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OFFICE OF THE SUPERINTENDENT**

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**(Cover & Page 10)**

September 28, 2007

**TO:** School Board Members

**FROM:** Katherine Blasik, Ph.D., Associate Superintendent  
Research, Evaluation, Assessment & Boundaries

**VIA:** James F. Notter  
Superintendent of Schools

**SUBJECT: THIRTEENTH ANNUAL CUSTOMER SURVEY**

The attached District Customer Survey report describes findings from the administration of the Thirteenth Annual Customer Survey in Broward County Public Schools (BCPS) during the 2006-07 school year. The survey was administered online to all District full-time instructional staff and to students in grades 3 through 12. A random sample of parents was also surveyed. These parents had the option of responding to the survey online, or completing the survey on paper for return to their child's school. A total of 616 (2.3%) of 27,271 parent respondents chose to answer the survey online. This year's response rates for students (82.7%) and parents (38.9%) surpassed last year's rates (81.7% and 33.8%, respectively), but the response rate for teachers declined from 75.3% to 69.6%.

Individual school survey results have previously been posted to the Research Services Web site. Principals, in conjunction with their staff and Area Directors, will review the school level reports to identify areas of concern or in need of improvement. The District level data included in the appendixes of this report provide a standard against which to benchmark individual school data. Review of the data and plans to address concerns should be completed and presented to the Area Directors by ~~September 30~~ October 31, 2007. Questions concerning this report should be addressed to **me at 754-321-2470 or Dr. Russell Clement, Director, Research Services, at 754-321-2500.** This study may also be accessed via the Research Services Web site ([http://www.broward.k12.fl.us/research\\_evaluation/newmain.htm](http://www.broward.k12.fl.us/research_evaluation/newmain.htm)).

JFN/KAB/RWC:mrl

Attachment

cc: Executive Leadership Team  
Area Directors  
Shirley Lewis, President, Broward County Council of Parent Teacher Association (PTA)  
Janet Bravo, Chairperson, District Advisory Council (DAC)  
Principals

**The School Board of Broward County, Florida**

**Thirteenth Annual Customer Survey**

**2006-07**



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September 2007

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**The School Board of Broward County, Florida**  
**Thirteenth Annual Customer Survey, 2006-07**

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## **The School Board of Broward County, Florida**

### **Thirteenth Annual Customer Survey, 2006-07**

#### Executive Summary

To assess school climate within Broward County Public Schools (BCPS), the Customer Survey has been administered annually to students, teachers, and parents. In 2006-07, the Thirteenth Annual Customer Survey was administered to students in grades 3 through 12, all full-time instructional staff, and a random sample of BCPS parents. No significant changes have been made to the survey instrument since the 2002-03 school year.

This year, the student and teacher surveys were administered online, and the parent surveys were administered on paper. For the first time, surveyed parents also had the option of responding to the survey online or completing the survey on paper for return to the child's school.

In general, elementary level stakeholders registered the most positive responses to the Customer Survey items, followed by middle and high school level stakeholders. This report highlights the results for items that represent a concern or registered an improvement. Items with less than 60% agreement (or disagreement in the case of negatively worded items) in response subgroups have been highlighted, as they may show areas of concern. Also, item responses were compared to last year's results to identify item responses that registered increases or decreases of two or more percentage points.

#### *Response Rates*

- This year's response rates for students (82.7%) and parents (38.9%) surpassed last year's rates (81.7% and 33.8%, respectively). However, response rates for teachers declined from 75.3% to 69.6% in this year's survey administration.
- Although higher than last year's rate, the response rate of the Parent Survey is still considered low, thereby raising questions about the overall generalizability of the results due to increased likelihood of response bias.

#### *School Grades*

- Stakeholders were asked to assign a letter grade to their school. This grade gave a measure of stakeholder satisfaction with schools. Findings revealed that stakeholder satisfaction was highest for elementary schools and progressively lower for middle and high schools.
- Nevertheless, over 80% of all respondents at each school level assigned their school a grade "C" or better.

#### *School Safety*

- Compared to elementary students, middle and high school students were more likely to report that they did not feel safe at school and that students brought drugs, alcohol, and weapons to school.
- Also, compared to students and parents, teachers at the middle and high school levels were more likely to report that students harassed other students.

### *Educational Environment*

- Responses to items related to the learning environment reflect areas of strength, as the majority of stakeholders agreed with items related to the availability of resources, books, and equipment, and to challenging and relevant homework.
- There was a lower level of satisfaction with the learning environment for middle and high school students than for other respondents.
- The percentage of respondents who reported that learning was impacted negatively because of class size is low. However, there have been decreases over last year's results for this item for all respondent subgroups.
- Most stakeholders responded positively to items related to teacher-student interaction. However, middle and high school students tended to disagree regarding students being informed of their progress. Also, middle school students tended to disagree with the statement that teachers treated them fairly.
- Elementary respondents were likely to agree that parents were informed of students' progress and that teachers responded quickly to parents' requests, in contrast to less than 60% of middle and high school students.
- Teachers at the middle and high school levels were less likely to report that parents helped share responsibility for student academic progress and helped with achievement and behavior problems.
- Lower percentages of students and parents at the middle and high school levels perceived that parents were informed of students' progress.

### *School Environment*

- Most respondents registered positive results to items that addressed interaction with school administration. Most respondents agreed that administrators were visible around the school, and that they were aware of the purposes and goals of the school.
- Over 40% of students at the middle and high school levels disagreed with the statement that the principal responded to their concerns.
- About 22% of teachers and students at the middle and high school levels disagreed that the Student Code of Conduct was enforced fairly.
- The majority of teacher respondents at all levels agreed that the principal was effective in running the school, and that the principal responded to their concerns. Also, more than 60% of teachers agreed that their input on school decisions was requested and valued.
- With the exception of middle and high school students, most other stakeholders agreed that their school was kept in good condition, it was clean, and they were proud of their school. Middle school students registered the lowest level of agreement to these items.
- Parents, especially at the middle school level, were less likely than other respondents to report that the school provided adequate after-school programs.
- Although lower percentages of teachers at the middle and high school levels reported satisfaction with the working environment at the school, they registered increased levels of satisfaction, compared to last year's results.
- Also, compared to last year's results, the percentage of middle and high school students who reported that they were proud of the school increased by 3 and 6 percentage points, respectively.

### *Hot Topics*

The Thirteenth Annual Customer Survey included hot topic items that addressed the perception of stakeholders regarding the use of technology (computers and the Internet), educational planning, school-parent contacts about students' behavioral problems, availability of assigned textbooks at home, school safety and security, and classroom walkthroughs.

- Items related to the students' use of computers at home, as well as those related to school contact with parents for students' behavioral problems received positive responses from all stakeholders.
- An area identified in need of improvement included the communication between school staff and students about test performance; over 29% of students at all school levels (including 43% of middle school students) disagreed with the statement that they met with staff to talk about recent test scores.
- At the middle and high school levels, 20% of students did not perceive that they were taught to use technology to do school work.
- Although most teacher respondents agreed that they had used the Virtual Counselor's Web site to review student records, still over 10% of teachers at each school level disagreed with this statement.
- High percentages of students and teachers across all school levels reported that they knew what to do in case of an emergency at school. In contrast, less than 63% of parent respondents expressed the same level of confidence.
- A higher percentage of elementary school students reported that their principals (or assistant principals) visited their classroom regularly, compared to students at the middle and high school levels. Similarly, less than 57% of teachers across all school levels agreed that their teaching improved as a result of classroom walkthroughs.
- There were increases in the percentage of high school level respondents (over 63%) who reported that students were helped to select high level courses.

Schools are encouraged to review the information provided in their individual school reports to identify areas for further action, based on their areas of concern regarding safety, teacher-student interaction, teacher-parent interaction, and school environment.

**The School Board of Broward County, Florida**  
**Thirteenth Annual Customer Survey, 2006-07**

Introduction

An annual survey has been administered to Broward County Public Schools (BCPS) students, teachers, and parents since the 1993-94 school year. The Customer Survey provides an appraisal of stakeholder perceptions regarding school climate. The survey instrument was revised during the 2001-02 school year to align with the goals and objectives of the 2000-05 Strategic Plan (The School Board of Broward County, Florida, 2001). The three survey forms include parallel survey items to facilitate the comparison of responses among the three respondent groups. In addition, a set of “hot topic” items are included on an annual basis to address concerns that arise during a particular school year (Schoeneberger, 2002).

The purpose of the Customer Survey is to assess the school climate within BCPS. School climate is created by stakeholder perceptions of the policies, procedures, activities, programs, and facilities within a school (Kids Health Inc., 2004). A number of components of school climate, such as academic engagement, connectedness, participation in extra-curricular activities, liking school, having a student voice, positive peer relations, safety, fair and effective discipline, and teacher support have been found to relate to improved student achievement (Libbey, 2004). Consequently, attention must be paid to the stakeholder opinions in order to assess the climate within BCPS. A review of survey results will provide an opportunity for school and District staff to identify successes, as well as areas that require further actions for improvement. Thus, changes or decisions, based on the analyses of results, will lead to an improved school climate and the benefit of all students.

Methods

The Thirteenth Annual Customer Survey was administered to all students enrolled in grades 3 through 12, all full-time instructional staff, and a randomly selected sample of one-third of all BCPS parents. The design and instructions for completing the survey remained similar to those of previous years. However, there were a few changes introduced in the survey procedures during the 2006-07 survey administration.

*Student Survey Administration*

This year, all students enrolled in grades 3 through 12 were administered the Student Survey online via the Virtual Counselor Web site. In addition, students enrolled in the targeted grade levels at the Pembroke Pines Charter Schools and at Central Charter School were surveyed using paper administration. During the online and paper survey administrations, additional support was given to specific groups of students. Limited English proficient (LEP) students were provided the option to complete the survey in their native language (Spanish, Portuguese, and Haitian-Creole) or in English. Also, accommodations were made for some students in Exceptional Student Education (ESE). Facilitators were allowed to fill in the responses for those ESE students who were physically unable to do so themselves.

The paper survey administration took two weeks to complete. However, the online administration of the Student Survey was more time intensive. The administration window for online surveys was initially set for two weeks, but it was extended for two additional weeks.

This allowed additional time for schools that had difficulties surveying all their students during the initial survey administration window.

#### *Teacher Survey Administration*

As has been done in the previous survey administration, all active full-time instructional staff (including classroom teachers, guidance counselors, and media specialists) at the schools were eligible to complete the Teacher Survey. School administrators were not eligible to complete the survey. The survey was administered online through the Virtual Counselor Web site. Teacher Survey responses were confidential and protected at the District level.

#### *Parent Survey Administration*

The process for collecting survey responses from parents was similar to the process used in the previous three survey administrations. A random sample of one-third of BCPS parents with students enrolled in Pre-Kindergarten through Grade 12 was generated for the administration of the Parent Survey. Each selected household received only one survey. In addition, translated versions of the survey (Spanish, Portuguese, and Haitian-Creole) were made available (through the school) to parents who did not speak English. The surveys were distributed to schools and sent home with the students. This year, each Parent Survey was inserted in a window envelope. To insure confidentiality of responses, a return envelope was provided with each survey. Parents were asked to complete the survey and return the answer portion (in the provided envelope) to the school with their child. If the parent was not comfortable returning the survey in this manner, they were able to return it directly to the school's administrative office, but safely enclosed in a sealed envelope. Parents could also choose to respond to the survey online this year.

## Results

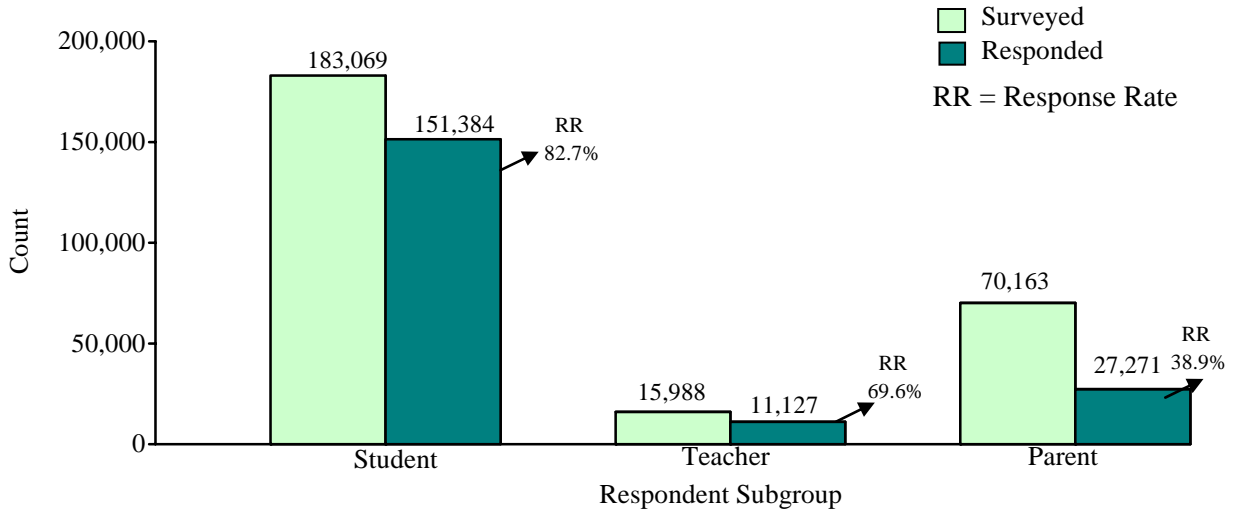
#### *Response Rates*

The number of students, staff, and parents who were surveyed and who responded to the Thirteenth Annual Customer Survey is shown in Figure 1. For a complete description on how the response rates were calculated, see Appendix A. Also, overall response counts and rates are available for the District in Appendix B and for each school level in Appendices C through F.

As Figure 1 shows, this year, 82.7% ( $n=151,384$ ) of students and 69.6% ( $n=11,127$ ) of teachers completed the Thirteenth Annual Customer Survey. These figures represent an increase in the student response rate, as well as a decrease in the teacher response rate, which were 81.7% and 75.3%, respectively, in 2005-06. The decrease in teacher response rates at the secondary school levels and centers may have been a result of the online administration format. Despite previous assurances and maintenance of confidentiality in all online survey administrations, some non-respondent teachers may still have been concerned about confidentiality of responses.

The District Parent Survey response rate increased from 33.8% in 2005-06 to 38.9% ( $n=27,271$ ) in 2006-07, slightly exceeding the 38.3% rate reached in the 2004-05 administration. A total of 26,655 (97.7%) parent respondents completed the survey on paper vs. 616 (2.3%) parent respondents who chose to respond to the survey online. Although the response rate for parents improved this year, it is still low, and the results of the Parent Survey should be considered with caution. A response rate of 39% indicates that there is a still likelihood of response bias. That is, Parent Survey results represent only a small proportion of parents sampled, and their responses may not reflect the perceptions of the full population of parents in BCPS. Parent response

rates at each school level, although improved in some schools, continue to be low. For Parent Surveys, as well as for Teacher and Student Surveys, it is not possible to generalize about what actually constitutes stakeholder opinion on school climate from survey results at schools that have response rates of less than an 80%.



*Figure 1.* Counts for students, teachers, and parents who were surveyed and responded to the Thirteenth Annual Customer Survey, along with survey response rates.

As Figure 2 shows, in 2006-07 school year, the highest response rates for the Student and Parent Surveys were found at the elementary school level, followed by middle and high school levels, and centers. Teacher response rates were highest at elementary schools, followed by high schools, while middle schools and centers registered the lowest teacher response rates. Compared to last year, student response rates declined at the elementary schools and centers, but increased at the high schools. Also, teacher response rates declined at most school levels, except at elementary schools. Parent response rates improved at most school levels, except at centers.

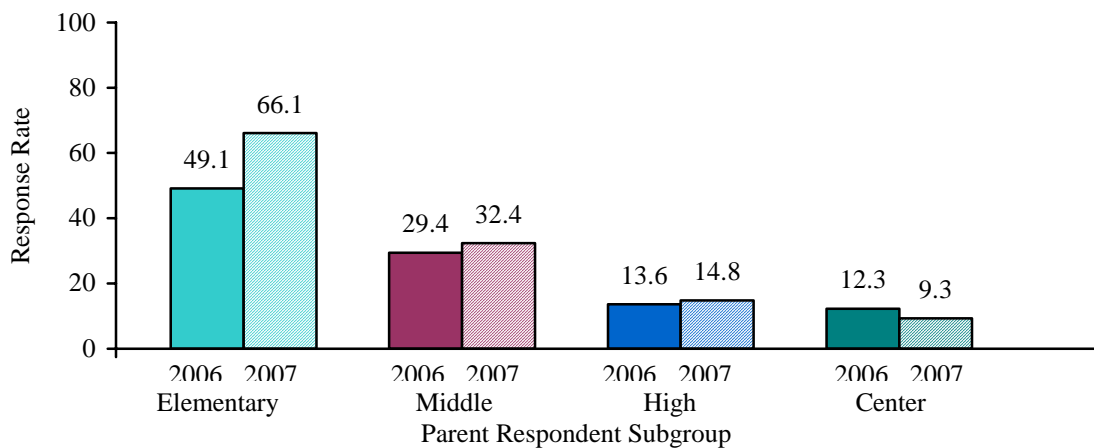
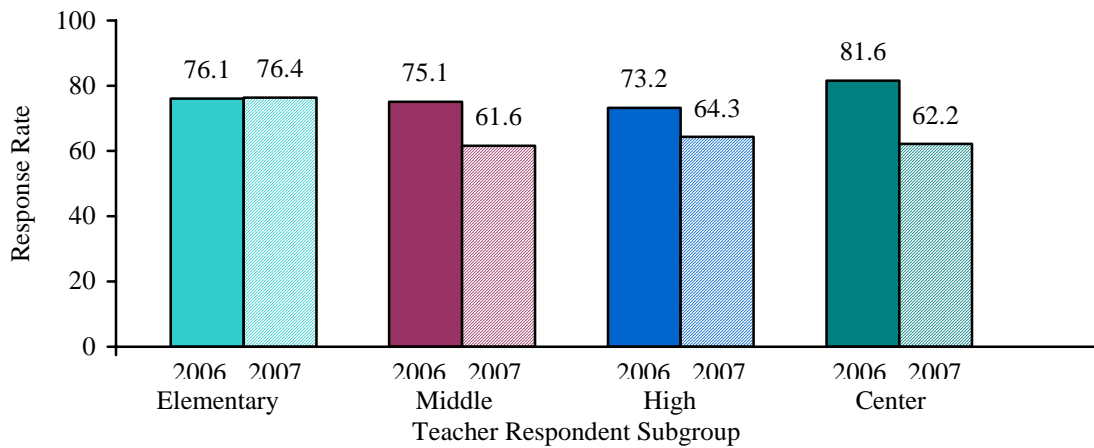
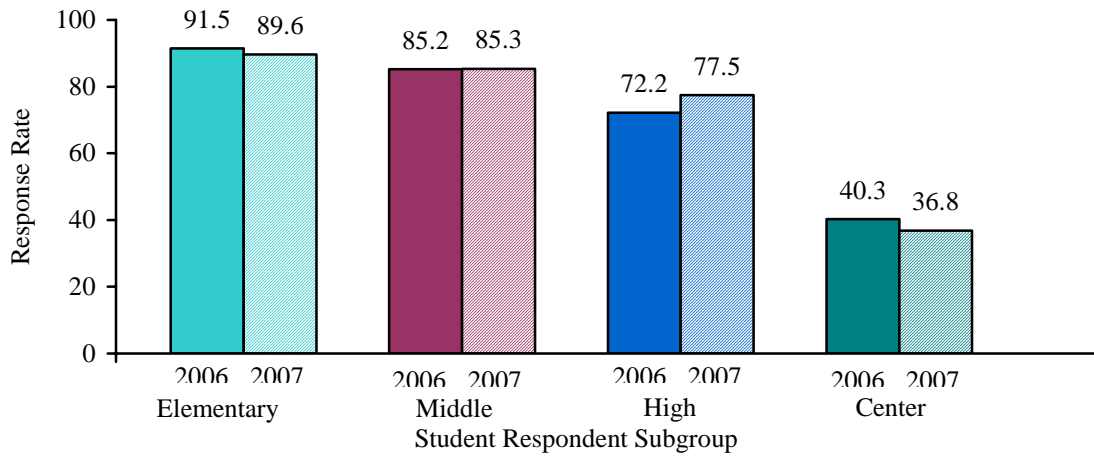


Figure 2. Survey Response rates by respondent subgroup and school level, 2005-06 and 2006-07.

