



# **IMPACT REPORT**

## **CIN AND STUDIES 2023**



**Community Insights**  
Network

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**Community Insights**  
Network

**IMPACT**



## What is the **IMPACT** of the Community Insights Network (CIN) and studies on the foundation?

*"ResultsLab is a thought leader on **inclusive, non-extractive research** processes that amplify the voices of those closest to the problem. You have been able to leverage your methods and strategies to tap into a **rich reservoir of insights.**"*

*– Kysie Jensen, Bill & Melinda Gates Foundation*

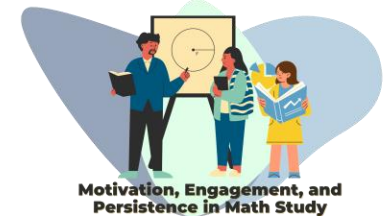
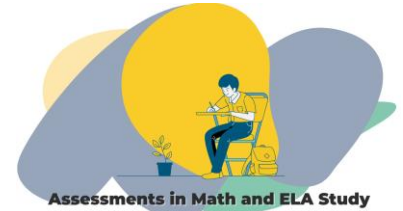
- Through the Community Insights Network (CIN), ResultsLab helps the foundation and its partners have **increased access to proximate voices** to right-size solutions and investments.
- CIN insights help guide the investment of K-12 solutions that are **community-informed** and therefore more likely to be sustainable and impactful.
- Our insights aim to elevate proximate voices to support initiatives that strengthen learning outcomes through an **equity-centered approach**.



# The CIN helps the foundation and its partners have increased access to proximate voices to help right-size solutions and investments.

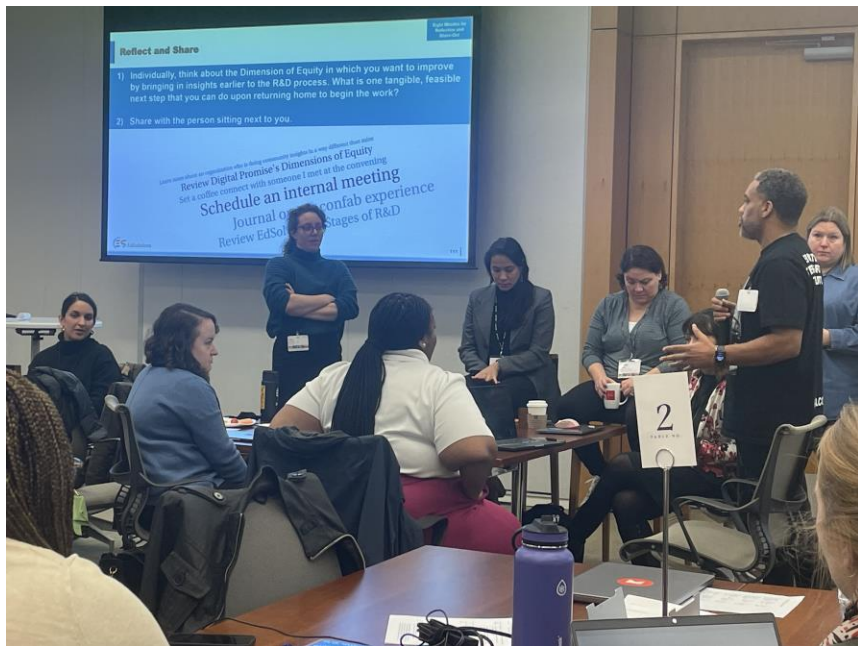
Through the CIN, the studies team collects insights for the foundation or in collaboration with other foundation partners in the K-12 education space.

- **Bridging the gap:** In line with the foundation's focus on listening to, empowering, and enabling teachers to do ambitious math, CIN studies help to bridge the gap between research and practice.
- **Rapid insights:** We specialize in generating rapid insights through our Community Insights Network to better understand how to drive improvements in teaching and learning and how to provide students with the math classrooms they deserve.
- **21 completed studies:** We've completed 21 studies over the past three years covering a variety of topics, ranging from modernizing math education to purchase factors for assessment buyers.





# Study insights help guide the investment of K-12 solutions that are community-informed and therefore more likely to be sustainable and impactful.



ResultsLab's Community Insights Network Senior Consultant, Caitlin McAteer, presenting at the Teacher and Student Voice Convening at the foundation in February 2024.

*"The thorough, collaborative design process helped me **feel confident** that we would get the very specific kind of information we were hoping to uncover."  
— Alida Maravi, Bill & Melinda Gates Foundation*

*"We've found the findings helpful in confirming or contradicting what we see in desk research and hear from field experts. **It's illuminating to understand if real teachers working in the field agree or disagree** with what experts, administrators, and other stakeholders say about an issue. In our work of consulting philanthropists on investment strategy, teacher perspectives **help offer our clients a well-rounded sense of whether a certain strategy is realistic.**"  
— Nikkie Zanevsky, EdSolutions*



## Overall, our insights aim to elevate proximate voices to support initiatives that strengthen learning outcomes through an equity-centered approach.

Community Insights Network studies by ResultsLab contribute to **inclusive innovation** through collaboration with key players in the education space. These studies infuse voice into strategic investments, priorities, and products that aim to improve learning outcomes for historically underserved and under resourced student populations in the U.S.

- Historically, research and evaluation has taken a paternalistic and white dominant approach to collecting evidence.
- By bringing in proximate voices in the K-12 education space, ResultsLab **studies help the foundation be more inclusive in R&D.**
- The goal is to make sure that innovation is not happening *to* people but happening *with* people.
- We aim to **bring community insights into innovation** so that stakeholders understand the process, buy in, and work side-by-side with developers.



