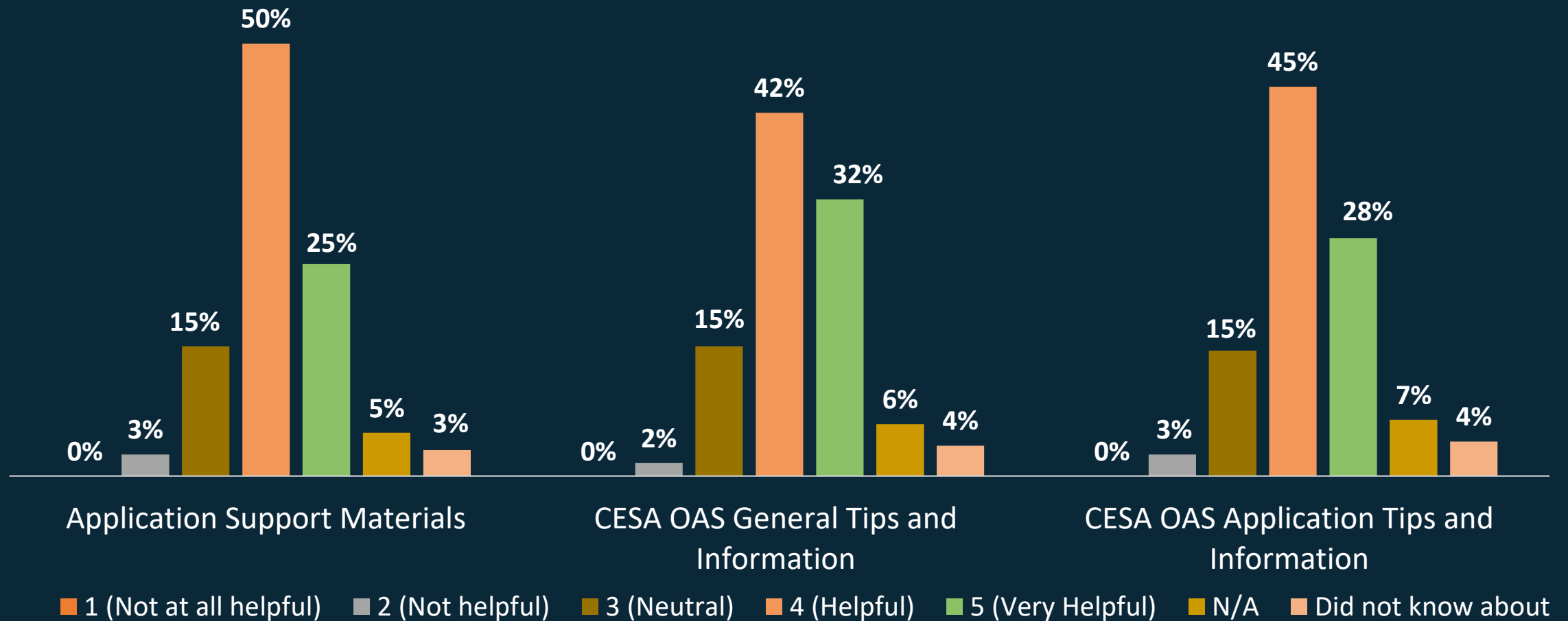
Helpfulness of OAS features related to annual reports



