

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
OFFICE OF THE SUPERINTENDENT**

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*Approved memorandum with signatures is on file.*

September 3, 2010

**TO:** School Board Members

**FROM:** Joanne W. Harrison, Ed.D., Deputy Superintendent  
Educational Programs & Student Support

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

**SUBJECT: SIXTEENTH ANNUAL CUSTOMER SURVEY**

**What is the purpose of the report?**

This memorandum provides data and findings from the Sixteenth Annual Customer Survey, which was administered during the 2009-10 school year. Data are provided for District and school use in assessing the overall school climate. The data are organized by students, instructional staff, and parents for the District and for elementary schools, middle schools, high schools, and centers.

**Which populations were targeted in this report?**

The survey was administered to students in grades 3 through 12, full-time instructional staff, and a random sample of one-third of parents of students in grades Pre-Kindergarten through 12. These stakeholders are surveyed annually to assess the overall school climate within Broward County Public Schools. As in previous years, all individual responses were strictly confidential.

**How were the data for this report collected?**

Students and instructional staff were surveyed entirely online through Virtual Counselor. Parent surveys were distributed on paper forms which were scanned. In addition, parents had the option of logging on to Virtual Counselor and completing their survey electronically.

**What are the main highlights in this report?**

Table 1  
*Response Rates, 2008 and 2009*

Respondent Group	2010 Rate	2009 Rate	Rate Change
Parent	34.2	32.4	+1.8
Student	83.2	79.0	+4.2
Instructional Staffing	78.8	71.5	+7.3

*Response Rates*

As illustrated in Table 1, the 2010 parent response rate increased by almost two percentage points from last year's. However, it was still the lowest of all respondent groups. Response rates for student and instructional staff increased by four and seven percentage points, respectively, in 2010. Only 845 (3.1%) parent respondents completed the survey online, which represents a slightly

higher response from the 617 (2.4%) parent respondents who completed the survey online in 2009. It is accepted practice in research that, when analyzing results from respondent groups, there should be at least an 80% response rate from the pre-defined sample before accurate generalizations to the respondent group can be made. The closer the response rate is to 100%, the more confidence we have that the results truly represent the respondent group. The parent respondent group response rate is far from the 80% target response rate necessary before results can be generalized. At the District level, student and teacher respondent groups are much closer to the 80% target response rate. In general, response rates are highest for the elementary schools, compared to middle and high schools.

*School Grades*

Each year, respondents are asked to assign a letter grade to their school location which is reflective of their overall satisfaction with the school. Grades assigned by parents are reported in this section; however, parent results for other customer survey items are not referenced for comparisons due to the low parent response rate. As Table 2 shows,

- Over 95% of parents and instructional staff respondents indicated satisfaction with their school location by assigning a grade of "C" or better.
- Over 89% of student respondents assigned their school a grade of "C" or better.
- The lowest rate of satisfaction overall was registered at the high school level for parents, students, and instructional staff. It must be noted that at the high school level, satisfaction was high at about 94% for parents, 86% for students, and 93% for instructional staff.

Table 2  
*School Grades Assigned by Respondent Groups*

Group	School Grade	Elementary %	Middle %	High %	Overall %
Parent*	A	69.8	48.3	38.1	60.4
	B	23.7	35.3	35.2	28.0
	C	5.3	12.6	20.5	9.1
	D	0.9	2.9	4.9	1.9
	F	0.3	0.9	1.4	0.6
Student	A	64.9	31.4	25.0	39.6
	B	23.9	35.0	34.2	31.1
	C	7.2	20.1	26.8	18.5
	D	2.1	7.2	9.0	6.2
	F	2.0	6.3	5.0	4.5
Instructional Staff	A	63.6	40.7	32.9	50.2
	B	26.0	35.6	37.9	31.4
	C	8.2	18.0	22.1	14.1
	D	1.9	4.8	5.9	3.6
	F	0.2	0.9	1.2	0.6

\* Parent response rate is very low; therefore, these results may not adequately represent the perceptions of all parents.

*Safety*

- Similar to previous years, compared to elementary students, middle and high school student respondents were more likely to report that they did not feel safe at school and that students brought drugs, alcohol, and weapons to school.

*School Environment*

- With the exception of middle and high school student respondents, most other stakeholders agreed that their school was kept clean and in good condition, and that they were proud of their school.
- The majority of instructional staff respondents at all levels agreed that the principal was effective in running the school, and that the principal responded to their concerns.

*Educational Environment*

- Elementary school student respondents were more likely to report that their teacher(s) treated them fairly than middle or high school students.
- Compared to elementary students, middle and high school student respondents were less likely to report that the principal helps them when they have concerns.
- Middle school students were less likely to report that they have discussed their recent test scores with a guidance counselor, teachers, or other school staff, compared to elementary and high school students.
- Instructional staff respondents at the elementary levels were more likely, than their middle and high school counterparts, to report that parents shared responsibility for student academic progress and helped with achievement and behavior problems.
- Most respondents registered positive results to items regarding 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.

Other survey highlights related to the Hot Topic Items for 2009-10 include:

### *Bullying*

- Over 94% of instructional staff reported to have been trained on the Anti-Bullying policy; and over 91% agreed or strongly agreed that they can effectively handle a bullying situation.
- Seventy-five percent of students reported that teachers or other school staff told their class about bullying; and about 79% of students said they were knowledgeable on how to report a bullying incident.
- Higher percentages of instructional staff perceived that students were bullied, compared to the perceptions of students and parents across all levels. The discrepancy was greatest at the middle school level.
- Responses<sup>1</sup> from students who reported that other students at school had bullied them indicated the following:
  - The most commonly reported types of bullying were “Said things to me (called me names, insulted me, threatened me)” (71%), “Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups” (45%), and “Hit or threw something at me” (34%). This finding is consistent across elementary, middle, and high schools.
  - For middle and high school student respondents, the most commonly reported area, where bullying occurred, was “in the classroom,” followed by “in a hallway” and “in the cafeteria” for middle school respondents and “in a hallway” and “in other school areas” for high school respondents. For elementary students, the most commonly reported area was “in other school areas,” followed by “in the classroom,” and “in the cafeteria.”
  - Students across all levels reported to have told an adult at school after the bullying incident occurred. However, bullying incidents were more likely to be reported at the elementary school level than at the middle and high school levels.
  - For students who reported to have been bullied and who reported to have told an adult at school, the most common outcomes were as follows.
    - At the elementary and middle school levels, students reported that the bullying “stopped,” followed by “stayed the same.”
    - At the high school levels, students reported that the bullying “stayed the same,” followed by “stopped.”

### *Technology*

- As reported by students, the use of technology at school and at home increased across all technologies surveyed. Similarly, instructional staff reported the use of technology in the classroom and outside the classroom increased across all technologies surveyed.
- The most commonly used technologies reported by instructional staff and students at school and at home for learning were:
  - Internet searches *at school*, for instructional staff and students, respectively (84%, 85%), computer software (81%, 68%), integrated learning systems (52%, 39%), digital textbooks or e-books (38%, 40%), interactive whiteboards or

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<sup>1</sup> For each of these items, students could “Mark all that apply.”

slates (32%, 39%), blogs and wikis (10%, 23%), podcasts (11%, 15%). However, integrated learning systems were perceived as being utilized more at the elementary level than at the middle school level, and at the high school level.

- o Internet searches *at home*, for instructional staff and students, respectively (89%, 84%), computer software (80%, 62%), digital textbooks or e-books (37%, 39%), blogs and wikis (20%, 30%), podcasts (13%, 14%).

#### *Environmental Stewardship*

- Seventy-four percent of instructional staff respondents reported that their school had provided them with information about energy conservation. Elementary school respondents had a higher percent of favorable responses compared to middle school respondents, who had a higher percentage of favorable responses than high school respondents.

#### *Post-Secondary Planning*

- Seventy percent of high school instructional staff indicate they have helped students to plan for life after graduation, while about 51% of high school students hold a similar view.

#### **How should the data be used?**

The District and level (elementary, middle, high, and center) summary reports are attached to this memorandum. These reports include the response rates, as well as responses to each Customer Survey item. School staffs, principals, and area directors should use these reports as the benchmark for comparison of individual school data, keeping in mind the target of 80% response rate for making valid generalizations. By examining major differences between their school responses for each respondent group, and their school level responses, schools will be able to identify specific areas in need of improvement, as indicated by stakeholder responses. The individual school reports are available at the Data Warehouse Web site (<http://web/dwh/>), where student, instructional staff, and parent results have been downloaded into each school's DWH Reports Folder. **Data are presented in table and chart formats for students, instructional staff, and parent survey results.**

#### **What are the best practices to follow in examining the data?**

Customer survey results should not be used in isolation. Survey data is just one of many other data elements that schools have available for consideration in determining which issues or concerns are to be addressed at the school. A school team should identify, through student and staff survey results, areas of concern or in need of improvement by reviewing items with low levels of satisfaction. Similarly, schools can identify items with high levels of satisfaction. During data chats, school teams should include additional, related school information, along with their review of the customer survey results,. District and school level data provide a standard against which to benchmark individual school data. Parent results can be similarly examined, only if the response rate is 80% or higher.

Research staff is performing further analyses to identify Districtwide areas of concern or in need of improvement. District staff will review the results of these analyses, along with additional related information, in order to determine next steps. The success of the action plans or strategies implemented by District and school staffs this year, for the areas in need of improvement, will be determined through the 2010-11 survey results.

Questions or comments concerning this memorandum should be addressed to **Dr. Katherine Blasik, Associate Superintendent, Research Development & Assessment at 754-321-2470 or Dr. Michael Lower, Research Specialist, Research Services at 754-321-2500.** This memorandum may also be accessed via the Research Services Web site ([http://www.broward.k12.fl.us/research\\_evaluation/Releases.htm](http://www.broward.k12.fl.us/research_evaluation/Releases.htm)).

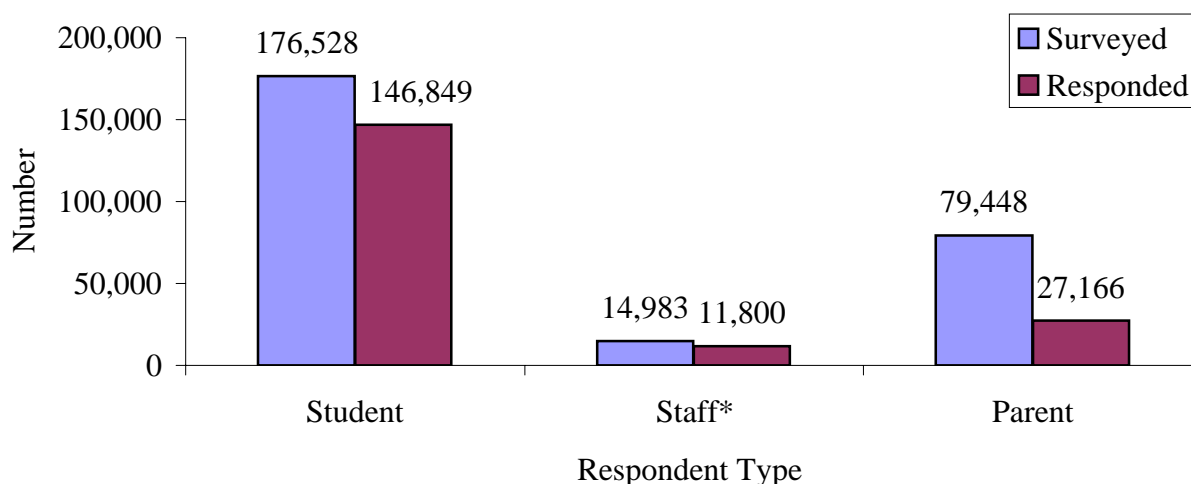
JFN/JH/KAB/MRL:mal  
Attachment

cc: Executive Leadership Team  
Area Directors  
Principals  
Jeanne Jusevic, Chairperson, District Advisory Council  
Bernie Kemp, President, Broward County Council of Parent Teacher Association

Improving Our Schools: 2009-10 Customer Survey  
**The Sixteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## District Summary Report

This document contains data from the Sixteenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at [http://www.broward.k12.fl.us/research\\_evaluation/Reports.htm](http://www.broward.k12.fl.us/research_evaluation/Reports.htm).



\* The staff survey was administered to full-time, instructional, school-based employees.

Student Response Rate	Teacher Response Rate	Parent Response Rate
Online	Online	Paper
83.2%	78.8%	34.2%

School Grade Assigned by Students, Staff, and Parents						
	Student		Staff		Parent	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	55,944	39.6	5,830	50.2	13,787	60.4
B	43,915	31.1	3,642	31.4	6,391	28.0
C	26,057	18.5	1,639	14.1	2,071	9.1
D	8,802	6.2	422	3.6	444	1.9
F	6,385	4.5	74	0.6	136	0.6

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	76,618	51,499	9,505	2,786	1,552	4,579
My teacher(s) believe I can succeed.	%	52.3	35.1	6.5	1.9	1.1	3.1
My school provides all of the resources I need for learning.	<i>n</i>	53,694	62,409	14,126	10,044	3,276	2,626
	%	36.7	42.7	9.7	6.9	2.2	1.8
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	45,530	47,165	18,452	16,881	6,643	10,697
	%	31.3	32.5	12.7	11.6	4.6	7.4
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	36,451	54,846	20,914	22,109	7,098	3,290
	%	25.2	37.9	14.5	15.3	4.9	2.3
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	51,089	58,642	19,786	9,804	4,760	1,968
	%	35.0	40.2	13.6	6.7	3.3	1.4
My teacher(s) treat(s) me with fairness.	<i>n</i>	50,155	53,555	20,205	11,845	7,090	2,951
	%	34.4	36.7	13.9	8.1	4.9	2.0
I show respect to my teacher(s).	<i>n</i>	81,738	48,729	9,253	2,170	1,636	2,287
	%	56.1	33.4	6.4	1.5	1.1	1.6
I feel safe at my school.	<i>n</i>	49,840	49,741	21,750	11,114	9,166	4,226
	%	34.2	34.1	14.9	7.6	6.3	2.9
Rules are applied fairly to all students at my school.	<i>n</i>	49,892	46,345	18,470	16,376	10,270	4,732
	%	34.2	31.7	12.6	11.2	7.0	3.2
I am proud of my school.	<i>n</i>	51,030	45,538	24,365	10,800	9,705	4,216
	%	35.0	31.3	16.7	7.4	6.7	2.9
My school is kept clean and in good condition.	<i>n</i>	36,856	50,702	22,766	19,091	12,454	3,764
	%	25.3	34.8	15.6	13.1	8.6	2.6
There is an adult at school I can talk to about my personal problems.	<i>n</i>	55,642	44,059	15,237	11,358	9,010	10,952
	%	38.0	30.1	10.4	7.8	6.2	7.5
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	58,360	59,449	13,988	6,363	4,723	3,128
	%	40.0	40.7	9.6	4.4	3.2	2.1
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	53,341	52,895	14,236	9,153	5,819	10,634
	%	36.5	36.2	9.8	6.3	4.0	7.3
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	65,613	46,268	14,660	11,122	6,298	2,112
	%	44.9	31.7	10.0	7.6	4.3	1.5
The principal at my school helps me when I have concerns.	<i>n</i>	35,041	35,603	26,607	18,628	16,654	13,310
	%	24.0	24.4	18.2	12.8	11.4	9.1
My principal is effective at running my school.	<i>n</i>	58,297	42,334	18,562	7,505	7,539	10,918
	%	40.2	29.2	12.8	5.2	5.2	7.5
I see the school staff members around my school.	<i>n</i>	76,217	55,091	6,835	2,507	1,753	3,214
	%	52.3	37.8	4.7	1.7	1.2	2.2
I am aware of the purposes and goals of my school.	<i>n</i>	63,002	53,363	13,380	5,376	3,299	6,719
	%	43.4	36.8	9.2	3.7	2.3	4.6
Students bring drugs or alcohol to my school.	<i>n</i>	20,504	20,739	16,270	13,065	42,024	33,169
	%	14.1	14.2	11.2	9.0	28.8	22.8
Students carry weapons at my school.	<i>n</i>	11,748	14,103	19,048	17,505	43,317	39,429
	%	8.1	9.7	13.1	12.1	29.8	27.2