The ResultsLab team at the foundation's Teacher and Student Voice Convening in February 2024.



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# INGREDIENTS FOR SUCCESS





## HOW do CIN panels lead to success in the study space?

*"There's so many cool and interesting studies that you get to do. And even if you aren't a part of a study, you still get to see the results as they're coming through. Then you get to see what's happening in the education world during the research phase before it gets published and used in the classroom."*

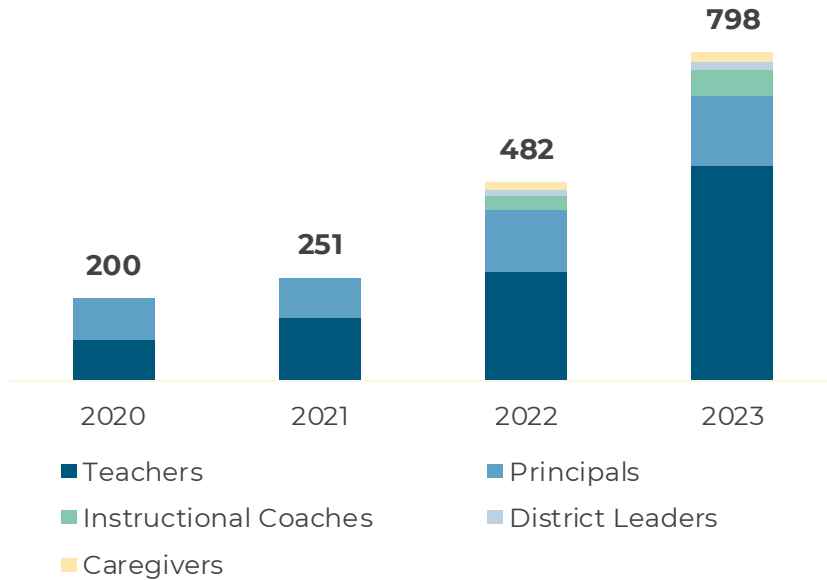
— Middle School Teacher, New Jersey

- Community Insight Network **panels are the key to ResultsLab's success** in the study space.
- **K-12 education practitioners** engage with us because they **get a seat at the table**, they have access to resources, and they feel more connected to colleagues and peers.
- ResultsLab's work with the Community Insights Network is guided by our core values of **diversity, accessibility, trust,** and **community-informed design.**

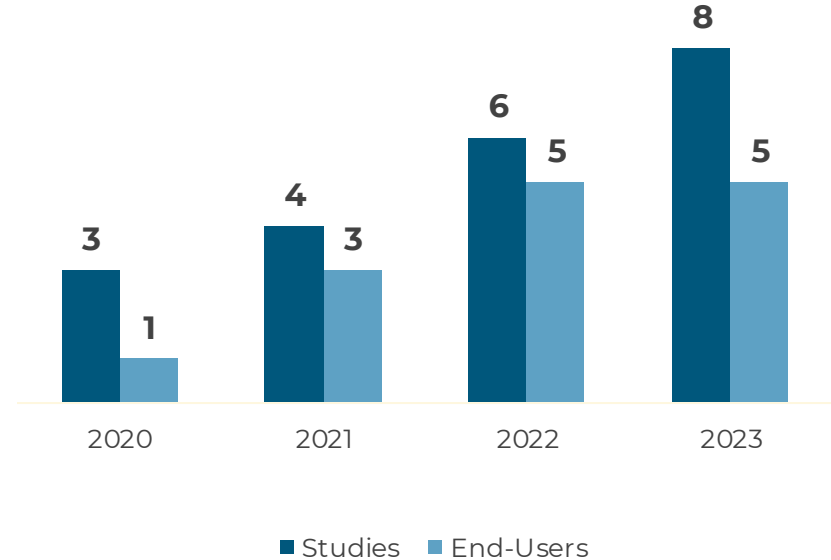


Over the course of ResultsLab's management and facilitation of the Community Insights Network, membership has grown in representation of states, practitioner roles and experiences, and size of the network.

Network Growth by Year



Number of Studies and End-Users by Year



For more details on the history of network growth, studies completed, and end-user engagement, see the [Appendix](#).



**Video Spotlight:** K-12 education practitioners engage with us because they get a seat at the table, they have access to resources, and they feel more connected to colleagues and peers.

## VIDEO SPOTLIGHT



*K-12 education practitioners engage with us because they get a **seat at the table**, they have **access to resources**, and they **feel more connected to colleagues and peers**.*



# ResultsLab's work in this space is guided by our core values of diversity, accessibility, trust, and community-informed design.

ResultsLab's Community Insights Network and studies work is guided by the following core values:

- **Diversity:** The Community Insights Network and studies represent a diversity of voices in the K-12 education space.
- **Accessibility:** ResultsLab offers practitioners and caregivers a variety of ways to engage with both the Community Insights Network and studies.
- **Trust:** ResultsLab establishes trust with participants in the Community Insights Network, foundation program officers, and partners to collaboratively design impactful studies.
- **Community-Informed Design:** ResultsLab studies are guided by foundation *and* K-12 practitioner priorities from both the top-down and bottom-up.

*"I would say that what I've most appreciated and been impressed by is the **team's collaborative design approach** and **deep respect** for the expertise that educators bring to the table."  
– Kysie Jensen, Bill & Melinda Gates Foundation*



**Video Spotlight:** Guided by our core values, ResultsLab has created a space that prioritizes diverse representation, mutual value, and trust with panelists.

## VIDEO SPOTLIGHT



*Guided by our core values, ResultsLab has created a space that prioritizes diverse representation, mutual value, and trust with panelists.*



# ResultsLab tracks the impact of research partnerships, capturing information on the value added, increases to efficiency, and real-world applicability of our CIN study findings.

