



# K12 Fall 2020 Scenario Planning Survey

June 2020

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# INTRODUCTION

The following survey aims to collect perspectives from students, parents, and staff regarding school re-opening in the fall, and their thoughts and concerns for online/remote and in-person instruction in the upcoming school year. When reviewing the survey instrument, please note the following structural aspects of the draft:

- Question numbers (e.g., Q3) pertain to the online survey programming numbers and may be non-linear.
- *Dark red text* is survey programming notes that are not seen by respondents.
- *Light blue text* is used to indicate wording that may change from stakeholder to stakeholder (e.g., “your” for students and “your child” for parents).
- Questions are formatted into “Blocks” or core survey sections.
- “○” denotes radio buttons where the respondent can only select one answer.
- “□” denotes a check box where the respondent can select more than one answer option.
- “\*” denotes questions that are mandatory for survey completion.

## BEST PRACTICES IN SURVEY DESIGN

Hanover designs surveys that align with best practices in survey design. While we are sensitive to your needs and will make modifications as necessary, we strongly encourage you to maintain the following survey design standards moving forward.

- Present matrix questions (e.g., Likert scales going from strongly disagree to strongly agree) from **negative to positive**.
- **Randomize questions** when multiple options are present to decrease “order-effects,” which is common for questions of a similar structure.
- **Balance Likert scales**, for this survey, we primarily utilized three, four, and five-point scales.
- **Use “N/A” or “Don’t know”** options when the question is either not relevant or the respondent is unsure. These are often consolidated because there is not an analytical reason to separate these results. Moreover, extending the scale (i.e., separating “N/A” and “Don’t know” as two different options) may encourage respondents to select more “positive” responses due to the relative physical position of the extended scale.
- **Keep open-ended comments to a minimum.** Respondents start providing redundant answers when faced with more than two or three open-ended responses.
- **Use skip logic** to ensure that respondents only answer questions pertinent to them.
- **Avoid too many or too few questions in a single page.** You may view these aesthetic aspects of the survey once the survey has been programmed into the online platform.

- Avoid questions with the following characteristics:
  - **Avoid double-barreled questions** (e.g., asking two question at once).
  - **Avoid leading questions.** For example, asking “Many staff members indicate that district buildings are clean. Is your building clean?” may lead a respondent to indicate that their building is clean regardless of their objective opinion. Asking leading questions makes respondents susceptible to social desirability. That is, respondents might then answer questions based on the question wording and not their objective opinion.
  - **Avoid subjective language** for survey questions to ensure that all respondents will interpret the survey item the same way.

# SURVEY INSTRUMENT

## WELCOME

Welcome to the [Full District Name] Fall 2020 Scenario Planning Survey.

[Full District Name] ([AbbDistrict]) is in the initial stages of planning for the start of school in Fall 2020 and would like to better understand your thoughts and concerns moving forward. Your responses will help [AbbDistrict] understand your needs so we can best serve you.

This study is for research purposes only: all information you provide will be maintained on a confidential basis by Hanover Research and will only be reported to [AbbDistrict] in an aggregate form, so please be candid in your responses.

This survey will take about 10 minutes to complete. Thank you for your participation!

Please click the arrow button below to begin.

## GDPR/PRIVACY CONSENT<sup>1</sup>

**1. Hanover Research takes protecting your personal information seriously. We use your data for research and analysis purposes only. Please see our [Privacy Policy](#) to learn how we collect and process your data.\***

- I consent to having my personal data collected for this survey.
- I do not consent to having my personal data collected and wish to exit the survey. *[Exit survey and delete data]*

## SCREENERS/BACKGROUND

**2. Which of the following best describes your relationship with [AbbDistrict]? If you are both the parent of [a/an District] student and [a/an District] staff member, please select your role as a staff member.\***

- [AbbDistrict] student
- Parent/Guardian of [a/an AbbDistrict] student
- [AbbDistrict] school staff member
- None of the above *Disqualify*

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<sup>1</sup> In compliance with the General Data Protection Regulation (GDPR) in the European Union, Canada's Anti-Spam Legislation (CASL), and the California Consumer Privacy Act (CCPA), Hanover Research must ask all respondents for their consent to gather and store their data.