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am responsible for what I learn.	<i>n</i>	74,824	51,461	9,892	3,674	2,466	2,412
	%	51.7	35.6	6.8	2.5	1.7	1.7
I enjoy learning at my school.	<i>n</i>	48,095	51,186	23,459	10,277	9,046	2,626
	%	33.2	35.4	16.2	7.1	6.3	1.8
I am accepted and feel like I belong at this school.	<i>n</i>	54,185	51,160	19,573	7,665	7,463	4,979
	%	37.4	35.3	13.5	5.3	5.2	3.4
My school has after-school activities/programs for students.	<i>n</i>	79,528	45,469	6,093	2,668	2,615	8,295
	%	55.0	31.4	4.2	1.8	1.8	5.7
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	36,581	41,496	17,156	25,140	15,531	9,524
	%	25.2	28.5	11.8	17.3	10.7	6.6
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	56,082	53,641	13,980	9,500	5,767	5,807
	%	38.7	37.1	9.7	6.6	4.0	4.0
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	55,603	49,737	15,223	13,220	7,488	3,787
	%	38.3	34.3	10.5	9.1	5.2	2.6
My school contacts my parents when I have behavior problems in school.	<i>n</i>	58,239	45,377	15,089	5,647	4,943	15,744
	%	40.2	31.3	10.4	3.9	3.4	10.9
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	43,864	44,399	20,048	13,556	9,324	11,561
	%	30.7	31.1	14.0	9.5	6.5	8.1
(High School Only) I have used the district's BEEP Web site, during this school year, to access study guides or to log into Virtual Counselor to review my school records.	<i>n</i>	12,090	15,964	6,171	7,160	6,103	4,036
	%	23.5	31.0	12.0	13.9	11.8	7.8
Students at school bully me.	<i>n</i>	8,010	10,506	13,866	31,066	70,404	5,540
	%	5.8	7.5	10.0	22.3	50.5	4.0
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	64,051	41,479	9,775	9,786	7,676	8,102
	%	45.5	29.5	6.9	7.0	5.5	5.8
I know how to report a bullying incident.	<i>n</i>	62,471	49,042	9,643	6,448	5,532	7,943
	%	44.3	34.8	6.8	4.6	3.9	5.6
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	9,670	16,271	8,790	8,744	5,774	1,973
	%	18.9	31.8	17.2	17.1	11.3	3.9

(table continues)

Student Responses (*continued*).

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I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Hit or threw something at me	6,207	33.5
Said things to me (called me names, insulted me, threatened me)	13,228	71.4
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	8,254	44.6
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	2,296	12.4
did not answer	1,964	10.6

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I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
On the bus	2,889	15.6
In the classroom	8,271	44.7
In the cafeteria	6,290	34.0
In a hallway	6,833	36.9
In a restroom	2,338	12.6
Other school areas	7,095	38.3
did not answer	2,817	15.2

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After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Told an adult at school	6,405	34.6
Told my parents	6,875	37.1
Told my friends	4,960	26.8
Told someone else	2,457	13.3
Did not tell anyone	4,084	22.1
did not answer	3,034	16.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

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After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
stopped	2,720	42.5
got worse	1,260	19.7
stayed the same	2,139	33.4
did not answer	286	4.5

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At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	125,387	85.4
podcasts	22,155	15.1
digital textbooks or e-books	58,557	39.9
blogs and wikis	34,071	23.2
interactive whiteboards or slates	65,518	44.6
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	99,804	68.0
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	56,945	38.8
other technologies	11,831	8.1
none	6,157	4.2
did not answer	8,288	5.6

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At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	122,274	83.3
podcasts	20,311	13.8
digital textbooks or e-books	56,958	38.8
blogs and wikis	44,231	30.1
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	90,625	61.7
other technologies	11,989	8.2
none	8,027	5.5
did not answer	11,466	7.8

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	7,226	3,795	351	364	35	12
	%	61.3	32.2	3.0	3.1	0.3	0.1
The school provides adequate resources for me to teach my students.	<i>n</i>	3,859	5,197	919	1,433	334	11
	%	32.8	44.2	7.8	12.2	2.8	0.1
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	6,647	4,404	467	181	11	31
	%	56.6	37.5	4.0	1.5	0.1	0.3
I regularly assess students and inform them of their academic progress.	<i>n</i>	8,039	3,459	181	23	6	27
	%	68.5	29.5	1.5	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>	8,233	3,328	134	48	4	17
	%	70.0	28.3	1.1	0.4	0.0	0.1
I treat all my students with fairness.	<i>n</i>	9,719	2,017	26	8	4	5
	%	82.5	17.1	0.2	0.1	0.0	0.0
My students show me respect.	<i>n</i>	5,045	5,168	640	766	151	10
	%	42.8	43.9	5.4	6.5	1.3	0.1
The students are safe at school.	<i>n</i>	5,339	4,731	993	529	124	40
	%	45.4	40.2	8.5	4.5	1.1	0.3
I feel safe at my school.	<i>n</i>	5,889	4,536	720	474	130	3
	%	50.1	38.6	6.1	4.0	1.1	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	4,410	4,072	1,273	1,511	432	65
	%	37.5	34.6	10.8	12.9	3.7	0.6
I am proud of my school.	<i>n</i>	5,982	4,239	922	423	146	10
	%	51.0	36.2	7.9	3.6	1.3	0.1
My school is kept clean and in good condition.	<i>n</i>	4,778	5,009	831	895	232	6
	%	40.7	42.6	7.1	7.6	2.0	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	6,563	4,474	449	157	52	66
	%	55.8	38.0	3.8	1.3	0.4	0.6
I give challenging homework assignments.	<i>n</i>	4,797	5,006	1,367	323	44	140
	%	41.1	42.9	11.7	2.8	0.4	1.2
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	5,654	4,563	779	516	143	83
	%	48.2	38.9	6.6	4.4	1.2	0.7
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	2,863	3,694	1,755	2,423	979	43
	%	24.4	31.4	14.9	20.6	8.3	0.4
I respond quickly to parents' requests.	<i>n</i>	7,528	3,962	159	31	8	15
	%	64.3	33.9	1.4	0.3	0.1	0.1
The principal at my school responds to my concerns.	<i>n</i>	5,999	3,942	995	459	257	37
	%	51.3	33.7	8.5	3.9	2.2	0.3
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	1,647	4,645	2,269	2,401	727	32
	%	14.1	39.6	19.4	20.5	6.2	0.3
The principal does an effective job of running my school.	<i>n</i>	5,631	4,118	1,163	515	286	25
	%	48.0	35.1	9.9	4.4	2.4	0.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	5,626	4,308	884	701	216	13
	%	47.9	36.7	7.5	6.0	1.8	0.1
I am aware of the purposes and goals of my school.	<i>n</i>	6,740	4,315	391	187	79	23
	%	57.4	36.8	3.3	1.6	0.7	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	523	1,773	1,647	2,304	3,971	1,516
	%	4.5	15.1	14.0	19.6	33.8	12.9
Students carry weapons at this school.	<i>n</i>	266	980	1,899	2,705	4,076	1,691
	%	2.3	8.4	16.4	23.3	35.1	14.6
Students bear responsibility for what they learn.	<i>n</i>	2,198	4,867	1,944	1,927	642	43
	%	18.9	41.9	16.7	16.6	5.5	0.4
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	4,309	5,488	1,099	589	245	21
	%	36.7	46.7	9.4	5.0	2.1	0.2
My input on school decisions is solicited and valued.	<i>n</i>	2,963	4,800	2,168	1,268	0	86
	%	26.3	42.5	19.2	11.2	0.0	0.8
I am satisfied with the learning environment at my school.	<i>n</i>	3,280	5,669	1,310	1,130	327	7
	%	28.0	48.4	11.2	9.6	2.8	0.1
I am satisfied with the working conditions at my school.	<i>n</i>	3,464	5,604	1,280	1,018	348	11
	%	29.5	47.8	10.9	8.7	3.0	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	3,842	5,242	1,385	865	148	219
	%	32.8	44.8	11.8	7.4	1.3	1.9
My school provides adequate after-school activities/programs for students.	<i>n</i>	4,545	4,736	1,120	779	263	242
	%	38.9	40.5	9.6	6.7	2.3	2.1
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	5,325	4,866	877	479	84	68
	%	45.5	41.6	7.5	4.1	0.7	0.6
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	3,943	4,665	924	1,611	525	62
	%	33.6	39.8	7.9	13.7	4.5	0.5
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	4,459	5,066	1,207	735	139	70
	%	38.2	43.4	10.3	6.3	1.2	0.6
This school contacts parents when behavior problems occur at school.	<i>n</i>	4,887	5,367	794	389	104	167
	%	41.7	45.8	6.8	3.3	0.9	1.4
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	2,822	3,967	3,005	617	158	1,053
	%	24.3	34.1	25.9	5.3	1.4	9.1
I have used information from the BEEP Web site to plan instructional activities for my students this year.	<i>n</i>	4,710	4,954	913	821	231	66
	%	40.3	42.4	7.8	7.0	2.0	0.6

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My colleagues share effective, innovative approaches with me to try in my classroom.	<i>n</i>	4,727	5,587	810	435	119	30
	%	40.4	47.7	6.9	3.7	1.0	0.3
My school has provided me with information about energy conservation.	<i>n</i>	3,698	5,035	1,462	1,056	339	153
	%	31.5	42.9	12.5	9.0	2.9	1.3
My school has an active recycling program.	<i>n</i>	4,864	4,217	997	898	408	343
	%	41.5	36.0	8.5	7.7	3.5	2.9
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	6,564	4,480	316	268	72	32
	%	56.0	38.2	2.7	2.3	0.6	0.3
I can effectively handle a bullying situation.	<i>n</i>	5,269	5,473	699	169	39	73
	%	45.0	46.7	6.0	1.4	0.3	0.6
Students at school bully one another.	<i>n</i>	989	3,908	2,595	2,540	1,085	558
	%	8.5	33.5	22.2	21.8	9.3	4.8
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	920	1,410	617	151	63	374
	%	26.0	39.9	17.5	4.3	1.8	10.6

(table continues)

Staff Responses (*continued*).

I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet searches	9,900	83.9
podcasts	1,326	11.2
digital textbooks or e-books	4,436	37.6
blogs and wikis	1,232	10.4
interactive whiteboards or slates	3,819	32.4
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	9,602	81.4
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	6,072	51.5
other technologies	2,720	23.1
none	261	2.2
did not answer the question	384	3.3

Which of the following technologies do you use outside the classroom to support instruction at school?*	<i>n</i>	<i>%</i>
Internet searches	10,491	88.9
podcasts	1,565	13.3
digital textbooks or e-books	4,395	37.2
blogs and wikis	2,370	20.1
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	9,376	79.5
other technologies	954	8.1
none	274	2.3
did not answer the question	426	3.6

\* Multiple response variable. Staff could "Mark all that apply."

## 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>	16,953	8,046	976	259	120	611
	%	62.9	29.8	3.6	1.0	0.5	2.3
My child's school has adequate resources for the instruction of my child.	<i>n</i>	10,767	12,138	1,895	1,134	349	581
	%	40.1	45.2	7.1	4.2	1.3	2.2
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	11,779	9,379	2,292	2,479	908	126
	%	43.7	34.8	8.5	9.2	3.4	0.5
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	11,616	10,663	2,127	1,398	435	654
	%	43.2	39.7	7.9	5.2	1.6	2.4
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	12,147	11,443	1,910	543	193	672
	%	45.1	42.5	7.1	2.0	0.7	2.5
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	13,223	10,319	1,803	679	282	566
	%	49.2	38.4	6.7	2.5	1.1	2.1
My child shows respect to his/her teacher(s).	<i>n</i>	17,229	8,456	746	193	50	229
	%	64.0	31.4	2.8	0.7	0.2	0.9
My child is safe at school.	<i>n</i>	12,059	10,872	2,423	683	343	471
	%	44.9	40.5	9.0	2.5	1.3	1.8
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	7,868	9,255	5,095	1,701	594	2,225
	%	29.4	34.6	19.1	6.4	2.2	8.3
Rules are applied fairly to all students at my child's school.	<i>n</i>	9,898	11,002	2,913	1,035	465	1,581
	%	36.8	40.9	10.8	3.9	1.7	5.9
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	12,033	11,382	1,947	796	396	379
	%	44.7	42.3	7.2	3.0	1.5	1.4
I am proud of my child's school.	<i>n</i>	13,165	10,484	2,210	623	351	132
	%	48.8	38.9	8.2	2.3	1.3	0.5
My child's school is kept clean and in good condition.	<i>n</i>	12,820	11,220	1,353	813	300	461
	%	47.5	41.6	5.0	3.0	1.1	1.7
There is an adult at school I can talk to about my child's problems.	<i>n</i>	11,413	11,134	2,403	554	258	1,098
	%	42.5	41.5	9.0	2.1	1.0	4.1
My child's homework assignments are challenging.	<i>n</i>	8,439	12,562	2,880	1,941	559	445
	%	31.5	46.8	10.7	7.2	2.1	1.7
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	9,034	11,123	3,319	640	297	2,418
	%	33.7	41.5	12.4	2.4	1.1	9.0
I share responsibility with the school for my child's academic progress.	<i>n</i>	16,166	9,189	935	294	91	215
	%	60.1	34.2	3.5	1.1	0.3	0.8
The teachers respond quickly to my requests.	<i>n</i>	12,348	10,009	2,451	1,031	452	642
	%	45.9	37.2	9.1	3.8	1.7	2.4
The principal at my child's school responds to my concerns.	<i>n</i>	9,051	8,648	4,895	692	522	2,987
	%	33.8	32.3	18.3	2.6	2.0	11.2
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	13,545	9,020	2,363	518	188	1,130
	%	50.6	33.7	8.8	1.9	0.7	4.2
The principal does an effective job of running my child's school.	<i>n</i>	12,420	10,252	2,365	477	385	975
	%	46.2	38.2	8.8	1.8	1.4	3.6
Administrators are highly visible throughout my child's school.	<i>n</i>	11,607	10,774	2,212	486	215	1,547
	%	43.2	40.1	8.2	1.8	0.8	5.8