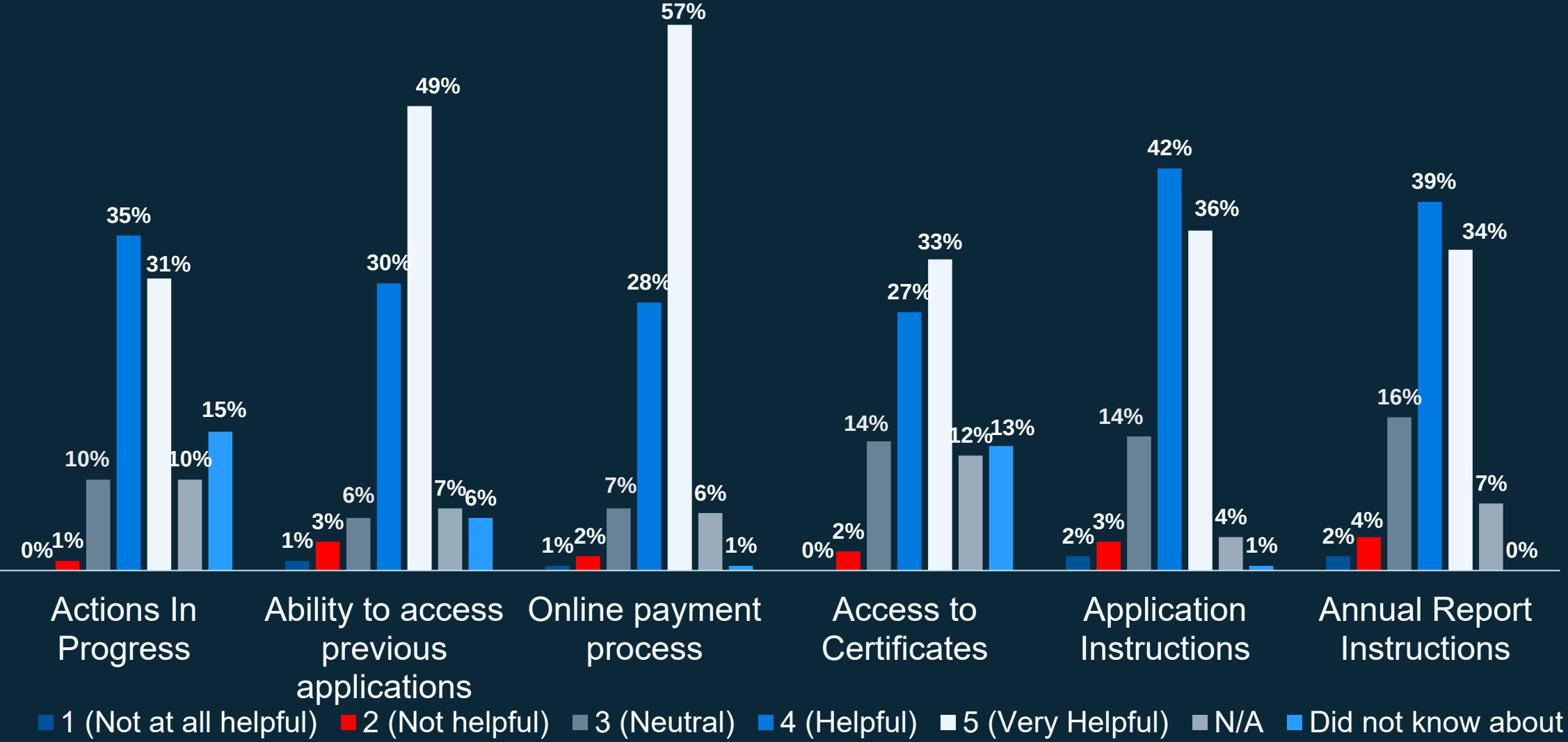
CESA OAS: General features

This section highlights general features of the OAS.