**Display if Q2 "[AbbDistrict] staff member" is selected**

3. Which of the following best describes your role at [District]?\*
- Classroom teacher
  - Other instructional staff
  - Non-instructional staff
  - None of the above *Disqualify*

**Display if Role = Parent**

4. How many children will you have enrolled in [a/an District] school in the 2020-21 school year?\*
- None *Disqualify*
  - 1 child
  - 2 children
  - 3 children
  - 4 children
  - 5 children or more

**Display if "Q4" is 2 children, 3 children, 4 children, OR 5 children or more**

5. You indicated that you have more than one child who will be enrolled in [a/an District] school in the 2020-21 school year. Please complete this survey keeping in mind the child whose birthday is the earliest in the calendar year.

*For example, if you have one child who was born on January 15<sup>th</sup> and another child who was born on August 1<sup>st</sup>, please respond for the child who was born on January 15<sup>th</sup>.*

**Display if Role = Student OR Parent**

6. What will [your/your child's] grade level be at the start of the next school year (i.e., the 2020-21 school year)?\*
- Pre-K *DQ if student*
  - Kindergarten *DQ if student*
  - Grade 1 *DQ if student*
  - Grade 2 *DQ if student*
  - Grade 3 *DQ if student*
  - Grade 4 *DQ if student*
  - Grade 5 *DQ if student*
  - Grade 6
  - Grade 7
  - Grade 8
  - Grade 9
  - Grade 10
  - Grade 11
  - Grade 12
  - None of the above *DQ*

**Display if StaffRole = Classroom teacher**

7. What grade level(s) do you expect to teach in the fall (i.e., the 2020-21 school year)? Please select all that apply.\*

**Display if StaffRole = Other instructional staff**

What grade level(s) do you expect to primarily work with in the fall (i.e., the 2020-21 school year)? Please select all that apply.\*

- Pre-K
- Kindergarten
- Grade 1
- Grade 2
- Grade 3
- Grade 4
- Grade 5
- Grade 6
- Grade 7
- Grade 8
- Grade 9
- Grade 10
- Grade 11
- Grade 12

**Display if Role = Student**

8. If in-person classes resume in the fall, which school would you attend?\*

**Display if Role = Parent**

If in-person classes resume in the fall, which school would your child attend?\*

**Display if StaffRole = Classroom teacher OR Other instructional staff**

If in-person classes resume in the fall, at which school or site would you primarily work? If you would work at multiple schools, please select the school at which you would spend the majority of your time.\*

- Elementary
  - i) List elementary schools
- Middle
  - i) List middle schools
- High
  - i) List high schools

*DQ logic needs to be set up to disqualify any grade/school mismatches*

**Display if Role = Student**

9. Will you participate in any of the following programs in the next school year?  
Please select all that apply.\*

**Display if Role = Parent**

Will your child participate in any of the following programs in the next school year?  
Please select all that apply.\*

**Display if StaffRole = Classroom teacher OR Other instructional staff**

Will you teach or work with any of the following student populations or  
programs in the next school year? Please select all that apply.\*

- English Language Learner (ELL)
- Special Education
- Gifted and Talented
- None of the above

*Items randomized (except "None of the above") to reduce order effects*

**Display if Role = Student**

10. Will you qualify for Free or Reduced-Price Lunch (FRPL) in the next school year?\*

**Display if Role = Parent**

Will your child qualify for Free or Reduced-Price Lunch (FRPL) in the next school  
year?\*

- Yes
- No
- Unsure



## REOPENING SCENARIOS

**Display if Role = Student OR Parent OR IF StaffRole = Classroom teacher OR Other instructional staff**

**11. Overall, how would you describe [your/your child's/your students'] experience with online/distance learning?\***

- Very Negative
- Somewhat Negative
- Neither Positive nor Negative
- Somewhat Positive
- Very Positive
- Unsure/NA

**Display if Role = Parent OR IF StaffRole = Classroom teacher OR Other instructional staff**

**12. Overall, how would you describe your experience with online/distance learning?\***

- Very Negative
- Somewhat Negative
- Neither Positive nor Negative
- Somewhat Positive
- Very Positive
- Unsure/NA

**13. To what extent do you support or oppose the following instructional strategies in Fall 2020?\***

ALL ITEMS RANDOMIZED	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEITHER SUPPORT NOR OPPOSE	SOMEWHAT SUPPORT	STRONGLY SUPPORT	UNSURE/NO OPINION
Completely online/remote instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hybrid instruction (i.e., mix of online and in-person instruction)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completely in-person instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*FinalStatus will be changed from Partial\_No\_Data to Partial at this point. Respondents must at least answer the above question for their responses to be included in the analysis.*

**14. If [your/your child's] school adopts a rotation schedule in the fall, to what extent would you support or oppose the following options?\***

For each rotation schedule, students would be divided into smaller groups and rotations would occur on half-day, daily, or weekly cycles.