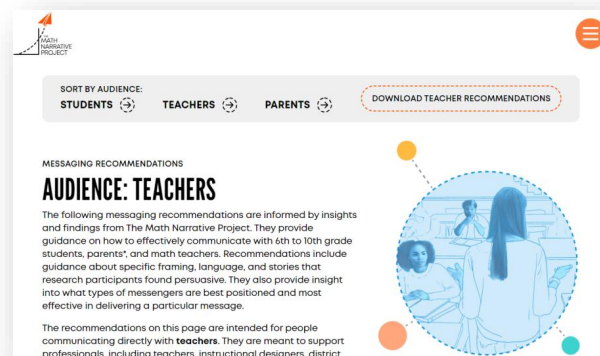
After completing study initiatives with the foundation or partner organizations, ResultsLab maintains relationships and follows up to hear how findings from the CIN have been used and how the impact of various initiatives unfold.

## substantial



"Access to the Community Insights Network was important in ensuring that we were able to **access more perspectives** than what we ourselves could recruit for, and in exploring areas of research that were important to the project."  
— Kat Ward, Substantial

"Not only were they supportive in data collection but they were also eager to support dissemination activities ... I greatly enjoyed the collaboration and look forward to future partnerships."  
— Felix Fernandez, FHI360



See the [Appendix](#) for case study details.



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# FUTURE STATE



## How might ResultsLab and the foundation partner in the **FUTURE?**

*"The insights from the CIN have been invaluable as **rich, qualitative sources of data** on practitioner mindset on priority topics."  
— Alison Corbet, MissionWired*

ResultsLab is **eager to continue increasing the foundation's and the field's access to proximate voices** in K-12 by efficiently meeting emerging needs, measuring impact, and democratizing and codifying the Community Insights Network.

We will do this by building and sharing our **Network Go Forward Plan**.





## ResultsLab sees opportunity to further unlock CIN's potential to grow into an accessible product for other developers, researchers, and partners in the K-12 ecosphere.

As we transition to the Community Insights Network becoming a field-serving asset, we will ensure that our **primary goal remains to elevate community voice** to support products, services, and policy solutions that aim to have a positive K-12 learning impact on historically underserved populations.

We will do this by:



**Offering more opportunities** for communities to engage in study design and data analysis efforts.



**Producing a menu of services** and cost structure plan to guide sustainable scale of this service to more end users in the K12 space.



**Building a strong network** of insight users who are ready to infuse community insights into their development processes



**Exploring ways to continue innovating** in the virtual, community-informed research space to ensure that the cost of network engagement is approachable.



## To drive towards a future state where ResultsLab carries forward the potential of the CIN as an asset for the broader K-12, we have developed a **Network Go Forward Plan**.

ResultsLab will be sharing its vision of the Network Go Forward plan for the Community Insights Network on 5/15. This plan will include a focus on:

- **Optimization:** How can we optimize the CIN to further meet needs and demands of our insight members and targeted end users?
- **Activation:** What are the levers (market, financial and operational) to build a highly sustainable and impactful field asset?

Our goal in carrying the CIN forward is to **empower** those driving K-12 solutions, policies, products, and innovations with **actionable insights** so they can better meet the needs of historically underserved students.

*"[ResultsLab is] able to be nimble and flexible based on partners' needs which has enabled the insights to be more actionable."  
– Kysie Jensen, Bill & Melinda Gates Foundation*

Discussion: Is there anything from the impact evaluation & ingredients for success content above that sparked you today? That you want us explore more deeply in the Network Go Forward plan?



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**THANK YOU!**



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# IMPACT CASE STUDIES



## Partner Spotlight: In 2023, ResultsLab partnered with Substantial to gather educator insights on what a modernized math classroom might look like.

Substantial had been working with the foundation to explore what it could look like to modernize the math classroom by facilitating two workshops with subject matter experts.

**Our Role:** Substantial collaborated with ResultsLab by utilizing the Community Insights Network to conduct a study between Workshop 1 and 2 that could inform how their team planned to facilitate Workshop 2. Our study aimed to answer the following learning questions:

1. How do educators define a modernized math learning context?
2. To what extent do educator perceptions of day-to-day lived experiences and teaching practices shape perceptions of what a modernized math learning context might entail?

**Study Impact:** Findings from our Modernizing Math Study helped to frame Workshop 2 that Substantial was facilitating with lived experts. Kat and Michole at Substantial expressed the deep value and added nuance our insights brought to their work, highlighting specifically the **thoroughness of our findings**. In some areas, our findings validated what the Substantial team had been hearing, and a lot came out of our findings that were surprising and presented new potential areas for explorations.

### substantial

*"Access to the Community Insights Network was important in ensuring that we were able to **access more perspectives** than what we ourselves could recruit for, and in exploring areas of research that were important to the project."*

*– Kat Ward, Substantial*

By leveraging our Community Insights Network, we were able to conduct this study with speed and **efficiency** to give the Substantial team the insights they needed with limited notice.



## Partner Spotlight: In 2021, the CIN partnered with FHI360 on their bright spots in community and family engagement initiative to inform the design of a toolkit.

**Our Role:** By recruiting teachers, principals, and caregivers to engage in focus groups and interviews, the CIN aimed to answer the following learning questions:

- What are community stakeholders saying about the needs and challenges of school-family engagement in priority regions and populations?
- What are some exemplary engagement practices that can help inform better K-12 approaches to school-family engagement with student caregivers?

In this study initiative, the CIN shared raw data and emergent themes that the FHI360 team used to develop case studies and a corresponding toolkit that supports districts in their authentic efforts to engage families and communities.