Helpfulness of general features

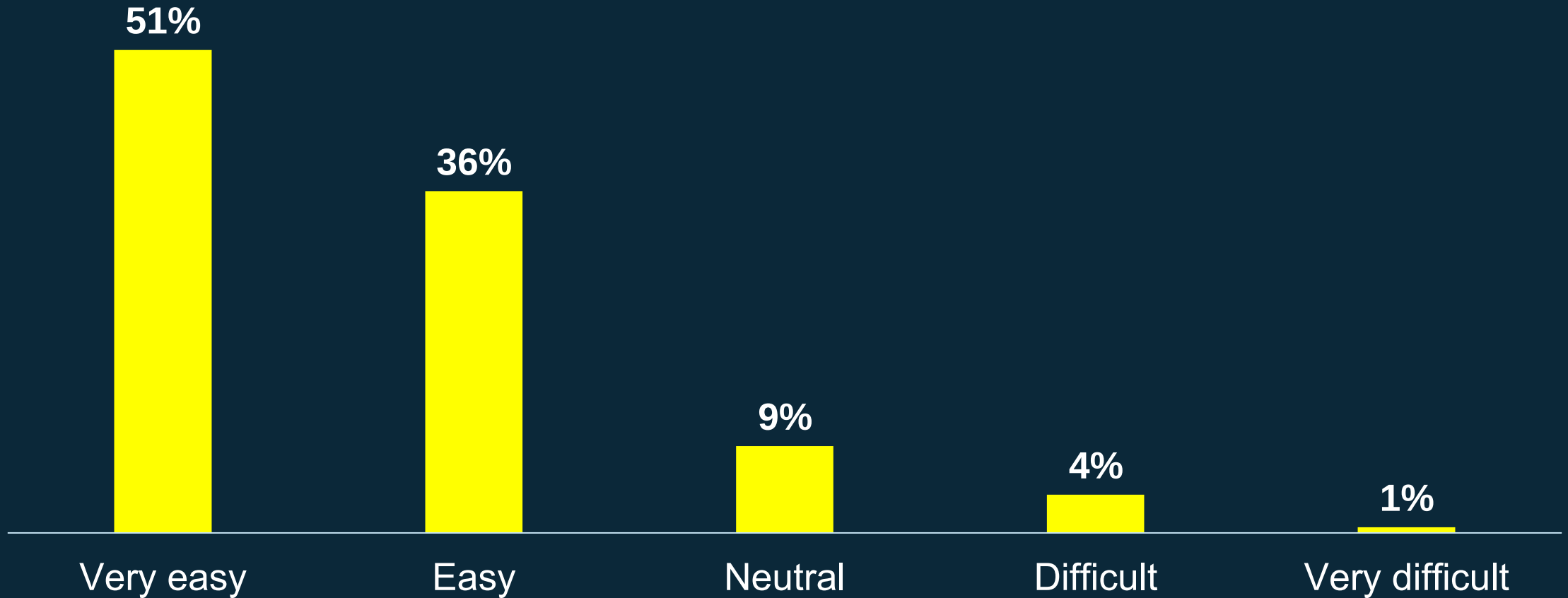


Helpfulness of administrative features



Submission of payments

Ease of submission



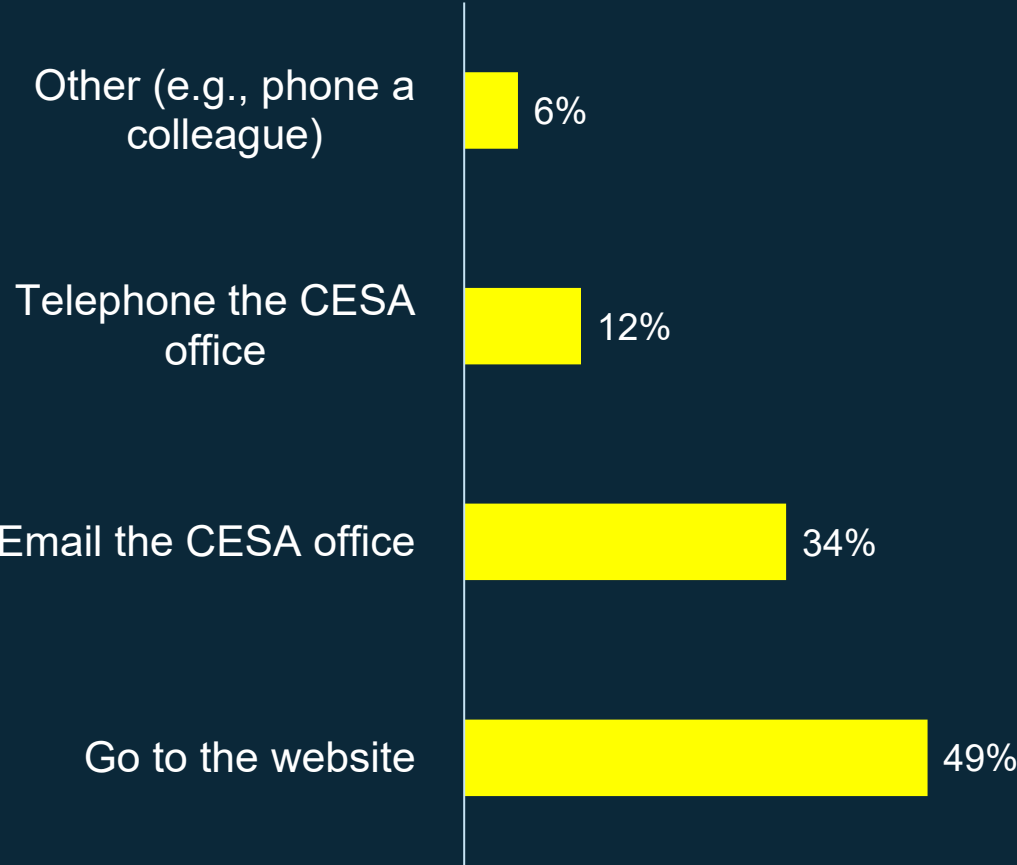
Note. N=176.

Communications and Resources

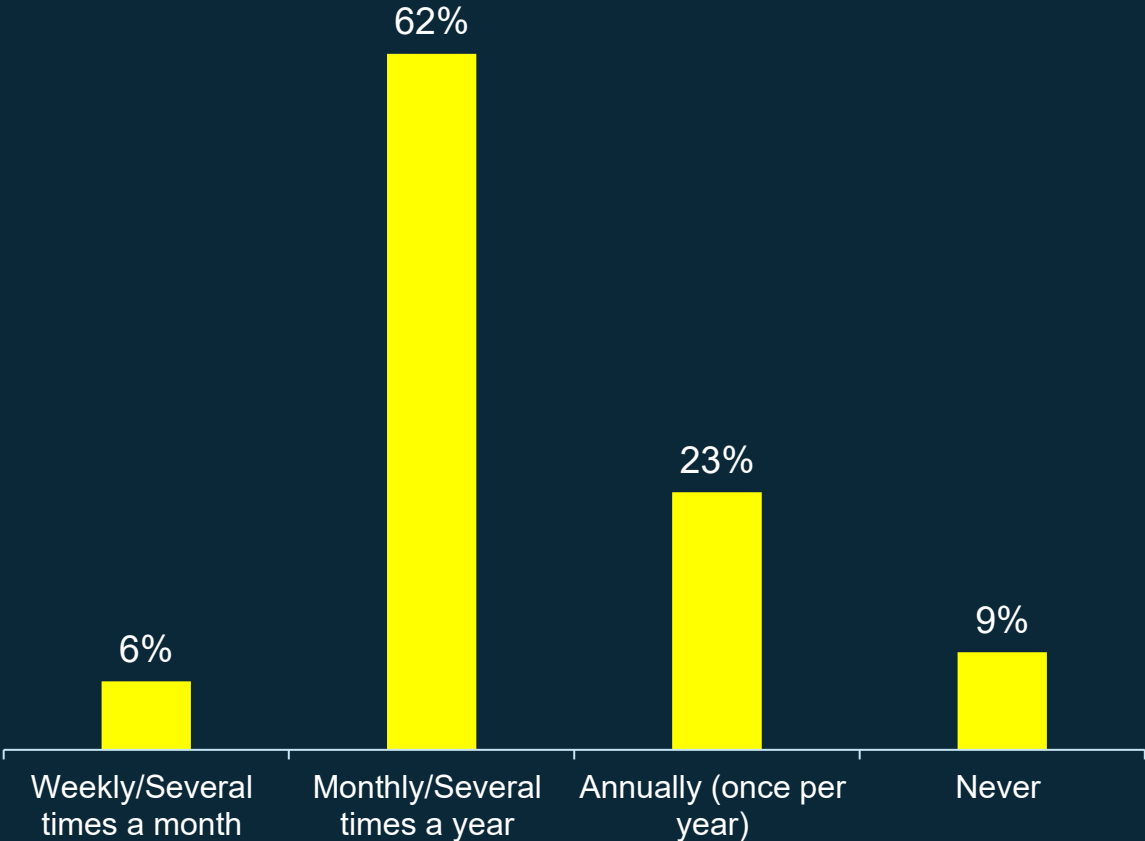
This section represents CE sponsor experiences with APA CESA communications and resources.