**Half-day:** A different group of students will receive in-person instruction in the morning than in the afternoon.

**Daily:** Only one group of students will receive in-person instruction each day.

**Weekly:** One group of students will receive in-person instruction for a full week followed by at least one week of remote/online instruction.

ALL ITEMS RANDOMIZED	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEITHER SUPPORT NOR OPPOSE	SOMEWHAT SUPPORT	STRONGLY SUPPORT	UNSURE/NO OPINION
Half-day rotation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Daily rotation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekly rotation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**15. If schools have the option to delay start dates due to the COVID-19 pandemic, to what extent do you support or oppose a later start date?\***

- Strongly Oppose
- Somewhat Oppose
- Neither Support nor Oppose
- Somewhat Support
- Strongly Support
- Unsure/No Opinion

**16. If [your/your child's] school pushes back the start date, either due to state requirement or the district's decision, to what extent would you support or oppose the following options on how the school makes up the missed days?\***

ALL ITEMS RANDOMIZED	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEITHER SUPPORT NOR OPPOSE	SOMEWHAT SUPPORT	STRONGLY SUPPORT	UNSURE/NO OPINION
Ending school later in the year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extending the school day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing break schedules (e.g., fewer days off during winter break)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17.If [your/your child's] school reopens in Fall 2020, to what extent would you support or oppose the following safety precautions?\***

ALL ITEMS RANDOMIZED	STRONGLY OPPOSE	SOMEWHAT OPPOSE	NEITHER SUPPORT NOR OPPOSE	SOMEWHAT SUPPORT	STRONGLY SUPPORT	UNSURE/NO OPINION
Requiring students and staff to wear face masks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandatory temperature checks before school/district property (e.g., building, school bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notifying all students, parents, and staff if someone at their school site tests positive for COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allowing students and instructional staff to continue online/distance learning for <u>medical reasons</u> (e.g., they or someone they live with is at high risk for severe illness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allowing students and instructional staff to continue online/distance learning <u>for any reason</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Restructuring student schedules to support social distancing at school (e.g., rotating recess, lunch times)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resuming in-person instruction before a vaccine for COVID-19 is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritizing in-person instruction for younger students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritizing in-person instruction for at-risk students (e.g., students at risk of failing or dropping out)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritizing in-person instruction for students who receive special services (e.g., special education, ELL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ONLINE/REMOTE LEARNING

**Display if Role = Student**

**18. Which of the following are your biggest concerns related to fully online/remote instruction? Please select up to five options.\***

- My social-emotional wellbeing
- My physical health
- Access to food/meals
- My mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Availability of extra-curricular activities
- Access to devices (e.g., computer)
- Internet access
- Physical space for schoolwork
- Access to school supplies (e.g., pencils, paper)
- My engagement in learning
- Quality of online instruction
- Quality of course materials
- Guidance/Feedback on assignments
- Supports for special student populations (e.g., ELL, special education, gifted education) Display if Q9 != "None of the above"
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about online/remote learning.

**Display if Role = Parent**

**19. Which of the following are your biggest concerns related to fully online/remote instruction? Please select up to five options.\***

- My child's social-emotional wellbeing
- My child's physical health
- My child's access to food/meals
- My child's mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Availability of extra-curricular activities
- Access to devices (e.g., computer)
- Internet access
- Physical space for my child to do schoolwork
- Access to school supplies (e.g., pencils, paper)
- My child's engagement in learning
- Quality of online instruction
- Quality of course materials
- Guidance/Feedback on assignments
- Supports for special student populations (e.g., ELL, special education, gifted education) *Display if Q9 != "None of the above"*
- My work/home balance
- Childcare
- My ability to support my child's remote learning
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about online/remote learning.