**Study Impact:** As a result of this community insights collaboration opportunity with the Community Insights Network, FHI360 was able to:

- Publish a study the Journal of Leadership and Policies in Schools: [Roadblocks to Effective District, Family, and Community Collaboration: A Phenomenology Study of Potential Challenges and Solutions](#).
- Produce a [Family and Community Collaboration Guide](#) on their [Connected and Engaged Site](#), which includes opportunities to strengthen FCC, collaboration in action, innovative strategies, and policy solutions.
- Present findings on Family and Community Engagement at the [American Education Research Association Conference 2024](#).



*“ResultsLab was an invaluable partner in the implementation, completion, and design of our study. Their network of principal, teacher, and community partners were instrumental in the initial phases of our study as we collected educator feedback.”*  
– Felix Fernandez, FHI 360

By establishing a relationship of **collaboration** and **mutual trust**, the CIN and FHI360 teams have been able to stay in touch and share updates of what has happened with the Bright Spots in Community and Family Engagement Initiative back with the CIN.



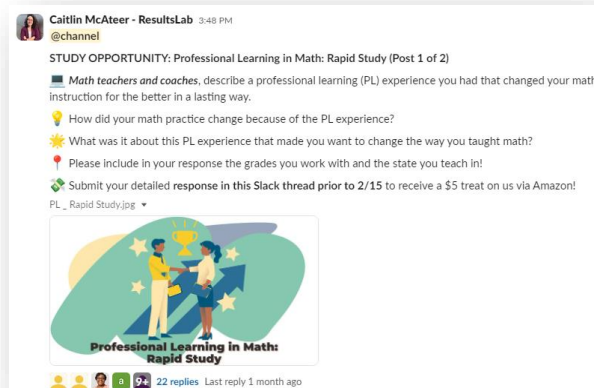
## Study Spotlight: The CIN has shown its value not only in robust and in-depth studies, but also in filling the need for rapid insights based on feedback from partners.

**Our Role:** In early 2024, the Studies team tapped the CIN for a rapid study focused on professional learning.

- We quickly engaged members of the CIN to learn more about their perspectives on professional learning using Slack.
- In addition to sharing rapid insights and illustrative quotes, the Studies team also conducted a mini lit review of what we currently know about teacher perceptions of professional learning.

**Study Impact:** Insights from this rapid study were used to help develop facilitation approach and content for Gates' Foundation Week's content

- The above mentioned mini lit review was also used to inform recommendations for a more in-depth Professional Learning study that could fill gaps in knowledge about teacher perceptions of professional learning.



*“The rapid study on professional learning with the teacher network helped our team identify a couple of professional learning features that would make their experiences better. This will **shape the focus of our investments** in professional learning providers, both those within districts and school buildings and external organizations.”*

*— Alida Maravi, Bill & Melinda Gates Foundation*



## Partner Spotlight: Over a two-year period, the Community Insights Network supported GSSR with their Math Narratives Work by helping to recruit teachers for focus groups and survey engagement.

**Our Role:** Beginning in winter of 2021, the Community Insights Network began its support of GSSR with the Math Narrative Work by making recommendations on how best to include teacher perspectives and supporting in recruitment.

- During this project, the CIN helped recruit for focus groups with teachers, contributed feedback on survey methodology design, and helped recruit for the survey as well.

**Study Impact:** Although the CIN was not a part of data collection or analysis, members of our network participated in an important study and elevated their perspectives.

- Through this work, GSSR and other partner organizations have been able to make [this website of findings](#) and host webinars to discuss learnings.

The screenshot displays the 'Math Narrative Project' website interface. At the top left is the project logo, and at the top right is a hamburger menu icon. Below the logo is a navigation bar with the text 'SORT BY AUDIENCE:' followed by three buttons: 'STUDENTS', 'TEACHERS', and 'PARENTS', each with a right-pointing arrow. To the right of these buttons is a button labeled 'DOWNLOAD TEACHER RECOMMENDATIONS' enclosed in a dashed red border. The main content area is titled 'MESSAGING RECOMMENDATIONS' and features a large heading 'AUDIENCE: TEACHERS'. Below this heading is a paragraph of text explaining that the recommendations are based on insights from the project and provide guidance on communication for 6th to 10th grade students, parents, and math teachers. To the right of the text is a circular illustration showing a teacher from behind, interacting with two students in a classroom setting. The illustration is surrounded by three colored dots (yellow, orange, and teal) connected by dashed lines.





**Community Insights**  
Network

# NETWORK REACH AND ENGAGEMENT



Over the course of ResultsLab's management and facilitation of the CIN, membership has grown in representation of states, practitioner roles and experiences, and the size of the network overall.

## A Brief History of the Community Insights Network

ResultsLab inherited the management of the Virtual Teacher2Teacher network from Vantage Evaluation that built off of MissionWired's Teacher2Teacher social media presence and began using the network to conduct studies.

2020

ResultsLab grew the size of the network, merged into the K-12 Practitioner Panel, continued conducting studies, and began more intentional efforts to collaborate directly with foundation partner organizations.

2022

ResultsLab began working with Gates POs and partner orgs to develop a more intentional learning agenda, focused inquiry on math to align with Gates strategy, and tapped the networks for Insights Confab studies.

2023

ResultsLab launched a Virtual #PrincipalProject network began an online Slack community for separate principal and teacher networks as well.

2021

ResultsLab again grew the size of the network and welcomed in more math and elementary educators in alignment with foundation strategy to support study information needs.