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	10,596	11,735	2,291	829	326	831
I am aware of the goals of my child's school.	%	39.8	44.1	8.6	3.1	1.2	3.1
Students bring drugs or alcohol to my child's school.	<i>n</i>	1,041	1,631	2,235	3,593	9,650	8,305
	%	3.9	6.2	8.5	13.6	36.5	31.4
Students carry weapons at my child's school.	<i>n</i>	767	1,093	2,242	3,769	10,165	8,445
	%	2.9	4.1	8.5	14.2	38.4	31.9
My child takes responsibility for learning.	<i>n</i>	14,027	10,963	1,076	376	110	175
	%	52.5	41.0	4.0	1.4	0.4	0.7
My input on school decisions is solicited and valued.	<i>n</i>	6,282	10,316	5,894	1,131	553	2,408
	%	23.6	38.8	22.2	4.3	2.1	9.1
I am satisfied with the learning environment at my child's school.	<i>n</i>	10,768	12,446	2,060	989	424	186
	%	40.1	46.3	7.7	3.7	1.6	0.7
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	12,418	11,552	1,489	635	384	362
	%	46.3	43.0	5.6	2.4	1.4	1.4
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	7,957	9,413	3,297	1,315	672	4,026
	%	29.8	35.3	12.4	4.9	2.5	15.1
(Middle and High Schools Only) My child's teacher(s) effectively use(s) a Web site to communicate assignments and classroom activities.	<i>n</i>	2,833	4,017	895	594	277	561
	%	30.9	43.8	9.8	6.5	3.0	6.1
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	7,079	8,131	3,299	4,558	1,630	1,174
	%	27.4	31.4	12.8	17.6	6.3	4.5
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	9,137	11,670	2,317	1,049	381	1,747
	%	34.7	44.4	8.8	4.0	1.5	6.6
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	8,945	11,185	2,726	1,152	370	1,910
	%	34.0	42.6	10.4	4.4	1.4	7.3
My child's school contacts me when behavior problems occur at school.	<i>n</i>	10,592	10,050	2,688	549	322	1,965
	%	40.5	38.4	10.3	2.1	1.2	7.5
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	6,204	6,856	3,709	4,808	1,919	2,473
	%	23.9	26.4	14.3	18.5	7.4	9.5
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	10,115	10,366	1,904	1,547	899	1,205
	%	38.9	39.8	7.3	5.9	3.5	4.6
Students at school bully my child.	<i>n</i>	970	2,034	2,323	7,581	10,537	2,374
	%	3.8	7.9	9.0	29.4	40.8	9.2

(table continues)

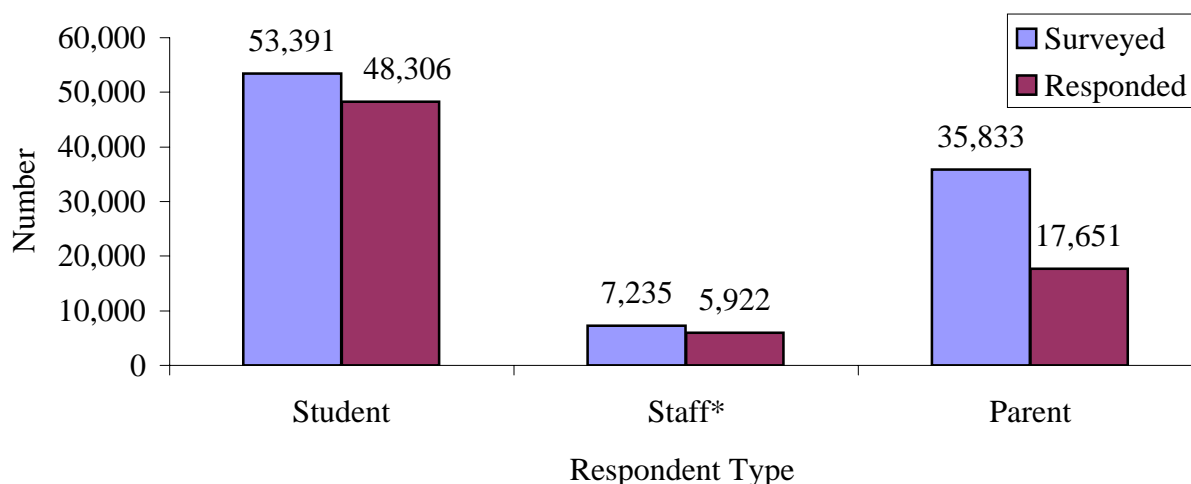
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	1,062	1,101	164	337	86	50
	<i>%</i>	37.9	39.3	5.9	12.0	3.1	1.8
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	590	831	248	213	186	43
	<i>%</i>	28.0	39.4	11.8	10.1	8.8	2.0
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	772	1,091	559	403	274	289
	<i>%</i>	22.8	32.2	16.5	11.9	8.1	8.5

Improving Our Schools: 2009-10 Customer Survey  
**The Sixteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## Elementary Schools Summary Report

This document contains data from the Sixteenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at [http://www.broward.k12.fl.us/research\\_evaluation/Reports.htm](http://www.broward.k12.fl.us/research_evaluation/Reports.htm).



\* The staff survey was administered to full-time, instructional, school-based employees.

Student Response Rate	Teacher Response Rate	Parent Response Rate
Online	Online	Paper
90.5%	81.9%	49.3%

School Grade Assigned by Students, Staff, and Parents						
	Student		Staff		Parent	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	29,017	64.9	3,698	63.6	10,036	69.8
B	10,666	23.9	1,511	26.0	3,412	23.7
C	3,199	7.2	477	8.2	756	5.3
D	917	2.1	113	1.9	133	0.9
F	894	2.0	11	0.2	46	0.3

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	34,984	10,648	634	339	184	1,421
	%	72.6	22.1	1.3	0.7	0.4	3.0
My school provides all of the resources I need for learning.	<i>n</i>	27,505	16,657	1,540	955	293	1,173
	%	57.2	34.6	3.2	2.0	0.6	2.4
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	26,136	15,381	1,701	1,031	314	3,322
	%	54.6	32.1	3.6	2.2	0.7	6.9
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	19,928	18,749	3,464	2,999	751	1,730
	%	41.9	39.4	7.3	6.3	1.6	3.6
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	26,733	15,527	2,528	1,707	733	829
	%	55.6	32.3	5.3	3.6	1.5	1.7
My teacher(s) treat(s) me with fairness.	<i>n</i>	27,120	13,389	2,711	2,168	1,355	1,204
	%	56.6	27.9	5.7	4.5	2.8	2.5
I show respect to my teacher(s).	<i>n</i>	31,607	12,675	1,809	634	288	893
	%	66.0	26.5	3.8	1.3	0.6	1.9
I feel safe at my school.	<i>n</i>	27,770	12,741	2,682	1,979	1,399	1,316
	%	58.0	26.6	5.6	4.1	2.9	2.8
Rules are applied fairly to all students at my school.	<i>n</i>	27,040	13,518	2,449	2,240	1,072	1,720
	%	56.3	28.1	5.1	4.7	2.2	3.6
I am proud of my school.	<i>n</i>	28,816	12,921	2,659	1,372	1,023	1,092
	%	60.2	27.0	5.6	2.9	2.1	2.3
My school is kept clean and in good condition.	<i>n</i>	20,220	16,706	3,971	3,430	1,836	1,660
	%	42.3	34.9	8.3	7.2	3.8	3.5
There is an adult at school I can talk to about my personal problems.	<i>n</i>	26,207	11,306	2,508	3,084	2,072	2,907
	%	54.5	23.5	5.2	6.4	4.3	6.1
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	28,851	14,605	1,938	918	578	1,129
	%	60.1	30.4	4.0	1.9	1.2	2.4
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	21,962	13,283	3,298	3,032	1,518	4,898
	%	45.8	27.7	6.9	6.3	3.2	10.2
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	31,623	11,740	1,811	1,464	811	580
	%	65.8	24.4	3.8	3.1	1.7	1.2
The principal at my school helps me when I have concerns.	<i>n</i>	18,957	13,621	4,834	3,805	2,267	4,455
	%	39.5	28.4	10.1	7.9	4.7	9.3
My principal is effective at running my school.	<i>n</i>	29,062	10,174	2,240	1,531	1,100	3,496
	%	61.1	21.4	4.7	3.2	2.3	7.3
I see the school staff members around my school.	<i>n</i>	30,190	13,212	1,534	1,014	460	1,413
	%	63.1	27.6	3.2	2.1	1.0	3.0
I am aware of the purposes and goals of my school.	<i>n</i>	28,250	13,213	2,121	1,003	676	2,326
	%	59.4	27.8	4.5	2.1	1.4	4.9
Students bring drugs or alcohol to my school.	<i>n</i>	1,343	1,111	1,114	4,768	31,200	8,287
	%	2.8	2.3	2.3	10.0	65.2	17.3
Students carry weapons at my school.	<i>n</i>	1,958	2,192	1,695	5,078	28,416	8,208
	%	4.1	4.6	3.6	10.7	59.8	17.3

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am responsible for what I learn.	<i>n</i>	32,624	11,476	1,362	625	521	754
	%	68.9	24.2	2.9	1.3	1.1	1.6
I enjoy learning at my school.	<i>n</i>	26,664	14,122	3,079	1,331	1,350	728
	%	56.4	29.9	6.5	2.8	2.9	1.5
I am accepted and feel like I belong at this school.	<i>n</i>	27,193	12,063	3,173	1,795	1,647	1,659
	%	57.2	25.4	6.7	3.8	3.5	3.5
My school has after-school activities/programs for students.	<i>n</i>	33,476	9,202	967	732	599	2,436
	%	70.6	19.4	2.0	1.5	1.3	5.1
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	15,450	11,481	4,275	6,433	4,542	5,468
	%	32.4	24.1	9.0	13.5	9.5	11.5
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	24,376	12,747	2,899	2,661	1,614	3,023
	%	51.5	26.9	6.1	5.6	3.4	6.4
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	27,212	11,847	2,357	2,660	1,703	1,680
	%	57.3	25.0	5.0	5.6	3.6	3.5
My school contacts my parents when I have behavior problems in school.	<i>n</i>	26,567	11,627	2,417	1,492	1,500	3,842
	%	56.0	24.5	5.1	3.1	3.2	8.1
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	18,825	11,122	4,445	2,970	2,171	6,368
	%	41.0	24.2	9.7	6.5	4.7	13.9
(High School Only) I have used the district's BEEP Web site, during this school year, to access study guides or to log into Virtual Counselor to review my school records.	<i>n</i>						
	%						
	<i>n</i>	4,272	5,101	3,355	8,210	21,719	1,994
Students at school bully me.	%	9.6	11.4	7.5	18.4	48.6	4.5
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	31,307	8,275	956	1,242	1,354	1,846
	%	69.6	18.4	2.1	2.8	3.0	4.1
	<i>n</i>	27,566	10,217	1,686	1,687	1,383	2,503
I know how to report a bullying incident.	%	61.2	22.7	3.7	3.8	3.1	5.6
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Student Responses (*continued*).

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I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Hit or threw something at me	2,552	27.2
Said things to me (called me names, insulted me, threatened me)	6,295	67.2
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	3,409	36.4
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	518	5.5
did not answer	1,153	12.3

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I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
On the bus	1,045	11.1
In the classroom	3,253	34.7
In the cafeteria	2,944	31.4
In a hallway	2,309	24.6
In a restroom	698	7.4
Other school areas	3,667	39.1
did not answer	1,419	15.1

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After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Told an adult at school	3,834	40.9
Told my parents	3,895	41.6
Told my friends	1,847	19.7
Told someone else	981	10.5
Did not tell anyone	1,485	15.8
did not answer	1,496	16.0

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

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After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
stopped	1,721	44.9
got worse	746	19.5
stayed the same	1,184	30.9
did not answer	183	4.8

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At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	38,524	79.7
podcasts	7,410	15.3
digital textbooks or e-books	20,814	43.1
blogs and wikis	9,161	19.0
interactive whiteboards or slates	22,325	46.2
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	29,560	61.2
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	28,370	58.7
other technologies	6,177	12.8
none	2,177	4.5
did not answer	4,344	9.0

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At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	36,175	74.9
podcasts	5,098	10.6
digital textbooks or e-books	17,234	35.7
blogs and wikis	10,275	21.3
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	24,711	51.2
other technologies	5,268	10.9
none	3,668	7.6
did not answer	6,223	12.9