### *School Grades*

Student, teacher, and parent respondents were asked to provide an overall opinion/evaluation of the school by assigning their school a letter grade. Table 1 depicts the grades respondents assigned to their school. For comparison purposes, the table also includes how schools were graded by the Florida Department of Education (FDOE) in 2006-07, under Florida’s A+ Accountability Plan. School grades assigned by FDOE indicate how well students in the schools performed academically, given established criteria.

Table 1  
*School Grades Assigned by Respondents and FDOE, 2006-07*

Respondents	School Grade	Elementary		Middle		High	
		<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Student	A	29,913	62.3	12,246	26.6	10,707	20.4
	B	11,736	24.5	15,907	34.5	19,847	37.7
	C	3,716	7.7	10,243	22.2	15,602	29.7
	D	1,161	2.4	4,080	8.8	4,662	8.9
	F	1,458	3.0	3,626	7.9	1,790	3.4
Teacher	A	3,743	63.8	1,020	49.4	921	34.0
	B	1,535	26.2	650	31.5	1,053	38.9
	C	481	8.2	313	15.2	556	20.5
	D	86	1.5	70	3.4	145	5.4
	F	19	0.3	11	0.5	31	1.1
Parent	A	11,472	68.7	2,872	47.3	1,143	32.0
	B	4,216	25.2	2,311	38.1	1,521	42.6
	C	871	5.2	733	12.1	763	21.4
	D	143	0.9	147	2.4	137	3.8
	F	4	0.0	6	0.1	8	0.2
School Grades Assigned by FDOE	A	95	65.1	20	37.7	5	14.7
	B	24	16.4	9	17.0	4	11.8
	C	22	15.1	15	28.3	16	47.1
	D	3	2.1	6	11.3	5	14.7
	F	2	1.4	3	5.7	4	11.8

As Table 1 illustrates, elementary level respondents were most likely to assign their school an “A” grade. Middle and high school respondents, on the other hand, were more likely to assign grades “B,” “C,” “D,” or “F” to their schools, than were elementary school respondents. Except for high school respondents, grades assigned by respondents portray schools in less favorable terms than the results on the A+ Plan. Respondents’ knowledge of FDOE assigned grades for the previous year may have influenced these self-reported grades.

School grades assigned by the respondents can be an indication of stakeholder satisfaction with schools. The results indicate that stakeholder satisfaction decreases from the elementary to the high school level. For example, while about 5% of elementary students assigned their school the lowest grades, 17% of middle school students, and 12% of high school students did so. However, over 80% of all respondents at each school level assigned their school a grade “C” or better.

### *Analyses of Item Responses*

Customer Survey items address five main topics: School Grade, School Safety, Classroom Environment, School Environment, and Hot Topics. Item responses were disaggregated and analyzed by school level (elementary, middle, and high) and respondent subgroup (student, teacher, and parent) as they pertain to each of these topics. Centers were not included in the analyses of the items. Responses from centers are available in Appendix F.

There were six possible responses to the items on the Customer Survey: *Strongly Agree*, *Agree*, *Uncertain/Neutral*, *Disagree*, *Strongly Disagree*, and *Don't Know*. Responses to each survey item were grouped into two categories of agreement and disagreement. Agreement consisted of the *Strongly Agree* and *Agree* survey responses. Disagreement consisted of the *Disagree* and *Strongly Disagree* survey responses. Survey responses of *Uncertain/Neutral* and *Don't Know* were not included in these analyses.

Items on each of the three surveys were a mixture of positively and negatively worded items. The negatively worded items were worded such that disagreement, as opposed to agreement, indicated positive perceptions.

The item response percentages are based on the number of valid responses for each item, not on the number of individuals surveyed. District level responses by survey item are presented in Appendix B. Item responses disaggregated by school level are available in Appendices C through F.

This report highlights the results for items that represent a concern or an improvement. That is, items with less than 60% agreement (or disagreement in the case of negatively worded items) in response subgroups were highlighted, as they may show areas of concern. Also, item responses were compared to last year's results, and those with an increase or a decrease of two or more percentage points were highlighted.

### *School Safety*

The Customer Survey has six items that address safety conditions within the school. These items specifically address safety; harassment; contraband (drugs, alcohol, and weapons); and student acceptance. Analyses of these items revealed the following findings.

- As in previous years, perceptions of student safety for all respondent groups were more positive at the elementary level than at other school levels. However, compared to last year's survey results, the percentages of middle and high school students who agreed that they felt safe at school, although still low, increased by 2 and 4 percentage points, respectively.
- Students at the elementary level (20.2%) were more likely than those at the middle (14.9%) or high (7.7%) school level to agree that students were harassed at school. These percentages were lower than those registered for each of these subgroups in last year's customer survey, which were 26.1%, 18.1%, and 9.7%, respectively.
- There were no changes in the responses related to items concerning contraband (drugs, alcohol, and weapons), compared to last year's responses. A higher percentage of middle and high school respondents agreed with the items, compared to other respondents. In fact, 37.3% of high school students agreed that students brought drugs or alcohol to school.
- As in previous years, middle and high school teachers (55.9% and 33.2%) were more likely to report that students were harassed, while elementary school teachers and

students did not. However, these percentages represent a decline over last year's percentages (61.6% and 42.1%, respectively) for middle and high school teachers' perceptions of student harassment.

### *Educational Environment*

The majority of items comprising the Customer Survey were intended to address the educational environment at the schools. Responses to items that addressed learning environment, teacher-student interaction, and teacher-parent interaction revealed the following findings.

- Elementary school respondents registered the highest proportion of positive responses to each of these items, followed by middle and high schools.
- Over 90% of the elementary respondents agreed that there were sufficient resources, books, and equipment to teach students. Middle and high school student respondents had a lower percentage of agreement to this item, although their positive responses increased over those of last year's survey.
- The proportion of teachers who indicated that learning was impacted negatively because of class size ranged from 20% at the elementary school level to 28.3% at the high school level, while less than 18% of students across all levels agreed with this statement.
- Over 70% of teachers across school levels reported that staff development activities were beneficial; elementary school teachers registered the highest level of agreement to this item. Middle school teachers' level of agreement to this item increased by almost 5 percentage points from last year's results.
- Overall satisfaction with the school learning environment was highest for elementary respondents (in excess of 80%), followed by high and middle school respondents. However, compared to last year's results, there was a decrease for middle students and an increase for high school students on positive responses to this item. At the same time, there were increases of 3 and 4 percentage points in positive responses for high school and middle school teachers, compared to last year's results.
- At the middle and high school levels, teachers had more positive views than students and parents on their perception of items related to informing students of progress, presentation of material, and student treatment.
- Only 60% of middle school students and 55% of high school students agreed that they were informed of their progress, while 80% of elementary students agreed with this item.
- Although about one-fourth of teachers at the middle and high school levels perceived that many students did not accept the responsibility for learning, there has been an increase of about 3 to 4 percentage points in the percent of teachers who agreed that students take responsibility for learning.
- Teachers were more likely than other respondents to agree that they informed parents about students' progress and responded quickly to parents' requests. Although middle school parents' level of agreement with these two statements increased by 5 and 2 percentage points over last year's levels, the perception of middle school students in agreement with this item decreased by 4 percentage points.
- On the other hand, students and parents were more likely to report that parents shared responsibility for academic progress and helped with achievement and behavior problems. The highest disconnect in responses among subgroups occurred at the high school level, with a 40 percentage points difference between what teachers and other respondent subgroups perceived. Teachers at all school levels consistently registered low levels of agreement with these two items.

### *School Environment*

The Customer Survey included items related to the school environment outside the classroom. These items addressed interaction with administrative staff and conditions at the school. They are as follows.

- Students at the secondary school levels were less likely than other respondents to agree that the Student Code of Conduct was fairly enforced. This was especially evident for middle and high school students, as well as teachers, with 22% of these respondents disagreeing that there was a fair application of rules in their schools.
- Over 90% of teachers across all levels, 72.8% of students at the elementary level, and 64.5% of students at the middle school level reported that there was an adult available at the school for students and parents to discuss problems. The percentage of high school students who agreed with this statement is even lower at 54.6%; however, this percentage represents an increase of 4 percentage points, compared to 50.4% registered last year.
- Across all school levels, over 79% of teachers agreed with the statement that the principal was effective in running the school.
- Across school levels, more than 75% of teachers reported that the principal responded to their concerns. However, 60% of students at the elementary school level and less than 30% of students at the secondary school levels reported similar responses to this item.
- Although more than 60% of teachers reported that their input in school decisions was requested and valued, less than 60% of parents registered similar responses. Compared to last year's results, both teachers and parents registered increases in the percentage of respondents in agreement with this item; however, the highest increases (of at least 7 and 8 percentage points) were registered by teachers at the secondary levels.
- There was disagreement between students and other respondents regarding the condition and cleanliness of the school. Other respondents were more likely than students to report that the school was clean and in good condition. Middle school students had the lowest level of agreement on these two items (42.5%, and 51.8%, respectively).
- Similarly, parents and teachers were more likely to report that they were proud of the school. These differences were particularly evident for students at the middle and high school levels. However, there were improvements registered. Compared to last year's results, there were increases of 3 and 6 percentage points, respectively, in the level of agreement for middle and high school students.
- Students were more likely than teachers or parents to agree that the school provided adequate after-school activities. Parents, especially at the middle school level, were less likely to agree with this statement.
- Elementary teachers were most likely to report satisfaction with the working environment at the school, followed by middle and high school teachers. However, compared to last year's results, middle school and high school teachers registered increases of 3.5% and 2.7% in their level of work satisfaction.

### *Hot Topic Items*

Hot Topic items from the Twelfth Annual Customer Survey addressed the use of technology (computers and the Internet), educational planning, school-parent contacts regarding students' behavioral problems, availability of assigned textbooks at home, school safety and security, and classroom walkthroughs. The analyses of Hot Topic Items revealed the following findings.

- The majority of teacher respondents at every school level reported that they met with staff to identify strategies for increasing student achievement among the lowest 25% of students, and that they met with other staff about student test scores.
- Less than 56% of students at all school levels, as well as middle and high school parents, reported meeting with staff to discuss test scores. Despite the low ratings for high school students and parents, their level of agreement increased by 6 percentage points, compared to last year's responses to this item.
- Over 78% of students and over 63% of teachers across all school levels agreed with the statement that students are assigned a set of textbooks, which they can also take home, for each course that uses a textbook.
- Over 80% of teachers reported that the school contacted parents when behavioral problems occurred at school. The proportion of students and parents who agreed with this item was lower for the secondary school levels.
- Elementary school respondents, as well as middle school teachers, were more likely to report that they received information about school safety and security. Less than 65% of high school parents and students agreed with this statement.
- While 72% of elementary school students reported that their principals (or assistant principals) visit their classroom regularly, less than 48% of middle and high school students reported the same. Similarly, 57% of elementary school teachers, 52% of middle school teachers, and 43% of high school teachers agreed that their teaching improved, as a result of classroom walkthroughs.
- Over 72% of teachers, across all school levels, reported that they used Virtual Counselor to review student data; 80% of middle school teachers agreed with this statement. Conversely, 60% of parents at the middle school level and 33% of parents at the elementary school level agreed that they used the site. Eighty-two percent of high school students and 66% of high school parents reported using Virtual Counselor; this represents an increase of 9 and 6 percentage points, respectively, over last year's results.
- At the high school level, 63% of students, 69% of teachers, and 68% of parents reported that students were helped to select high level courses. Compared to last year's results on this item, there were increases of 11 percentage points and 5 percentage points in the level of agreement registered by students and parents, respectively.

### Summary and Discussion

In 2006-07, the Thirteenth Annual Customer Survey was administered online to all students in grades 3 through 12 and to all full-time instructional staff. Also, the survey was administered on paper to a random sample of BCPS parents. This report highlighted the results of items that represented a concern or an improvement. That is, items with less than 60% agreement (or disagreement in the case of negatively worded items) in response subgroups were highlighted, as they may show areas of concern. Also, item responses were compared to last year's results, and those with an increase or a decrease of two or more percentage points were highlighted.

Survey response rates for Student Surveys increased from 81.7% in 2005-06 to 82.7% in 2006-07. However, the response rate for Teacher Surveys declined from 75.3% to 69.6% during the same period. The Parent Survey response rate increased from 33.8% in 2005-06 to 38.9% in 2006-07. Although higher than last year, the Parent Survey response rate is still considered low; therefore, there is still a likelihood of response bias, which limits the overall generalizability of

the results of the Parent Survey. One of the most positive increases occurred at the high school level, with the percentage of high school students who agreed that the school has helped them enroll in upper level courses increasing by 11 percentage points over last year's results. Also, high school students increased their level of satisfaction with the learning environment by 6 percentage points over last year's results.

The data also revealed a pressing area that school staff needs to address is communication between school staff and students and parents about recent test scores. Over 29% of students across all school levels, as well as over 40% of parents at middle and high school levels, disagreed with the statement that they met with staff to talk about recent test scores.

Another area of concern is student safety. At the elementary school level, 20% of students reported being bullied at school, while 30% of their teachers reported that students bullied one another. Compared to the elementary level, the percentages of student responses regarding bullying are lower for middle and high school students. However, 20% of middle and 17% of high school students reported that they did not feel safe at school, over 25% of students in these two school levels reported that students brought drugs or alcohol to school, and over 20% reported that students brought weapons to school.

There have been increases for teacher and parent respondents in their perception that their input is solicited and valued; however, over 40% of middle and high school students disagreed with the statement that the principal responds to their concerns. Across all school levels, over 20% of teachers, including 31% of high school teachers, believed that their teaching has not improved as a result of classroom walkthroughs. Also, less than 48% of middle and high school students reported that their principals (or assistant principals) visit their classrooms regularly.

Individual school survey results have previously been posted to the Research Services Web site. Principals, in conjunction with their staff and Area Directors, will review the school level reports to identify areas of concern or in need of improvement. The District level data included in the appendixes of this report provide a standard against which to benchmark individual school data. Review of the data and plans to address concerns should be completed by ~~September 30~~ October 31, 2007 and plans to address concerns presented to the Area Directors by ~~September 30~~ October 31, 2007.

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## Appendix A

### Calculation of Response Rates

*Student Surveys.* The surveyed population included all students enrolled in the schools during the online administration window (March 12 through April 10, 2007); these records were pulled from the Data Warehouse. Students who did not respond to the survey because they had transferred out or had withdrawn from school during the survey administration window were eliminated from the surveyed population. Also, results for students who had been enrolled at a school for less than two weeks prior to taking the survey online were not included.

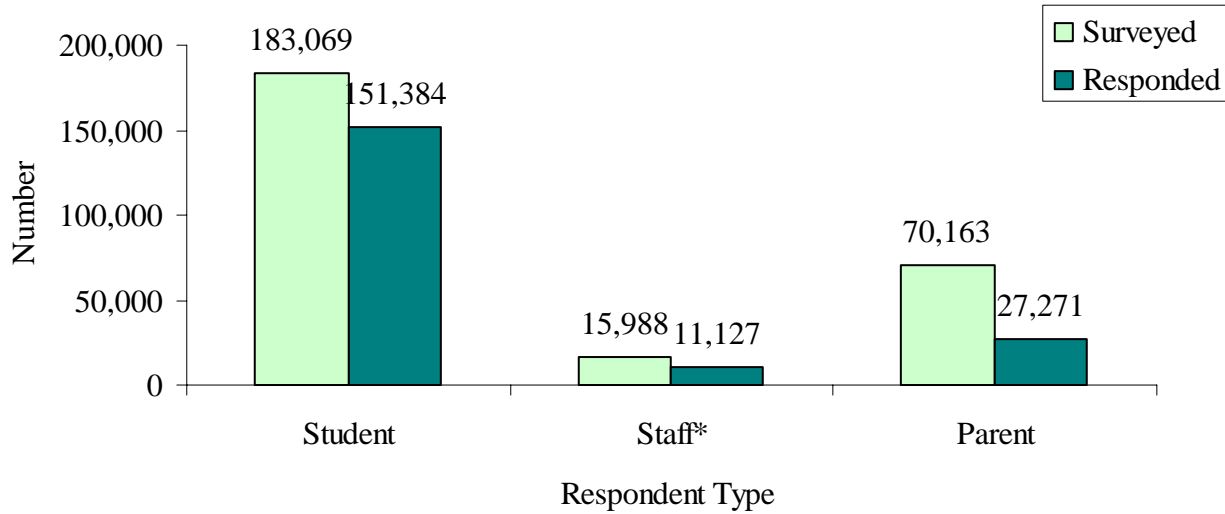
*Teacher Surveys.* The surveyed population included all full-time instructional staff with active work status at the schools. This information was retrieved from Data Warehouse records in February 2007.