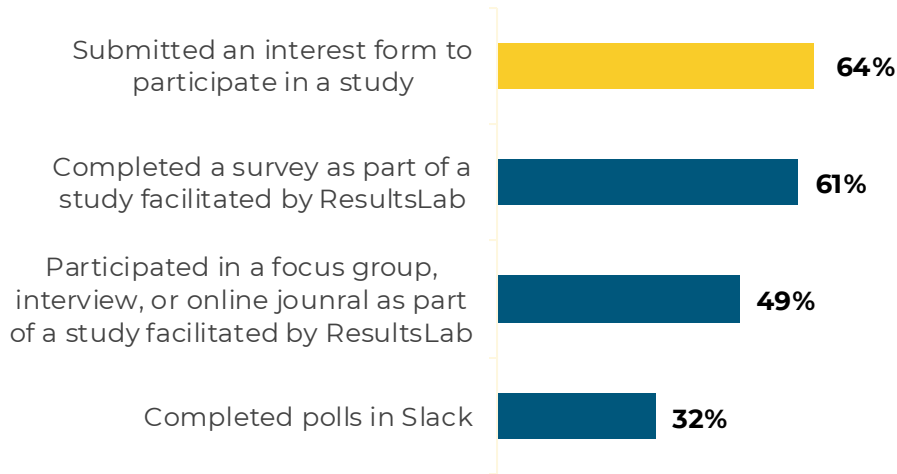
2024



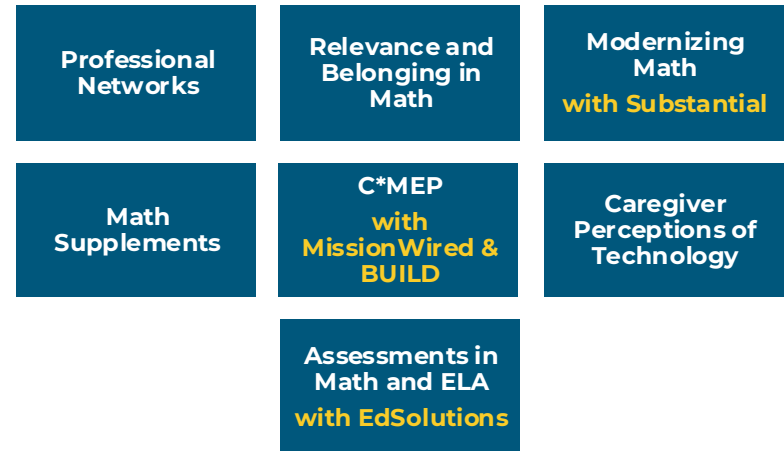
# ResultsLab uses mixed methods research design, gathering data through interviews, surveys, focus groups and more.

Practitioners in the Community Insights Network shape the design of studies and share their perspectives through **pulse checks, interviews, surveys, focus groups, and online journals**.

## How K-12 Practitioner Panel members engaged with our work in the past year (n=211)



## Study Topics Covered in 2023:

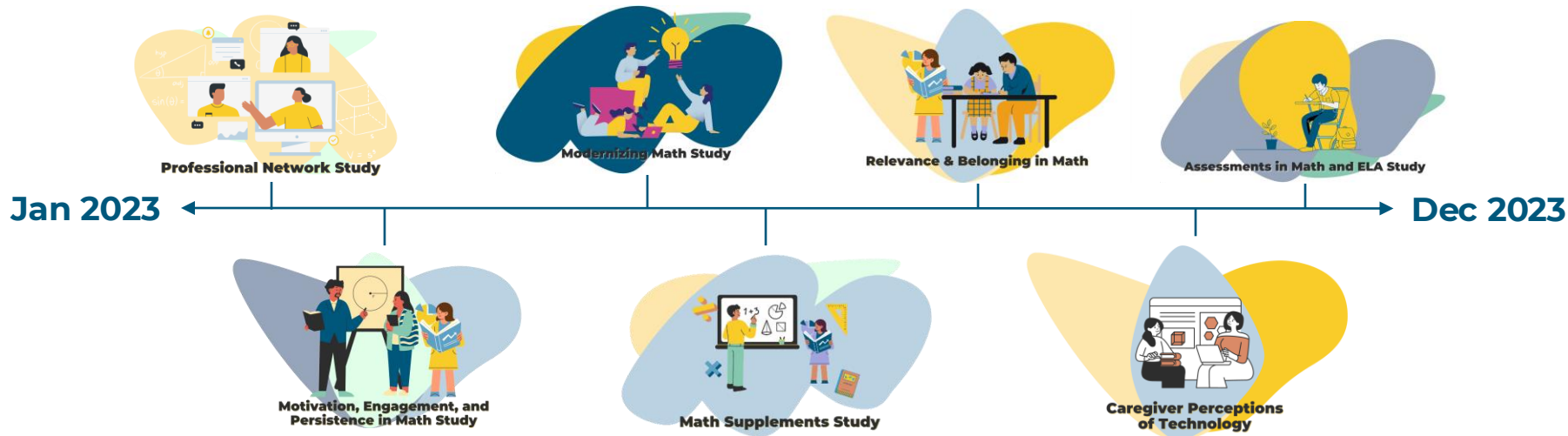


*Note: Not every study was conducted with a partner; some studies were conducted with foundation program officers.*



# In 2023, ResultsLab conducted 7 studies with 7 partners to generate rapid insights.

In 2023, ResultsLab collaborated with seven foundation partners, including **Substantial, EdSolutions, Goodwin Simon Strategic Research, FHI 360, BUILD, and MissionWired.**



Note: Study overviews, populations engaged, and final deliverables can be found in the [EduWired Database](#)



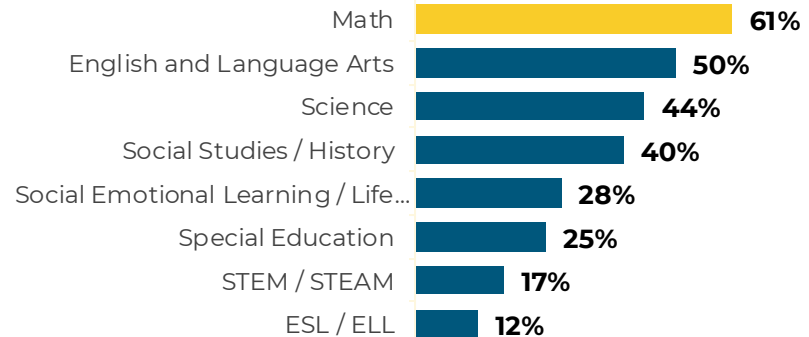
# In 2023, the Community Insights Network was comprised of 523 teachers, many of whom support math instruction.