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	4,122	1,597	99	84	5	7
	%	69.7	27.0	1.7	1.4	0.1	0.1
The school provides adequate resources for me to teach my students.	<i>n</i>	2,297	2,570	402	545	84	2
	%	38.9	43.6	6.8	9.2	1.4	0.0
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	4,206	1,571	102	18	2	9
	%	71.2	26.6	1.7	0.3	0.0	0.2
I regularly assess students and inform them of their academic progress.	<i>n</i>	4,436	1,334	89	8	0	14
	%	75.4	22.7	1.5	0.1	0.0	0.2
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	4,637	1,229	27	7	1	6
	%	78.5	20.8	0.5	0.1	0.0	0.1
I treat all my students with fairness.	<i>n</i>	5,138	766	5	3	2	1
	%	86.9	13.0	0.1	0.1	0.0	0.0
My students show me respect.	<i>n</i>	2,792	2,515	247	324	35	2
	%	47.2	42.5	4.2	5.5	0.6	0.0
The students are safe at school.	<i>n</i>	3,544	1,984	233	112	27	5
	%	60.0	33.6	4.0	1.9	0.5	0.1
I feel safe at my school.	<i>n</i>	3,735	1,851	188	97	30	1
	%	63.3	31.4	3.2	1.6	0.5	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	2,850	1,972	437	523	111	14
	%	48.3	33.4	7.4	8.9	1.9	0.2
I am proud of my school.	<i>n</i>	3,544	1,843	313	139	42	3
	%	60.2	31.3	5.3	2.4	0.7	0.1
My school is kept clean and in good condition.	<i>n</i>	2,558	2,436	375	436	90	1
	%	43.4	41.3	6.4	7.4	1.5	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	3,557	2,034	186	83	27	17
	%	60.3	34.5	3.2	1.4	0.5	0.3
I give challenging homework assignments.	<i>n</i>	2,767	2,392	525	111	12	57
	%	47.2	40.8	9.0	1.9	0.2	1.0
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	3,022	2,052	414	286	81	37
	%	51.3	34.8	7.0	4.9	1.4	0.6
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	1,498	2,140	785	1,090	381	8
	%	25.4	36.3	13.3	18.5	6.5	0.1
I respond quickly to parents' requests.	<i>n</i>	4,080	1,754	29	10	3	2
	%	69.4	29.8	0.5	0.2	0.1	0.0
The principal at my school responds to my concerns.	<i>n</i>	3,396	1,873	324	180	87	3
	%	57.9	32.0	5.5	3.1	1.5	0.1
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	974	2,624	953	1,074	261	7
	%	16.5	44.5	16.2	18.2	4.4	0.1
The principal does an effective job of running my school.	<i>n</i>	3,235	1,900	427	228	93	9
	%	54.9	32.3	7.3	3.9	1.6	0.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	3,318	1,928	319	250	80	3
	%	56.3	32.7	5.4	4.2	1.4	0.1
I am aware of the purposes and goals of my school.	<i>n</i>	3,856	1,797	117	69	36	11
	%	65.5	30.5	2.0	1.2	0.6	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	59	46	240	1,412	3,528	604
	%	1.0	0.8	4.1	24.0	59.9	10.3
Students carry weapons at this school.	<i>n</i>	48	147	323	1,418	3,290	582
	%	0.8	2.5	5.6	24.4	56.7	10.0
Students bear responsibility for what they learn.	<i>n</i>	1,101	2,859	930	718	199	21
	%	18.9	49.1	16.0	12.3	3.4	0.4
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	2,575	2,731	387	155	52	3
	%	43.6	46.3	6.6	2.6	0.9	0.1
My input on school decisions is solicited and valued.	<i>n</i>	1,799	2,552	885	476	0	31
	%	31.3	44.4	15.4	8.3	0.0	0.5
I am satisfied with the learning environment at my school.	<i>n</i>	2,126	2,868	466	338	96	1
	%	36.1	48.7	7.9	5.7	1.6	0.0
I am satisfied with the working conditions at my school.	<i>n</i>	2,132	2,753	528	366	106	4
	%	36.2	46.8	9.0	6.2	1.8	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	2,624	2,611	353	202	29	62
	%	44.6	44.4	6.0	3.4	0.5	1.1
My school provides adequate after-school activities/programs for students.	<i>n</i>	2,748	2,335	378	289	64	75
	%	46.7	39.7	6.4	4.9	1.1	1.3
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	3,017	2,175	434	181	37	38
	%	51.3	37.0	7.4	3.1	0.6	0.7
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	2,226	2,370	402	700	171	23
	%	37.8	40.2	6.8	11.9	2.9	0.4
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	2,549	2,499	518	230	38	32
	%	43.5	42.6	8.8	3.9	0.7	0.6
This school contacts parents when behavior problems occur at school.	<i>n</i>	2,683	2,561	335	201	50	51
	%	45.6	43.6	5.7	3.4	0.9	0.9
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	1,254	1,571	1,853	291	76	760
	%	21.6	27.1	31.9	5.0	1.3	13.1
I have used information from the BEEP Web site to plan instructional activities for my students this year.	<i>n</i>	2,896	2,444	279	191	49	19
	%	49.3	41.6	4.8	3.3	0.8	0.3

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My colleagues share effective, innovative approaches with me to try in my classroom.	<i>n</i>	2,761	2,613	303	174	26	6
	%	46.9	44.4	5.2	3.0	0.4	0.1
My school has provided me with information about energy conservation.	<i>n</i>	2,325	2,632	512	306	70	49
	%	39.5	44.7	8.7	5.2	1.2	0.8
My school has an active recycling program.	<i>n</i>	2,655	1,952	455	479	202	145
	%	45.1	33.2	7.7	8.1	3.4	2.5
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	3,628	2,013	119	95	21	15
	%	61.6	34.2	2.0	1.6	0.4	0.3
I can effectively handle a bullying situation.	<i>n</i>	2,924	2,618	241	63	14	21
	%	49.7	44.5	4.1	1.1	0.2	0.4
Students at school bully one another.	<i>n</i>	348	1,576	1,183	1,707	806	242
	%	5.9	26.9	20.2	29.1	13.8	4.1
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet searches	4,987	84.2
podcasts	564	9.5
digital textbooks or e-books	2,420	40.9
blogs and wikis	423	7.1
interactive whiteboards or slates	2,213	37.4
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	4,809	81.2
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	4,402	74.3
other technologies	1,261	21.3
none	67	1.1
did not answer the question	239	4.0

Which of the following technologies do you use outside the classroom to support instruction at school?*	<i>n</i>	<i>%</i>
Internet searches	5,290	89.3
podcasts	610	10.3
digital textbooks or e-books	2,212	37.4
blogs and wikis	953	16.1
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	4,756	80.3
other technologies	362	6.1
none	96	1.6
did not answer the question	267	4.5

\* Multiple response variable. Staff could "Mark all that apply."

## 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>	12,428	4,275	428	120	64	191
	%	71.0	24.4	2.4	0.7	0.4	1.1
My child's school has adequate resources for the instruction of my child.	<i>n</i>	7,970	7,416	1,005	578	172	304
	%	45.7	42.5	5.8	3.3	1.0	1.7
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	9,844	5,923	857	672	193	42
	%	56.2	33.8	4.9	3.8	1.1	0.2
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	9,209	6,327	1,050	407	108	389
	%	52.7	36.2	6.0	2.3	0.6	2.2
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	9,576	6,519	823	206	83	290
	%	54.7	37.3	4.7	1.2	0.5	1.7
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	10,385	5,681	781	255	134	230
	%	59.5	32.5	4.5	1.5	0.8	1.3
My child shows respect to his/her teacher(s).	<i>n</i>	11,991	4,966	357	86	17	102
	%	68.5	28.4	2.0	0.5	0.1	0.6
My child is safe at school.	<i>n</i>	9,588	6,536	894	156	77	184
	%	55.0	37.5	5.1	0.9	0.4	1.1
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	5,269	5,461	3,629	883	287	1,783
	%	30.4	31.5	21.0	5.1	1.7	10.3
Rules are applied fairly to all students at my child's school.	<i>n</i>	7,512	6,932	1,530	408	166	919
	%	43.0	39.7	8.8	2.3	1.0	5.3
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	8,901	6,917	1,005	359	166	166
	%	50.8	39.5	5.7	2.1	1.0	1.0
I am proud of my child's school.	<i>n</i>	10,059	6,186	925	205	117	39
	%	57.4	35.3	5.3	1.2	0.7	0.2
My child's school is kept clean and in good condition.	<i>n</i>	10,046	6,593	468	226	59	140
	%	57.3	37.6	2.7	1.3	0.3	0.8
There is an adult at school I can talk to about my child's problems.	<i>n</i>	8,527	6,797	1,251	243	97	538
	%	48.9	38.9	7.2	1.4	0.6	3.1
My child's homework assignments are challenging.	<i>n</i>	6,077	8,032	1,611	1,180	310	196
	%	34.9	46.2	9.3	6.8	1.8	1.1
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	6,102	6,605	2,362	302	127	1,915
	%	35.0	37.9	13.6	1.7	0.7	11.0
I share responsibility with the school for my child's academic progress.	<i>n</i>	11,490	5,314	418	106	31	118
	%	65.7	30.4	2.4	0.6	0.2	0.7
The teachers respond quickly to my requests.	<i>n</i>	9,999	6,036	797	361	163	145
	%	57.1	34.5	4.6	2.1	0.9	0.8
The principal at my child's school responds to my concerns.	<i>n</i>	6,974	5,614	2,679	334	229	1,592
	%	40.0	32.2	15.4	1.9	1.3	9.1
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	9,912	5,470	1,189	208	78	533
	%	57.0	31.5	6.8	1.2	0.5	3.1
The principal does an effective job of running my child's school.	<i>n</i>	9,210	6,184	1,222	216	148	491
	%	52.7	35.4	7.0	1.2	0.9	2.8
Administrators are highly visible throughout my child's school.	<i>n</i>	8,627	6,548	1,156	233	84	772
	%	49.5	37.6	6.6	1.3	0.5	4.4

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the goals of my child's school.	<i>n</i>	7,783	7,275	1,228	389	151	434
	%	45.1	42.2	7.1	2.3	0.9	2.5
Students bring drugs or alcohol to my child's school.	<i>n</i>	315	294	769	2,521	8,312	4,960
	%	1.8	1.7	4.5	14.7	48.4	28.9
Students carry weapons at my child's school.	<i>n</i>	386	365	727	2,402	8,487	4,838
	%	2.2	2.1	4.2	14.0	49.3	28.1
My child takes responsibility for learning.	<i>n</i>	9,253	7,062	662	206	61	93
	%	53.4	40.7	3.8	1.2	0.4	0.5
My input on school decisions is solicited and valued.	<i>n</i>	4,712	6,787	3,482	578	280	1,403
	%	27.3	39.4	20.2	3.4	1.6	8.1
I am satisfied with the learning environment at my child's school.	<i>n</i>	8,261	7,607	929	438	174	71
	%	47.3	43.5	5.3	2.5	1.0	0.4
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	9,327	6,846	694	276	164	131
	%	53.5	39.3	4.0	1.6	0.9	0.8
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	5,702	5,809	1,969	747	360	2,727
	%	32.9	33.6	11.4	4.3	2.1	15.8
(Middle and High Schools Only) My child's teacher(s) effectively use(s) a Web site to communicate assignments and classroom activities.	<i>n</i>						
	%						
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	5,606	5,672	1,892	1,915	645	828
	%	33.9	34.3	11.4	11.6	3.9	5.0
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	6,404	7,084	1,426	592	186	1,224
	%	37.9	41.9	8.4	3.5	1.1	7.2
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	6,514	6,834	1,572	527	154	1,302
	%	38.5	40.4	9.3	3.1	0.9	7.7
My child's school contacts me when behavior problems occur at school.	<i>n</i>	7,775	6,379	1,300	277	136	989
	%	46.1	37.8	7.7	1.6	0.8	5.9
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	3,410	3,757	2,699	3,381	1,397	1,981
	%	20.5	22.6	16.2	20.3	8.4	11.9
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	7,202	6,440	1,087	794	458	770
	%	43.0	38.5	6.5	4.7	2.7	4.6
Students at school bully my child.	<i>n</i>	572	1,318	1,493	4,781	6,850	1,625
	%	3.4	7.9	9.0	28.7	41.2	9.8

(table continues)

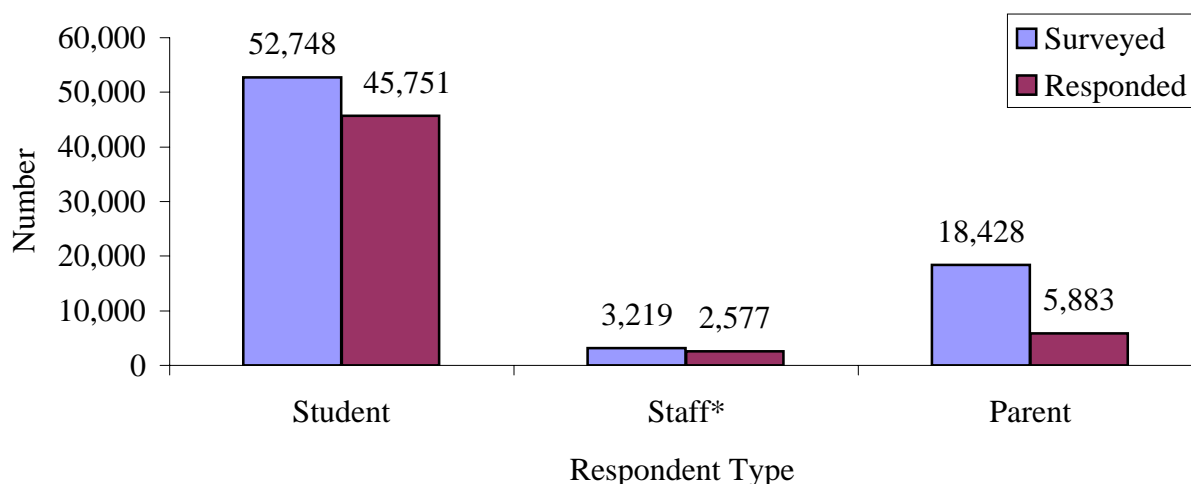
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	676	712	90	195	51	33
	<i>%</i>	38.5	40.5	5.1	11.1	2.9	1.9
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	391	548	165	124	100	25
	<i>%</i>	28.9	40.5	12.2	9.2	7.4	1.9
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	<i>%</i>						

Improving Our Schools: 2009-10 Customer Survey  
**The Sixteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## Middle Schools Summary Report

This document contains data from the Sixteenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at [http://www.broward.k12.fl.us/research\\_evaluation/Reports.htm](http://www.broward.k12.fl.us/research_evaluation/Reports.htm).



\* The staff survey was administered to full-time, instructional, school-based employees.

Student Response Rate	Teacher Response Rate	Parent Response Rate
Online	Online	Paper
86.7%	80.1%	31.9%

School Grade Assigned by Students, Staff, and Parents						
	Student		Staff		Parent	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	13,940	31.4	1,029	40.7	2,465	48.3
B	15,529	35.0	900	35.6	1,804	35.3
C	8,898	20.1	456	18.0	644	12.6
D	3,193	7.2	122	4.8	148	2.9
F	2,774	6.3	24	0.9	46	0.9

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	23,008	16,679	2,942	875	580	1,585
My teacher(s) believe I can succeed.	%	50.4	36.5	6.4	1.9	1.3	3.5
My school provides all of the resources I need for learning.	<i>n</i>	14,700	21,112	5,017	2,983	1,005	725
	%	32.3	46.4	11.0	6.6	2.2	1.6
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	11,582	15,425	6,524	5,340	2,062	4,340
	%	25.6	34.1	14.4	11.8	4.6	9.6
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	8,783	17,186	7,745	7,847	2,642	834
	%	19.5	38.2	17.2	17.4	5.9	1.9
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	13,443	18,530	7,416	3,599	1,991	531
	%	29.5	40.7	16.3	7.9	4.4	1.2
My teacher(s) treat(s) me with fairness.	<i>n</i>	12,111	16,619	7,849	4,711	3,236	888
	%	26.7	36.6	17.3	10.4	7.1	2.0
I show respect to my teacher(s).	<i>n</i>	23,320	15,991	3,763	888	731	732
	%	51.3	35.2	8.3	2.0	1.6	1.6
I feel safe at my school.	<i>n</i>	11,210	16,235	8,311	4,311	3,868	1,528
	%	24.7	35.7	18.3	9.5	8.5	3.4
Rules are applied fairly to all students at my school.	<i>n</i>	12,961	14,738	6,504	5,891	4,024	1,410
	%	28.5	32.4	14.3	12.9	8.8	3.1
I am proud of my school.	<i>n</i>	11,383	14,963	9,192	4,148	4,024	1,655
	%	25.1	33.0	20.3	9.1	8.9	3.7
My school is kept clean and in good condition.	<i>n</i>	8,275	15,623	8,516	6,927	4,910	1,138
	%	18.2	34.4	18.8	15.3	10.8	2.5
There is an adult at school I can talk to about my personal problems.	<i>n</i>	17,219	14,345	4,435	3,123	3,013	3,472
	%	37.8	31.5	9.7	6.9	6.6	7.6
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	16,720	19,258	4,691	2,133	1,781	925
	%	36.7	42.3	10.3	4.7	3.9	2.0
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	17,101	16,493	4,511	2,374	1,705	3,361
	%	37.6	36.2	9.9	5.2	3.7	7.4
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	20,532	15,005	4,419	3,081	1,925	577
	%	45.1	33.0	9.7	6.8	4.2	1.3
The principal at my school helps me when I have concerns.	<i>n</i>	8,298	10,574	9,371	6,521	6,219	4,459
	%	18.3	23.3	20.6	14.4	13.7	9.8
My principal is effective at running my school.	<i>n</i>	15,070	14,450	6,649	2,588	2,804	3,679
	%	33.3	31.9	14.7	5.7	6.2	8.1
I see the school staff members around my school.	<i>n</i>	24,585	16,809	1,979	664	566	775
	%	54.2	37.0	4.4	1.5	1.3	1.7
I am aware of the purposes and goals of my school.	<i>n</i>	18,908	17,343	4,282	1,665	1,067	2,002
	%	41.8	38.3	9.5	3.7	2.4	4.4
Students bring drugs or alcohol to my school.	<i>n</i>	7,116	7,523	5,879	3,927	7,232	13,769
	%	15.7	16.6	12.9	8.6	15.9	30.3
Students carry weapons at my school.	<i>n</i>	4,076	4,821	6,381	5,284	9,131	15,584
	%	9.0	10.7	14.1	11.7	20.2	34.4