*Parent Surveys.* The full surveyed random sample was drawn from parents of all enrolled students with records pulled from the Data Warehouse on January 2007. Parents whose students transferred or withdrew from the school during the survey administration window and who did not respond to the survey were eliminated from the surveyed sample.

For each of the three respondent groups, the respondent count was comprised of the number of surveys scanned or captured with usable information. Excluded from the respondent count were those surveys that evidenced “response rate bias” (that is, respondents assigned the same response choice to every item in the survey), as well as those surveys where respondents answered less than 50% of survey items.

**Improving Our Schools: 2006-07 Customer Survey**  
**The Thirteenth Annual Report of Student, Staff, and Parent**  
**Perspectives on Broward County Public Schools**

**District Summary Report**



\* Only full-time instructional staff were surveyed this year.

<u>Student Response Rate</u>		<u>Teacher Response Rate</u>		<u>Parent Response Rate</u>	
<u>Online</u>		<u>Online</u>		<u>Paper</u>	
82.7%		69.6%		38.9%	

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	53,155	35.9	5,770	52.8	15,526	58.8
B	47,873	32.4	3,356	30.7	8,071	30.6
C	29,884	20.2	1,416	13.0	2,370	9.0
D	10,040	6.8	316	2.9	430	1.6
F	7,017	4.7	70	0.6	19	0.1

## Appendix B

### Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	73,964	57,546	9,920	3,063	1,633	4,935
My teachers believe I can succeed.	%	49.0	38.1	6.6	2.0	1.1	3.3
My school provides all of the resources I need for learning.	<i>n</i>	51,304	67,909	14,922	10,561	3,372	2,740
	%	34.0	45.0	9.9	7.0	2.2	1.8
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	43,630	51,115	19,073	18,076	7,177	10,897
	%	29.1	34.1	12.7	12.1	4.8	7.3
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	36,633	60,323	19,938	22,092	7,675	2,927
	%	24.5	40.3	13.3	14.8	5.1	2.0
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	49,726	62,190	20,557	10,933	5,206	1,968
	%	33.0	41.3	13.7	7.3	3.5	1.3
My teacher(s) treat(s) me with fairness.	<i>n</i>	48,818	58,067	20,610	12,661	7,580	2,811
	%	32.4	38.6	13.7	8.4	5.0	1.9
I show respect to my teacher(s).	<i>n</i>	83,118	52,264	8,890	2,289	1,598	2,267
	%	55.3	34.7	5.9	1.5	1.1	1.5
I feel safe at my school.	<i>n</i>	48,863	53,554	21,706	11,848	10,153	4,213
	%	32.5	35.6	14.4	7.9	6.8	2.8
Students at school bully me.	<i>n</i>	9,405	11,665	10,205	34,340	79,341	4,531
	%	6.3	7.8	6.8	23.0	53.1	3.0
Rules are applied fairly to all students at my school.	<i>n</i>	44,033	49,151	20,155	17,683	12,387	6,414
	%	29.4	32.8	13.5	11.8	8.3	4.3
My school has enough books and equipment to help me learn.	<i>n</i>	57,128	56,699	13,968	12,411	7,059	3,437
	%	37.9	37.6	9.3	8.2	4.7	2.3
I am proud of my school.	<i>n</i>	49,616	50,380	25,295	10,551	10,104	4,535
	%	33.0	33.5	16.8	7.0	6.7	3.0
My school is kept in good condition.	<i>n</i>	38,068	54,665	22,465	18,058	12,549	4,197
	%	25.4	36.4	15.0	12.0	8.4	2.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	51,093	44,875	15,547	13,283	12,446	13,379
	%	33.9	29.8	10.3	8.8	8.3	8.9
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	54,350	64,136	15,362	7,477	5,770	3,508
	%	36.1	42.6	10.2	5.0	3.8	2.3
I can meet with a guidance counselor when necessary.	<i>n</i>	48,071	54,323	15,232	11,646	8,304	12,858
	%	32.0	36.1	10.1	7.7	5.5	8.6
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	64,147	48,381	15,204	12,754	7,911	2,020
	%	42.7	32.2	10.1	8.5	5.3	1.3
I have trouble learning because there are too many students in my classroom.	<i>n</i>	10,790	14,712	17,387	51,928	50,946	4,656
	%	7.2	9.8	11.6	34.5	33.9	3.1
The principal at my school helps me when I have concerns.	<i>n</i>	27,127	29,338	27,089	22,952	27,434	16,093
	%	18.1	19.6	18.1	15.3	18.3	10.7
My principal is effective at running my school.	<i>n</i>	47,188	43,425	22,529	9,557	11,164	15,834
	%	31.5	29.0	15.1	6.4	7.5	10.6
I see the school staff members around my school.	<i>n</i>	70,320	62,812	7,577	3,261	2,312	3,536
	%	46.9	41.9	5.1	2.2	1.5	2.4
I am aware of the purposes and goals of my school.	<i>n</i>	57,178	56,620	15,455	7,499	4,695	8,361
	%	38.2	37.8	10.3	5.0	3.1	5.6
Students bring drugs or alcohol to my school.	<i>n</i>	15,712	18,889	16,116	15,545	43,743	40,038
	%	10.5	12.6	10.7	10.4	29.2	26.7

*(table continues)*

## Appendix B

### Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Students carry weapons at my school.	<i>n</i>	11,314	14,950	17,916	18,152	43,012	44,179
	%	7.6	10.0	12.0	12.1	28.8	29.6
I am responsible for what I learn.	<i>n</i>	71,971	55,533	10,894	4,434	3,106	3,045
	%	48.3	37.3	7.3	3.0	2.1	2.0
The principal (or assistant principal) visits our classrooms regularly.	<i>n</i>	30,297	46,979	23,203	25,560	17,703	6,329
	%	20.2	31.3	15.5	17.0	11.8	4.2
I enjoy learning at my school.	<i>n</i>	44,650	54,599	25,073	11,580	10,791	3,019
	%	29.8	36.5	16.8	7.7	7.2	2.0
My school is clean.	<i>n</i>	31,305	48,303	25,026	20,865	19,636	4,365
	%	20.9	32.3	16.7	14.0	13.1	2.9
I am accepted and feel like I belong at this school.	<i>n</i>	50,616	56,157	19,955	8,581	8,428	5,421
	%	33.9	37.7	13.4	5.8	5.7	3.6
My school has after-school activities/programs for students.	<i>n</i>	79,744	49,896	5,873	2,709	2,926	8,296
	%	53.4	33.4	3.9	1.8	2.0	5.6
I have met with a guidance counselor, teachers, or other school staff this year to talk about recent test scores.	<i>n</i>	32,114	41,478	16,907	29,420	21,961	8,034
	%	21.4	27.7	11.3	19.6	14.7	5.4
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	51,702	56,298	15,055	11,850	8,381	6,372
	%	34.6	37.6	10.1	7.9	5.6	4.3
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	51,336	52,363	16,097	15,859	10,160	3,916
	%	34.3	35.0	10.8	10.6	6.8	2.6
I am assigned a set of textbooks, which I can also take home, for each of my courses that use a textbook.	<i>n</i>	71,240	52,654	8,568	8,268	5,284	3,527
	%	47.6	35.2	5.7	5.5	3.5	2.4
My school contacts my parents when I have behavior problems in school.	<i>n</i>	53,521	48,406	16,068	6,798	7,252	17,789
	%	35.7	32.3	10.7	4.5	4.8	11.9
My teachers have talked to students regarding school safety and security.	<i>n</i>	53,080	53,739	15,624	8,798	6,708	11,501
	%	35.5	36.0	10.5	6	4	8
I know what to do in case of an emergency at my school.	<i>n</i>	69,745	53,882	10,956	5,114	4,380	4,852
	%	46.8	36.2	7.4	3.4	2.9	3.3
(High School Only) This year, school staff has helped me to select high-level courses that challenge my abilities.	<i>n</i>	11,352	21,722	8,297	5,909	3,804	1,631
	%	21.5	41.2	15.7	11.2	7.2	3.1
(High School Only) I have used the District's Virtual Counselor Web site, during this school year, to review my school records.	<i>n</i>	22,341	20,642	3,503	2,996	2,142	993
	%	42.5	39.2	6.7	5.7	4.1	1.9

## Appendix B

### Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	7,242	3,336	231	244	40	7
I believe all students can succeed.	%	65.2	30.1	2.1	2.2	0.4	0.1
The school provides adequate resources for me to teach my students.	<i>n</i>	4,740	4,703	636	815	186	9
	%	42.8	42.4	5.7	7.4	1.7	0.1
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	6,225	4,164	468	168	24	22
	%	56.2	37.6	4.2	1.5	0.2	0.2
I regularly assess students and inform them of their academic progress.	<i>n</i>	7,577	3,249	171	25	10	23
	%	68.5	29.4	1.6	0.2	0.1	0.2
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	7,721	3,193	115	38	5	12
	%	69.7	28.8	1.0	0.3	0.1	0.1
I treat all my students with fairness.	<i>n</i>	9,150	1,904	43	7	2	2
	%	82.4	17.1	0.4	0.1	0.0	0.0
My students show me respect.	<i>n</i>	4,942	4,894	543	607	101	7
	%	44.6	44.1	4.9	5.5	0.9	0.1
The students are safe at school.	<i>n</i>	5,516	4,313	760	401	80	29
	%	49.7	38.9	6.9	3.6	0.7	0.3
I feel safe at my school.	<i>n</i>	5,962	4,108	580	341	78	12
	%	53.8	37.1	5.2	3.1	0.7	0.1
Students at school bully one another.	<i>n</i>	797	3,208	2,258	3,091	1,311	374
	%	7.2	29.1	20.5	28.0	11.9	3.4
Rules are applied fairly to all students at my school.	<i>n</i>	3,689	4,336	1,252	1,273	377	105
	%	33.4	39.3	11.4	11.5	3.4	1.0
I have enough books and equipment to effectively teach my students.	<i>n</i>	4,524	4,363	676	1,187	309	30
	%	40.8	39.4	6.1	10.7	2.8	0.3
I am proud of my school.	<i>n</i>	6,133	3,859	712	287	90	6
	%	55.3	34.8	6.4	2.6	0.8	0.1
My school is kept in good condition.	<i>n</i>	4,444	4,589	811	944	280	8
	%	40.1	41.4	7.3	8.5	2.5	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	6,179	4,141	443	183	44	91
	%	55.8	37.4	4.0	1.7	0.4	0.8
I give challenging homework assignments.	<i>n</i>	4,404	4,795	1,312	292	49	143
	%	40.1	43.6	11.9	2.7	0.5	1.3
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	5,279	4,228	792	478	155	101
	%	47.9	38.3	7.2	4.3	1.4	0.9
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	2,832	3,977	1,489	2,053	654	39
	%	25.6	36.0	13.5	18.6	5.9	0.4
I respond quickly to parents' requests.	<i>n</i>	6,768	4,002	179	49	9	16
	%	61.4	36.3	1.6	0.4	0.1	0.2
My students have trouble learning because there are too many students in my classroom.	<i>n</i>	760	1,388	1,329	4,939	2,488	77
	%	6.9	12.6	12.1	45.0	22.7	0.7
The principal at my school responds to my concerns.	<i>n</i>	5,104	4,000	1,113	457	285	48
	%	46.4	36.3	10.1	4.2	2.6	0.4
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	1,365	4,747	2,163	2,243	500	36
	%	12.4	42.9	19.6	20.3	4.5	0.3
The principal does an effective job of running my school.	<i>n</i>	5,172	4,029	1,104	464	266	23
	%	46.8	36.4	10.0	4.2	2.4	0.2

*(table continues)*

## Appendix B

### Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	5,393	4,218	728	567	148	17
	%	48.7	38.1	6.6	5.1	1.3	0.2
I am aware of the purposes and goals of my school.	<i>n</i>	6,336	4,186	301	143	59	18
	%	57.4	37.9	2.7	1.3	0.5	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	261	1,202	1,509	2,590	4,090	1,417
	%	2.4	10.9	13.6	23.4	37.0	12.8
Students carry weapons at this school.	<i>n</i>	160	718	1,588	2,839	4,128	1,532
	%	1.5	6.6	14.5	25.9	37.7	14.0
Students bear responsibility for what they learn.	<i>n</i>	2,144	5,086	1,634	1,658	409	57
	%	19.5	46.3	14.9	15.1	3.7	0.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	4,021	5,156	1,038	589	237	18
	%	36.4	46.6	9.4	5.3	2.1	0.2
My input on school decisions is solicited and valued.	<i>n</i>	2,757	4,702	1,948	1,089	453	108
	%	24.9	42.5	17.6	9.9	4.1	1.0
I am satisfied with the learning environment at my school.	<i>n</i>	3,464	5,270	1,107	938	241	16
	%	31.4	47.8	10.0	8.5	2.2	0.1
I am satisfied with the working conditions at my school.	<i>n</i>	3,599	5,164	1,055	889	332	10
	%	32.6	46.7	9.6	8.1	3.0	0.1
My school is clean.	<i>n</i>	3,528	5,042	883	1,130	422	10
	%	32.0	45.8	8.0	10.3	3.8	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	3,689	5,113	1,167	720	109	217
	%	33.5	46.4	10.6	6.5	1.0	2.0
My school provides adequate after-school activities/programs for students.	<i>n</i>	4,333	4,649	978	579	210	269
	%	39.3	42.2	8.9	5.3	1.9	2.4
I have met with guidance or other school staff this year to talk about my students' recent test scores.	<i>n</i>	4,244	4,547	1,185	776	172	83
	%	38.6	41.3	10.8	7.1	1.6	0.8
My students have sufficient access to computers and technology to do their schoolwork.	<i>n</i>	4,594	4,435	701	944	312	72
	%	41.5	40.1	6.3	8.5	2.8	0.7
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	4,151	4,488	1,263	883	149	72
	%	37.7	40.8	11.5	8.0	1.4	0.7
My students are assigned a set of textbooks, which they can also take home, for each of their courses that use a textbook.	<i>n</i>	4,287	2,954	1,506	1,309	586	337
	%	39.1	26.9	13.7	11.9	5.3	3.1
I have been given adequate training to use technology (computers and Internet) to teach my students.	<i>n</i>	4,330	4,907	903	712	146	27
	%	39.3	44.5	8.2	6.5	1.3	0.2
This school contacts parents when behavior problems occur at school.	<i>n</i>	4,747	4,914	709	385	117	166
	%	43.0	44.5	6.4	3.5	1.1	1.5
This year, I have met with guidance staff, reading coaches, and other support staff to identify strategies for increasing student achievement among the lowest 25% of students.	<i>n</i>	4,798	4,372	1,015	619	152	79
	%	43.5	39.6	9.2	5.6	1.4	0.7
I have improved my teaching as a result of classroom walkthroughs.	<i>n</i>	2,357	3,480	2,496	1,754	807	133
	%	21.4	31.6	22.6	15.9	7.3	1.2

*(table continues)*

## Appendix B

### Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
I have received training regarding school safety and security.	<i>n</i>	4,129	5,148	843	674	178	40
	<i>%</i>	37.5	46.8	7.7	6.1	1.6	0.4
I am aware of the evacuation and lockdown procedures at my school.	<i>n</i>	6,233	4,464	158	109	41	11
	<i>%</i>	56.6	40.5	1.4	1.0	0.4	0.1
(High School Only) This year, school staff has helped my students to select high-level courses that challenge their abilities.	<i>n</i>	600	991	396	141	65	115
	<i>%</i>	26.0	42.9	17.2	6.1	2.8	5.0
I have used data from Virtual Counselor to plan the instructional activities for my students this year.	<i>n</i>	3,837	4,128	1,400	982	263	119
	<i>%</i>	35.8	38.5	13.1	9.2	2.5	1.1

## Appendix B

### Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	16,571	8,766	1,055	266	130	753
	<i>%</i>	60.2	31.8	3.8	1.0	0.5	2.7
My child's school has adequate resources for the instruction of my child.	<i>n</i>	11,201	12,806	1,858	797	223	596
	<i>%</i>	40.8	46.6	6.8	2.9	0.8	2.2
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	11,238	10,229	2,317	2,683	928	147
	<i>%</i>	40.8	37.1	8.4	9.7	3.4	0.5
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	11,171	11,476	2,282	1,397	445	718
	<i>%</i>	40.6	41.8	8.3	5.1	1.6	2.6
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	11,507	12,344	2,130	558	196	784
	<i>%</i>	41.8	44.9	7.7	2.0	0.7	2.9
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	12,769	11,056	1,961	683	327	661
	<i>%</i>	46.5	40.3	7.1	2.5	1.2	2.4
My child shows respect to his/her teacher(s).	<i>n</i>	16,986	9,072	834	230	85	278
	<i>%</i>	61.8	33.0	3.0	0.8	0.3	1.0
My child is safe at school.	<i>n</i>	11,190	11,930	2,344	786	376	557
	<i>%</i>	41.2	43.9	8.6	2.9	1.4	2.1
Students at school bully my child.	<i>n</i>	1,270	2,621	2,892	9,126	8,722	2,259
	<i>%</i>	4.7	9.8	10.8	33.9	32.4	8.4
Rules are applied fairly to all students at my child's school.	<i>n</i>	8,269	11,881	3,286	1,125	593	2,256
	<i>%</i>	30.2	43.4	12.0	4.1	2.2	8.2
My child's school has enough books and equipment to effectively teach my child.	<i>n</i>	10,308	12,789	2,016	995	334	1,068
	<i>%</i>	37.5	46.5	7.3	3.6	1.2	3.9
I am proud of my child's school.	<i>n</i>	12,297	11,630	2,506	624	325	157
	<i>%</i>	44.7	42.2	9.1	2.3	1.2	0.6
My child's school is kept in good condition.	<i>n</i>	11,207	12,878	1,676	961	369	471
	<i>%</i>	40.7	46.7	6.1	3.5	1.3	1.7
There is an adult at school I can talk to about my child's problems.	<i>n</i>	10,381	12,273	2,516	738	324	1,279
	<i>%</i>	37.7	44.6	9.2	2.7	1.2	4.7
My child's homework assignments are challenging.	<i>n</i>	7,582	13,073	3,184	2,410	666	527
	<i>%</i>	27.6	47.6	11.6	8.8	2.4	1.9
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	7,931	12,254	3,395	724	357	2,795
	<i>%</i>	28.9	44.6	12.4	2.6	1.3	10.2
I share responsibility with the school for my child's academic progress.	<i>n</i>	15,128	10,311	1,135	466	143	287
	<i>%</i>	55.1	37.5	4.1	1.7	0.5	1.0
The teachers respond quickly to my requests.	<i>n</i>	11,008	10,616	2,889	1,303	544	884
	<i>%</i>	40.4	39.0	10.6	4.8	2.0	3.2
My child has trouble learning because there are too many students in his/her classroom.	<i>n</i>	1,161	2,187	3,770	11,668	7,486	959
	<i>%</i>	4.3	8.0	13.8	42.9	27.5	3.5
The principal at my child's school responds to my concerns.	<i>n</i>	6,575	8,968	6,257	1,006	747	3,818
	<i>%</i>	24.0	32.8	22.9	3.7	2.7	14.0
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	11,365	10,282	3,104	886	349	1,329
	<i>%</i>	41.6	37.6	11.4	3.2	1.3	4.9
The principal does an effective job of running my child's school.	<i>n</i>	10,599	11,670	2,891	565	445	1,295
	<i>%</i>	38.6	42.5	10.5	2.1	1.6	4.7
Administrators are highly visible throughout my child's school.	<i>n</i>	10,119	11,886	2,585	651	246	1,972
	<i>%</i>	36.9	43.3	9.4	2.4	0.9	7.2