How sponsors access support

Sponsors' Preferred Methods

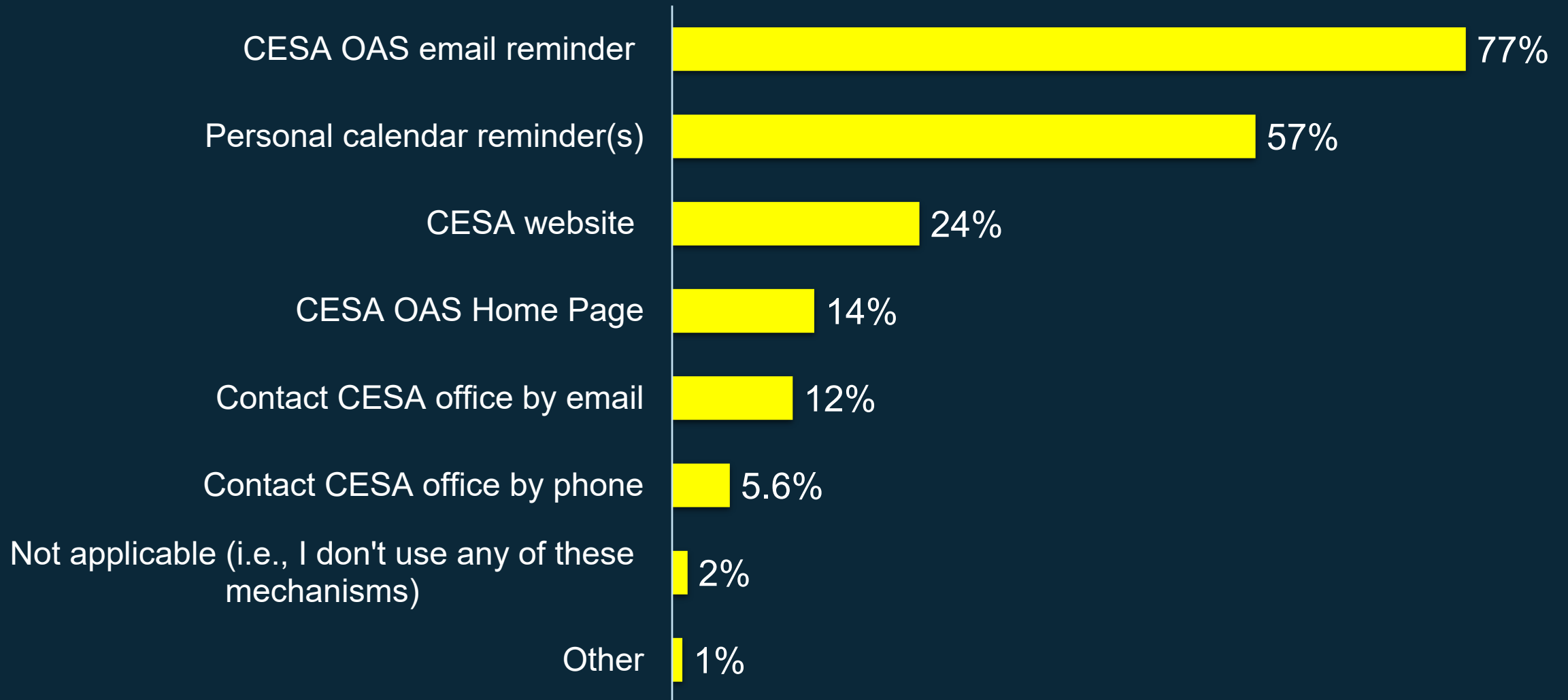


Frequency of Website Visits



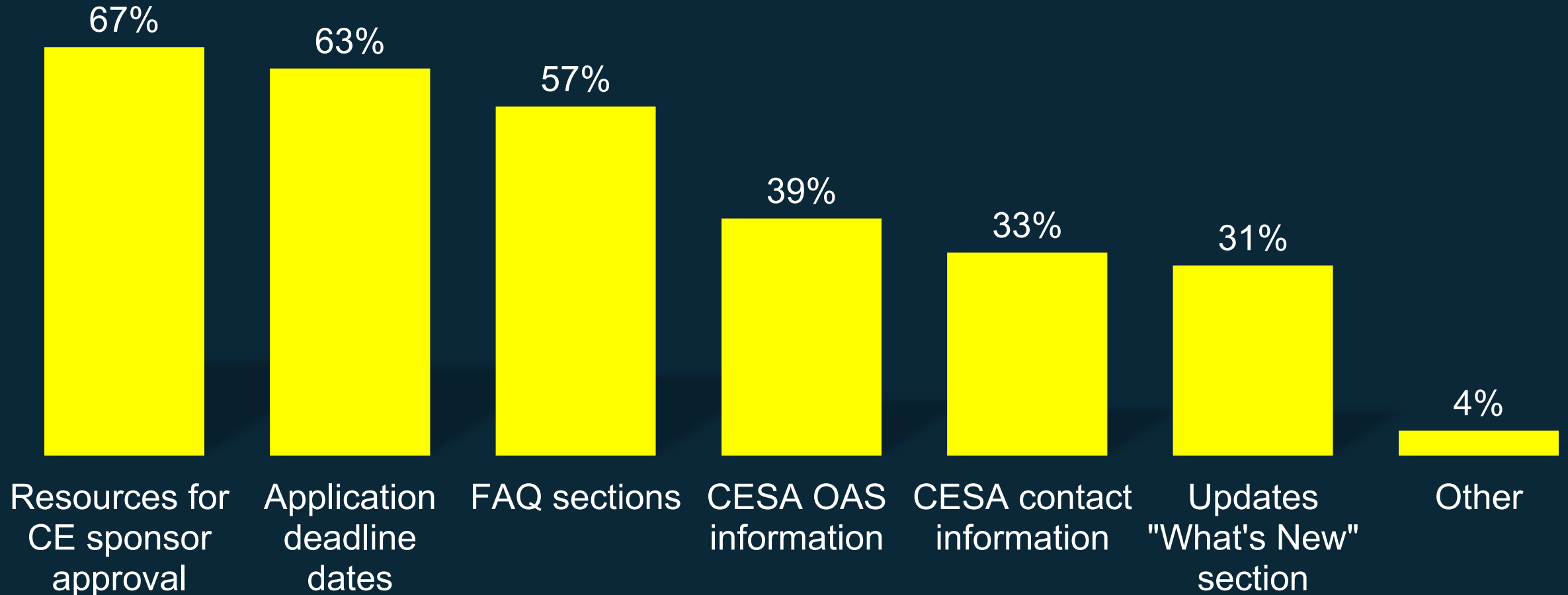
Note. N=196.