The Community Insights Network is comprised of **the Caregiver Advisory Group**, which consists of 22 caregivers, and **the K-12 Practitioner Panels**, which consist of 776 educators, including 524 teachers.



## What subjects do our practitioners teach?

(n=524)

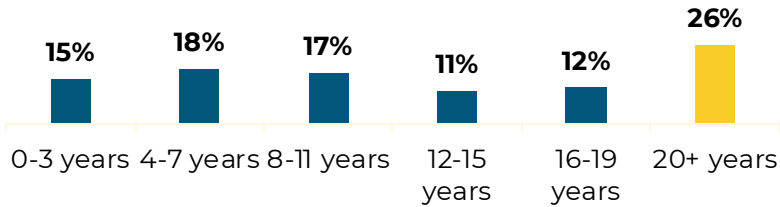


Of the 524 teachers in the K-12 Practitioner Panels, **61% are math instructors.**

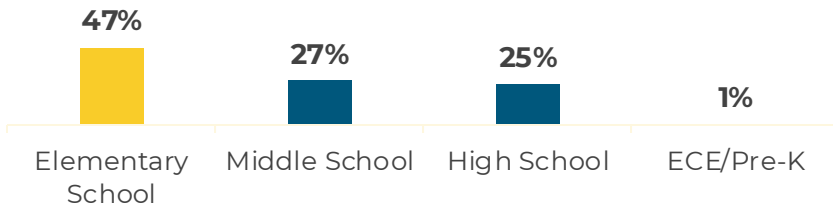


# Most K-12 Practitioner Panels members have 20+ years of experience and teach elementary school; many live in Texas.

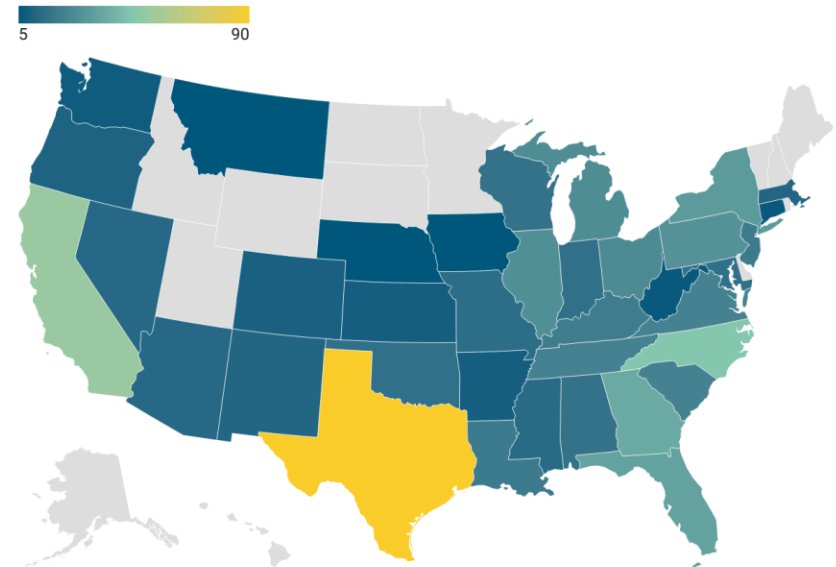
### Years in Role (n=523)



### Grade Band Worked with Most Frequently (n=523)



### Where do our K-12 Practitioner Panel members live? (n=741)

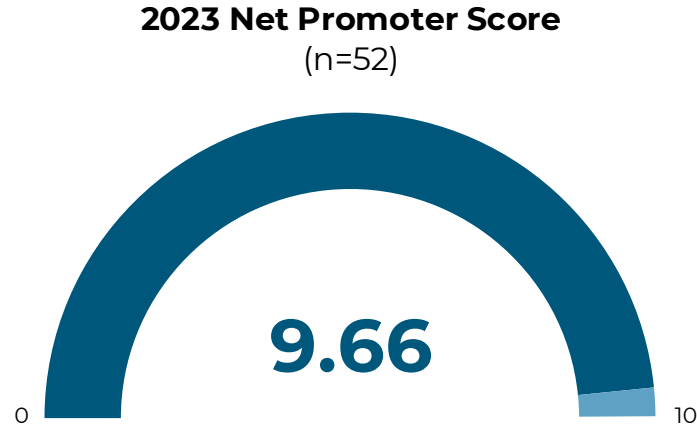




## K-12 Practitioner Panels members are extremely likely to recommend participating in a ResultsLab study.

Members of the K-12 Practitioner Panels receive a survey after participating in a ResultsLab study.