*(table continues)*

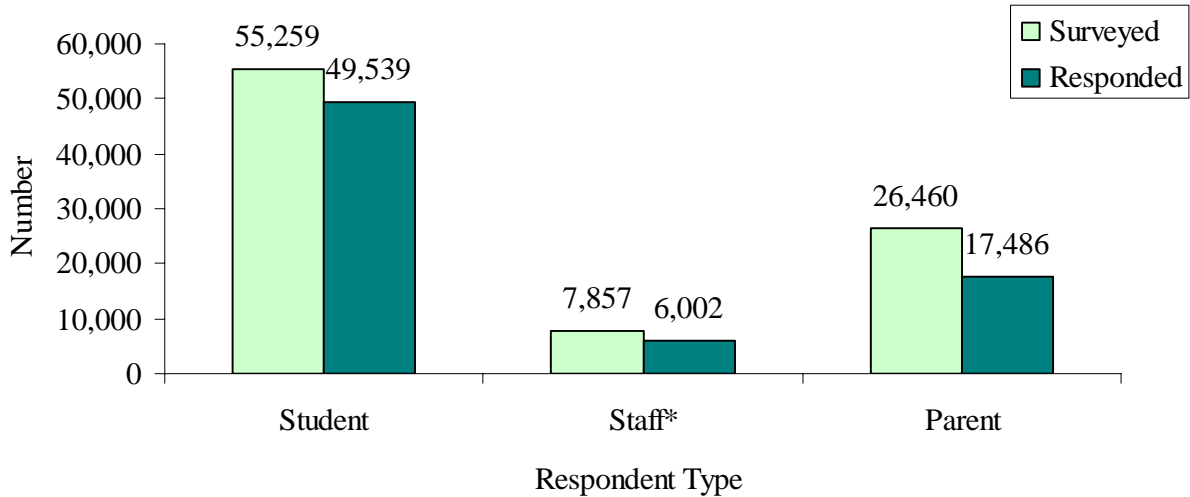
## Appendix B

### Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	9,180	13,045	2,582	1,031	390	1,028
I am aware of the goals of my child's school.	%	33.7	47.9	9.5	3.8	1.4	3.8
Students bring drugs or alcohol to my child's school.	<i>n</i>	766	1,377	2,296	4,641	9,666	8,529
	%	2.8	5.1	8.4	17.0	35.4	31.3
Students carry weapons at my child's school.	<i>n</i>	632	1,043	2,230	4,805	9,931	8,583
	%	2.3	3.8	8.2	17.7	36.5	31.5
My child takes responsibility for learning.	<i>n</i>	13,242	12,143	1,156	512	155	166
	%	48.4	44.4	4.2	1.9	0.6	0.6
My input on school decisions is solicited and valued.	<i>n</i>	5,133	10,788	6,609	1,343	613	2,769
	%	18.8	39.6	24.3	4.9	2.3	10.2
I am satisfied with the learning environment at my child's school.	<i>n</i>	9,755	13,756	2,280	1,000	454	243
	%	35.5	50.0	8.3	3.6	1.7	0.9
My child's school is clean.	<i>n</i>	10,547	13,135	1,689	1,114	549	520
	%	38.3	47.7	6.1	4.0	2.0	1.9
My child is accepted and feels like he or she belongs at this school.	<i>n</i>	11,650	12,882	1,533	709	346	355
	%	42.4	46.9	5.6	2.6	1.3	1.3
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	7,266	10,058	3,556	1,366	691	4,404
	%	26.6	36.8	13.0	5.0	2.5	16.1
I have met with a guidance counselor or other school staff to talk about my child's recent test scores.	<i>n</i>	7,521	9,569	2,945	4,964	1,627	671
	%	27.6	35.1	10.8	18.2	6.0	2.5
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	8,613	12,776	2,566	1,289	474	1,749
	%	31.4	46.5	9.3	4.7	1.7	6.4
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	8,175	11,876	3,126	1,562	523	2,113
	%	29.9	43.4	11.4	5.7	1.9	7.7
My child is assigned a set of textbooks, which he/she can also take home, for each of his/her courses that use a textbook.	<i>n</i>	10,638	11,319	2,068	1,657	701	966
	%	38.9	41.4	7.6	6.1	2.6	3.5
My child's school contacts me when behavior problems occur at school.	<i>n</i>	10,135	11,050	2,913	656	342	2,147
	%	37.2	40.6	10.7	2.4	1.3	7.9
I have used the District's Virtual Counselor Web site, during this school year, to review my child's school records.	<i>n</i>	5,285	6,513	3,799	6,691	2,698	2,177
	%	19.5	24.0	14.0	24.6	9.9	8.0
The school has provided me with information regarding school safety and security.	<i>n</i>	8,623	12,789	2,429	1,893	774	808
	%	31.6	46.8	8.9	6.9	2.8	3.0
I am aware of the evacuation and lockdown procedures at my child's school.	<i>n</i>	6,212	10,005	2,996	3,457	1,440	2,388
	%	23.4	37.8	11.3	13.1	5.4	9.0
(High School Only) This year, school staff has helped my child to select high-level courses that challenge his/her abilities.	<i>n</i>	828	1,541	463	313	175	186
	%	23.6	44.0	13.2	8.9	5.0	5.3

**Improving Our Schools: 2006-07 Customer Survey**  
**The Thirteenth Annual Report of Student, Staff, and Parent**  
**Perspectives on Broward County Public Schools**

**Elementary Schools Summary Report**



\* Only full-time instructional staff were surveyed this year.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
Online	Online	Paper
89.6%	76.4%	66.1%

	<u>School Grade Assigned by Students, Staff, and Parents</u>					
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
A	29,913	62.3	3,743	63.8	11,472	68.7
B	11,736	24.5	1,535	26.2	4,216	25.2
C	3,716	7.7	481	8.2	871	5.2
D	1,161	2.4	86	1.5	143	0.9
F	1,458	3.0	19	0.3	4	0.0

## Appendix C

### Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teachers believe I can succeed.	<i>n</i>	34,602	11,854	711	381	219	1,663
	<i>%</i>	70.0	24.0	1.4	0.8	0.4	3.4
My school provides all of the resources I need for learning.	<i>n</i>	26,162	18,331	1,865	1,137	375	1,498
	<i>%</i>	53.0	37.1	3.8	2.3	0.8	3.0
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	25,201	16,882	1,951	1,176	372	3,561
	<i>%</i>	51.3	34.4	4.0	2.4	0.8	7.3
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	19,541	19,646	3,749	3,252	904	1,826
	<i>%</i>	40.0	40.2	7.7	6.7	1.9	3.7
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	26,830	16,067	2,736	1,858	803	993
	<i>%</i>	54.4	32.6	5.6	3.8	1.6	2.0
My teacher(s) treat(s) me with fairness.	<i>n</i>	27,140	14,227	2,769	2,300	1,425	1,391
	<i>%</i>	55.1	28.9	5.6	4.7	2.9	2.8
I show respect to my teacher(s).	<i>n</i>	31,024	13,938	2,160	684	344	1,067
	<i>%</i>	63.0	28.3	4.4	1.4	0.7	2.2
I feel safe at my school.	<i>n</i>	27,414	13,650	2,899	2,053	1,598	1,522
	<i>%</i>	55.8	27.8	5.9	4.2	3.3	3.1
Students at school bully me.	<i>n</i>	4,703	5,174	2,824	10,354	23,872	1,879
	<i>%</i>	9.6	10.6	5.8	21.2	48.9	3.9
Rules are applied fairly to all students at my school.	<i>n</i>	24,978	14,880	2,810	2,378	1,563	2,278
	<i>%</i>	51.1	30.4	5.8	4.9	3.2	4.7
My school has enough books and equipment to help me learn.	<i>n</i>	30,338	14,369	1,814	1,141	633	1,004
	<i>%</i>	61.5	29.2	3.7	2.3	1.3	2.0
I am proud of my school.	<i>n</i>	28,059	14,109	3,053	1,484	1,262	1,262
	<i>%</i>	57.0	28.7	6.2	3.0	2.6	2.6
My school is kept in good condition.	<i>n</i>	21,807	16,905	3,886	2,775	1,747	1,858
	<i>%</i>	44.5	34.5	7.9	5.7	3.6	3.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	23,872	12,001	2,906	3,660	3,257	3,577
	<i>%</i>	48.5	24.4	5.9	7.4	6.6	7.3
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	27,349	16,302	2,273	1,098	864	1,382
	<i>%</i>	55.5	33.1	4.6	2.2	1.8	2.8
I can meet with a guidance counselor when necessary.	<i>n</i>	19,962	13,605	3,649	3,800	2,683	5,484
	<i>%</i>	40.6	27.7	7.4	7.7	5.5	11.2
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	31,056	12,759	1,966	1,734	1,143	589
	<i>%</i>	63.1	25.9	4.0	3.5	2.3	1.2
I have trouble learning because there are too many students in my classroom.	<i>n</i>	4,176	4,320	2,856	13,974	21,870	2,003
	<i>%</i>	8.5	8.8	5.8	28.4	44.5	4.1
The principal at my school helps me when I have concerns.	<i>n</i>	16,775	12,428	5,397	4,954	4,179	5,335
	<i>%</i>	34.2	25.3	11.0	10.1	8.5	10.9
My principal is effective at running my school.	<i>n</i>	25,705	10,746	2,984	2,234	2,251	4,923
	<i>%</i>	52.6	22.0	6.1	4.6	4.6	10.1
I see the school staff members around my school.	<i>n</i>	28,104	15,232	1,935	1,263	711	1,665
	<i>%</i>	57.5	31.1	4.0	2.6	1.5	3.4
I am aware of the purposes and goals of my school.	<i>n</i>	26,542	13,884	2,653	1,550	1,164	3,093
	<i>%</i>	54.3	28.4	5.4	3.2	2.4	6.3
Students bring drugs or alcohol to my school.	<i>n</i>	1,482	1,258	1,251	5,391	29,663	9,924
	<i>%</i>	3.0	2.6	2.6	11.0	60.6	20.3

*(table continues)*

Appendix C

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Students carry weapons at my school.	<i>n</i>	2,211	2,355	1,794	5,589	27,053	9,760
	%	4.5	4.8	3.7	11.5	55.5	20.0
I am responsible for what I learn.	<i>n</i>	31,796	12,390	1,720	834	715	1,125
	%	65.5	25.5	3.5	1.7	1.5	2.3
My principal and teachers ask what I think about things around school.	<i>n</i>	17,218	18,273	5,160	4,373	2,029	1,985
	%	35.1	37.3	10.5	8.9	4.1	4.1
I am satisfied with the learning environment at my school.	<i>n</i>	26,456	14,632	3,455	1,687	1,771	952
	%	54.0	29.9	7.1	3.5	3.6	1.9
My school is clean.	<i>n</i>	18,407	15,938	5,192	4,132	3,149	2,010
	%	37.7	32.6	10.6	8.5	6.5	4.1
I am accepted and feel like I belong at this school.	<i>n</i>	26,463	13,088	3,339	2,003	1,892	1,930
	%	54.3	26.9	6.9	4.1	3.9	4.0
My school has after-school activities/programs for students.	<i>n</i>	32,752	10,807	1,228	808	711	2,552
	%	67.0	22.1	2.5	1.7	1.5	5.2
I have met with a guidance counselor, teachers, or other school staff this year to talk about recent test scores.	<i>n</i>	13,547	10,878	4,552	8,320	7,067	4,627
	%	27.7	22.2	9.3	17.0	14.4	9.4
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	22,231	13,549	3,601	3,448	2,577	3,454
	%	45.5	27.7	7.4	7.1	5.3	7.1
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	24,871	13,150	3,001	3,433	2,555	1,901
	%	50.9	26.9	6.1	7.0	5.2	3.9
I am assigned a set of textbooks, which I can also take home, for each of my courses that use a textbook.	<i>n</i>	27,517	12,591	2,434	2,342	1,599	2,339
	%	56.4	25.8	5.0	4.8	3.3	4.8
My school contacts my parents when I have behavior problems in school.	<i>n</i>	23,956	13,134	3,046	1,911	2,547	4,334
	%	49.0	26.8	6.2	3.9	5.2	8.9
My teachers have talked to students regarding school safety and security.	<i>n</i>	27,475	13,209	2,311	1254.0	1048.0	3477.0
	%	56.3	27.1	4.7	3	2	7
I know what to do in case of an emergency at my school.	<i>n</i>	34,521	10,225	1,358	669.0	686.0	1082.0
	%	71.1	21.1	2.8	1.4	1.4	2.2

## Appendix C

### Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	4,340	1,506	69	63	6	1
	%	72.5	25.2	1.2	1.1	0.1	0.0
The school provides adequate resources for me to teach my students.	<i>n</i>	2,844	2,449	284	349	53	1
	%	47.6	41.0	4.8	5.8	0.9	0.0
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	4,122	1,695	128	21	8	5
	%	68.9	28.4	2.1	0.4	0.1	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	4,419	1,436	89	9	7	8
	%	74.0	24.1	1.5	0.2	0.1	0.1
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	4,584	1,357	32	7	2	3
	%	76.6	22.7	0.5	0.1	0.0	0.1
I treat all my students with fairness.	<i>n</i>	5,143	827	16	2	2	0
	%	85.9	13.8	0.3	0.0	0.0	0.0
My students show me respect.	<i>n</i>	2,935	2,565	193	251	40	2
	%	49.0	42.9	3.2	4.2	0.7	0.0
The students are safe at school.	<i>n</i>	3,747	1,946	175	96	21	4
	%	62.6	32.5	2.9	1.6	0.4	0.1
I feel safe at my school.	<i>n</i>	3,842	1,834	164	109	25	6
	%	64.3	30.7	2.7	1.8	0.4	0.1
Students at school bully one another.	<i>n</i>	357	1,448	1,048	1,958	965	171
	%	6.0	24.4	17.6	32.9	16.2	2.9
Rules are applied fairly to all students at my school.	<i>n</i>	2,517	2,317	528	438	92	47
	%	42.4	39.0	8.9	7.4	1.6	0.8
I have enough books and equipment to effectively teach my students.	<i>n</i>	2,800	2,319	302	486	75	5
	%	46.8	38.7	5.0	8.1	1.3	0.1
I am proud of my school.	<i>n</i>	3,721	1,851	269	114	26	1
	%	62.2	30.9	4.5	1.9	0.4	0.0
My school is kept in good condition.	<i>n</i>	2,541	2,437	415	459	120	1
	%	42.5	40.8	7.0	7.7	2.0	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	3,541	2,077	199	116	26	24
	%	59.2	34.7	3.3	1.9	0.4	0.4
I give challenging homework assignments.	<i>n</i>	2,681	2,463	611	105	16	62
	%	45.2	41.5	10.3	1.8	0.3	1.0
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	2,966	2,094	444	301	105	51
	%	49.8	35.1	7.5	5.1	1.8	0.9
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	1,556	2,371	734	1,046	254	12
	%	26.1	39.7	12.3	17.5	4.3	0.2
I respond quickly to parents' requests.	<i>n</i>	3,965	1,925	45	11	6	2
	%	66.6	32.3	0.8	0.2	0.1	0.0
My students have trouble learning because there are too many students in my classroom.	<i>n</i>	314	512	551	2,818	1,709	33
	%	5.3	8.6	9.3	47.5	28.8	0.6
The principal at my school responds to my concerns.	<i>n</i>	3,006	2,123	456	223	119	10
	%	50.6	35.8	7.7	3.8	2.0	0.2
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	845	2,762	1,012	1,124	217	9
	%	14.2	46.3	17.0	18.8	3.6	0.2
The principal does an effective job of running my school.	<i>n</i>	3,038	2,109	474	225	113	4
	%	51.0	35.4	8.0	3.8	1.9	0.1
Administrators are highly visible throughout my school.	<i>n</i>	3,285	2,095	311	218	58	1
	%	55.0	35.1	5.2	3.7	1.0	0.0

*(table continues)*

## Appendix C

### Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the purposes and goals of my school.	<i>n</i>	3,779	1,978	106	59	26	8
	%	63.5	33.2	1.8	1.0	0.4	0.1
Students bring drugs or alcohol to this school.	<i>n</i>	39	35	219	1,537	3,545	597
	%	0.7	0.6	3.7	25.7	59.4	10.0
Students carry weapons at this school.	<i>n</i>	41	100	284	1,549	3,338	599
	%	0.7	1.7	4.8	26.2	56.5	10.1
Students bear responsibility for what they learn.	<i>n</i>	1,194	3,078	856	656	114	30
	%	20.1	51.9	14.4	11.1	1.9	0.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	2,464	2,813	407	203	75	3
	%	41.3	47.2	6.8	3.4	1.3	0.1
My input on school decisions is solicited and valued.	<i>n</i>	1,685	2,602	952	487	202	37
	%	28.3	43.6	16.0	8.2	3.4	0.6
I am satisfied with the learning environment at my school.	<i>n</i>	2,247	2,861	460	315	77	2
	%	37.7	48.0	7.7	5.3	1.3	0.0
I am satisfied with the working conditions at my school.	<i>n</i>	2,233	2,734	495	379	130	0
	%	37.4	45.8	8.3	6.4	2.2	0.0
My school is clean.	<i>n</i>	1,951	2,744	472	580	201	0
	%	32.8	46.1	7.9	9.8	3.4	0.0
All students are accepted and feel like they belong at this school.	<i>n</i>	2,586	2,755	347	184	15	61
	%	43.5	46.3	5.8	3.1	0.3	1.0
My school provides adequate after-school activities/programs for students.	<i>n</i>	2,603	2,442	432	291	81	98
	%	43.8	41.1	7.3	4.9	1.4	1.7
I have met with guidance or other school staff this year to talk about my students' recent test scores.	<i>n</i>	2,656	2,190	679	299	71	53
	%	44.7	36.8	11.4	5.0	1.2	0.9
My students have sufficient access to computers and technology to do their schoolwork.	<i>n</i>	2,694	2,351	338	416	131	37
	%	45.2	39.4	5.7	7.0	2.2	0.6
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	2,435	2,465	625	322	58	40
	%	41.0	41.5	10.5	5.4	1.0	0.7
My students are assigned a set of textbooks, which they can also take home, for each of their courses that use a textbook.	<i>n</i>	2,218	1,518	962	705	319	207
	%	37.4	25.6	16.2	11.9	5.4	3.5
I have been given adequate training to use technology (computers and Internet) to teach my students.	<i>n</i>	2,408	2,657	448	369	54	16
	%	40.5	44.6	7.5	6.2	0.9	0.3
This school contacts parents when behavior problems occur at school.	<i>n</i>	2,732	2,584	314	205	67	67
	%	45.8	43.3	5.3	3.4	1.1	1.1
This year, I have met with guidance staff, reading coaches, and other support staff to identify strategies for increasing student achievement among the lowest 25% of students.	<i>n</i>	2,807	2,185	534	321	74	40
	%	47.1	36.7	9.0	5.4	1.2	0.7
I have improved my teaching as a result of classroom walkthroughs.	<i>n</i>	1,407	2,016	1,296	831	352	60
	%	23.6	33.8	21.7	13.9	5.9	1.0
I have received training regarding school safety and security.	<i>n</i>	2,514	2,764	368	236	53	19
	%	42.2	46.4	6.2	4.0	0.9	0.3
I am aware of the evacuation and lockdown procedures at my school.	<i>n</i>	3,658	2,192	50	34	13	1
	%	61.5	36.9	0.8	0.6	0.2	0.0
I have used data from Virtual Counselor to plan the instructional activities for my students this year.	<i>n</i>	2,094	2,023	806	561	160	82
	%	36.6	35.3	14.1	9.8	2.8	1.4