Support for adherence to deadlines



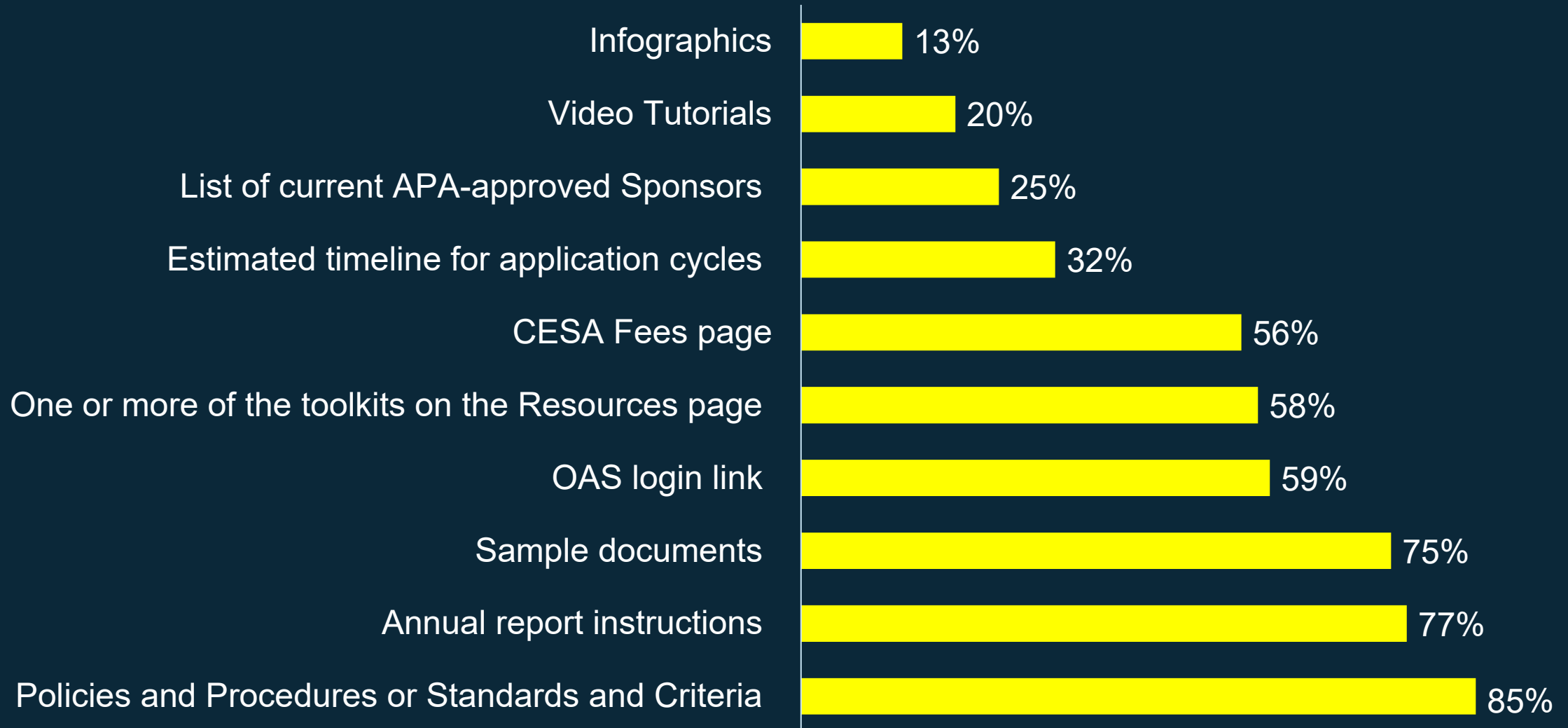
Note. N=151. Data reflect the option to select more than 1 item.