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am responsible for what I learn.	<i>n</i>	21,818	16,768	3,426	1,363	1,006	767
	%	48.3	37.1	7.6	3.0	2.2	1.7
I enjoy learning at my school.	<i>n</i>	10,880	16,095	9,005	4,033	4,166	948
	%	24.1	35.7	20.0	8.9	9.2	2.1
I am accepted and feel like I belong at this school.	<i>n</i>	14,038	16,601	6,982	2,783	3,072	1,743
	%	31.0	36.7	15.4	6.2	6.8	3.9
My school has after-school activities/programs for students.	<i>n</i>	21,947	15,212	2,102	977	1,050	3,836
	%	48.6	33.7	4.7	2.2	2.3	8.5
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	9,518	11,680	5,793	9,430	6,452	2,500
	%	21.0	25.7	12.8	20.8	14.2	5.5
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	15,660	17,192	5,040	3,475	2,219	1,622
	%	34.6	38.0	11.2	7.7	4.9	3.6
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	15,895	16,586	4,995	4,062	2,709	1,019
	%	35.1	36.6	11.0	9.0	6.0	2.3
My school contacts my parents when I have behavior problems in school.	<i>n</i>	19,179	14,511	3,902	1,437	1,488	4,756
	%	42.4	32.1	8.6	3.2	3.3	10.5
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	12,779	13,627	6,860	4,644	3,520	3,373
	%	28.5	30.4	15.3	10.4	7.9	7.5
(High School Only) I have used the district's BEEP Web site, during this school year, to access study guides or to log into Virtual Counselor to review my school records.	<i>n</i>						
	%						
	<i>n</i>	2,305	3,251	5,053	9,366	21,967	1,699
Students at school bully me.	%	5.3	7.5	11.6	21.5	50.3	3.9
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	20,940	14,472	2,540	1,928	1,837	2,148
	%	47.7	33.0	5.8	4.4	4.2	4.9
	<i>n</i>	20,479	15,473	2,694	1,541	1,750	2,084
I know how to report a bullying incident.	%	46.5	35.2	6.1	3.5	4.0	4.7
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Student Responses (*continued*).

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I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Hit or threw something at me	2,256	40.6
Said things to me (called me names, insulted me, threatened me)	4,296	77.3
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	2,912	52.4
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	831	15.0
did not answer	392	7.1

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I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
On the bus	1,066	19.2
In the classroom	3,150	56.7
In the cafeteria	2,115	38.1
In a hallway	2,783	50.1
In a restroom	917	16.5
Other school areas	2,105	37.9
did not answer	693	12.5

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After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Told an adult at school	1,735	31.2
Told my parents	2,064	37.1
Told my friends	1,897	34.1
Told someone else	846	15.2
Did not tell anyone	1,471	26.5
did not answer	787	14.2

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

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After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
stopped	692	39.9
got worse	338	19.5
stayed the same	643	37.1
did not answer	62	3.6

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At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	39,485	86.3
podcasts	7,248	15.8
digital textbooks or e-books	17,225	37.6
blogs and wikis	11,481	25.1
interactive whiteboards or slates	19,879	43.5
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	32,421	70.9
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	18,578	40.6
other technologies	3,275	7.2
none	1,855	4.1
did not answer	2,604	5.7

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At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	38,923	85.1
podcasts	7,461	16.3
digital textbooks or e-books	18,815	41.1
blogs and wikis	15,774	34.5
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	30,293	66.2
other technologies	4,039	8.8
none	2,027	4.4
did not answer	3,396	7.4

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,410	945	105	100	12	1
	%	54.8	36.7	4.1	3.9	0.5	0.0
The school provides adequate resources for me to teach my students.	<i>n</i>	645	1,211	235	382	95	1
	%	25.1	47.1	9.2	14.9	3.7	0.0
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	1,213	1,196	105	47	0	2
	%	47.3	46.7	4.1	1.8	0.0	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	1,575	950	34	9	1	0
	%	61.3	37.0	1.3	0.4	0.0	0.0
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,553	945	50	19	1	1
	%	60.5	36.8	2.0	0.7	0.0	0.0
I treat all my students with fairness.	<i>n</i>	1,990	571	10	2	0	0
	%	77.3	22.2	0.4	0.1	0.0	0.0
My students show me respect.	<i>n</i>	904	1,185	187	230	65	0
	%	35.2	46.1	7.3	9.0	2.5	0.0
The students are safe at school.	<i>n</i>	715	1,231	339	216	50	13
	%	27.9	48.0	13.2	8.4	2.0	0.5
I feel safe at my school.	<i>n</i>	914	1,179	238	189	49	0
	%	35.6	45.9	9.3	7.4	1.9	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	640	932	356	464	159	18
	%	24.9	36.3	13.9	18.1	6.2	0.7
I am proud of my school.	<i>n</i>	989	1,110	280	132	42	4
	%	38.7	43.4	11.0	5.2	1.6	0.2
My school is kept clean and in good condition.	<i>n</i>	988	1,188	176	172	42	1
	%	38.5	46.3	6.9	6.7	1.6	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,296	1,111	106	37	13	9
	%	50.4	43.2	4.1	1.4	0.5	0.4
I give challenging homework assignments.	<i>n</i>	876	1,235	314	102	8	21
	%	34.3	48.3	12.3	4.0	0.3	0.8
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,169	1,129	126	99	22	15
	%	45.7	44.1	4.9	3.9	0.9	0.6
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	512	704	414	643	285	10
	%	19.9	27.4	16.1	25.0	11.1	0.4
I respond quickly to parents' requests.	<i>n</i>	1,525	983	37	8	2	0
	%	59.7	38.5	1.5	0.3	0.1	0.0
The principal at my school responds to my concerns.	<i>n</i>	1,135	958	274	115	62	11
	%	44.4	37.5	10.7	4.5	2.4	0.4
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	245	851	563	667	230	4
	%	9.6	33.2	22.0	26.1	9.0	0.2
The principal does an effective job of running my school.	<i>n</i>	990	1,029	347	118	78	6
	%	38.6	40.1	13.5	4.6	3.0	0.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	973	1,110	255	181	45	2
	%	37.9	43.3	9.9	7.1	1.8	0.1
I am aware of the purposes and goals of my school.	<i>n</i>	1,233	1,146	114	51	15	4
	%	48.1	44.7	4.5	2.0	0.6	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	124	729	610	480	218	400
	%	4.8	28.5	23.8	18.7	8.5	15.6
Students carry weapons at this school.	<i>n</i>	71	353	652	627	372	469
	%	2.8	13.9	25.6	24.7	14.6	18.4
Students bear responsibility for what they learn.	<i>n</i>	406	867	458	606	187	8
	%	16.0	34.2	18.1	23.9	7.4	0.3
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	757	1,237	314	177	76	5
	%	29.5	48.2	12.2	6.9	3.0	0.2
My input on school decisions is solicited and valued.	<i>n</i>	499	1,014	572	347	0	19
	%	20.4	41.4	23.3	14.2	0.0	0.8
I am satisfied with the learning environment at my school.	<i>n</i>	478	1,241	379	364	93	2
	%	18.7	48.5	14.8	14.2	3.6	0.1
I am satisfied with the working conditions at my school.	<i>n</i>	549	1,279	334	289	104	2
	%	21.5	50.0	13.1	11.3	4.1	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	476	1,203	442	314	52	64
	%	18.7	47.2	17.3	12.3	2.0	2.5
My school provides adequate after-school activities/programs for students.	<i>n</i>	628	1,121	334	294	101	65
	%	24.7	44.1	13.1	11.6	4.0	2.6
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	1,113	1,163	155	108	9	8
	%	43.5	45.5	6.1	4.2	0.4	0.3
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	619	1,034	253	462	183	10
	%	24.2	40.4	9.9	18.0	7.2	0.4
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	775	1,184	289	241	51	13
	%	30.4	46.4	11.3	9.4	2.0	0.5
This school contacts parents when behavior problems occur at school.	<i>n</i>	991	1,295	152	77	13	29
	%	38.8	50.7	5.9	3.0	0.5	1.1
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	592	991	585	184	40	161
	%	23.2	38.8	22.9	7.2	1.6	6.3
I have used information from the BEEP Web site to plan instructional activities for my students this year.	<i>n</i>	878	1,157	234	228	51	8
	%	34.4	45.3	9.2	8.9	2.0	0.3

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My colleagues share effective, innovative approaches with me to try in my classroom.	<i>n</i>	874	1,310	212	113	37	10
	%	34.2	51.3	8.3	4.4	1.5	0.4
My school has provided me with information about energy conservation.	<i>n</i>	633	1,138	367	290	91	48
	%	24.7	44.3	14.3	11.3	3.5	1.9
My school has an active recycling program.	<i>n</i>	1,005	1,039	190	171	88	66
	%	39.3	40.6	7.4	6.7	3.4	2.6
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,263	1,108	86	79	22	5
	%	49.3	43.2	3.4	3.1	0.9	0.2
I can effectively handle a bullying situation.	<i>n</i>	1,020	1,271	195	52	10	13
	%	39.8	49.6	7.6	2.0	0.4	0.5
Students at school bully one another.	<i>n</i>	368	1,231	527	289	65	62
	%	14.5	48.4	20.7	11.4	2.6	2.4
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet searches	2,087	81.0
podcasts	312	12.1
digital textbooks or e-books	818	31.7
blogs and wikis	307	11.9
interactive whiteboards or slates	684	26.5
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	2,054	79.7
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	980	38.0
other technologies	565	21.9
none	91	3.5
did not answer the question	103	4.0

Which of the following technologies do you use outside the classroom to support instruction at school?*	<i>n</i>	<i>%</i>
Internet searches	2,242	87.0
podcasts	380	14.7
digital textbooks or e-books	910	35.3
blogs and wikis	591	22.9
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	2,018	78.3
other technologies	209	8.1
none	80	3.1
did not answer the question	104	4.0

\* Multiple response variable. Staff could "Mark all that apply."

## 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>	2,920	2,247	309	86	28	246
	%	50.0	38.5	5.3	1.5	0.5	4.2
My child's school has adequate resources for the instruction of my child.	<i>n</i>	1,809	2,943	520	294	98	157
	%	31.1	50.6	8.9	5.1	1.7	2.7
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	1,283	2,229	846	1,071	355	42
	%	22.0	38.3	14.5	18.4	6.1	0.7
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	1,551	2,703	663	582	166	139
	%	26.7	46.6	11.4	10.0	2.9	2.4
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	1,688	3,049	635	179	62	193
	%	29.1	52.5	10.9	3.1	1.1	3.3
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	1,845	2,844	606	255	94	173
	%	31.7	48.9	10.4	4.4	1.6	3.0
My child shows respect to his/her teacher(s).	<i>n</i>	3,271	2,156	228	67	20	58
	%	56.4	37.2	3.9	1.2	0.3	1.0
My child is safe at school.	<i>n</i>	1,589	2,716	892	305	153	164
	%	27.3	46.7	15.3	5.2	2.6	2.8
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	1,566	2,244	984	542	186	299
	%	26.9	38.6	16.9	9.3	3.2	5.1
Rules are applied fairly to all students at my child's school.	<i>n</i>	1,562	2,519	846	355	152	387
	%	26.8	43.3	14.5	6.1	2.6	6.7
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	2,054	2,785	535	237	120	110
	%	35.2	47.7	9.2	4.1	2.1	1.9
I am proud of my child's school.	<i>n</i>	2,005	2,711	730	221	128	41
	%	34.4	46.5	12.5	3.8	2.2	0.7
My child's school is kept clean and in good condition.	<i>n</i>	1,865	2,954	466	277	93	182
	%	32.0	50.6	8.0	4.8	1.6	3.1
There is an adult at school I can talk to about my child's problems.	<i>n</i>	1,872	2,709	663	174	82	317
	%	32.2	46.6	11.4	3.0	1.4	5.5
My child's homework assignments are challenging.	<i>n</i>	1,494	2,870	736	477	140	103
	%	25.7	49.3	12.7	8.2	2.4	1.8
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,809	2,764	643	165	69	379
	%	31.0	47.4	11.0	2.8	1.2	6.5
I share responsibility with the school for my child's academic progress.	<i>n</i>	3,120	2,258	271	95	18	58
	%	53.6	38.8	4.7	1.6	0.3	1.0
The teachers respond quickly to my requests.	<i>n</i>	1,590	2,495	915	387	162	277
	%	27.3	42.8	15.7	6.6	2.8	4.8
The principal at my child's school responds to my concerns.	<i>n</i>	1,340	1,920	1,337	192	139	868
	%	23.1	33.1	23.1	3.3	2.4	15.0
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	2,436	2,142	643	158	51	362
	%	42.1	37.0	11.1	2.7	0.9	6.3
The principal does an effective job of running my child's school.	<i>n</i>	2,075	2,559	654	132	116	278
	%	35.7	44.0	11.3	2.3	2.0	4.8
Administrators are highly visible throughout my child's school.	<i>n</i>	1,886	2,591	646	147	68	480
	%	32.4	44.5	11.1	2.5	1.2	8.3