## Appendix C

### Parent Responses

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>						
	%	68.3	26.6	2.6	0.7	0.4	1.4
My child's school has adequate resources for the instruction of my child.	<i>n</i>	8,058	7,684	927	376	104	331
	%	46.1	44.0	5.3	2.2	0.6	1.9
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	9,379	6,338	843	743	187	59
	%	53.4	36.1	4.8	4.2	1.1	0.3
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	8,640	6,682	1,128	497	123	443
	%	49.3	38.2	6.4	2.8	0.7	2.5
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	9,002	6,965	914	222	85	338
	%	51.4	39.7	5.2	1.3	0.5	1.9
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	10,006	6,053	765	265	116	286
	%	57.2	34.6	4.4	1.5	0.7	1.6
My child shows respect to his/her teacher(s).	<i>n</i>	11,676	5,220	380	101	33	106
	%	66.7	29.8	2.2	0.6	0.2	0.6
My child is safe at school.	<i>n</i>	8,692	7,036	939	265	115	237
	%	50.3	40.7	5.4	1.5	0.7	1.4
Students at school bully my child.	<i>n</i>	847	1,775	1,915	5,718	5,258	1,556
	%	5.0	10.4	11.2	33.5	30.8	9.1
Rules are applied fairly to all students at my child's school.	<i>n</i>	6,170	7,488	1,741	467	229	1,368
	%	35.3	42.9	10.0	2.7	1.3	7.8
My child's school has enough books and equipment to effectively teach my child.	<i>n</i>	7,395	7,770	1,151	447	95	656
	%	42.2	44.4	6.6	2.6	0.5	3.8
I am proud of my child's school.	<i>n</i>	9,277	6,859	1,012	231	113	54
	%	52.9	39.1	5.8	1.3	0.6	0.3
My child's school is kept in good condition.	<i>n</i>	8,548	7,760	659	350	94	144
	%	48.7	44.2	3.8	2.0	0.5	0.8
There is an adult at school I can talk to about my child's problems.	<i>n</i>	7,487	7,507	1,372	325	145	683
	%	42.7	42.9	7.8	1.9	0.8	3.9
My child's homework assignments are challenging.	<i>n</i>	5,436	8,329	1,693	1,471	373	161
	%	31.1	47.7	9.7	8.4	2.1	0.9
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	5,129	7,229	2,379	339	154	2,226
	%	29.4	41.4	13.6	1.9	0.9	12.8
I share responsibility with the school for my child's academic progress.	<i>n</i>	10,686	5,959	477	188	51	131
	%	61.1	34.1	2.7	1.1	0.3	0.8
The teachers respond quickly to my requests.	<i>n</i>	9,004	6,479	972	473	192	205
	%	52.0	37.4	5.6	2.7	1.1	1.2
My child has trouble learning because there are too many students in his/her classroom.	<i>n</i>	708	1,256	2,205	7,440	5,237	483
	%	4.1	7.3	12.7	42.9	30.2	2.8
The principal at my child's school responds to my concerns.	<i>n</i>	4,962	5,969	3,511	524	336	2,134
	%	28.5	34.2	20.1	3.0	1.9	12.2
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	8,276	6,309	1,598	394	159	671
	%	47.5	36.2	9.2	2.3	0.9	3.9
The principal does an effective job of running my child's school.	<i>n</i>	7,753	7,086	1,459	285	226	663
	%	44.4	40.6	8.4	1.6	1.3	3.8
Administrators are highly visible throughout my child's school.	<i>n</i>	7,278	7,277	1,371	354	123	1,079
	%	41.6	41.6	7.8	2.0	0.7	6.2
I am aware of the goals of my child's school.	<i>n</i>	6,642	8,117	1,332	512	205	520
	%	38.3	46.8	7.7	3.0	1.2	3.0

*(table continues)*

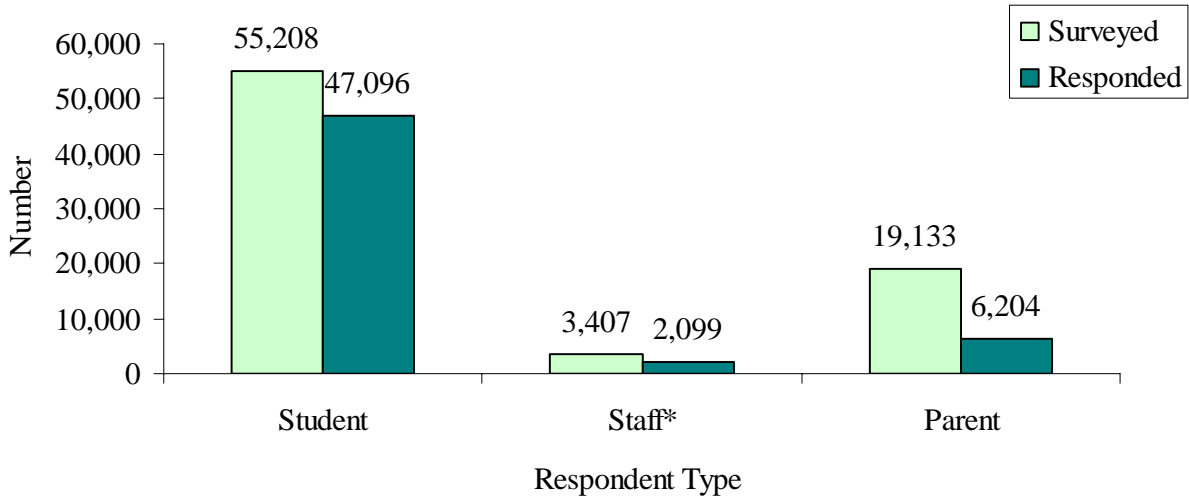
Appendix C

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Students bring drugs or alcohol to my child's school.	<i>n</i>	228	239	758	3,210	8,100	4,821
	%	1.3	1.4	4.4	18.5	46.7	27.8
Students carry weapons at my child's school.	<i>n</i>	295	353	746	3,091	8,142	4,687
	%	1.7	2.0	4.3	17.9	47.0	27.1
My child takes responsibility for learning.	<i>n</i>	8,519	7,732	730	288	81	85
	%	48.9	44.4	4.2	1.7	0.5	0.5
My input on school decisions is solicited and valued.	<i>n</i>	3,776	7,064	3,878	665	335	1,612
	%	21.8	40.8	22.4	3.8	1.9	9.3
I am satisfied with the learning environment at my child's school.	<i>n</i>	7,401	8,379	1,017	413	200	90
	%	42.3	47.9	5.8	2.4	1.1	0.5
My child's school is clean.	<i>n</i>	8,200	8,034	658	361	147	151
	%	46.7	45.8	3.8	2.1	0.8	0.9
My child is accepted and feels like he or she belongs at this school.	<i>n</i>	8,658	7,574	700	293	137	138
	%	49.5	43.3	4.0	1.7	0.8	0.8
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	4,858	6,014	2,197	813	420	3,111
	%	27.9	34.5	12.6	4.7	2.4	17.9
I have met with a guidance counselor or other school staff to talk about my child's recent test scores.	<i>n</i>	5,965	6,764	1,657	1,997	587	411
	%	34.3	38.9	9.5	11.5	3.4	2.4
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	5,908	7,811	1,588	741	262	1,176
	%	33.8	44.7	9.1	4.2	1.5	6.7
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	5,796	7,169	1,959	830	263	1,404
	%	33.3	41.2	11.3	4.8	1.5	8.1
My child is assigned a set of textbooks, which he/she can also take home, for each of his/her courses that use a textbook.	<i>n</i>	6,103	6,838	1,741	1,299	545	845
	%	35.1	39.4	10.0	7.5	3.1	4.9
My child's school contacts me when behavior problems occur at school.	<i>n</i>	7,244	7,029	1,486	323	155	1,103
	%	41.8	40.5	8.6	1.9	0.9	6.4
I have used the District's Virtual Counselor Web site, during this school year, to review my child's school records.	<i>n</i>	2,460	3,220	2,789	4,965	2,045	1,767
	%	14.3	18.7	16.2	28.8	11.9	10.3
The school has provided me with information regarding school safety and security.	<i>n</i>	6,347	8,049	1,230	916	378	467
	%	36.5	46.3	7.1	5.3	2.2	2.7
I am aware of the evacuation and lockdown procedures at my child's school.	<i>n</i>	4,442	6,185	1,822	1,976	835	1,557
	%	26.4	36.8	10.8	11.8	5.0	9.3

**Improving Our Schools: 2006-07 Customer Survey**  
**The Thirteenth Annual Report of Student, Staff, and Parent**  
**Perspectives on Broward County Public Schools**

**Middle Schools Summary Report**



\* Only full-time instructional staff were surveyed this year.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Online</u>	<u>Online</u>	<u>Paper</u>
85.3%	61.6%	32.4%

<u>School Grade Assigned by Students, Staff, and Parents</u>							
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>		
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
A	12,246	26.6	1,020	49.4	2,872	47.3	
B	15,907	34.5	650	31.5	2,311	38.1	
C	10,243	22.2	313	15.2	733	12.1	
D	4,080	8.8	70	3.4	147	2.4	
F	3,626	7.9	11	0.5	6	0.1	

## Appendix D

### Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	21,902	18,334	3,282	1,075	693	1,739
My teachers believe I can succeed.	%	46.6	39.0	7.0	2.3	1.5	3.7
My school provides all of the resources I need for learning.	<i>n</i>	14,289	21,755	5,354	3,533	1,301	689
	%	30.5	46.4	11.4	7.5	2.8	1.5
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	11,283	16,471	6,584	5,610	2,427	4,264
	%	24.2	35.3	14.1	12.0	5.2	9.1
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	9,367	18,486	7,164	7,873	3,008	652
	%	20.1	39.7	15.4	16.9	6.5	1.4
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	13,145	19,216	7,579	4,027	2,341	566
	%	28.0	41.0	16.2	8.6	5.0	1.2
My teacher(s) treat(s) me with fairness.	<i>n</i>	11,711	17,633	7,931	5,101	3,650	805
	%	25.0	37.7	16.9	10.9	7.8	1.7
I show respect to my teacher(s).	<i>n</i>	24,666	16,017	3,586	966	752	797
	%	52.7	34.2	7.7	2.1	1.6	1.7
I feel safe at my school.	<i>n</i>	11,138	16,637	8,178	4,731	4,551	1,542
	%	23.8	35.6	17.5	10.1	9.7	3.3
Students at school bully me.	<i>n</i>	2,985	3,951	3,982	10,036	24,283	1,287
	%	6.4	8.5	8.6	21.6	52.2	2.8
Rules are applied fairly to all students at my school.	<i>n</i>	11,416	15,408	6,880	6,133	4,866	1,940
	%	24.5	33.0	14.8	13.2	10.4	4.2
My school has enough books and equipment to help me learn.	<i>n</i>	16,816	18,926	4,593	3,267	2,108	1,193
	%	35.9	40.4	9.8	7.0	4.5	2.5
I am proud of my school.	<i>n</i>	11,100	15,613	9,407	4,266	4,611	1,812
	%	23.7	33.4	20.1	9.1	9.9	3.9
My school is kept in good condition.	<i>n</i>	8,186	15,995	8,411	7,067	5,617	1,408
	%	17.5	34.3	18.0	15.1	12.0	3.0
There is an adult at school I can talk to about my personal problems.	<i>n</i>	16,381	13,837	4,516	3,790	4,313	4,026
	%	35.0	29.5	9.6	8.1	9.2	8.6
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	15,620	20,040	5,250	2,451	2,358	1,164
	%	33.3	42.7	11.2	5.2	5.0	2.5
I can meet with a guidance counselor when necessary.	<i>n</i>	15,451	16,156	4,957	3,165	2,624	4,479
	%	33.0	34.5	10.6	6.8	5.6	9.6
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	20,736	14,863	4,563	3,559	2,436	631
	%	44.3	31.8	9.8	7.6	5.2	1.4
I have trouble learning because there are too many students in my classroom.	<i>n</i>	3,371	4,113	5,217	15,039	17,625	1,467
	%	7.2	8.8	11.1	32.1	37.6	3.1
The principal at my school helps me when I have concerns.	<i>n</i>	5,888	8,177	8,960	7,760	10,747	5,168
	%	12.6	17.5	19.2	16.6	23.0	11.1
My principal is effective at running my school.	<i>n</i>	12,174	14,109	7,562	3,280	4,263	5,222
	%	26.1	30.3	16.2	7.0	9.2	11.2
I see the school staff members around my school.	<i>n</i>	23,060	18,438	2,283	972	885	992
	%	49.5	39.5	4.9	2.1	1.9	2.1
I am aware of the purposes and goals of my school.	<i>n</i>	17,240	17,591	5,015	2,389	1,738	2,666
	%	37.0	37.7	10.8	5.1	3.7	5.7
Students bring drugs or alcohol to my school.	<i>n</i>	5,520	6,253	5,353	4,640	9,403	15,535
	%	11.8	13.4	11.5	9.9	20.1	33.3
Students carry weapons at my school.	<i>n</i>	3,999	5,046	5,811	5,214	9,996	16,504
	%	8.6	10.8	12.5	11.2	21.5	35.4
I am responsible for what I learn.	<i>n</i>	20,924	17,235	4,042	1,651	1,395	1,097
	%	45.2	37.2	8.7	3.6	3.0	2.4

*(table continues)*

## Appendix D

### Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagre e	Strongly Disagree	Don't Know
The principal (or assistant principal) visits our classrooms regularly.	<i>n</i>	8,018	14,351	7,347	8,509	6,740	1,756
	%	17.2	30.7	15.7	18.2	14.4	3.8
I enjoy learning at my school.	<i>n</i>	9,932	16,527	9,117	4,584	5,274	1,167
	%	21.3	35.5	19.6	9.8	11.3	2.5
My school is clean.	<i>n</i>	6,497	13,254	8,941	7,708	8,724	1,376
	%	14.0	28.5	19.2	16.6	18.8	3.0
I am accepted and feel like I belong at this school.	<i>n</i>	12,936	17,512	7,079	3,269	3,655	1,956
	%	27.9	37.7	15.3	7.0	7.9	4.2
My school has after-school activities/programs for students.	<i>n</i>	22,966	15,490	2,002	954	1,221	3,870
	%	49.4	33.3	4.3	2.1	2.6	8.3
I have met with a guidance counselor, teachers, or other school staff this year to talk about recent test scores.	<i>n</i>	7,844	10,901	5,622	10,490	9,596	2,186
	%	16.8	23.4	12.1	22.5	20.6	4.7
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	14,658	16,820	5,476	4,291	3,491	1,843
	%	31.5	36.1	11.8	9.2	7.5	4.0
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	15,005	16,460	5,168	4,962	3,967	1,044
	%	32.2	35.3	11.1	10.7	8.5	2.2
I am assigned a set of textbooks, which I can also take home, for each of my courses that use a textbook.	<i>n</i>	27,430	14,744	1,736	1,168	966	514
	%	58.9	31.7	3.7	2.5	2.1	1.1
My school contacts my parents when I have behavior problems in school.	<i>n</i>	18,040	14,866	4,294	1,846	2,210	5,421
	%	38.7	31.9	9.2	4.0	4.7	11.6
My teachers have talked to students regarding school safety and security.	<i>n</i>	15,491	16,993	4,958	2,575	2,639	3,874
	%	33.3	36.5	10.7	5.5	5.7	8.3
I know what to do in case of an emergency at my school.	<i>n</i>	20,234	16,857	3,838	1,759	1,873	1,772
	%	43.7	36.4	8.3	3.8	4.0	3.8