Reasons to visit the CESA webpage



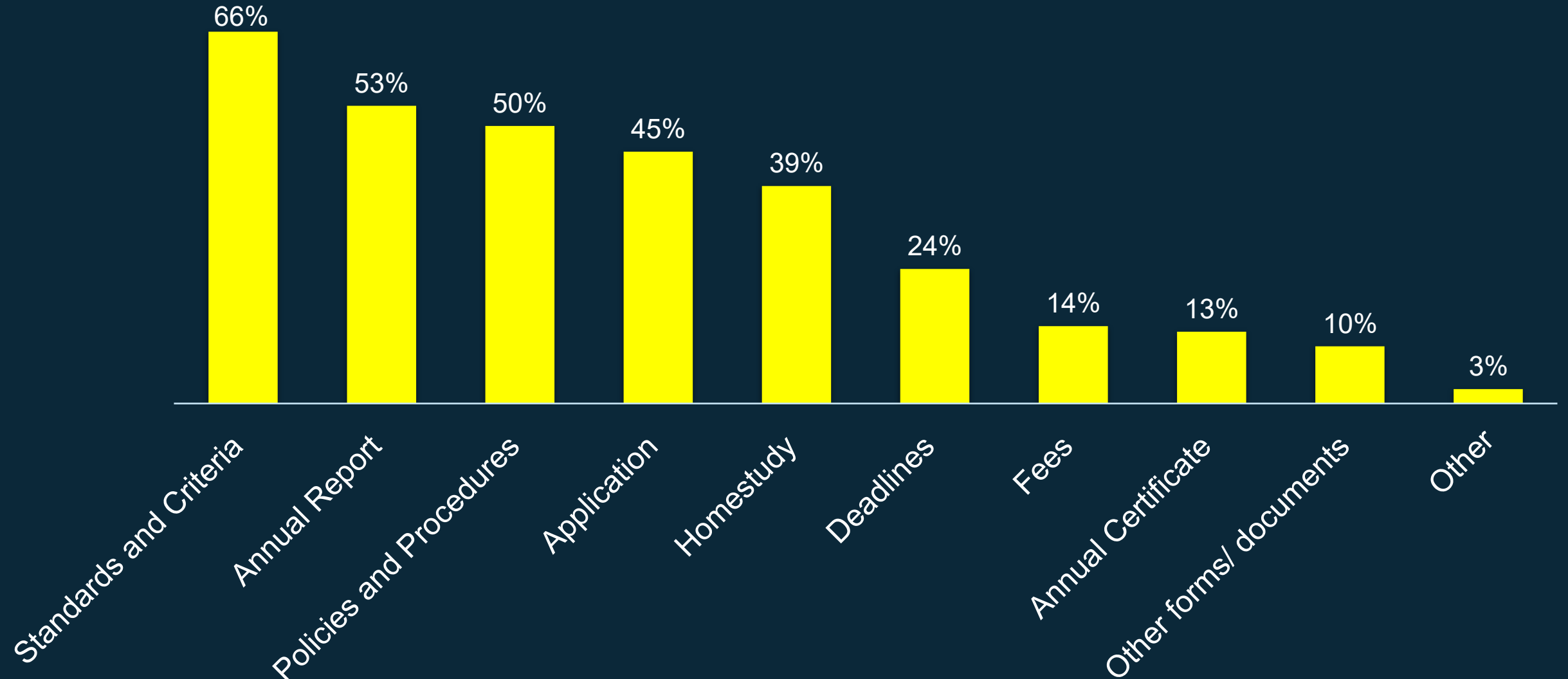
Note. N=131. Data reflect the option to select more than 1 item.

Use of CESA resources



Note. N=167. Data reflect the option to select more than 1 item.

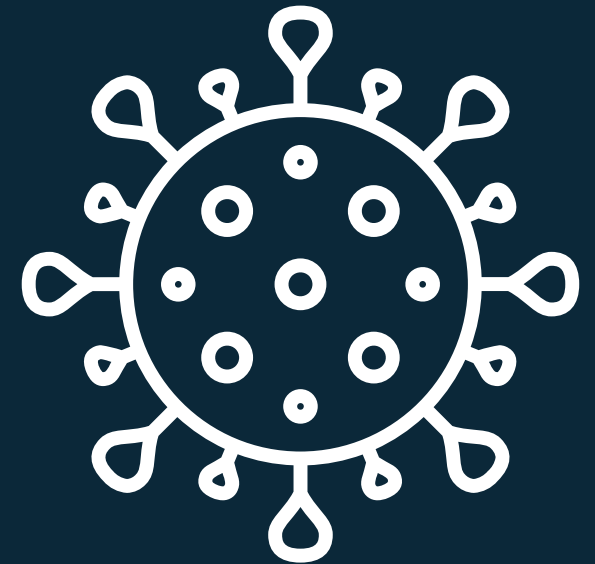
FAQs by topic area



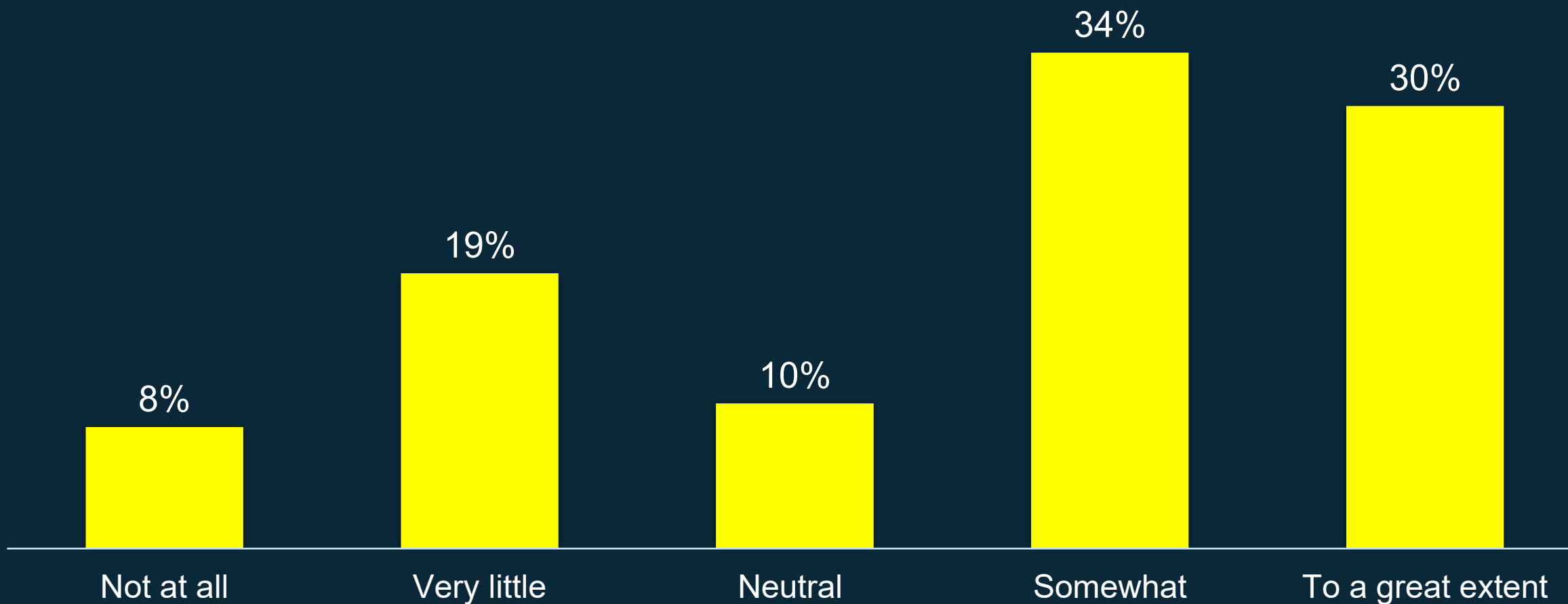
Note. N=130. Data reflect the option to select more than 1 item

