

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

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July 19, 2012

TO: Principals

FROM: Jeffrey S. Moquin  
Task Assigned Chief of Staff

VIA: Desmond K. Blackburn, Ph.D.  
Chief School Performance and Accountability Officer

SUBJECT: **EIGHTEENTH ANNUAL CUSTOMER SURVEY**

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

The attached District Customer Survey report provides data and findings from the administration of the Eighteenth Annual Customer Survey in Broward County Public Schools (BCPS), during the 2011-12 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 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.

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

Students, instructional staff, and parents were surveyed entirely online through Virtual Counselor. In prior years, one-third of the parents were invited to complete the survey on paper or online. This year, in a cost reduction effort, paper surveys were not printed or distributed. Parents were encouraged to complete the survey online through the Virtual Counselor. As printing costs were no longer a factor, participation was open to all parents with children in grades pre-kindergarten through 12. As in previous years, all individual responses were strictly confidential.

**How should the data be used?**

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

## **Eighteenth Annual Customer Survey**

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staff, and parents. Principals, in conjunction with their staff and the Directors of School Performance & Accountability, should review the school level reports to identify areas of concern or in need of improvement. The District and level (elementary, middle, high, and center) summary reports included in the appendices of this report provide a standard against which to benchmark 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. 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. During data chats, school teams should include additional, related school information, along with their review of the customer survey results.

Questions or comments concerning this memorandum should be addressed to **Paul Houchens, Director, Student Assessment and Research at 754-321-4257 or Dean Vaughan, Evaluation Administrator, Student Assessment and Research at 754-321-2521**. This memorandum may also be accessed via the Student Assessment and Research Web site (<http://www.broward.k12.fl.us/sar/Releases.htm>).

RWR/JSM/DKB/PWH/DWV:ds

Attachments

cc: School Board Members  
Senior Leadership Team  
Directors, School Performance & Accountability  
Jodi Klein, Chairperson, District Advisory Council  
Linda Nestor, President, Broward County Council of Parent Teacher Association

# Research Brief



## EIGHTEENTH ANNUAL CUSTOMER SURVEY, 2011-12

This report provides data and findings from the Eighteenth Annual Customer Survey, which was administered during the 2011-12 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, middle, high schools, and centers.

### Introduction

An annual survey has been administered in Broward County Public Schools (BCPS) since the 1993-94 school year. The Customer Survey provides an evaluation of stakeholder perceptions regarding school climate. The three survey forms include parallel survey items to facilitate comparison of responses among the three respondent groups. In addition, “hot topic” items are included to address recent concerns of interest.

### Methods

The Eighteenth Annual Customer Survey was administered to all students in grades 3 through 12, all full-time instructional staff (including classroom teachers, guidance counselors, and media specialists), and parents of students in grades pre-kindergarten through 12. Translated versions of the survey (Haitian-Creole, Portuguese, and Spanish) were made available to parents and students who did not speak English or felt more comfortable responding in their native language. Students, instructional staff, and parents were surveyed entirely online through Virtual Counselor. These stakeholders are surveyed annually to assess the overall school climate within BCPS. As in previous years, all individual responses were strictly confidential.

This year’s survey is the first time that parents were surveyed entirely online. In previous years, one-third of all parents were invited to complete the survey on paper and given an option to answer the survey online through the Virtual Counselor. This year, paper version was eliminated as a cost saving measure, making the survey available only online. As an online survey does not incur the costs of printing and scanning, the survey was made available to all parents with students in grades Pre-kindergarten through 12.

The District and level (elementary, middle, high, and center) summary reports are provided in the Appendices to this report. These reports include the response rates, as well as responses to each Customer Survey item. School staff, principals, and Directors of School Performance & Accountability 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 student, instructional staff, and parent survey results.

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.

**Main Highlights**

*Response Rates*

Table 1  
*Response Rates, 2011 and 2012*

Respondent Group	2012	2011	Rate Change
Parent	5.4	37.1	-31.7
Student	81.9	83.6	-1.7
Staff	81.7	80.2	+1.5

As shown in Table 1, the 2012 overall parent response rate decreased compared to 2011. This decrease is attributable to the change in survey methods; last year parents could complete the survey on paper or online while this year the survey could only be completed online. Access to the online survey required parents to have or to obtain a Virtual Counselor password. These requirements likely presented a barrier for some

parents. However, it should be noted that the parent online response rate did in fact increase from 3.2% (n=936) in 2011 to 5.4% (n=10,557) in 2012. Student Assessment and Research staff is working with Education Technology Services staff to improve accessibility of the online survey with the goal of improving parent participation for 2013 survey.

Survey data collection continued to be online for both students and staff. Response rates for students decreased by 1.7 percentage points, but increased for instructional staff by 1.5 percentage points, in 2012. 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 group. At the District level, student and instructional staff respondent groups are above the 80% target response rate. In 2012, response rates for all groups were highest for elementary schools, followed by middle schools, high schools, and centers.

*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 their low response rate. As Table 2 (next page) shows, and commensurate with findings from the previous year:

- Overall, more than 95% of parents and instructional staff respondents indicated satisfaction with their school location by assigning a grade of “C” or better.

- Overall, 90% of student respondents assigned their school a grade of “C” or better.
- The lowest rate of satisfaction was registered at the middle and high school levels for students. However, it must be noted that reported satisfaction among these students was high at about 87% for middle school and 88% for high school.