Appendix D

Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,265	717	57	52	6	0
	%	60.3	34.2	2.7	2.5	0.3	0.0
The school provides adequate resources for me to teach my students.	<i>n</i>	873	907	134	148	32	2
	%	41.7	43.3	6.4	7.1	1.5	0.1
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	1,042	934	72	40	2	3
	%	49.8	44.6	3.4	1.9	0.1	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	1,290	759	26	6	0	6
	%	61.8	36.4	1.3	0.3	0.0	0.3
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,274	764	38	9	1	5
	%	60.9	36.5	1.8	0.4	0.1	0.2
I treat all my students with fairness.	<i>n</i>	1,608	471	14	4	0	0
	%	76.7	22.5	0.7	0.2	0.0	0.0
My students show me respect.	<i>n</i>	744	994	152	166	33	2
	%	35.6	47.5	7.3	7.9	1.6	0.1
The students are safe at school.	<i>n</i>	763	948	230	131	20	3
	%	36.4	45.3	11.0	6.3	1.0	0.1
I feel safe at my school.	<i>n</i>	893	904	167	104	21	1
	%	42.7	43.3	8.0	5.0	1.0	0.1
Students at school bully one another.	<i>n</i>	247	917	424	362	93	39
	%	11.9	44.0	20.4	17.4	4.5	1.9
Rules are applied fairly to all students at my school.	<i>n</i>	524	833	254	348	119	10
	%	25.1	39.9	12.2	16.7	5.7	0.5
I have enough books and equipment to effectively teach my students.	<i>n</i>	832	844	125	233	48	8
	%	39.8	40.4	6.0	11.2	2.3	0.4
I am proud of my school.	<i>n</i>	1,025	807	170	67	22	2
	%	49.0	38.6	8.1	3.2	1.1	0.1
My school is kept in good condition.	<i>n</i>	824	922	137	162	44	2
	%	39.4	44.1	6.6	7.8	2.1	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,114	857	82	20	6	12
	%	53.3	41.0	3.9	1.0	0.3	0.6
I give challenging homework assignments.	<i>n</i>	745	1,003	230	68	5	21
	%	36.0	48.4	11.1	3.3	0.2	1.0
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,003	872	127	60	10	8
	%	48.2	41.9	6.1	2.9	0.5	0.4
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	517	706	289	432	135	3
	%	24.8	33.9	13.9	20.8	6.5	0.1
I respond quickly to parents' requests.	<i>n</i>	1,178	839	42	16	1	1
	%	56.7	40.4	2.0	0.8	0.1	0.1
My students have trouble learning because there are too many students in my classroom.	<i>n</i>	178	326	340	899	313	10
	%	8.6	15.8	16.5	43.5	15.2	0.5
The principal at my school responds to my concerns.	<i>n</i>	898	799	242	82	56	7
	%	43.1	38.3	11.6	3.9	2.7	0.3
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	207	839	445	482	112	3
	%	9.9	40.2	21.3	23.1	5.4	0.1
The principal does an effective job of running my school.	<i>n</i>	871	811	239	97	62	5
	%	41.8	38.9	11.5	4.7	3.0	0.2

(table continues)

Appendix D

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	880	883	168	132	20	5
	%	42.2	42.3	8.1	6.3	1.0	0.2
I am aware of the purposes and goals of my school.	<i>n</i>	1,069	902	72	28	9	3
	%	51.3	43.3	3.5	1.3	0.4	0.1
Students bring drugs or alcohol to this school.	<i>n</i>	56	406	492	546	271	312
	%	2.7	19.5	23.6	26.2	13.0	15.0
Students carry weapons at this school.	<i>n</i>	38	232	478	624	375	329
	%	1.8	11.2	23.0	30.1	18.1	15.9
Students bear responsibility for what they learn.	<i>n</i>	358	861	353	381	106	11
	%	17.3	41.6	17.1	18.4	5.1	0.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	692	1,016	216	120	43	4
	%	33.1	48.6	10.3	5.7	2.1	0.2
My input on school decisions is solicited and valued.	<i>n</i>	470	887	400	232	75	20
	%	22.6	42.6	19.2	11.1	3.6	1.0
I am satisfied with the learning environment at my school.	<i>n</i>	540	999	247	243	44	4
	%	26.0	48.1	11.9	11.7	2.1	0.2
I am satisfied with the working conditions at my school.	<i>n</i>	592	1,023	217	189	59	2
	%	28.4	49.1	10.4	9.1	2.8	0.1
My school is clean.	<i>n</i>	696	978	142	197	58	2
	%	33.6	47.2	6.9	9.5	2.8	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	489	987	298	232	26	50
	%	23.5	47.4	14.3	11.1	1.3	2.4
My school provides adequate after-school activities/programs for students.	<i>n</i>	698	938	205	145	43	55
	%	33.5	45.0	9.8	7.0	2.1	2.6
I have met with guidance or other school staff this year to talk about my students' recent test scores.	<i>n</i>	712	1,004	166	164	23	7
	%	34.3	48.4	8.0	7.9	1.1	0.3
My students have sufficient access to computers and technology to do their schoolwork.	<i>n</i>	799	847	152	221	54	11
	%	38.3	40.6	7.3	10.6	2.6	0.5
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	701	878	239	226	21	8
	%	33.8	42.4	11.5	10.9	1.0	0.4
My students are assigned a set of textbooks, which they can also take home, for each of their courses that use a textbook.	<i>n</i>	1,014	580	182	196	66	36
	%	48.9	28.0	8.8	9.5	3.2	1.7
I have been given adequate training to use technology (computers and Internet) to teach my students.	<i>n</i>	843	937	148	129	21	3
	%	40.5	45.0	7.1	6.2	1.0	0.1
This school contacts parents when behavior problems occur at school.	<i>n</i>	909	969	110	64	15	18
	%	43.6	46.5	5.3	3.1	0.7	0.9
This year, I have met with guidance staff, reading coaches, and other support staff to identify strategies for increasing student achievement among the lowest 25% of students.	<i>n</i>	908	877	155	103	26	11
	%	43.7	42.2	7.5	5.0	1.3	0.5
I have improved my teaching as a result of classroom walkthroughs.	<i>n</i>	423	666	488	354	129	21
	%	20.3	32.0	23.5	17.0	6.2	1.0

(*table continues*)

## Appendix D

### Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
I have received training regarding school safety and security.	<i>n</i>	742	1,012	174	113	23	12
	<i>%</i>	35.7	48.8	8.4	5.4	1.1	0.6
I am aware of the evacuation and lockdown procedures at my school.	<i>n</i>	1,124	890	29	24	5	1
	<i>%</i>	54.2	42.9	1.4	1.2	0.2	0.1
I have used data from Virtual Counselor to plan the instructional activities for my students this year.	<i>n</i>	797	834	217	144	29	8
	<i>%</i>	39.3	41.1	10.7	7.1	1.4	0.4

Appendix D

Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	3,012	2,513	326	85	33	297
	%	48.1	40.1	5.2	1.4	0.5	4.7
My child's school has adequate resources for the instruction of my child.	<i>n</i>	2,115	3,215	526	182	53	167
	%	33.8	51.4	8.4	2.9	0.9	2.7
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	1,287	2,637	867	1,063	375	44
	%	20.5	42.0	13.8	17.0	6.0	0.7
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	1,655	3,084	695	513	162	149
	%	26.5	49.3	11.1	8.2	2.6	2.4
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	1,677	3,365	734	203	62	230
	%	26.7	53.7	11.7	3.2	1.0	3.7
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	1,817	3,105	698	288	137	207
	%	29.1	49.7	11.2	4.6	2.2	3.3
My child shows respect to his/her teacher(s).	<i>n</i>	3,342	2,383	295	86	32	110
	%	53.5	38.1	4.7	1.4	0.5	1.8
My child is safe at school.	<i>n</i>	1,683	3,058	828	297	158	178
	%	27.1	49.3	13.4	4.8	2.6	2.9
Students at school bully my child.	<i>n</i>	288	640	659	2,136	1,991	436
	%	4.7	10.4	10.7	34.7	32.4	7.1
Rules are applied fairly to all students at my child's school.	<i>n</i>	1,415	2,812	935	372	198	515
	%	22.7	45.0	15.0	6.0	3.2	8.2
My child's school has enough books and equipment to effectively teach my child.	<i>n</i>	2,022	3,226	485	226	84	222
	%	32.3	51.5	7.7	3.6	1.3	3.5
I am proud of my child's school.	<i>n</i>	2,013	3,019	860	208	117	56
	%	32.1	48.1	13.7	3.3	1.9	0.9
My child's school is kept in good condition.	<i>n</i>	1,807	3,282	564	304	133	183
	%	28.8	52.3	9.0	4.9	2.1	2.9
There is an adult at school I can talk to about my child's problems.	<i>n</i>	1,911	2,981	702	217	99	340
	%	30.6	47.7	11.2	3.5	1.6	5.4
My child's homework assignments are challenging.	<i>n</i>	1,412	3,002	884	601	185	176
	%	22.6	48.0	14.1	9.6	3.0	2.8
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,756	3,137	708	176	89	402
	%	28.0	50.1	11.3	2.8	1.4	6.4
I share responsibility with the school for my child's academic progress.	<i>n</i>	3,013	2,581	367	150	50	93
	%	48.2	41.3	5.9	2.4	0.8	1.5
The teachers respond quickly to my requests.	<i>n</i>	1,394	2,708	1,043	491	206	378
	%	22.4	43.5	16.8	7.9	3.3	6.1
My child has trouble learning because there are too many students in his/her classroom.	<i>n</i>	274	552	962	2,658	1,510	252
	%	4.4	8.9	15.5	42.8	24.3	4.1
The principal at my child's school responds to my concerns.	<i>n</i>	1,121	1,976	1,640	257	196	1,048
	%	18.0	31.7	26.3	4.1	3.1	16.8
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	2,105	2,450	859	281	112	409
	%	33.9	39.4	13.8	4.5	1.8	6.6
The principal does an effective job of running my child's school.	<i>n</i>	1,947	2,899	800	153	119	352
	%	31.1	46.2	12.8	2.4	1.9	5.6
Administrators are highly visible throughout my child's school.	<i>n</i>	1,882	2,831	746	179	67	548
	%	30.1	45.3	11.9	2.9	1.1	8.8
I am aware of the goals of my child's school.	<i>n</i>	1,663	3,103	740	296	105	314
	%	26.7	49.9	11.9	4.8	1.7	5.1

(table continues)

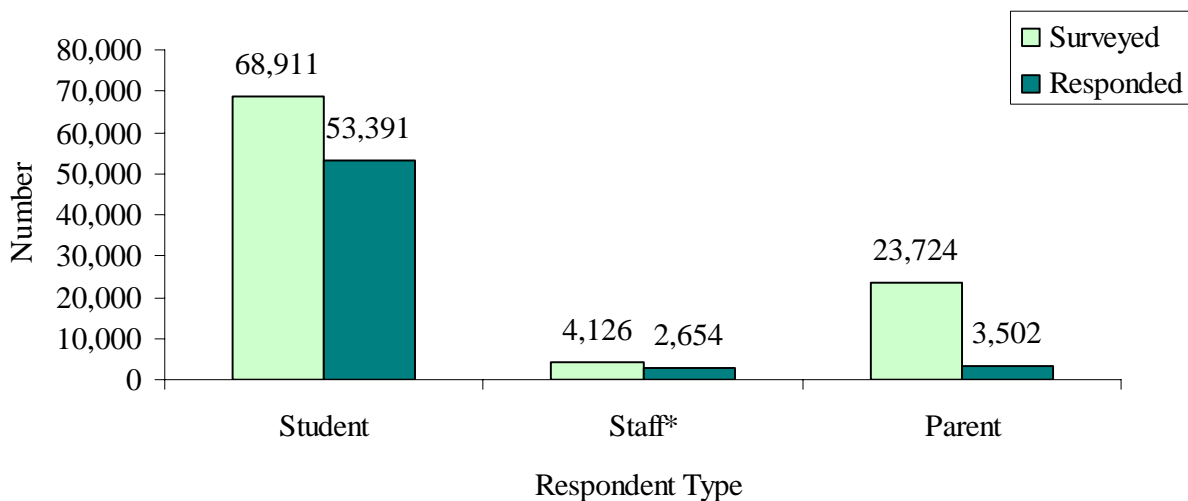
Appendix D

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
Students bring drugs or alcohol to my child's school.	<i>n</i>	223	541	926	964	1,184	2,370
	%	3.6	8.7	14.9	15.5	19.1	38.2
Students carry weapons at my child's school.	<i>n</i>	167	346	846	1,115	1,300	2,430
	%	2.7	5.6	13.6	18.0	21.0	39.2
My child takes responsibility for learning.	<i>n</i>	2,961	2,756	270	151	50	43
	%	47.5	44.2	4.3	2.4	0.8	0.7
My input on school decisions is solicited and valued.	<i>n</i>	862	2,358	1,675	438	163	725
	%	13.9	37.9	26.9	7.0	2.6	11.7
I am satisfied with the learning environment at my child's school.	<i>n</i>	1,577	3,376	745	324	144	94
	%	25.2	53.9	11.9	5.2	2.3	1.5
My child's school is clean.	<i>n</i>	1,598	3,310	564	402	197	204
	%	25.5	52.8	9.0	6.4	3.1	3.3
My child is accepted and feels like he or she belongs at this school.	<i>n</i>	1,938	3,339	476	257	119	116
	%	31.0	53.5	7.6	4.1	1.9	1.9
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	1,331	2,350	941	410	189	1,010
	%	21.4	37.7	15.1	6.6	3.0	16.2
I have met with a guidance counselor or other school staff to talk about my child's recent test scores.	<i>n</i>	990	1,778	802	1,840	638	170
	%	15.9	28.6	12.9	29.6	10.3	2.7
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,682	3,087	612	366	133	367
	%	26.9	49.4	9.8	5.9	2.1	5.9
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	1,562	3,005	721	392	148	408
	%	25.1	48.2	11.6	6.3	2.4	6.5
My child is assigned a set of textbooks, which he/she can also take home, for each of his/her courses that use a textbook.	<i>n</i>	3,190	2,684	137	126	59	58
	%	51.0	42.9	2.2	2.0	0.9	0.9
My child's school contacts me when behavior problems occur at school.	<i>n</i>	1,997	2,467	829	208	89	613
	%	32.2	39.8	13.4	3.4	1.4	9.9
I have used the District's Virtual Counselor Web site, during this school year, to review my child's school records.	<i>n</i>	1,778	1,934	661	1,132	423	288
	%	28.6	31.1	10.6	18.2	6.8	4.6
The school has provided me with information regarding school safety and security.	<i>n</i>	1,527	3,055	669	547	225	198
	%	24.6	49.1	10.8	8.8	3.6	3.2
I am aware of the evacuation and lockdown procedures at my child's school.	<i>n</i>	1,174	2,386	692	893	350	519
	%	19.5	39.7	11.5	14.9	5.8	8.6

**Improving Our Schools: 2006-07 Customer Survey**  
**The Thirteenth Annual Report of Student, Staff, and Parent**  
**Perspectives on Broward County Public Schools**

**High Schools Summary Report**



\* Only full-time instructional staff were surveyed this year.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Paper and Online</u>	<u>Online</u>	<u>Paper</u>
77.5%	64.3%	14.8%

<u>School Grade Assigned by Students, Staff, and Parents</u>							
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>		
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	
A	10,707	20.4	921	34.0	1,143	32.0	
B	19,847	37.7	1,053	38.9	1,521	42.6	
C	15,602	29.7	556	20.5	763	21.4	
D	4,662	8.9	145	5.4	137	3.8	
F	1,790	3.4	31	1.1	8	0.2	

Appendix E

Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teachers believe I can succeed.	<i>n</i>	16,810	26,911	5,813	1,568	689	1,490
	%	31.6	50.5	10.9	2.9	1.3	2.8
My school provides all of the resources I need for learning.	<i>n</i>	10,463	27,266	7,554	5,772	1,617	526
	%	19.7	51.3	14.2	10.9	3.0	1.0
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	6,807	17,304	10,349	11,140	4,304	2,965
	%	12.9	32.7	19.6	21.1	8.1	5.6
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	7,330	21,684	8,847	10,828	3,697	416
	%	13.9	41.1	16.8	20.5	7.0	0.8
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	9,303	26,378	10,084	4,956	1,988	390
	%	17.5	49.7	19.0	9.3	3.7	0.7
My teacher(s) treat(s) me with fairness.	<i>n</i>	9,547	25,716	9,723	5,143	2,435	580
	%	18.0	48.4	18.3	9.7	4.6	1.1
I show respect to my teacher(s).	<i>n</i>	26,789	21,839	3,022	604	476	381
	%	50.4	41.1	5.7	1.1	0.9	0.7
I feel safe at my school.	<i>n</i>	9,945	22,826	10,430	4,937	3,859	1,110
	%	18.7	43.0	19.6	9.3	7.3	2.1
Students at school bully me.	<i>n</i>	1,614	2,434	3,292	13,663	30,544	1,293
	%	3.1	4.6	6.2	25.9	57.8	2.5
Rules are applied fairly to all students at my school.	<i>n</i>	7,267	18,450	10,270	9,033	5,831	2,127
	%	13.7	34.8	19.4	17.1	11.0	4.0
My school has enough books and equipment to help me learn.	<i>n</i>	9,575	22,911	7,402	7,875	4,222	1,199
	%	18.0	43.1	13.9	14.8	7.9	2.3
I am proud of my school.	<i>n</i>	10,180	20,320	12,558	4,653	4,016	1,397
	%	19.2	38.3	23.6	8.8	7.6	2.6
My school is kept in good condition.	<i>n</i>	7,756	21,242	9,960	8,106	5,078	885
	%	14.6	40.1	18.8	15.3	9.6	1.7
There is an adult at school I can talk to about my personal problems.	<i>n</i>	10,385	18,658	7,987	5,708	4,751	5,675
	%	19.5	35.1	15.0	10.7	8.9	10.7
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	11,061	27,404	7,604	3,806	2,399	859
	%	20.8	51.6	14.3	7.2	4.5	1.6
I can meet with a guidance counselor when necessary.	<i>n</i>	12,238	24,069	6,493	4,580	2,909	2,812
	%	23.1	45.3	12.2	8.6	5.5	5.3
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	11,954	20,360	8,486	7,336	4,208	721
	%	22.5	38.4	16.0	13.8	7.9	1.4
I have trouble learning because there are too many students in my classroom.	<i>n</i>	3,141	6,155	9,152	22,479	11,016	1,123
	%	5.9	11.6	17.3	42.4	20.8	2.1
The principal at my school helps me when I have concerns.	<i>n</i>	4,201	8,443	12,506	10,054	12,281	5,466
	%	7.9	15.9	23.6	19.0	23.2	10.3
My principal is effective at running my school.	<i>n</i>	8,953	18,224	11,741	3,943	4,534	5,535
	%	16.9	34.4	22.2	7.5	8.6	10.5
I see the school staff members around my school.	<i>n</i>	18,646	28,597	3,245	976	678	825
	%	35.2	54.0	6.1	1.8	1.3	1.6
I am aware of the purposes and goals of my school.	<i>n</i>	12,953	24,665	7,628	3,494	1,738	2,495
	%	24.5	46.6	14.4	6.6	3.3	4.7
Students bring drugs or alcohol to my school.	<i>n</i>	8,561	11,239	9,315	5,346	4,414	14,183
	%	16.1	21.2	17.6	10.1	8.3	26.7
Students carry weapons at my school.	<i>n</i>	4,986	7,422	10,101	7,186	5,690	17,499
	%	9.4	14.0	19.1	13.6	10.8	33.1
I am responsible for what I learn.	<i>n</i>	18,661	25,442	5,015	1,903	962	780
	%	35.4	48.2	9.5	3.6	1.8	1.5

(table continues)