COVID-19 and CE Sponsorship

This section highlights sponsor practices related to COVID-19 and CE sponsorship.

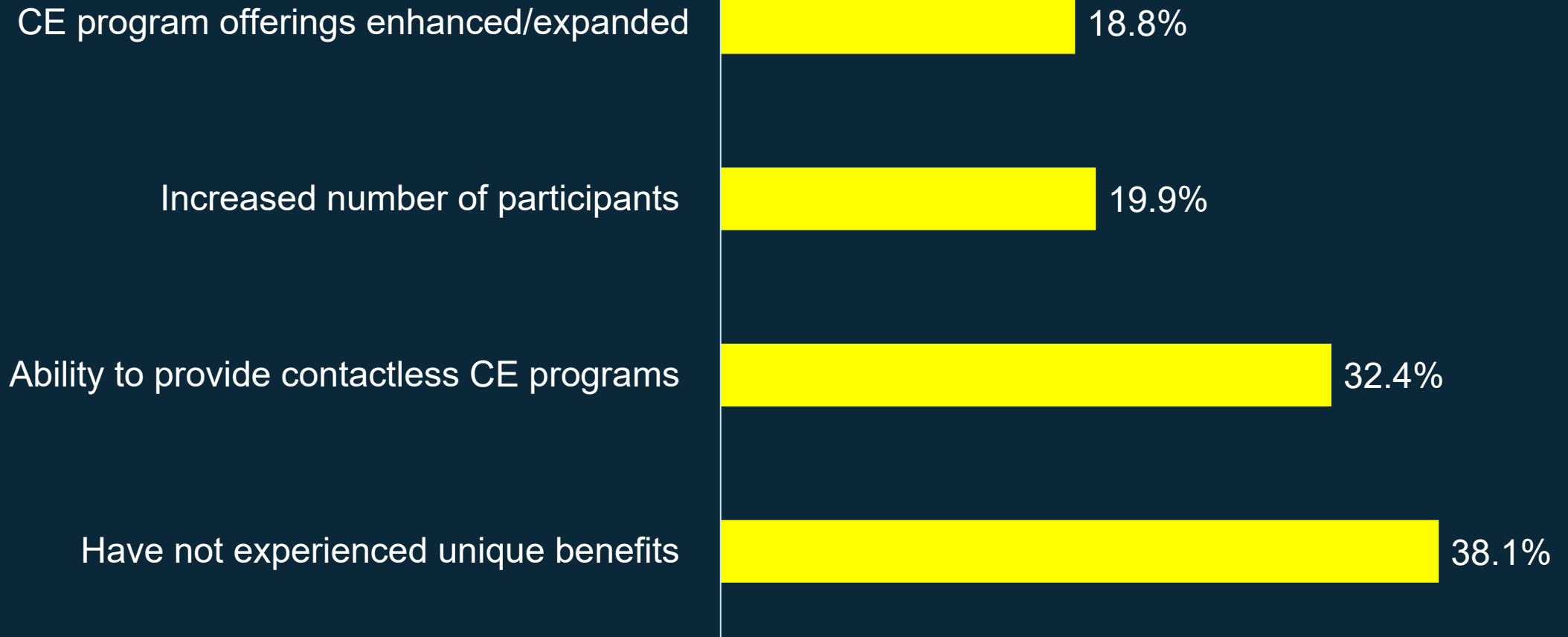


COVID-19: Effect on ability to offer CE



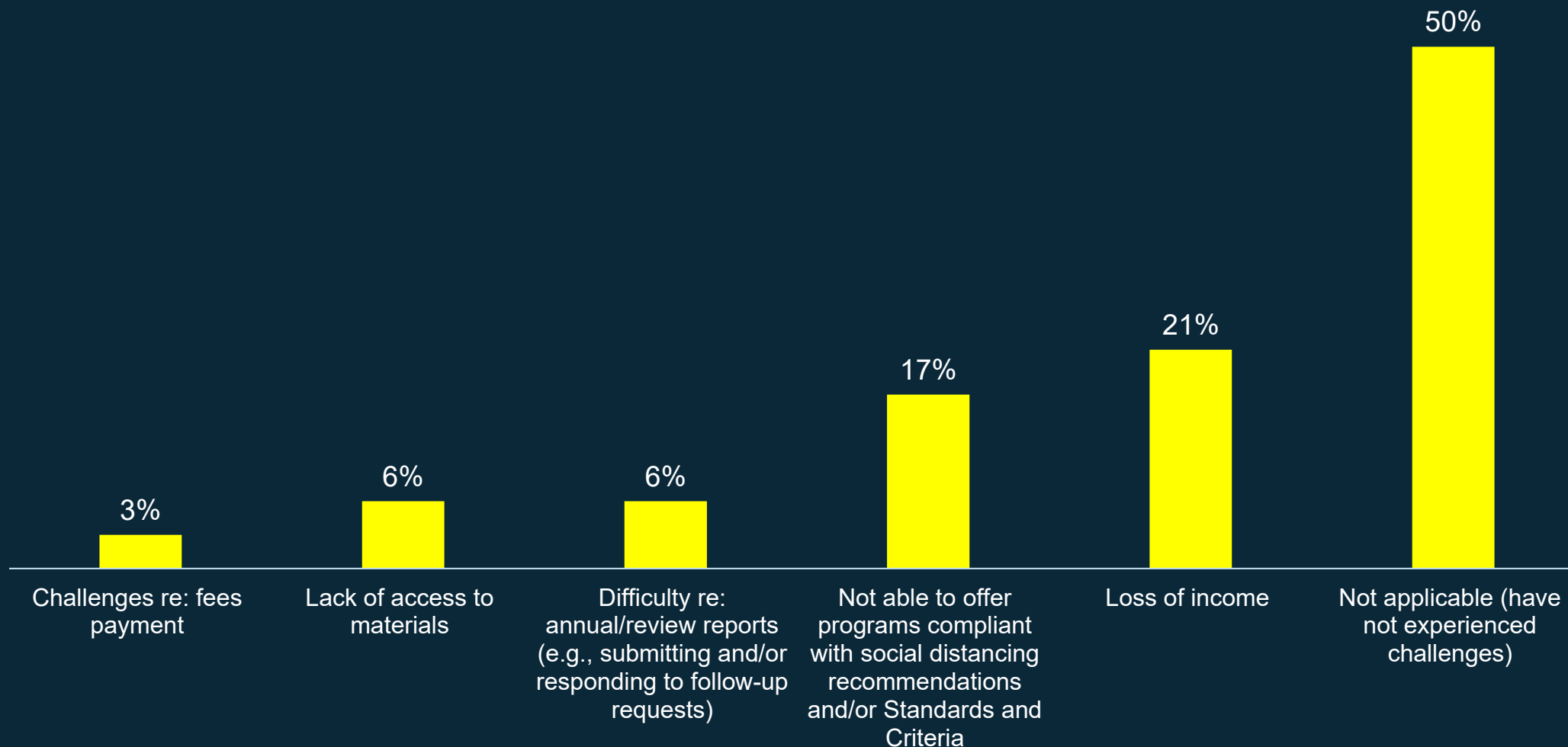
Note. N=194.

COVID-19: Benefits of HS approval



Note. N=69. Data reflect the option to select more than 1 item.

COVID-19: Challenges for sponsors



Note. N=225. Data reflect the option to select more than 1 item.

Reflections and highlights

This section summarizes findings for moving forward.

Positive reflections

Sponsor levels of satisfaction with application and AR formats

- 62.7% of respondents were satisfied or very satisfied with the application process via OAS (n=116)
- 64.6% of respondents were satisfied or very satisfied with the AR process via OAS (n=113)

Opinion of sponsors on Continuing Education Committee (CEC) feedback

- Over 60% found the CEC feedback helpful compared to the 2017 survey where 53% of respondents found it helpful

Level of Difficulty with Online Application System use

- Approximately 80% of respondents did not experience significant difficulty using the Online Application System

Reflections related to OAS features

General features of OAS

- The OAS offers a collection of general features to assist sponsors in the application and AR processes.
- These features include Access to Certificates, “Actions in Progress” sections, Online payment process, “CESA OAS General Tips and Information”, and the ability to review applications and reports as read-only document.
- All features were rated as helpful or very helpful by the majority of respondents.

OAS features related to application

- The OAS offers a collection of features specifically related to the application process designed to aid sponsors as they complete their applications.