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	1,791	2,789	633	231	103	228
I am aware of the goals of my child's school.	%	31.0	48.3	11.0	4.0	1.8	4.0
Students bring drugs or alcohol to my child's school.	<i>n</i>	339	671	885	743	950	2,140
	%	5.9	11.7	15.5	13.0	16.6	37.4
Students carry weapons at my child's school.	<i>n</i>	205	369	860	891	1,159	2,231
	%	3.6	6.5	15.1	15.6	20.3	39.0
My child takes responsibility for learning.	<i>n</i>	2,963	2,396	255	120	26	46
	%	51.0	41.3	4.4	2.1	0.5	0.8
My input on school decisions is solicited and valued.	<i>n</i>	997	2,193	1,478	310	156	639
	%	17.3	38.0	25.6	5.4	2.7	11.1
I am satisfied with the learning environment at my child's school.	<i>n</i>	1,623	3,037	645	295	140	55
	%	28.0	52.4	11.1	5.1	2.4	1.0
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	1,957	2,929	454	217	137	113
	%	33.7	50.4	7.8	3.7	2.4	2.0
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	1,206	2,050	909	421	235	969
	%	20.8	35.4	15.7	7.3	4.1	16.7
(Middle and High Schools Only) My child's teacher(s) effectively use(s) a Web site to communicate assignments and classroom activities.	<i>n</i>	1,825	2,459	527	391	174	317
	%	32.1	43.2	9.3	6.9	3.1	5.6
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	908	1,540	836	1,656	605	217
	%	15.8	26.7	14.5	28.7	10.5	3.8
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,660	2,843	561	299	118	338
	%	28.5	48.9	9.6	5.1	2.0	5.8
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	1,573	2,722	690	353	111	358
	%	27.1	46.9	11.9	6.1	1.9	6.2
My child's school contacts me when behavior problems occur at school.	<i>n</i>	1,845	2,256	811	154	99	596
	%	32.0	39.2	14.1	2.7	1.7	10.4
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	1,846	1,915	609	819	294	300
	%	31.9	33.1	10.5	14.2	5.1	5.2
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	2,014	2,497	436	385	209	215
	%	35.0	43.4	7.6	6.7	3.6	3.7
Students at school bully my child.	<i>n</i>	298	537	549	1,726	2,135	434
	%	5.3	9.5	9.7	30.4	37.6	7.6

(table continues)

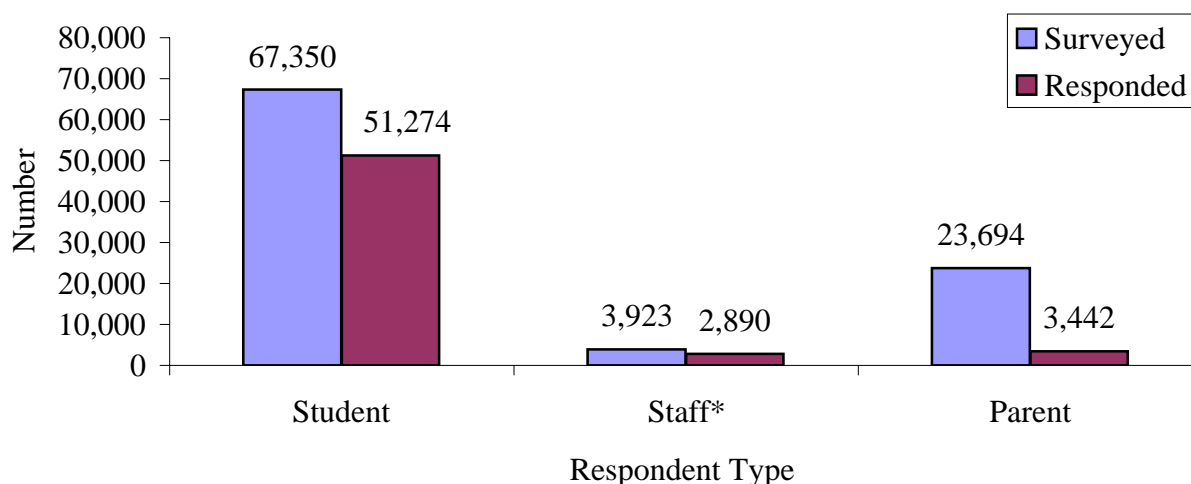
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	313	282	56	103	23	10
	<i>%</i>	39.8	35.8	7.1	13.1	2.9	1.3
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	162	203	65	75	63	15
	<i>%</i>	27.8	34.8	11.2	12.9	10.8	2.6
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	<i>%</i>						

Improving Our Schools: 2009-10 Customer Survey  
**The Sixteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## High Schools Summary Report

This document contains data from the Sixteenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at [http://www.broward.k12.fl.us/research\\_evaluation/Reports.htm](http://www.broward.k12.fl.us/research_evaluation/Reports.htm).



\* The staff survey was administered to full-time, instructional, school-based employees.

Student Response Rate	Teacher Response Rate	Parent Response Rate
Online	Online	Paper
76.1%	73.7%	14.5%

School Grade Assigned by Students, Staff, and Parents						
	Student		Staff		Parent	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	12,664	25.0	942	32.9	1,216	38.1
B	17,335	34.2	1,087	37.9	1,124	35.2
C	13,552	26.8	633	22.1	654	20.5
D	4,531	9.0	170	5.9	156	4.9
F	2,540	5.0	34	1.2	44	1.4

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	17,882	23,643	5,831	1,536	758	1,500
My teacher(s) believe I can succeed.	%	35.0	46.2	11.4	3.0	1.5	2.9
My school provides all of the resources I need for learning.	<i>n</i>	11,025	24,052	7,398	5,943	1,905	680
	%	21.6	47.2	14.5	11.7	3.7	1.3
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	7,407	15,844	10,030	10,346	4,188	2,898
	%	14.6	31.2	19.8	20.4	8.3	5.7
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	7,262	18,318	9,545	11,126	3,645	673
	%	14.4	36.2	18.9	22.0	7.2	1.3
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	10,410	23,959	9,683	4,393	1,971	558
	%	20.4	47.0	19.0	8.6	3.9	1.1
My teacher(s) treat(s) me with fairness.	<i>n</i>	10,485	22,986	9,431	4,848	2,402	788
	%	20.6	45.1	18.5	9.5	4.7	1.6
I show respect to my teacher(s).	<i>n</i>	26,103	19,545	3,540	602	576	612
	%	51.2	38.3	6.9	1.2	1.1	1.2
I feel safe at my school.	<i>n</i>	10,487	20,317	10,515	4,661	3,720	1,288
	%	20.6	39.9	20.6	9.1	7.3	2.5
Rules are applied fairly to all students at my school.	<i>n</i>	9,452	17,605	9,326	8,094	5,035	1,509
	%	18.5	34.5	18.3	15.9	9.9	3.0
I am proud of my school.	<i>n</i>	10,546	17,271	12,218	5,089	4,412	1,368
	%	20.7	33.9	24.0	10.0	8.7	2.7
My school is kept clean and in good condition.	<i>n</i>	8,010	17,875	10,034	8,557	5,556	895
	%	15.7	35.1	19.7	16.8	10.9	1.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	11,696	17,926	8,132	5,040	3,801	4,467
	%	22.9	35.1	15.9	9.9	7.4	8.8
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	12,411	25,100	7,103	3,190	2,234	945
	%	24.3	49.2	13.9	6.3	4.4	1.9
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	13,747	22,521	6,300	3,675	2,507	2,291
	%	26.9	44.1	12.3	7.2	4.9	4.5
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	12,944	19,047	8,234	6,450	3,458	864
	%	25.4	37.4	16.2	12.7	6.8	1.7
The principal at my school helps me when I have concerns.	<i>n</i>	7,486	11,026	12,125	8,106	7,972	4,240
	%	14.7	21.6	23.8	15.9	15.7	8.3
My principal is effective at running my school.	<i>n</i>	13,780	17,252	9,439	3,275	3,515	3,554
	%	27.1	34.0	18.6	6.4	6.9	7.0
I see the school staff members around my school.	<i>n</i>	20,822	24,448	3,230	792	687	949
	%	40.9	48.0	6.3	1.6	1.4	1.9
I am aware of the purposes and goals of my school.	<i>n</i>	15,293	22,229	6,825	2,660	1,502	2,284
	%	30.1	43.8	13.4	5.2	3.0	4.5
Students bring drugs or alcohol to my school.	<i>n</i>	11,765	11,894	9,081	4,195	3,376	10,686
	%	23.1	23.3	17.8	8.2	6.6	21.0
Students carry weapons at my school.	<i>n</i>	5,522	6,929	10,765	6,942	5,512	15,165
	%	10.9	13.6	21.2	13.7	10.8	29.8

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am responsible for what I learn.	<i>n</i>	19,679	22,675	4,996	1,649	906	834
	%	38.8	44.7	9.9	3.3	1.8	1.6
I enjoy learning at my school.	<i>n</i>	10,076	20,453	11,183	4,790	3,405	893
	%	19.8	40.3	22.0	9.4	6.7	1.8
I am accepted and feel like I belong at this school.	<i>n</i>	12,589	22,088	9,179	2,923	2,528	1,482
	%	24.8	43.5	18.1	5.8	5.0	2.9
My school has after-school activities/programs for students.	<i>n</i>	23,911	20,827	2,867	707	633	1,712
	%	47.2	41.1	5.7	1.4	1.3	3.4
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	11,285	17,886	6,889	9,032	4,377	1,437
	%	22.2	35.1	13.5	17.7	8.6	2.8
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	15,547	23,152	5,874	3,257	1,850	1,081
	%	30.6	45.6	11.6	6.4	3.6	2.1
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	12,023	20,778	7,709	6,347	2,970	1,013
	%	23.7	40.9	15.2	12.5	5.8	2.0
My school contacts my parents when I have behavior problems in school.	<i>n</i>	11,959	18,710	8,619	2,633	1,885	7,019
	%	23.5	36.8	17.0	5.2	3.7	13.8
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	11,888	19,254	8,499	5,747	3,504	1,674
	%	23.5	38.1	16.8	11.4	6.9	3.3
(High School Only) I have used the district's BEEP Web site, during this school year, to access study guides or to log into Virtual Counselor to review my school records.	<i>n</i>	11,859	15,703	6,058	7,081	6,024	3,930
	%	23.4	31.0	12.0	14.0	11.9	7.8
Students at school bully me.	<i>n</i>	1,328	2,041	5,307	13,228	26,037	1,740
	%	2.7	4.1	10.7	26.6	52.4	3.5
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	11,330	18,261	6,146	6,505	4,391	3,931
	%	22.4	36.1	12.2	12.9	8.7	7.8
I know how to report a bullying incident.	<i>n</i>	13,950	22,825	5,108	3,140	2,314	3,211
	%	27.6	45.2	10.1	6.2	4.6	6.4
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	9,379	15,970	8,621	8,618	5,669	1,828
	%	18.7	31.9	17.2	17.2	11.3	3.7

(table continues)

Student Responses (*continued*).

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I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Hit or threw something at me	1,316	39.1
Said things to me (called me names, insulted me, threatened me)	2,477	73.5
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	1,838	54.6
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	913	27.1
did not answer	398	11.8

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I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
On the bus	705	20.9
In the classroom	1,753	52.0
In the cafeteria	1,149	34.1
In a hallway	1,660	49.3
In a restroom	684	20.3
Other school areas	1,255	37.3
did not answer	674	20.0

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After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Told an adult at school	727	21.6
Told my parents	833	24.7
Told my friends	1,148	34.1
Told someone else	582	17.3
Did not tell anyone	1,077	32.0
did not answer	721	21.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

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After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
stopped	271	37.3
got worse	147	20.2
stayed the same	275	37.8
did not answer	34	4.7

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At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	46,158	90.0
podcasts	7,279	14.2
digital textbooks or e-books	20,016	39.0
blogs and wikis	13,136	25.6
interactive whiteboards or slates	22,883	44.6
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	36,979	72.1
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	9,505	18.5
other technologies	2,279	4.4
none	2,000	3.9
did not answer	1,247	2.4

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At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	46,070	89.9
podcasts	7,544	14.7
digital textbooks or e-books	20,507	40.0
blogs and wikis	17,859	34.8
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	34,941	68.1
other technologies	2,539	5.0
none	2,139	4.2
did not answer	1,701	3.3

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,461	1,100	137	168	16	4
	%	50.6	38.1	4.8	5.8	0.6	0.1
The school provides adequate resources for me to teach my students.	<i>n</i>	751	1,255	246	471	149	6
	%	26.1	43.6	8.6	16.4	5.2	0.2
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	1,068	1,463	210	109	5	13
	%	37.2	51.0	7.3	3.8	0.2	0.5
I regularly assess students and inform them of their academic progress.	<i>n</i>	1,779	1,044	37	5	4	9
	%	61.8	36.3	1.3	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>	1,755	1,042	51	22	1	8
	%	61.0	36.2	1.8	0.8	0.0	0.3
I treat all my students with fairness.	<i>n</i>	2,261	605	8	2	1	4
	%	78.5	21.0	0.3	0.1	0.0	0.1
My students show me respect.	<i>n</i>	1,165	1,298	181	193	38	8
	%	40.4	45.0	6.3	6.7	1.3	0.3
The students are safe at school.	<i>n</i>	903	1,361	378	182	35	19
	%	31.4	47.3	13.1	6.3	1.2	0.7
I feel safe at my school.	<i>n</i>	1,055	1,358	253	164	40	2
	%	36.7	47.3	8.8	5.7	1.4	0.1
Rules are applied fairly to all students at my school.	<i>n</i>	752	1,029	424	490	150	32
	%	26.1	35.8	14.7	17.0	5.2	1.1
I am proud of my school.	<i>n</i>	1,244	1,144	287	140	56	3
	%	43.3	39.8	10.0	4.9	2.0	0.1
My school is kept clean and in good condition.	<i>n</i>	1,024	1,235	256	264	95	4
	%	35.6	42.9	8.9	9.2	3.3	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,441	1,207	144	37	11	38
	%	50.1	41.9	5.0	1.3	0.4	1.3
I give challenging homework assignments.	<i>n</i>	1,047	1,270	383	91	22	44
	%	36.7	44.5	13.4	3.2	0.8	1.5
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,240	1,252	207	119	33	26
	%	43.1	43.5	7.2	4.1	1.2	0.9
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	753	751	478	611	269	20
	%	26.1	26.1	16.6	21.2	9.3	0.7
I respond quickly to parents' requests.	<i>n</i>	1,689	1,093	62	13	2	8
	%	58.9	38.1	2.2	0.5	0.1	0.3
The principal at my school responds to my concerns.	<i>n</i>	1,244	985	368	146	99	21
	%	43.5	34.4	12.9	5.1	3.5	0.7
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	364	1,065	648	570	203	16
	%	12.7	37.2	22.6	19.9	7.1	0.6
The principal does an effective job of running my school.	<i>n</i>	1,195	1,061	344	158	104	8
	%	41.6	37.0	12.0	5.5	3.6	0.3