Appendix E

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
The principal (or assistant principal) visits our classrooms regularly.	<i>n</i>	4,734	13,957	10,478	12,514	8,812	2,504
	%	8.9	26.3	19.8	23.6	16.6	4.7
I enjoy learning at my school.	<i>n</i>	7,907	22,995	12,273	5,193	3,613	868
	%	15.0	43.5	23.2	9.8	6.8	1.6
My school is clean.	<i>n</i>	6,080	18,594	10,686	8,935	7,639	936
	%	11.5	35.2	20.2	16.9	14.5	1.8
I am accepted and feel like I belong at this school.	<i>n</i>	10,935	25,167	9,329	3,181	2,640	1,478
	%	20.7	47.7	17.7	6.0	5.0	2.8
My school has after-school activities/programs for students.	<i>n</i>	23,841	23,399	2,508	731	669	1,629
	%	45.2	44.3	4.8	1.4	1.3	3.1
I have met with a guidance counselor, teachers, or other school staff this year to talk about recent test scores.	<i>n</i>	10,417	19,298	6,546	10,417	5,162	1,133
	%	19.7	36.4	12.4	19.7	9.7	2.1
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	14,413	25,435	5,838	4,004	2,201	1,019
	%	27.2	48.1	11.0	7.6	4.2	1.9
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	11,082	22,297	7,782	7,309	3,508	928
	%	21.0	42.1	14.7	13.8	6.6	1.8
I am assigned a set of textbooks, which I can also take home, for each of my courses that use a textbook.	<i>n</i>	16,067	25,065	4,233	4,501	2,387	598
	%	30.4	47.4	8.0	8.5	4.5	1.1
My school contacts my parents when I have behavior problems in school.	<i>n</i>	11,107	19,944	8,577	2,960	2,417	7,908
	%	21.0	37.7	16.2	5.6	4.6	15.0
My teachers have talked to students regarding school safety and security.	<i>n</i>	9,728	23,072	8,193	4892.0	2930.0	4026.0
	%	18.4	43.7	15.5	9.3	5.5	7.6
I know what to do in case of an emergency at my school.	<i>n</i>	14,485	26,303	5,653	2,635	1,757	1,922
	%	27.5	49.9	10.7	5.0	3.3	3.6
(High School Only) This year, school staff has helped me to select high-level courses that challenge my abilities.	<i>n</i>	11,352	21,722	8,297	5,909	3,804	1,631
	%	21.5	41.2	15.7	11.2	7.2	3.1
(High School Only) I have used the District's Virtual Counselor Web site, during this school year, to review my school records.	<i>n</i>	22,341	20,642	3,503	2,996	2,142	993
	%	42.5	39.2	6.7	5.7	4.1	1.9

Appendix E

Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,442	1,028	96	122	27	6
	%	53.0	37.8	3.5	4.5	1.0	0.2
The school provides adequate resources for me to teach my students.	<i>n</i>	906	1,227	197	289	92	6
	%	33.4	45.2	7.3	10.6	3.4	0.2
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	933	1,425	226	96	14	11
	%	34.5	52.7	8.4	3.6	0.5	0.4
I regularly assess students and inform them of their academic progress.	<i>n</i>	1,696	947	45	6	3	8
	%	62.7	35.0	1.7	0.2	0.1	0.3
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,657	990	39	21	2	3
	%	61.1	36.5	1.4	0.8	0.1	0.1
I treat all my students with fairness.	<i>n</i>	2,164	545	12	1	0	2
	%	79.4	20.0	0.4	0.0	0.0	0.1
My students show me respect.	<i>n</i>	1,149	1,215	168	165	21	3
	%	42.2	44.7	6.2	6.1	0.8	0.1
The students are safe at school.	<i>n</i>	886	1,302	315	162	36	18
	%	32.6	47.9	11.6	6.0	1.3	0.7
I feel safe at my school.	<i>n</i>	1,104	1,252	215	115	27	4
	%	40.6	46.1	7.9	4.2	1.0	0.2
Students at school bully one another.	<i>n</i>	164	738	736	700	224	152
	%	6.0	27.2	27.1	25.8	8.3	5.6
Rules are applied fairly to all students at my school.	<i>n</i>	554	1,077	433	447	155	43
	%	20.5	39.8	16.0	16.5	5.7	1.6
I have enough books and equipment to effectively teach my students.	<i>n</i>	791	1,086	215	437	173	15
	%	29.1	40.0	7.9	16.1	6.4	0.6
I am proud of my school.	<i>n</i>	1,244	1,097	239	95	38	3
	%	45.8	40.4	8.8	3.5	1.4	0.1
My school is kept in good condition.	<i>n</i>	947	1,116	240	301	109	5
	%	34.8	41.1	8.8	11.1	4.0	0.2
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,330	1,122	154	45	9	52
	%	49.0	41.4	5.7	1.7	0.3	1.9
I give challenging homework assignments.	<i>n</i>	922	1,234	365	106	21	46
	%	34.2	45.8	13.6	3.9	0.8	1.7
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,152	1,168	205	100	32	39
	%	42.7	43.3	7.6	3.7	1.2	1.5
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	689	834	413	508	235	18
	%	25.6	30.9	15.3	18.8	8.7	0.7
I respond quickly to parents' requests.	<i>n</i>	1,460	1,138	68	21	2	8
	%	54.1	42.2	2.5	0.8	0.1	0.3
My students have trouble learning because there are too many students in my classroom.	<i>n</i>	245	515	400	1,119	381	30
	%	9.1	19.1	14.9	41.6	14.2	1.1
The principal at my school responds to my concerns.	<i>n</i>	1,066	982	389	135	93	29
	%	39.6	36.5	14.4	5.0	3.5	1.1
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	277	1,070	637	559	144	18
	%	10.2	39.6	23.6	20.7	5.3	0.7
The principal does an effective job of running my school.	<i>n</i>	1,127	1,017	351	130	77	14
	%	41.5	37.4	12.9	4.8	2.8	0.5
Administrators are highly visible throughout my school.	<i>n</i>	1,085	1,142	225	197	61	10
	%	39.9	42.0	8.3	7.2	2.2	0.4

(table continues)

Appendix E

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the purposes and goals of my school.	<i>n</i>	1,321	1,205	103	53	19	7
	%	48.8	44.5	3.8	2.0	0.7	0.3
Students bring drugs or alcohol to this school.	<i>n</i>	154	712	739	440	199	473
	%	5.7	26.2	27.2	16.2	7.3	17.4
Students carry weapons at this school.	<i>n</i>	72	364	764	585	333	565
	%	2.7	13.6	28.5	21.8	12.4	21.1
Students bear responsibility for what they learn.	<i>n</i>	535	1,044	370	561	172	13
	%	19.9	38.7	13.7	20.8	6.4	0.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	744	1,199	391	253	111	11
	%	27.5	44.3	14.4	9.3	4.1	0.4
My input on school decisions is solicited and valued.	<i>n</i>	513	1,112	548	339	153	48
	%	18.9	41.0	20.2	12.5	5.6	1.8
I am satisfied with the learning environment at my school.	<i>n</i>	597	1,291	350	345	110	9
	%	22.1	47.8	13.0	12.8	4.1	0.3
I am satisfied with the working conditions at my school.	<i>n</i>	683	1,282	304	292	131	8
	%	25.3	47.5	11.3	10.8	4.9	0.3
My school is clean.	<i>n</i>	757	1,201	252	333	151	8
	%	28.0	44.5	9.3	12.3	5.6	0.3
All students are accepted and feel like they belong at this school.	<i>n</i>	510	1,256	478	286	64	100
	%	18.9	46.6	17.7	10.6	2.4	3.7
My school provides adequate after-school activities/programs for students.	<i>n</i>	990	1,225	263	88	39	93
	%	36.7	45.4	9.8	3.3	1.5	3.5
I have met with guidance or other school staff this year to talk about my students' recent test scores.	<i>n</i>	770	1,240	295	293	71	21
	%	28.6	46.1	11.0	10.9	2.6	0.8
My students have sufficient access to computers and technology to do their schoolwork.	<i>n</i>	964	1,142	192	289	106	20
	%	35.5	42.1	7.1	10.7	3.9	0.7
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	901	1,052	352	314	56	20
	%	33.4	39.0	13.1	11.7	2.1	0.7
My students are assigned a set of textbooks, which they can also take home, for each of their courses that use a textbook.	<i>n</i>	1,016	811	290	329	158	82
	%	37.8	30.2	10.8	12.3	5.9	3.1
I have been given adequate training to use technology (computers and Internet) to teach my students.	<i>n</i>	973	1,193	270	194	61	7
	%	36.1	44.2	10.0	7.2	2.3	0.3
This school contacts parents when behavior problems occur at school.	<i>n</i>	953	1,267	265	104	32	70
	%	35.4	47.1	9.9	3.9	1.2	2.6
This year, I have met with guidance staff, reading coaches, and other support staff to identify strategies for increasing student achievement among the lowest 25% of students.	<i>n</i>	950	1,207	293	181	47	23
	%	35.2	44.7	10.9	6.7	1.7	0.9
I have improved my teaching as a result of classroom walkthroughs.	<i>n</i>	445	719	650	531	305	43
	%	16.5	26.7	24.1	19.7	11.3	1.6
I have received training regarding school safety and security.	<i>n</i>	757	1,245	283	301	97	9
	%	28.1	46.3	10.5	11.2	3.6	0.3

(table continues)

Appendix E

Staff Responses (continued).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the evacuation and lockdown procedures at my school.	<i>n</i>	1,306	1,255	67	46	22	9
	%	48.3	46.4	2.5	1.7	0.8	0.3
(High School Only) This year, school staff has helped my students to select high-level courses that challenge their abilities.	<i>n</i>	600	991	396	141	65	115
	%	26.0	42.9	17.2	6.1	2.8	5.0
I have used data from Virtual Counselor to plan the instructional activities for my students this year.	<i>n</i>	861	1,184	312	239	63	23
	%	32.1	44.2	11.6	8.9	2.4	0.9

(table continues)

Appendix E

Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	1,535	1,565	267	53	28	211
	%	42.0	42.8	7.3	1.5	0.8	5.8
My child's school has adequate resources for the instruction of my child.	<i>n</i>	995	1,874	399	237	65	97
	%	27.1	51.1	10.9	6.5	1.8	2.7
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	530	1,231	602	875	362	44
	%	14.5	33.8	16.5	24.0	9.9	1.2
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	847	1,680	453	384	158	120
	%	23.3	46.1	12.4	10.5	4.3	3.3
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	791	1,987	477	132	47	213
	%	21.7	54.5	13.1	3.6	1.3	5.8
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	908	1,872	492	130	72	166
	%	25.0	51.4	13.5	3.6	2.0	4.6
My child shows respect to his/her teacher(s).	<i>n</i>	1,938	1,448	145	38	19	58
	%	53.2	39.7	4.0	1.0	0.5	1.6
My child is safe at school.	<i>n</i>	776	1,810	574	223	99	140
	%	21.4	50.0	15.9	6.2	2.7	3.9
Students at school bully my child.	<i>n</i>	128	203	312	1,251	1,442	262
	%	3.6	5.6	8.7	34.8	40.1	7.3
Rules are applied fairly to all students at my child's school.	<i>n</i>	657	1,548	603	283	165	369
	%	18.1	42.7	16.6	7.8	4.6	10.2
My child's school has enough books and equipment to effectively teach my child.	<i>n</i>	870	1,757	376	318	155	181
	%	23.8	48.0	10.3	8.7	4.2	5.0
I am proud of my child's school.	<i>n</i>	972	1,722	632	183	91	45
	%	26.7	47.2	17.3	5.0	2.5	1.2
My child's school is kept in good condition.	<i>n</i>	813	1,805	452	307	141	141
	%	22.2	49.3	12.4	8.4	3.9	3.9
There is an adult at school I can talk to about my child's problems.	<i>n</i>	944	1,757	440	193	78	255
	%	25.7	47.9	12.0	5.3	2.1	7.0
My child's homework assignments are challenging.	<i>n</i>	727	1,718	585	329	104	183
	%	19.9	47.1	16.0	9.0	2.9	5.0
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,025	1,857	292	209	114	160
	%	28.0	50.8	8.0	5.7	3.1	4.4
I share responsibility with the school for my child's academic progress.	<i>n</i>	1,393	1,739	289	125	42	61
	%	38.2	47.7	7.9	3.4	1.2	1.7
The teachers respond quickly to my requests.	<i>n</i>	572	1,404	868	337	144	299
	%	15.8	38.7	24.0	9.3	4.0	8.3
My child has trouble learning because there are too many students in his/her classroom.	<i>n</i>	176	375	595	1,543	709	222
	%	4.9	10.4	16.4	42.6	19.6	6.1
The principal at my child's school responds to my concerns.	<i>n</i>	466	994	1,094	224	213	631
	%	12.9	27.4	30.2	6.2	5.9	17.4
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	953	1,493	638	210	77	248
	%	26.3	41.3	17.6	5.8	2.1	6.9
The principal does an effective job of running my child's school.	<i>n</i>	861	1,658	627	123	100	279
	%	23.6	45.5	17.2	3.4	2.7	7.7
Administrators are highly visible throughout my child's school.	<i>n</i>	927	1,742	464	116	56	343
	%	25.4	47.8	12.7	3.2	1.5	9.4
I am aware of the goals of my child's school.	<i>n</i>	846	1,787	505	221	80	192
	%	23.3	49.2	13.9	6.1	2.2	5.3

(table continues)

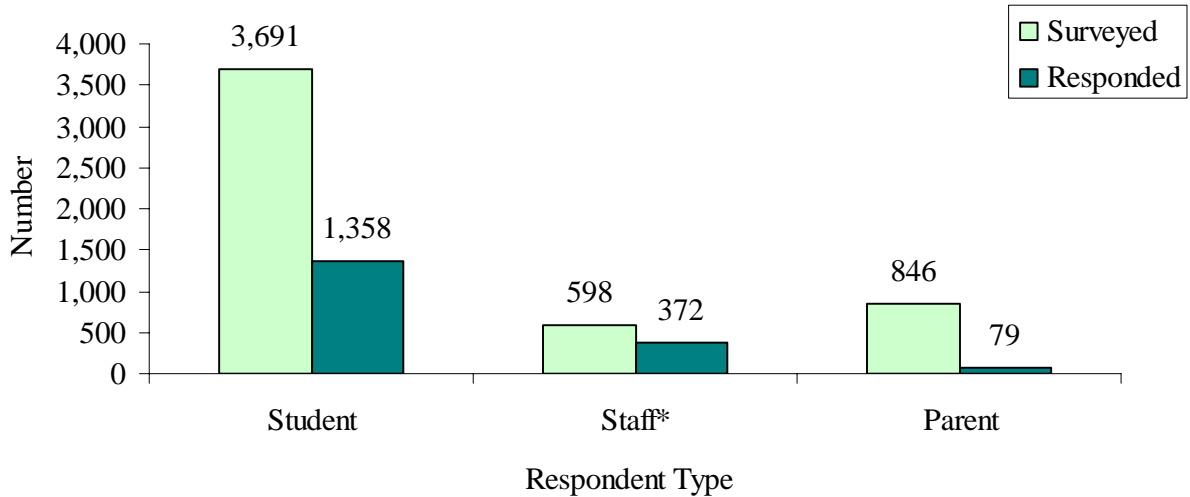
Appendix E

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Students bring drugs or alcohol to my child's school.	<i>n</i>	313	594	605	449	349	1,326
	%	8.6	16.3	16.6	12.4	9.6	36.5
Students carry weapons at my child's school.	<i>n</i>	169	341	631	581	451	1,458
	%	4.7	9.4	17.4	16.0	12.4	40.2
My child takes responsibility for learning.	<i>n</i>	1,744	1,625	142	67	21	35
	%	48.0	44.7	3.9	1.8	0.6	1.0
My input on school decisions is solicited and valued.	<i>n</i>	481	1,323	1,042	239	113	430
	%	13.3	36.5	28.7	6.6	3.1	11.9
I am satisfied with the learning environment at my child's school.	<i>n</i>	743	1,970	513	262	108	58
	%	20.3	53.9	14.0	7.2	3.0	1.6
My child's school is clean.	<i>n</i>	712	1,758	463	351	205	164
	%	19.5	48.1	12.7	9.6	5.6	4.5
My child is accepted and feels like he or she belongs at this school.	<i>n</i>	1,021	1,945	349	156	86	99
	%	27.9	53.2	9.6	4.3	2.4	2.7
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	1,056	1,674	410	137	75	270
	%	29.2	46.2	11.3	3.8	2.1	7.5
I have met with a guidance counselor or other school staff to talk about my child's recent test scores.	<i>n</i>	544	998	474	1,120	400	86
	%	15.0	27.6	13.1	30.9	11.0	2.4
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,003	1,842	356	180	79	199
	%	27.4	50.3	9.7	4.9	2.2	5.4
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	798	1,674	432	337	112	291
	%	21.9	45.9	11.9	9.3	3.1	8.0
My child is assigned a set of textbooks, which he/she can also take home, for each of his/her courses that use a textbook.	<i>n</i>	1,332	1,781	174	221	90	55
	%	36.5	48.8	4.8	6.1	2.5	1.5
My child's school contacts me when behavior problems occur at school.	<i>n</i>	850	1,533	593	124	98	428
	%	23.4	42.3	16.4	3.4	2.7	11.8
I have used the District's Virtual Counselor Web site, during this school year, to review my child's school records.	<i>n</i>	1,038	1,343	335	571	223	117
	%	28.6	37.0	9.2	15.7	6.2	3.2
The school has provided me with information regarding school safety and security.	<i>n</i>	711	1,657	525	428	171	141
	%	19.6	45.6	14.5	11.8	4.7	3.9
I am aware of the evacuation and lockdown procedures at my child's school.	<i>n</i>	573	1,407	472	584	253	303
	%	16.0	39.2	13.1	16.3	7.0	8.4
(High School Only) This year, school staff has helped my child to select high- level courses that challenge his/her abilities.	<i>n</i>	828	1,541	463	313	175	186
	%	23.6	44.0	13.2	8.9	5.0	5.3

**Improving Our Schools: 2006-07 Customer Survey**  
**The Thirteenth Annual Report of Student, Staff, and Parent**  
**Perspectives on Broward County Public Schools**

**Centers Summary Report**



\* Only full-time instructional staff were surveyed this year.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Online</u>	<u>Online</u>	<u>Paper</u>
36.8%	62.2%	9.3%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
A	289	22.7	81	28.1	39	56.5
B	383	30.0	118	41.0	23	33.3
C	323	25.3	66	22.9	3	4.3
D	137	10.7	14	4.9	3	4.3
F	143	11.2	9	3.1	1	1.4