- These features include hyperlinked appendices for relevant standards, hyperlinked Educational and Technical Assistance for each standard, the “Saving vs Validating” video, and the “CESA OAS Application Tips and Information” section.
- Most features were rated as helpful or very helpful by the majority of respondents.

OAS features related to annual reports

- The OAS offers a collection of features specifically related to the AR process designed to aid sponsors as they complete their ARs.
- These features include hyperlinked “CESA Instructions for Annual Reporting,” the “Report Quick Info” section, the option to view legacy attachments, and the option to manage attachments.
- All features were rated as helpful or very helpful by the majority of respondents.

Reflections related to OAS features (cont.)

Mechanisms to ensure adherence to deadlines

- 77% of respondents rely on CESA OAS courtesy email reminders compared to other mechanisms

Option to view legacy attachments on AR

- 15.1% of respondents were unaware of the ability to view legacy attachments on ARs
- Out of 84.9% of respondents who rated the helpfulness of this option, 55.3% rated it as helpful or very helpful

Access to Certificates

- 13% of respondents were unaware of this OAS feature
- Out of 87% of respondents who rated the helpfulness of this feature, 59.5% rated it as helpful or very helpful

Actions in Progress

- 14.5% of respondents were unaware of “Actions in Progress” feature in the OAS
- Out of 85.5% of respondents who rated the helpfulness of the feature, 65.5% rated it as helpful or very helpful

Reflections related to areas for development



Direct sponsors to existing resources

Increase visibility and accessibility of CESA resources



Encourage sponsors to build independent mechanisms to adhere to deadlines

Recommend that sponsors create additional reminders to ensure timely submission of materials/fees (e.g., personal calendar reminders)



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