**Display if Role = Staff**

20. Which of the following are your biggest concerns related to fully online/remote instruction? Please select up to five options.\*

- My social-emotional wellbeing
- My physical health
- My mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Access to devices (e.g., computer)
- Internet access
- Physical space to work
- My work/home balance
- Childcare
- Job security
- Access to school supplies (e.g., pencils, paper) *Display if StaffRole !=Non-instructional staff*
- My students' engagement in learning *Display if StaffRole !=Non-instructional staff*
- My ability to provide online instruction *Display if StaffRole !=Non-instructional staff*
- Quality of course materials *Display if StaffRole !=Non-instructional staff*
- My ability to provide guidance/feedback on assignments *Display if StaffRole !=Non-instructional staff*
- My ability to support special student populations (e.g., ELL, special education, gifted education) *Display if Q9 != "None of the above" AND Display if StaffRole !=Non-instructional staff*
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about online/remote learning.

## IN-PERSON INSTRUCTION

21. Which of the following are your biggest concerns related to fully in-person instruction? Please select up to three options.\*

- Transportation logistics (e.g., ability to get to/from school site)
- Transportation safety (e.g., ability to maintain social distancing)
- School cleanliness to prevent an outbreak
- Time and resources required to clean schools thoroughly
- Ensuring students and staff wear face masks
- Ensuring social distancing guidelines are followed
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about in-person instruction.



## HYBRID LEARNING

Display if Role = Student

22. Which of the following are your biggest concerns related to hybrid instruction?

Please select up to five options.\*

- My social-emotional wellbeing
- My physical health
- Access to food/meals
- My mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Availability of extra-curricular activities
- Access to devices (e.g., computer)
- Internet access
- Physical space for schoolwork
- Access to school supplies (e.g., pencils, paper)
- My engagement in learning
- Quality of online instruction
- Quality of course materials
- Guidance/Feedback on assignments
- Supports for special student populations (e.g., ELL, special education, gifted education) *Display if Q9 != "None of the above"*
- Transportation logistics (e.g., ability to get to/from school site)
- Transportation safety (e.g., ability to maintain social distancing)
- School cleanliness to prevent an outbreak
- Time and resources required to clean schools thoroughly
- Ensuring students and staff wear face masks
- Ensuring social distancing guidelines are followed
- Ensuring equity of in-person instruction
- Course offerings
- Concerns about how students will be assigned to groups for in-person instruction
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about hybrid instruction.

**Display if Role = Parent**

**23. Which of the following are your biggest concerns related to hybrid instruction?**

*Please select up to five options.\**

- My child's social-emotional wellbeing
- My child's physical health
- My child's access to food/meals
- My child's mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Availability of extra-curricular activities
- Access to devices (e.g., computer)
- Internet access
- Physical space for my child to do schoolwork
- Access to school supplies (e.g., pencils, paper)
- My child's engagement in learning
- Quality of online instruction
- Quality of course materials
- Guidance/Feedback on assignments
- Supports for special student populations (e.g., ELL, special education, gifted education) *Display if Q9 != "None of the above"*
- My work/home balance
- Childcare
- My ability to support my child's remote learning
- Transportation logistics (e.g., ability to get to/from school site)
- Transportation safety (e.g., ability to maintain social distancing)
- School cleanliness to prevent an outbreak
- Time and resources required to clean schools thoroughly
- Ensuring students and staff wear face masks
- Ensuring social distancing guidelines are followed
- Ensuring equity of in-person instruction
- Course offerings
- Concerns about how students will be assigned to groups for in-person instruction
- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about hybrid instruction.

Display if Role = Staff

24. Which of the following are your biggest concerns related to hybrid instruction?  
Please select up to five options.\*

Display to all

- My social-emotional wellbeing
- My physical health
- My mental and emotional health (e.g., stress, anxiety)
- Loneliness/Social isolation
- Access to devices (e.g., computer)
- Internet access
- Physical space to work
- My work/home balance
- Childcare
- Job security
- Transportation logistics (e.g., ability to get to/from school site)
- Transportation safety (e.g., ability to maintain social distancing)
- School cleanliness to prevent an outbreak
- Time and resources required to clean schools thoroughly
- Ensuring students and staff wear face masks
- Ensuring social distancing guidelines are followed
- Ensuring equity of in-person instruction
- Course offerings
- Concerns about how students will be assigned to groups for in-person instruction

Display to all BUT Non-instructional staff

- Access to school supplies (e.g., pencils, paper)
- My students' engagement in learning
- My ability to provide online instruction
- Quality of course materials
- My ability to provide guidance/feedback on assignments
- My ability to support special student populations (e.g., ELL, special education, gifted education) *Display if Q9 != "None of the above"*

Display to all

- Other (please specify):\_\_\_\_\_
- None, I do not have any concerns about hybrid instruction.