When asked how likely they would be to recommend participating in one of our studies to others (with 0 meaning extremely unlikely and 10 meaning extremely likely), **ResultsLab had an average net promoter score of 9.66 in 2023 across 52 respondents.**





## K-12 Practitioner Panels members report that the Community Insights Network gives them a seat at the table.

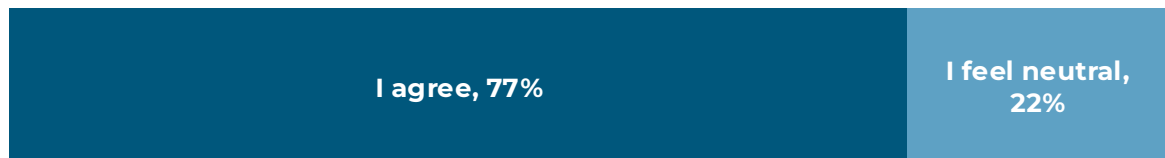
Almost 1 in 5 K-12 Practitioner Panels members joined the Community Insights Network to have a role in improving the future of education.

Most CIN panelists feel informed on how their contributions support broader efforts, **giving them a seat at the table in the future of K-12 education.**

# 18%

of K-12 Practitioners Panels members (n=212) engage in the panels **to have a role in improving the future of education.**

**I feel informed on how my contributions (Slack responses, focus groups, surveys) support broader efforts.** (n=210)







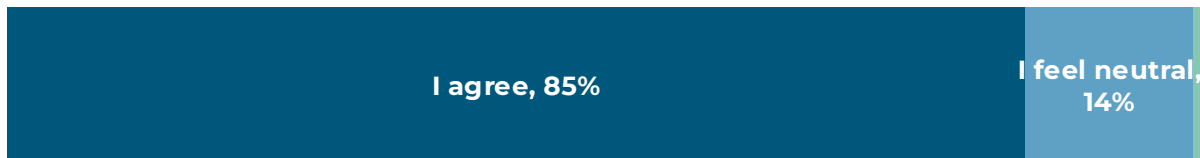
## By participating in the K-12 Practitioner Panels, members learn about valuable insights, perspectives, and tools.

When asked about their motivations for joining the CIN, almost 3 in 4 members of the K-12 Practitioner Panels members joined the network to have thoughtful discussions and share resources, tips, and ideas.

As a result of being involved in the CIN, most K-12 Practitioner Panels members report that they **learn valuable insights, perspectives, and tools**.

### I learn about valuable insights, perspectives, and tools by being involved in the Community Insights Network.

(n=206)



*"Hearing about what folks are doing, reading about what they're doing, learning about both problems and solutions. So that's been huge just as a resource, the network itself. What's most valuable to me really is just learning about best practices and what are people doing on the ground."*  
— High School Principal, California



## As a result of participating in the K-12 Practitioner Panels, members feel like a member of a community.

Almost 1 in 4 members of the K-12 Practitioner Panels participate in the Community Insights Network to have a sense of community and connection with others outside their school, district, or state.

Most of the K-12 Practitioner Panels members have **connected with other Community Insights Network members** and have **felt like a member of a community**.

**I have connected with other Community Insights Network members and have felt like a member of a community.** (n=206)



*"I am a lifelong educator and always will be a lifelong learner. I like having discussions, discussion panels especially in education in general and just feeling a part of a community."*

— High School Teacher, New Jersey



# ResultsLab's guiding values in this space include diversity, accessibility, trust, and community-informed design.

## Diversity

ResultsLab strategically recruits members for the K-12 Practitioner Panels to ensure that the educators we work with serve **Black and Latino students and students from low-income backgrounds**.

## Accessibility

ResultsLab meets Community Insights Network members where they are, offering **various ways to engage**.

## Trust

Resultslab prioritizes **mutual value** and establishes trusting relationships with Community Insights Network members and foundation officers and partners.

## Community-Informed Design

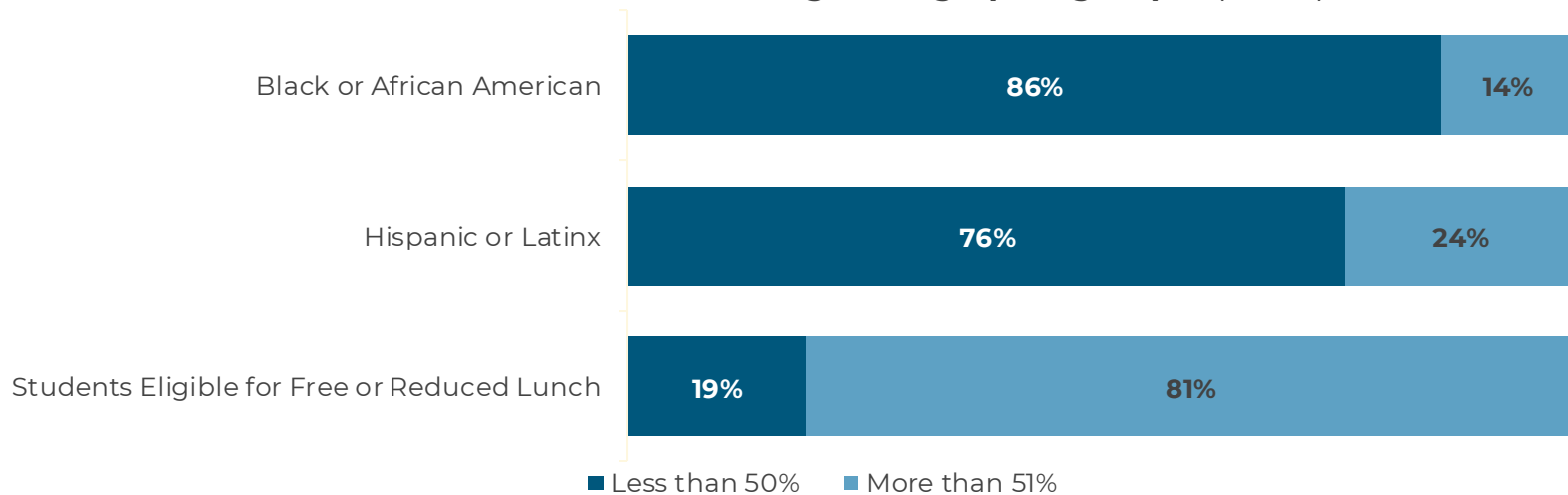
ResultsLab strives towards community-informed design with the goal of **developing studies from the bottom-up**.