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	1,118	1,132	286	251	82	7
	%	38.9	39.4	9.9	8.7	2.9	0.2
I am aware of the purposes and goals of my school.	<i>n</i>	1,404	1,238	142	60	25	7
	%	48.8	43.1	4.9	2.1	0.9	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	323	920	709	344	131	448
	%	11.2	32.0	24.7	12.0	4.6	15.6
Students carry weapons at this school.	<i>n</i>	136	441	846	575	290	572
	%	4.8	15.4	29.6	20.1	10.1	20.0
Students bear responsibility for what they learn.	<i>n</i>	591	1,003	482	536	231	14
	%	20.7	35.1	16.9	18.8	8.1	0.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	811	1,334	365	247	109	12
	%	28.2	46.4	12.7	8.6	3.8	0.4
My input on school decisions is solicited and valued.	<i>n</i>	543	1,077	644	403	0	32
	%	20.1	39.9	23.9	14.9	0.0	1.2
I am satisfied with the learning environment at my school.	<i>n</i>	556	1,373	409	392	130	4
	%	19.4	47.9	14.3	13.7	4.5	0.1
I am satisfied with the working conditions at my school.	<i>n</i>	653	1,381	365	336	132	5
	%	22.7	48.1	12.7	11.7	4.6	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	580	1,267	538	324	62	87
	%	20.3	44.3	18.8	11.3	2.2	3.0
My school provides adequate after-school activities/programs for students.	<i>n</i>	1,104	1,218	290	133	45	66
	%	38.7	42.7	10.2	4.7	1.6	2.3
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	1,058	1,363	228	169	28	16
	%	37.0	47.6	8.0	5.9	1.0	0.6
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	910	1,119	241	415	158	27
	%	31.7	39.0	8.4	14.5	5.5	0.9
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	961	1,229	353	242	46	19
	%	33.7	43.1	12.4	8.5	1.6	0.7
This school contacts parents when behavior problems occur at school.	<i>n</i>	1,011	1,375	263	107	38	72
	%	35.3	48.0	9.2	3.7	1.3	2.5
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	898	1,270	441	120	31	106
	%	31.3	44.3	15.4	4.2	1.1	3.7
I have used information from the BEEP Web site to plan instructional activities for my students this year.	<i>n</i>	810	1,195	336	365	123	27
	%	28.4	41.8	11.8	12.8	4.3	1.0

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My colleagues share effective, innovative approaches with me to try in my classroom.	<i>n</i>	949	1,467	260	128	51	12
	%	33.1	51.2	9.1	4.5	1.8	0.4
My school has provided me with information about energy conservation.	<i>n</i>	585	1,097	531	438	168	53
	%	20.4	38.2	18.5	15.3	5.9	1.9
My school has an active recycling program.	<i>n</i>	1,061	1,072	303	217	107	114
	%	36.9	37.3	10.5	7.6	3.7	4.0
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,443	1,204	98	91	27	9
	%	50.2	41.9	3.4	3.2	0.9	0.3
I can effectively handle a bullying situation.	<i>n</i>	1,157	1,390	233	47	13	35
	%	40.2	48.4	8.1	1.6	0.5	1.2
Students at school bully one another.	<i>n</i>	240	966	794	482	149	233
	%	8.4	33.7	27.7	16.8	5.2	8.1
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	770	1,209	451	133	51	192
	%	27.4	43.1	16.1	4.7	1.8	6.8

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet searches	2,476	85.7
podcasts	382	13.2
digital textbooks or e-books	1,054	36.5
blogs and wikis	453	15.7
interactive whiteboards or slates	783	27.1
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	2,410	83.4
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	533	18.4
other technologies	778	26.9
none	86	3.0
did not answer the question	30	1.0

Which of the following technologies do you use outside the classroom to support instruction at school?*	<i>n</i>	<i>%</i>
Internet searches	2,599	89.9
podcasts	510	17.6
digital textbooks or e-books	1,133	39.2
blogs and wikis	751	26.0
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	2,297	79.5
other technologies	326	11.3
none	80	2.8
did not answer the question	41	1.4

\* Multiple response variable. Staff could "Mark all that apply."

## 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>	1,507	1,450	232	51	26	168
	%	43.9	42.2	6.8	1.5	0.8	4.9
My child's school has adequate resources for the instruction of my child.	<i>n</i>	921	1,689	357	255	76	110
	%	27.0	49.6	10.5	7.5	2.2	3.2
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	565	1,163	577	719	354	40
	%	16.5	34.0	16.9	21.0	10.4	1.2
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	785	1,555	397	396	158	122
	%	23.0	45.6	11.6	11.6	4.6	3.6
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	804	1,803	437	146	46	179
	%	23.5	52.8	12.8	4.3	1.4	5.2
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	911	1,721	404	165	51	152
	%	26.8	50.6	11.9	4.9	1.5	4.5
My child shows respect to his/her teacher(s).	<i>n</i>	1,895	1,254	145	32	10	61
	%	55.8	36.9	4.3	0.9	0.3	1.8
My child is safe at school.	<i>n</i>	808	1,542	620	220	108	116
	%	23.7	45.2	18.2	6.4	3.2	3.4
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	978	1,487	447	265	115	125
	%	28.6	43.5	13.1	7.8	3.4	3.7
Rules are applied fairly to all students at my child's school.	<i>n</i>	761	1,464	521	268	145	260
	%	22.3	42.8	15.2	7.8	4.2	7.6
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	986	1,607	397	193	108	100
	%	29.1	47.4	11.7	5.7	3.2	3.0
I am proud of my child's school.	<i>n</i>	1,019	1,505	543	191	102	50
	%	29.9	44.1	15.9	5.6	3.0	1.5
My child's school is kept clean and in good condition.	<i>n</i>	823	1,594	410	306	146	130
	%	24.1	46.8	12.0	9.0	4.3	3.8
There is an adult at school I can talk to about my child's problems.	<i>n</i>	922	1,548	485	134	78	237
	%	27.1	45.5	14.3	3.9	2.3	7.0
My child's homework assignments are challenging.	<i>n</i>	839	1,617	486	259	93	123
	%	24.6	47.3	14.2	7.6	2.7	3.6
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,066	1,679	291	170	97	108
	%	31.3	49.2	8.5	5.0	2.8	3.2
I share responsibility with the school for my child's academic progress.	<i>n</i>	1,476	1,529	238	88	40	35
	%	43.3	44.9	7.0	2.6	1.2	1.0
The teachers respond quickly to my requests.	<i>n</i>	683	1,398	723	275	126	215
	%	20.0	40.9	21.1	8.0	3.7	6.3
The principal at my child's school responds to my concerns.	<i>n</i>	678	1,046	847	158	151	511
	%	20.0	30.9	25.0	4.7	4.5	15.1
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	1,120	1,331	518	148	55	224
	%	33.0	39.2	15.3	4.4	1.6	6.6
The principal does an effective job of running my child's school.	<i>n</i>	1,066	1,437	471	125	116	189
	%	31.3	42.2	13.8	3.7	3.4	5.6
Administrators are highly visible throughout my child's school.	<i>n</i>	1,016	1,566	394	104	61	275
	%	29.7	45.8	11.5	3.0	1.8	8.1

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am aware of the goals of my child's school.	<i>n</i>	956	1,579	422	204	69	156
	%	28.2	46.6	12.5	6.0	2.0	4.6
Students bring drugs or alcohol to my child's school.	<i>n</i>	381	656	563	304	325	1,148
	%	11.3	19.4	16.7	9.0	9.6	34.0
Students carry weapons at my child's school.	<i>n</i>	171	348	640	442	454	1,324
	%	5.1	10.3	18.9	13.1	13.4	39.2
My child takes responsibility for learning.	<i>n</i>	1,756	1,413	138	43	20	31
	%	51.6	41.6	4.1	1.3	0.6	0.9
My input on school decisions is solicited and valued.	<i>n</i>	533	1,249	900	238	114	354
	%	15.7	36.9	26.6	7.0	3.4	10.5
I am satisfied with the learning environment at my child's school.	<i>n</i>	816	1,711	472	252	104	55
	%	23.9	50.2	13.8	7.4	3.1	1.6
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	1,055	1,705	326	133	77	111
	%	31.0	50.0	9.6	3.9	2.3	3.3
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	1,016	1,507	393	128	67	283
	%	29.9	44.4	11.6	3.8	2.0	8.3
(Middle and High Schools Only) My child's teacher(s) effectively use(s) a Web site to communicate assignments and classroom activities.	<i>n</i>	991	1,517	338	190	99	209
	%	29.6	45.4	10.1	5.7	3.0	6.3
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	532	867	536	964	369	113
	%	15.7	25.6	15.9	28.5	10.9	3.3
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,030	1,666	306	152	74	167
	%	30.3	49.1	9.0	4.5	2.2	4.9
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	821	1,564	429	265	99	230
	%	24.1	45.9	12.6	7.8	2.9	6.8
My child's school contacts me when behavior problems occur at school.	<i>n</i>	886	1,349	565	113	83	375
	%	26.3	40.0	16.8	3.4	2.5	11.1
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	932	1,148	365	560	213	173
	%	27.5	33.9	10.8	16.5	6.3	5.1
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	862	1,366	354	352	223	201
	%	25.7	40.7	10.5	10.5	6.6	6.0
Students at school bully my child.	<i>n</i>	94	168	261	1,027	1,494	290
	%	2.8	5.0	7.8	30.8	44.8	8.7

(table continues)

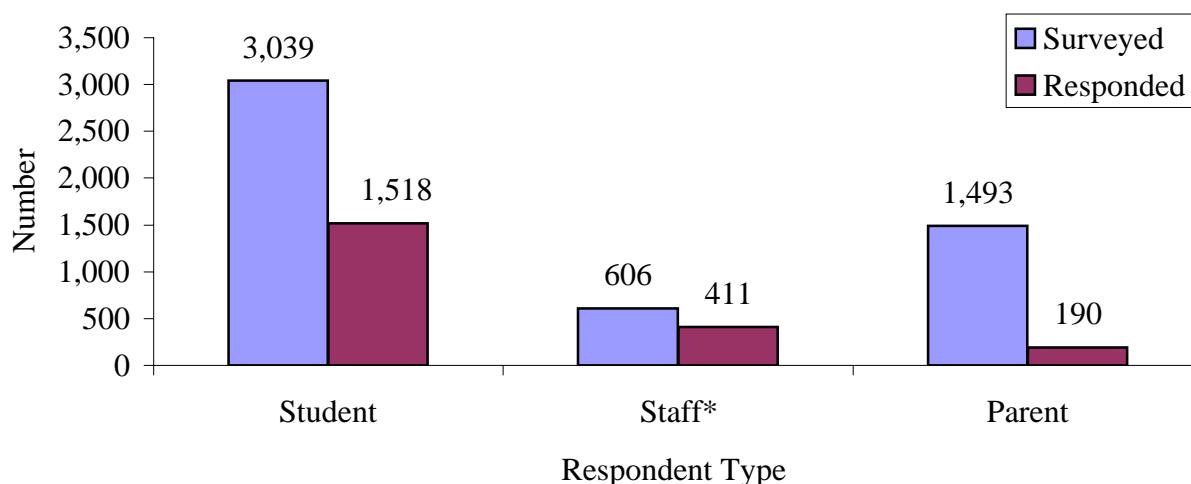
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	68	101	18	35	12	6
	<i>%</i>	28.3	42.1	7.5	14.6	5.0	2.5
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	35	76	16	14	20	3
	<i>%</i>	21.3	46.3	9.8	8.5	12.2	1.8
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	757	1,063	539	394	265	268
	<i>%</i>	23.0	32.4	16.4	12.0	8.1	8.2

Improving Our Schools: 2009-10 Customer Survey  
**The Sixteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## Centers Summary Report

This document contains data from the Sixteenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at [http://www.broward.k12.fl.us/research\\_evaluation/Reports.htm](http://www.broward.k12.fl.us/research_evaluation/Reports.htm).



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>		<u>Teacher Response Rate</u>		<u>Parent Response Rate</u>		
<u>Online</u>		<u>Online</u>		<u>Paper</u>		
50.0%		67.8%		12.7%		
<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	323	22.2	161	40.3	70	48.3
B	385	26.5	144	36.0	51	35.2
C	408	28.1	73	18.3	17	11.7
D	161	11.1	17	4.3	7	4.8
F	177	12.2	5	1.3	0	0.0

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	744	529	98	36	30	73
My teacher(s) believe I can succeed.	%	49.3	35.0	6.5	2.4	2.0	4.8
My school provides all of the resources I need for learning.	<i>n</i>	464	588	171	163	73	48
	%	30.8	39.0	11.4	10.8	4.8	3.2
My teacher(s) inform(s) my parents about my progress.	<i>n</i>	405	515	197	164	79	137
	%	27.1	34.4	13.2	11.0	5.3	9.2
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	478	593	160	137	60	53
	%	32.3	40.0	10.8	9.3	4.1	3.6
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	503	626	159	105	65	50
	%	33.4	41.5	10.5	7.0	4.3	3.3
My teacher(s) treat(s) me with fairness.	<i>n</i>	439	561	214	118	97	71
	%	29.3	37.4	14.3	7.9	6.5	4.7
I show respect to my teacher(s).	<i>n</i>	708	518	141	46	41	50
	%	47.1	34.4	9.4	3.1	2.7	3.3
I feel safe at my school.	<i>n</i>	373	448	242	163	179	94
	%	24.9	29.9	16.1	10.9	11.9	6.3
Rules are applied fairly to all students at my school.	<i>n</i>	439	484	191	151	139	93
	%	29.3	32.3	12.8	10.1	9.3	6.2
I am proud of my school.	<i>n</i>	285	383	296	191	246	101
	%	19.0	25.5	19.7	12.7	16.4	6.7
My school is kept clean and in good condition.	<i>n</i>	351	498	245	177	152	71
	%	23.5	33.3	16.4	11.9	10.2	4.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	520	482	162	111	124	106
	%	34.6	32.0	10.8	7.4	8.2	7.0
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	378	486	256	122	130	129
	%	25.2	32.4	17.1	8.1	8.7	8.6
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	531	598	127	72	89	84
	%	35.4	39.8	8.5	4.8	5.9	5.6
When I have homework, someone at home makes sure I work and understand the assignments.	<i>n</i>	514	476	196	127	104	91
	%	34.1	31.6	13.0	8.4	6.9	6.0
The principal at my school helps me when I have concerns.	<i>n</i>	300	382	277	196	196	156
	%	19.9	25.4	18.4	13.0	13.0	10.4
My principal is effective at running my school.	<i>n</i>	385	458	234	111	120	189
	%	25.7	30.6	15.6	7.4	8.0	12.6
I see the school staff members around my school.	<i>n</i>	620	622	92	37	40	77
	%	41.7	41.8	6.2	2.5	2.7	5.2
I am aware of the purposes and goals of my school.	<i>n</i>	551	578	152	48	54	107
	%	37.0	38.8	10.2	3.2	3.6	7.2
Students bring drugs or alcohol to my school.	<i>n</i>	280	211	196	175	216	427
	%	18.6	14.0	13.0	11.6	14.4	28.4
Students carry weapons at my school.	<i>n</i>	192	161	207	201	258	472
	%	12.9	10.8	13.9	13.5	17.3	31.7

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am responsible for what I learn.	<i>n</i>	703	542	108	37	33	57
	%	47.5	36.6	7.3	2.5	2.2	3.9
I enjoy learning at my school.	<i>n</i>	475	516	192	123	125	57
	%	31.9	34.7	12.9	8.3	8.4	3.8
I am accepted and feel like I belong at this school.	<i>n</i>	365	408	239	164	216	95
	%	24.6	27.4	16.1	11.0	14.5	6.4
My school has after-school activities/programs for students.	<i>n</i>	194	228	157	252	333	311
	%	13.2	15.5	10.6	17.1	22.6	21.1
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	328	449	199	245	160	119
	%	21.9	29.9	13.3	16.3	10.7	7.9
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	499	550	167	107	84	81
	%	33.5	37.0	11.2	7.2	5.7	5.4
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	473	526	162	151	106	75
	%	31.7	35.2	10.9	10.1	7.1	5.0
My school contacts my parents when I have behavior problems in school.	<i>n</i>	534	529	151	85	70	127
	%	35.7	35.4	10.1	5.7	4.7	8.5
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	372	396	244	195	129	146
	%	25.1	26.7	16.5	13.2	8.7	9.9
(High School Only) I have used the district's BEEP Web site, during this school year, to access study guides or to log into Virtual Counselor to review my school records.	<i>n</i>	231	261	113	79	79	106
	%	26.6	30.0	13.0	9.1	9.1	12.2
Students at school bully me.	<i>n</i>	105	113	151	262	681	107
	%	7.4	8.0	10.6	18.5	48.0	7.5
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	474	471	133	111	94	177
	%	32.5	32.3	9.1	7.6	6.4	12.1
I know how to report a bullying incident.	<i>n</i>	476	527	155	80	85	145
	%	32.4	35.9	10.6	5.5	5.8	9.9
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	291	301	169	126	105	145
	%	25.6	26.5	14.9	11.1	9.2	12.8

(table continues)

Student Responses (*continued*).