## BUS SCHEDULE

**Display if Role = Student or Parent**

25. Prior to the COVID-19 pandemic, was it *[your/your child's]* plan to use school- or district-provided transportation in Fall 2020 to get to and/or from school?\*

- Yes
- No
- Unsure

26. If *[your/your child's]* school has in-person instruction in Fall 2020, would *[you/your child]* use school- or district provided transportation to get to and/or from school?\*

- Yes
- No
- Unsure

## OPEN-ENDED RESPONSE

27. In the space below, please provide any additional information you would like *[AbbDistrict]* to be aware of or take into consideration when planning for classes to resume in the fall.

*Please note that your verbatim response below will be provided to [AbbDistrict], so please avoid providing personally identifying information.*

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## DEMOGRAPHICS

**Display if Role = Parent**

**28. Which of the following best describes your current employment status?\***

- Full-time outside the home
- Full-time working from home
- Part-time outside the home
- Part-time working from home
- Not currently working (e.g., furloughed, unemployed, retired)
- Prefer not to respond

**Display if Role = Parent**

**29. Who would be your child's primary caregiver throughout the day should online/remote instruction continue in the fall?\***

- Parent/Guardian
- Family or family friend
- Sibling
- Nanny or babysitter
- Parent/Guardian of child's friend or classmate
- Other (please specify): \_\_\_\_\_
- None of the above
- Prefer not to respond

**Display if Role = Parent**

**30. Which of these describes your total household income last year?\***

- \$0 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- \$125,000 to \$149,999
- \$150,000 to \$174,999
- \$175,000 to \$199,999
- \$200,000+
- Prefer not to respond

**Display if Role = Parent**

**31. Has a member of your household experienced any of the following since the start of the COVID-19 pandemic? Please select all that apply.\***

- Layoff
- Furlough
- Reduced work hours
- Reduced salary
- Time off due illness (COVID-19 related or other)
- Time off to take care of sick family member
- Time off to take care of children
- Other
- None of the above
- Prefer not to respond

**32. Which of the following best describes your gender?\***

- Male
- Female
- Other/Non-binary
- Prefer not to respond

**Display if Role = Staff**

**33. For how many years have you worked at [AbbDistrict]?\***

- Less than 1 year
- 1 to 3 years
- 4 to 6 years
- 7 to 10 years
- 11 to 15 years
- 16 to 20 years
- More than 20 years
- Prefer not to respond

**34. Are you Hispanic or Latinx?\***

- Yes
- No
- Prefer not to respond

**35. Which of the following describes your race/ethnicity? Please select all that apply.\***

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Prefer not to respond

# ABOUT HANOVER

Hanover Research provides high-quality, custom research and analytics through a cost-effective model that helps clients make informed decisions, identify and seize opportunities, and heighten their effectiveness

## OUR SOLUTIONS

### ACADEMIC SOLUTIONS

- **College & Career Readiness:**  
Support on-time student graduation and prepare all students for post-secondary education and careers.
- **Program Evaluation:**  
Measure program impact to support informed, evidence-based investments in resources that maximize student outcomes and manage costs.
- **Safe & Supportive Environments:**  
Create an environment that supports the academic, cultural, and social-emotional needs of students, parents, and staff through a comprehensive annual assessment of climate and culture.

### ADMINISTRATIVE SOLUTIONS

- **Family and Community Engagement:**  
Expand and strengthen family and community relationships and identify community partnerships that support student success.
- **Talent Recruitment, Retention & Development:**  
Attract and retain the best staff through an enhanced understanding of the teacher experience and staff professional development needs.
- **Operations Improvement:**  
Proactively address changes in demographics, enrollment levels, and community expectations in your budgeting decisions.

### LEADERSHIP SOLUTION

Build a high-performing administration that is the first choice for students, parents, and staff.

## OUR BENEFITS



### EXPERT

200+ analysts with multiple methodology research expertise



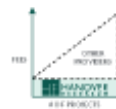
### FLEXIBLE

Ongoing custom research agenda adapts with organizations' needs



### DEDICATED

Exclusive account and research teams ensure strategic partnership



### EFFICIENT

Annual, fixed-fee model shares costs and benefits





[www.hanoverresearch.com](http://www.hanoverresearch.com)