## Appendix F

### Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teachers believe I can succeed.	<i>n</i>	650	447	114	39	32	43
	%	49.1	33.7	8.6	2.9	2.4	3.3
My school provides all of the resources I need for learning.	<i>n</i>	390	557	149	119	79	27
	%	29.5	42.2	11.3	9.0	6.0	2.0
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	339	458	189	150	74	107
	%	25.7	34.8	14.4	11.4	5.6	8.1
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	395	507	178	139	66	33
	%	30.0	38.5	13.5	10.6	5.0	2.5
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	448	529	158	92	74	19
	%	33.9	40.1	12.0	7.0	5.6	1.4
My teacher(s) treat(s) me with fairness.	<i>n</i>	420	491	187	117	70	35
	%	31.8	37.2	14.2	8.9	5.3	2.7
I show respect to my teacher(s).	<i>n</i>	639	470	122	35	26	22
	%	48.6	35.8	9.3	2.7	2.0	1.7
I feel safe at my school.	<i>n</i>	366	441	199	127	145	39
	%	27.8	33.5	15.1	9.6	11.0	3.0
Students at school bully me.	<i>n</i>	103	106	107	287	642	72
	%	7.8	8.1	8.1	21.8	48.8	5.5
Rules are applied fairly to all students at my school.	<i>n</i>	372	413	195	139	127	69
	%	28.3	31.4	14.8	10.6	9.7	5.3
My school has enough books and equipment to help me learn.	<i>n</i>	399	493	159	128	96	41
	%	30.3	37.5	12.1	9.7	7.3	3.1
I am proud of my school.	<i>n</i>	277	338	277	148	215	64
	%	21.0	25.6	21.0	11.2	16.3	4.9
My school is kept in good condition.	<i>n</i>	319	523	208	110	107	46
	%	24.3	39.8	15.8	8.4	8.2	3.5
There is an adult at school I can talk to about my personal problems.	<i>n</i>	455	379	138	125	125	101
	%	34.4	28.7	10.4	9.5	9.5	7.6
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	320	390	235	122	149	103
	%	24.3	29.6	17.8	9.3	11.3	7.8
I can meet with a guidance counselor when necessary.	<i>n</i>	420	493	133	101	88	83
	%	31.9	37.4	10.1	7.7	6.7	6.3
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	401	399	189	125	124	79
	%	30.5	30.3	14.4	9.5	9.4	6.0
I have trouble learning because there are too many students in my classroom.	<i>n</i>	102	124	162	436	435	63
	%	7.7	9.4	12.3	33.0	32.9	4.8
The principal at my school helps me when I have concerns.	<i>n</i>	263	290	226	184	227	124
	%	20.0	22.1	17.2	14.0	17.3	9.4
My principal is effective at running my school.	<i>n</i>	356	346	242	100	116	154
	%	27.1	26.3	18.4	7.6	8.8	11.7
I see the school staff members around my school.	<i>n</i>	510	545	114	50	38	54
	%	38.9	41.6	8.7	3.8	2.9	4.1
I am aware of the purposes and goals of my school.	<i>n</i>	443	480	159	66	55	107
	%	33.8	36.6	12.1	5.0	4.2	8.2
Students bring drugs or alcohol to my school.	<i>n</i>	149	139	197	168	263	396
	%	11.4	10.6	15.0	12.8	20.1	30.2
Students carry weapons at my school.	<i>n</i>	118	127	210	163	273	416
	%	9.0	9.7	16.1	12.5	20.9	31.8
I am responsible for what I learn.	<i>n</i>	590	466	117	46	34	43
	%	45.5	36.0	9.0	3.6	2.6	3.3

*(table continues)*

Appendix F

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
The principal (or assistant principal) visits our classrooms regularly.	<i>n</i>	327	398	218	164	122	84
	%	24.9	30.3	16.6	12.5	9.3	6.4
I enjoy learning at my school.	<i>n</i>	355	445	228	116	133	32
	%	27.1	34.0	17.4	8.9	10.2	2.4
My school is clean.	<i>n</i>	321	517	207	90	124	43
	%	24.7	39.7	15.9	6.9	9.5	3.3
I am accepted and feel like I belong at this school.	<i>n</i>	282	390	208	128	241	57
	%	21.6	29.9	15.9	9.8	18.5	4.4
My school has after-school activities/programs for students.	<i>n</i>	185	200	135	216	325	245
	%	14.2	15.3	10.3	16.5	24.9	18.8
I have met with a guidance counselor, teachers, or other school staff this year to talk about recent test scores.	<i>n</i>	306	401	187	193	136	88
	%	23.3	30.6	14.3	14.7	10.4	6.7
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	400	494	140	107	112	56
	%	30.6	37.7	10.7	8.2	8.6	4.3
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	378	456	146	155	130	43
	%	28.9	34.9	11.2	11.9	9.9	3.3
I am assigned a set of textbooks, which I can also take home, for each of my courses that use a textbook.	<i>n</i>	226	254	165	257	332	76
	%	17.3	19.4	12.6	19.6	25.3	5.8
My school contacts my parents when I have behavior problems in school.	<i>n</i>	418	462	151	81	78	126
	%	31.8	35.1	11.5	6.2	5.9	9.6
My teachers have talked to students regarding school safety and security.	<i>n</i>	386	465	162	77	91	124
	%	29.6	35.6	12.4	5.9	7.0	9.5
I know what to do in case of an emergency at my school.	<i>n</i>	505	497	107	51	64	76
	%	38.9	38.2	8.2	3.9	4.9	5.9
(High School Only) This year, school staff has helped me to select high-level courses that challenge my abilities.	<i>n</i>	184	266	174	112	98	81
	%	20.1	29.1	19.0	12.2	10.7	8.9
(High School Only) I have used the District's Virtual Counselor Web site, during this school year, to review my school records.	<i>n</i>	264	264	120	104	104	63
	%	28.7	28.7	13.1	11.3	11.3	6.9

## Appendix F

### Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	191	83	9	7	1	0
	%	65.6	28.5	3.1	2.4	0.3	0.0
The school provides adequate resources for me to teach my students.	<i>n</i>	112	119	21	29	9	0
	%	38.6	41.0	7.2	10.0	3.1	0.0
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	123	109	42	11	0	3
	%	42.7	37.9	14.6	3.8	0.0	1.0
I regularly assess students and inform them of their academic progress.	<i>n</i>	167	106	11	4	0	1
	%	57.8	36.7	3.8	1.4	0.0	0.4
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	202	80	6	1	0	1
	%	69.7	27.6	2.1	0.3	0.0	0.3
I treat all my students with fairness.	<i>n</i>	229	61	1	0	0	0
	%	78.7	21.0	0.3	0.0	0.0	0.0
My students show me respect.	<i>n</i>	110	119	29	25	7	0
	%	37.9	41.0	10.0	8.6	2.4	0.0
The students are safe at school.	<i>n</i>	115	116	40	12	3	4
	%	39.7	40.0	13.8	4.1	1.0	1.4
I feel safe at my school.	<i>n</i>	118	117	34	13	5	1
	%	41.0	40.6	11.8	4.5	1.7	0.4
Students at school bully one another.	<i>n</i>	29	105	48	70	26	12
	%	10.0	36.2	16.6	24.1	9.0	4.1
Rules are applied fairly to all students at my school.	<i>n</i>	92	105	37	40	11	5
	%	31.7	36.2	12.8	13.8	3.8	1.7
I have enough books and equipment to effectively teach my students.	<i>n</i>	97	113	33	31	13	2
	%	33.6	39.1	11.4	10.7	4.5	0.7
I am proud of my school.	<i>n</i>	138	103	34	11	4	0
	%	47.6	35.5	11.7	3.8	1.4	0.0
My school is kept in good condition.	<i>n</i>	127	114	19	21	7	0
	%	44.1	39.6	6.6	7.3	2.4	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	189	84	8	2	3	3
	%	65.4	29.1	2.8	0.7	1.0	1.0
I give challenging homework assignments.	<i>n</i>	52	94	105	13	7	14
	%	18.3	33.0	36.8	4.6	2.5	4.9
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	153	93	16	17	8	3
	%	52.8	32.1	5.5	5.9	2.8	1.0
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	65	66	52	67	30	6
	%	22.7	23.1	18.2	23.4	10.5	2.1
I respond quickly to parents' requests.	<i>n</i>	160	99	24	1	0	5
	%	55.4	34.3	8.3	0.4	0.0	1.7
My students have trouble learning because there are too many students in my classroom.	<i>n</i>	22	35	38	101	82	4
	%	7.8	12.4	13.5	35.8	29.1	1.4
The principal at my school responds to my concerns.	<i>n</i>	129	96	25	17	17	2
	%	45.1	33.6	8.7	5.9	5.9	0.7
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	35	73	68	77	27	6
	%	12.2	25.5	23.8	26.9	9.4	2.1
The principal does an effective job of running my school.	<i>n</i>	131	92	40	11	14	0
	%	45.5	31.9	13.9	3.8	4.9	0.0
Administrators are highly visible throughout my school.	<i>n</i>	140	98	22	19	9	1
	%	48.4	33.9	7.6	6.6	3.1	0.4

*(table continues)*

Appendix F

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the purposes and goals of my school.	<i>n</i>	162	101	19	3	5	0
	%	55.9	34.8	6.6	1.0	1.7	0.0
Students bring drugs or alcohol to this school.	<i>n</i>	12	49	57	67	72	34
	%	4.1	16.8	19.6	23.0	24.7	11.7
Students carry weapons at this school.	<i>n</i>	9	22	61	81	79	37
	%	3.1	7.6	21.1	28.0	27.3	12.8
Students bear responsibility for what they learn.	<i>n</i>	53	102	55	59	17	3
	%	18.3	35.3	19.0	20.4	5.9	1.0
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	116	127	24	13	8	0
	%	40.3	44.1	8.3	4.5	2.8	0.0
My input on school decisions is solicited and valued.	<i>n</i>	85	100	48	30	23	3
	%	29.4	34.6	16.6	10.4	8.0	1.0
I am satisfied with the learning environment at my school.	<i>n</i>	75	119	50	35	9	1
	%	26.0	41.2	17.3	12.1	3.1	0.4
I am satisfied with the working conditions at my school.	<i>n</i>	87	124	39	28	12	0
	%	30.0	42.8	13.5	9.7	4.1	0.0
My school is clean.	<i>n</i>	120	119	16	20	11	0
	%	42.0	41.6	5.6	7.0	3.9	0.0
All students are accepted and feel like they belong at this school.	<i>n</i>	101	113	44	17	4	6
	%	35.4	39.7	15.4	6.0	1.4	2.1
My school provides adequate after-school activities/programs for students.	<i>n</i>	42	43	73	55	47	23
	%	14.8	15.2	25.8	19.4	16.6	8.1
I have met with guidance or other school staff this year to talk about my students' recent test scores.	<i>n</i>	102	113	44	19	7	2
	%	35.5	39.4	15.3	6.6	2.4	0.7
My students have sufficient access to computers and technology to do their schoolwork.	<i>n</i>	134	94	18	18	20	4
	%	46.5	32.6	6.3	6.3	6.9	1.4
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	109	93	47	20	14	4
	%	38.0	32.4	16.4	7.0	4.9	1.4
My students are assigned a set of textbooks, which they can also take home, for each of their courses that use a textbook.	<i>n</i>	38	44	69	78	43	12
	%	13.4	15.5	24.3	27.5	15.1	4.2
I have been given adequate training to use technology (computers and Internet) to teach my students.	<i>n</i>	102	119	37	19	10	1
	%	35.4	41.3	12.9	6.6	3.5	0.4
This school contacts parents when behavior problems occur at school.	<i>n</i>	149	94	19	11	3	11
	%	51.9	32.8	6.6	3.8	1.1	3.8
This year, I have met with guidance staff, reading coaches, and other support staff to identify strategies for increasing student achievement among the lowest 25% of students.	<i>n</i>	128	103	33	13	5	5
	%	44.6	35.9	11.5	4.5	1.7	1.7
I have improved my teaching as a result of classroom walkthroughs.	<i>n</i>	78	78	62	37	21	9
	%	27.4	27.4	21.8	13.0	7.4	3.2

(table continues)

## Appendix F

### Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
I have received training regarding school safety and security.	<i>n</i>	112	126	18	23	5	0
	%	39.4	44.4	6.3	8.1	1.8	0.0
I am aware of the evacuation and lockdown procedures at my school.	<i>n</i>	144	124	10	5	1	0
	%	50.7	43.7	3.5	1.8	0.4	0.0
(High School Only) This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	0	1	0	0	1	0
	%	0.0	50.0	0.0	0.0	50.0	0.0
I have used data from Virtual Counselor to plan the instructional activities for my students this year.	<i>n</i>	81	86	64	38	11	6
	%	28.3	30.1	22.4	13.3	3.9	2.1

*(table continues)*

## Appendix F

### Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	48	19	5	0	1	3
	%	63.2	25.0	6.6	0.0	1.3	4.0
My child's school has adequate resources for the instruction of my child.	<i>n</i>	33	33	6	2	1	1
	%	43.4	43.4	7.9	2.6	1.3	1.3
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	42	23	5	2	4	0
	%	55.3	30.3	6.6	2.6	5.3	0.0
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	29	30	6	3	2	6
	%	38.2	39.5	7.9	4.0	2.6	7.9
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	37	27	5	1	2	3
	%	49.3	36.0	6.7	1.3	2.7	4.0
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	38	26	6	0	2	2
	%	51.4	35.1	8.1	0.0	2.7	2.7
My child shows respect to his/her teacher(s).	<i>n</i>	30	21	14	5	1	4
	%	40.0	28.0	18.7	6.7	1.3	5.3
My child is safe at school.	<i>n</i>	39	26	3	1	4	2
	%	52.0	34.7	4.0	1.3	5.3	2.7
Students at school bully my child.	<i>n</i>	7	3	6	21	31	5
	%	9.6	4.1	8.2	28.8	42.5	6.9
Rules are applied fairly to all students at my child's school.	<i>n</i>	27	33	7	3	1	4
	%	36.0	44.0	9.3	4.0	1.3	5.3
My child's school has enough books and equipment to effectively teach my child.	<i>n</i>	21	36	4	4	0	9
	%	28.4	48.7	5.4	5.4	0.0	12.2
I am proud of my child's school.	<i>n</i>	35	30	2	2	4	2
	%	46.7	40.0	2.7	2.7	5.3	2.7
My child's school is kept in good condition.	<i>n</i>	39	31	1	0	1	3
	%	52.0	41.3	1.3	0.0	1.3	4.0
There is an adult at school I can talk to about my child's problems.	<i>n</i>	39	28	2	3	2	1
	%	52.0	37.3	2.7	4.0	2.7	1.3
My child's homework assignments are challenging.	<i>n</i>	7	24	22	9	4	7
	%	9.6	32.9	30.1	12.3	5.5	9.6
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	21	31	16	0	0	7
	%	28.0	41.3	21.3	0.0	0.0	9.3
I share responsibility with the school for my child's academic progress.	<i>n</i>	36	32	2	3	0	2
	%	48.0	42.7	2.7	4.0	0.0	2.7
The teachers respond quickly to my requests.	<i>n</i>	38	25	6	2	2	2
	%	50.7	33.3	8.0	2.7	2.7	2.7
My child has trouble learning because there are too many students in his/her classroom.	<i>n</i>	3	4	8	27	30	2
	%	4.1	5.4	10.8	36.5	40.5	2.7
The principal at my child's school responds to my concerns.	<i>n</i>	26	29	12	1	2	5
	%	34.7	38.7	16.0	1.3	2.7	6.7
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	31	30	9	1	1	1
	%	42.5	41.1	12.3	1.4	1.4	1.4
The principal does an effective job of running my child's school.	<i>n</i>	38	27	5	4	0	1
	%	50.7	36.0	6.7	5.3	0.0	1.3

*(table continues)*

Appendix F

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided / Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my child's school.	<i>n</i>	29	38	5	2	0	2
	%	38.2	50.0	6.6	2.6	0.0	2.6
I am aware of the goals of my child's school.	<i>n</i>	2	3	7	18	33	12
	%	2.7	4.0	9.3	24.0	44.0	16.0
Students bring drugs or alcohol to my child's school.	<i>n</i>	1	3	7	18	38	8
	%	1.3	4.0	9.3	24.0	50.7	10.7
Students carry weapons at my child's school.	<i>n</i>	18	30	14	6	3	3
	%	24.3	40.5	18.9	8.1	4.1	4.1
My child takes responsibility for learning.	<i>n</i>	14	43	14	1	2	2
	%	18.4	56.6	18.4	1.3	2.6	2.6
My input on school decisions is solicited and valued.	<i>n</i>	34	31	5	1	2	1
	%	46.0	41.9	6.8	1.4	2.7	1.4
I am satisfied with the learning environment at my child's school.	<i>n</i>	37	33	4	0	0	1
	%	49.3	44.0	5.3	0.0	0.0	1.3
My child's school is clean.	<i>n</i>	29	38	5	2	0	2
	%	38.2	50.0	6.6	2.6	0.0	2.6
My child is accepted and feels like he or she belongs at this school.	<i>n</i>	33	24	8	3	4	2
	%	44.6	32.4	10.8	4.1	5.4	2.7
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	21	20	8	6	7	13
	%	28.0	26.7	10.7	8.0	9.3	17.3
I have met with a guidance counselor or other school staff to talk about my child's recent test scores.	<i>n</i>	22	29	12	7	2	4
	%	29.0	38.2	15.8	9.2	2.6	5.3
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	20	36	10	2	0	7
	%	26.7	48.0	13.3	2.7	0.0	9.3
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	19	28	14	3	0	10
	%	25.7	37.8	18.9	4.1	0.0	13.5
My child is assigned a set of textbooks, which he/she can also take home, for each of his/her courses that use a textbook.	<i>n</i>	13	16	16	11	7	8
	%	18.3	22.5	22.5	15.5	9.9	11.3
My child's school contacts me when behavior problems occur at school.	<i>n</i>	44	21	5	1	0	3
	%	59.5	28.4	6.8	1.4	0.0	4.1
I have used the District's Virtual Counselor Web site, during this school year, to review my child's school records.	<i>n</i>	9	16	14	23	7	5
	%	12.2	21.6	18.9	31.1	9.5	6.8
The school has provided me with information regarding school safety and security.	<i>n</i>	38	28	5	2	0	2
	%	50.7	37.3	6.7	2.7	0.0	2.7
I am aware of the evacuation and lockdown procedures at my child's school.	<i>n</i>	23	27	10	4	2	9
	%	30.7	36.0	13.3	5.3	2.7	12.0
(High School Only) This year, school staff has helped my child to select high-level courses that challenge his/her abilities.	<i>n</i>	12	11	13	3	0	9
	%	25.0	22.9	27.1	6.3	0.0	18.8