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I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Hit or threw something at me	83	38.1
Said things to me (called me names, insulted me, threatened me)	160	73.4
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	95	43.6
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	34	15.6
did not answer	21	9.6

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I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
On the bus	73	33.5
In the classroom	115	52.8
In the cafeteria	82	37.6
In a hallway	81	37.2
In a restroom	39	17.9
Other school areas	68	31.2
did not answer	31	14.2

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After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")\*

	<i>n</i>	%
Told an adult at school	109	50.0
Told my parents	83	38.1
Told my friends	68	31.2
Told someone else	48	22.0
Did not tell anyone	51	23.4
did not answer	30	13.8

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

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After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
stopped	36	33.0
got worse	29	26.6
stayed the same	37	33.9
did not answer	7	6.4

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At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	1,220	80.4
podcasts	218	14.4
digital textbooks or e-books	502	33.1
blogs and wikis	293	19.3
interactive whiteboards or slates	431	28.4
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	844	55.6
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	492	32.4
other technologies	100	6.6
none	125	8.2
did not answer	93	6.1

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At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet searches	1,106	72.9
podcasts	208	13.7
digital textbooks or e-books	402	26.5
blogs and wikis	323	21.3
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	680	44.8
other technologies	143	9.4
none	193	12.7
did not answer	146	9.6

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	233	153	10	12	2	0
	%	56.8	37.3	2.4	2.9	0.5	0.0
The school provides adequate resources for me to teach my students.	<i>n</i>	166	161	36	35	6	2
	%	40.9	39.7	8.9	8.6	1.5	0.5
I inform parents about their children's progress in school on a regular basis.	<i>n</i>	160	174	50	7	4	7
	%	39.8	43.3	12.4	1.7	1.0	1.7
I regularly assess students and inform them of their academic progress.	<i>n</i>	249	131	21	1	1	4
	%	61.2	32.2	5.2	0.3	0.3	1.0
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	288	112	6	0	1	2
	%	70.4	27.4	1.5	0.0	0.2	0.5
I treat all my students with fairness.	<i>n</i>	330	75	3	1	1	0
	%	80.5	18.3	0.7	0.2	0.2	0.0
My students show me respect.	<i>n</i>	184	170	25	19	13	0
	%	44.8	41.4	6.1	4.6	3.2	0.0
The students are safe at school.	<i>n</i>	177	155	43	19	12	3
	%	43.3	37.9	10.5	4.7	2.9	0.7
I feel safe at my school.	<i>n</i>	185	148	41	24	11	0
	%	45.2	36.2	10.0	5.9	2.7	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	168	139	56	34	12	1
	%	41.0	33.9	13.7	8.3	2.9	0.2
I am proud of my school.	<i>n</i>	205	142	42	12	6	0
	%	50.4	34.9	10.3	3.0	1.5	0.0
My school is kept clean and in good condition.	<i>n</i>	208	150	24	23	5	0
	%	50.7	36.6	5.9	5.6	1.2	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	269	122	13	0	1	2
	%	66.1	30.0	3.2	0.0	0.3	0.5
I give challenging homework assignments.	<i>n</i>	107	109	145	19	2	18
	%	26.8	27.3	36.3	4.8	0.5	4.5
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	223	130	32	12	7	5
	%	54.5	31.8	7.8	2.9	1.7	1.2
Parents or guardians share responsibility with the school for the students' academic progress.	<i>n</i>	100	99	78	79	44	5
	%	24.7	24.4	19.3	19.5	10.9	1.2
I respond quickly to parents' requests.	<i>n</i>	234	132	31	0	1	5
	%	58.1	32.8	7.7	0.0	0.3	1.2
The principal at my school responds to my concerns.	<i>n</i>	224	126	29	18	9	2
	%	54.9	30.9	7.1	4.4	2.2	0.5
I can rely on parents to help when achievement or behavior problems occur with their child.	<i>n</i>	64	105	105	90	33	5
	%	15.9	26.1	26.1	22.4	8.2	1.2
The principal does an effective job of running my school.	<i>n</i>	211	128	45	11	11	2
	%	51.7	31.4	11.0	2.7	2.7	0.5

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
Administrators are highly visible throughout my school.	<i>n</i>	217	138	24	19	9	1
	%	53.2	33.8	5.9	4.7	2.2	0.3
I am aware of the purposes and goals of my school.	<i>n</i>	247	134	18	7	3	1
	%	60.2	32.7	4.4	1.7	0.7	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	17	78	88	68	94	64
	%	4.2	19.1	21.5	16.6	23.0	15.7
Students carry weapons at this school.	<i>n</i>	11	39	78	85	124	68
	%	2.7	9.6	19.3	21.0	30.6	16.8
Students bear responsibility for what they learn.	<i>n</i>	100	138	74	67	25	0
	%	24.8	34.2	18.3	16.6	6.2	0.0
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	166	186	33	10	8	1
	%	41.1	46.0	8.2	2.5	2.0	0.3
My input on school decisions is solicited and valued.	<i>n</i>	122	157	67	42	0	4
	%	31.1	40.1	17.1	10.7	0.0	1.0
I am satisfied with the learning environment at my school.	<i>n</i>	120	187	56	36	8	0
	%	29.5	46.0	13.8	8.9	2.0	0.0
I am satisfied with the working conditions at my school.	<i>n</i>	130	191	53	27	6	0
	%	31.9	46.9	13.0	6.6	1.5	0.0
All students are accepted and feel like they belong at this school.	<i>n</i>	162	161	52	25	5	6
	%	39.4	39.2	12.7	6.1	1.2	1.5
My school provides adequate after-school activities/programs for students.	<i>n</i>	65	62	118	63	53	36
	%	16.4	15.6	29.7	15.9	13.4	9.1
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	137	165	60	21	10	6
	%	34.3	41.4	15.0	5.3	2.5	1.5
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	188	142	28	34	13	2
	%	46.2	34.9	6.9	8.4	3.2	0.5
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	174	154	47	22	4	6
	%	42.8	37.8	11.6	5.4	1.0	1.5
This school contacts parents when behavior problems occur at school.	<i>n</i>	202	136	44	4	3	15
	%	50.0	33.7	10.9	1.0	0.7	3.7
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	78	135	126	22	11	26
	%	19.6	33.9	31.7	5.5	2.8	6.5
I have used information from the BEEP Web site to plan instructional activities for my students this year.	<i>n</i>	126	158	64	37	8	12
	%	31.1	39.0	15.8	9.1	2.0	3.0

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My colleagues share effective, innovative approaches with me to try in my classroom.	<i>n</i>	143	197	35	20	5	2
	%	35.6	49.0	8.7	5.0	1.2	0.5
My school has provided me with information about energy conservation.	<i>n</i>	155	168	52	22	10	3
	%	37.8	41.0	12.7	5.4	2.4	0.7
My school has an active recycling program.	<i>n</i>	143	154	49	31	11	18
	%	35.2	37.9	12.1	7.6	2.7	4.4
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	230	155	13	3	2	3
	%	56.7	38.2	3.2	0.7	0.5	0.7
I can effectively handle a bullying situation.	<i>n</i>	168	194	30	7	2	4
	%	41.5	47.9	7.4	1.7	0.5	1.0
Students at school bully one another.	<i>n</i>	33	135	91	62	65	21
	%	8.1	33.2	22.4	15.2	16.0	5.2
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	91	117	41	6	3	14
	%	33.5	43.0	15.1	2.2	1.1	5.2

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet searches	350	85.2
podcasts	68	16.5
digital textbooks or e-books	144	35.0
blogs and wikis	49	11.9
interactive whiteboards or slates	139	33.8
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	329	80.0
integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	157	38.2
other technologies	116	28.2
none	17	4.1
did not answer the question	12	2.9

Which of the following technologies do you use outside the classroom to support instruction at school?*	<i>n</i>	<i>%</i>
Internet searches	360	87.6
podcasts	65	15.8
digital textbooks or e-books	140	34.1
blogs and wikis	75	18.2
computer software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations)	305	74.2
other technologies	57	13.9
none	18	4.4
did not answer the question	14	3.4

\* Multiple response variable. Staff could "Mark all that apply."

## 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>	98	74	7	2	2	6
	%	51.9	39.2	3.7	1.1	1.1	3.2
My child's school has adequate resources for the instruction of my child.	<i>n</i>	67	90	13	7	3	10
	%	35.3	47.4	6.8	3.7	1.6	5.3
My child's teacher(s) inform(s) me about my child's progress on a regular basis.	<i>n</i>	87	64	12	17	6	2
	%	46.3	34.0	6.4	9.0	3.2	1.1
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	71	78	17	13	3	4
	%	38.2	41.9	9.1	7.0	1.6	2.2
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	79	72	15	12	2	10
	%	41.6	37.9	7.9	6.3	1.1	5.3
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	82	73	12	4	3	11
	%	44.3	39.5	6.5	2.2	1.6	6.0
My child shows respect to his/her teacher(s).	<i>n</i>	72	80	16	8	3	8
	%	38.5	42.8	8.6	4.3	1.6	4.3
My child is safe at school.	<i>n</i>	74	78	17	2	5	7
	%	40.4	42.6	9.3	1.1	2.7	3.8
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	55	63	35	11	6	18
	%	29.3	33.5	18.6	5.9	3.2	9.6
Rules are applied fairly to all students at my child's school.	<i>n</i>	63	87	16	4	2	15
	%	33.7	46.5	8.6	2.1	1.1	8.0
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	92	73	10	7	2	3
	%	49.2	39.0	5.4	3.7	1.1	1.6
I am proud of my child's school.	<i>n</i>	82	82	12	6	4	2
	%	43.6	43.6	6.4	3.2	2.1	1.1
My child's school is kept clean and in good condition.	<i>n</i>	86	79	9	4	2	9
	%	45.5	41.8	4.8	2.1	1.1	4.8
There is an adult at school I can talk to about my child's problems.	<i>n</i>	92	80	4	3	1	6
	%	49.5	43.0	2.2	1.6	0.5	3.2
My child's homework assignments are challenging.	<i>n</i>	29	43	47	25	16	23
	%	15.9	23.5	25.7	13.7	8.7	12.6
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	57	75	23	3	4	16
	%	32.0	42.1	12.9	1.7	2.3	9.0
I share responsibility with the school for my child's academic progress.	<i>n</i>	80	88	8	5	2	4
	%	42.8	47.1	4.3	2.7	1.1	2.1
The teachers respond quickly to my requests.	<i>n</i>	76	80	16	8	1	5
	%	40.9	43.0	8.6	4.3	0.5	2.7
The principal at my child's school responds to my concerns.	<i>n</i>	59	68	32	8	3	16
	%	31.7	36.6	17.2	4.3	1.6	8.6
I help school staff when academic or behavioral problems occur with my child.	<i>n</i>	77	77	13	4	4	11
	%	41.4	41.4	7.0	2.2	2.2	5.9
The principal does an effective job of running my child's school.	<i>n</i>	69	72	18	4	5	17
	%	37.3	38.9	9.7	2.2	2.7	9.2
Administrators are highly visible throughout my child's school.	<i>n</i>	78	69	16	2	2	20
	%	41.7	36.9	8.6	1.1	1.1	10.7

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
	<i>n</i>	66	92	8	5	3	13
I am aware of the goals of my child's school.	%	35.3	49.2	4.3	2.7	1.6	7.0
Students bring drugs or alcohol to my child's school.	<i>n</i>	6	10	18	25	63	57
	%	3.4	5.6	10.1	14.0	35.2	31.8
Students carry weapons at my child's school.	<i>n</i>	5	11	15	34	65	52
	%	2.8	6.0	8.2	18.7	35.7	28.6
My child takes responsibility for learning.	<i>n</i>	55	92	21	7	3	5
	%	30.1	50.3	11.5	3.8	1.6	2.7
My input on school decisions is solicited and valued.	<i>n</i>	40	87	34	5	3	12
	%	22.1	48.1	18.8	2.8	1.7	6.6
I am satisfied with the learning environment at my child's school.	<i>n</i>	68	91	14	4	6	5
	%	36.2	48.4	7.5	2.1	3.2	2.7
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	79	72	15	9	6	7
	%	42.0	38.3	8.0	4.8	3.2	3.7
My child's school provides adequate after-school activities/programs for students.	<i>n</i>	33	47	26	19	10	47
	%	18.1	25.8	14.3	10.4	5.5	25.8
(Middle and High Schools Only) My child's teacher(s) effectively use(s) a Web site to communicate assignments and classroom activities.	<i>n</i>	17	41	30	13	4	35
	%	12.1	29.3	21.4	9.3	2.9	25.0
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	33	52	35	23	11	16
	%	19.4	30.6	20.6	13.5	6.5	9.4
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	43	77	24	6	3	18
	%	25.2	45.0	14.0	3.5	1.8	10.5
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	37	65	35	7	6	20
	%	21.8	38.2	20.6	4.1	3.5	11.8
My child's school contacts me when behavior problems occur at school.	<i>n</i>	86	66	12	5	4	5
	%	48.3	37.1	6.7	2.8	2.3	2.8
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	16	36	36	48	15	19
	%	9.4	21.2	21.2	28.2	8.8	11.2
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	37	63	27	16	9	19
	%	21.6	36.8	15.8	9.4	5.3	11.1
Students at school bully my child.	<i>n</i>	6	11	20	47	58	25
	%	3.6	6.6	12.0	28.1	34.7	15.0

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	5	6	0	4	0	1
	<i>%</i>	31.3	37.5	0.0	25.0	0.0	6.3
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	2	4	2	0	3	0
	<i>%</i>	18.2	36.4	18.2	0.0	27.3	0.0
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	15	28	20	9	9	21
	<i>%</i>	14.7	27.5	19.6	8.8	8.8	20.6