# Many K-12 Practitioner Panels members work with Black and Latino students and students from low-income backgrounds.

ResultsLab strategically recruits members for the K-12 Practitioner Panels to ensure that the educators we work with serve **Black and Latino students and students from low-income backgrounds**.

**What percentage of schools our panelists work at have student populations more than 51% of the following demographic groups? (n=781)**



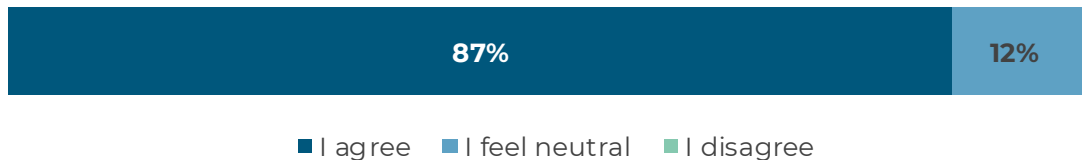


## ResultsLab meets Community Insights Network members where they are, offering various ways to engage.

Members of the Community Insights Network are offered **multiple ways to engage** through our Slack community, newsletters, town hall events, and studies.

CIN members **receive the support they need** to engage in both the Slack community and in ResultsLab studies.

**I have been able to engage at times that are convenient for me. (n=201)**



*“The group chat format comes very easily to me. It’s an area that I could return to for resources and go back and look at those resources...I also really like [CIN] because I don’t feel like I constantly have to be on.”*

— Middle School Teacher, Vermont

*“It’s low pressure. I can choose to participate as much as I want to or as little as I want to. And for that, I’m appreciative.”*

— High School Principal, California



# Resultslab prioritizes mutual value and establishes trusting relationships with CIN members and foundation stakeholders.



"I enjoy the fact that it's an open space for direct conversation and to share insight for what is a good way of going about different ways of teaching and methods in the educational stratosphere."  
– High School Teacher, New Jersey

ResultsLab designed the CIN with **mutual value** in mind. We strive to facilitate an experience that is as valuable for our CIN members as it is for the foundation.

- 85% of CIN members feel their opinions and contributions are valued within the community.
- 77% of CIN members feel informed on how their contributions support broader efforts.

*"I especially appreciated the ResultsLab team cross-referencing our learning questions with topics of interest to the network. This ensures learning is mutually beneficial and non-extractive.."*  
– Alida Maravi, Bill & Melinda Gates Foundation



ResultsLab works with foundation program officers and partners to take a **coordinated approach** to understanding complex problems and innovating effective solutions.

In 2023, ResultsLab worked with seven foundation partners across seven studies to **collaboratively design insight methods**, field research instruments, and analyze findings.



# ResultsLab strives towards community-informed design with the goal of developing studies from the bottom-up.

**Community-informed design** is at the heart of the Community Insights Network.

- ResultsLab values members of the Community Insights Network as equal collaborators in the study design process.
- We regularly utilize Slack pulse checks to inform our study design, specifically adapting the framing of questions to the lived experiences of practitioners.
- ResultsLab asks CIN members what study topics they would be interested in exploring and hopes to work with the foundation to align top-down and bottom-up priorities to optimize investments.

## ***Community-Generated Study Topics:***

- DEIJ
- Teacher mental health burn-out retention
- COVID effects on behavior and learning loss
- Scaffolded and differentiated learning
- Behavior and classroom management strategies (discipline vs. restorative justice)



# ResultsLab uses internal data and evaluation systems to ensure CIN and study quality.

ResultsLab ensures a standard level of quality through **codified processes and internal data and evaluation systems.**

## Impact Strategy & Measurement Plan

ResultsLab has developed an Impact Strategy and Measurement Plan to allow for internal evaluation of our processes and outcomes.

## Codified Processes

ResultsLab has codified elements of CIN administration and study implementation through process playbooks.

## Templates and Plans

ResultsLab has standard templates and plans that serve as a starting point for further customization and provide a base level of quality.

## Annual Satisfaction Survey

All CIN members are invited to participate in an annual satisfaction survey to evaluate CIN processes.

## Post-Study Survey

Study participants are invited to participate in a post-study survey to evaluate study processes.

## Ongoing Feedback

CIN members provide ongoing feedback on future study engagements and process improvement via Slack and other methods.

## Data Systems

ResultsLab integrates systems such as Qualtrics, AirTable, and Power BI to efficiently monitor and evaluate CIN and study data.





# Seven ResultsLab team members are working in this space.



**Kenzie Strong | Vice President**  
Workstreams: Project Management,  
Insights ConFab



**Kymberly Byrd | Director**  
Workstream Lead: Capacity Building &  
Strategic Advisement



**Caitlin McAteer | Senior Impact  
Consultant**  
Workstream Lead: Insights ConFab



**Maggie McGuire | Impact Consultant**  
Workstream Lead: Community Insights  
Network



**Rahul Kulkarni | Impact Consultant**  
Workstream: Capacity Building &  
Strategic Advisement



**Laurelin Haas | Impact Consultant**  
Workstreams: Studies, Community  
Insights Network



**Isabel Magnus | Impact Consultant**  
Workstreams: Studies, Community  
Insights Network