Table 2  
*School Grades Assigned by Respondent Groups*

Group	School Grade	Elementary %	Middle %	High %	Overall %
Student	A	62.2	29.7	30.4	40.1
	B	25.7	36.8	35.7	32.9
	C	7.8	20.3	21.8	17.0
	D	2.3	7.0	7.1	5.6
	F	2.0	6.2	4.9	4.5
Instructional Staff	A	59.9	42.2	41.6	51.0
	B	27.0	34.9	35.3	31.1
	C	10.1	16.3	16.0	13.0
	D	2.7	5.4	5.6	4.0
	F	0.4	1.2	1.5	0.9
Parent*	A	74.3	45.1	47.4	64.9
	B	20.3	37.3	31.0	25.1
	C	4.2	12.9	15.0	7.4
	D	1.0	3.4	4.7	1.9
	F	0.4	1.4	1.9	0.7

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

### *School Safety*

- Students at the elementary level had a greater tendency to report that they felt safe at school and were less likely to report that students brought drugs, alcohol, or weapons to school than at the other school levels.
- Overall, improvements of more than two percentage points over the previous year were realized for students who reported that students brought drugs, alcohol, or weapons to school.

To further improve perceptions about the prevalence of drugs and alcohol at school, Diversity Cultural Outreach & Prevention (DCO&P) will train key school staff (administrators, School Resource Officers, Guidance, Prevention Liaisons, etc.) on social norms marketing and data collection. Social norms marketing will be used as a corrective tool to change the perception of and the actual use of illicit substances. Staff development will be provided on how to effectively facilitate classroom meetings related to prevention topics. Peer Counseling Teachers and Prevention Liaisons have been trained to increase the utilization of Peer Counselors and prosocial clubs (e.g., Students Working Against Tobacco-S.W.A.T., Students Against Destructive Decisions- S.A.D.D., etc.) as substance abuse prevention peer education tools. DCO&P has also collaborated with its Project Bridge Safe Schools/Healthy Students partners and the Choose Peace Stop Violence initiative to develop and implement the A-Maze-Ing Life Skills Youth Summit experience. Through these summits, middle school students learn about the consequences associated with participation in risky behaviors leading to drug use/abuse, violence, sexually transmitted infections, and teen pregnancy.

School safety concerns are also addressed through the Special Investigative Unit (SIU). The purpose of

the emergency preparedness program is to maximize the safety and welfare of all students, visitors, and staff by promoting emergency preparedness district-wide. The District has identified many areas to increase the safety and security of all who enter our schools. Schools can take action to reduce the likelihood of school-related violence such as bullying, fights, and harassment. The SIU collaborates with community organizations, schools, and first responding agencies to customize safety & security initiatives with schools. *Silence Hurts* is an anonymous tip-reporting program that our SIU prevention team provides education to students and staff on the numerous reporting options that are available (Web site, email, telephone number, and text messaging). Deterrent Strategies to reduce incidents include camera systems, STAR Visitor Management System, School Resource Officer Program (at every middle and high school and some elementary schools), Security Specialists (at least one in every middle and high school), security monitors (middle and high schools), School Police Investigators, Training, School Self-Site Assessment, Gang Prevention/Intervention, Teacher Training, SAFE Team Training, Emergency Drill Training, After Action Consultation, Committees (e.g., First Responders Committee and the School Board of Broward County (SBBC) District Safety & Security Committee), Crime Prevention Through Environmental Design. The SIU Prevention Team provides training to school administrators and security staff regarding the access and use of the Critical Resource Manual. The School Online Safety Plan template helps schools revise and improve current plans to ensure the safety and security of their staff, students, and sites. The SIU provides security recommendations and crime prevention through environmental design surveys, administers the Gang Prevention and Youth Crime Watch Programs, coordinates the School Resource Officer and Drug Abuse Resistance Education (D.A.R.E). Programs, and provides training for School Resource Officers and other school security personnel. The SIU also provides Crisis Prevention Institute (CPI) – Non-Violent Crisis Intervention training, a certificate course focusing on the management of disruptive assault or out of control behavior; gang awareness, education, and prevention; crime and safety tips.

### *Bullying*

Similar to findings from the Seventeenth Annual Customer Survey for 2010-11, in 2011-12,

- Ninety-six percent of instructional staff reported to have been trained on the Anti-Bullying Policy.
- Seventy-six percent of students reported that teachers or other school staff told their class about bullying; and over 80% 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 or cyberbullied them indicated the following:
  - The most commonly reported types of bullying or cyberbullying were, “Said things to me (called me names, insulted me, threatened me)” (66%), “Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups” (44%), and “Hit or threw something at me” (30%). This finding is consistent across elementary, middle, high schools, and centers.
  - For middle and high school student respondents, the most commonly reported area where bullying or cyberbullying occurred was “In the classroom,” followed by “In a hallway,” and

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

“In other school areas.” For elementary students, the most commonly reported area was “In other school areas,” followed by “In the cafeteria,” and “In the classroom.”

- Students at elementary schools were most likely to report bullying or cyberbullying to their parents, followed by having told an adult at school. Students at middle schools were most likely to report bullying or cyberbullying to their parents, followed by having told their friends. Students at high schools were most likely to have told their friends, followed by not telling anyone. At centers, students were most likely to report having told an adult at school after the bullying or cyberbullying incident occurred, followed by having told their parents. Bullying or cyberbullying incidents were more likely to be reported at the elementary school level than at the middle and high school levels.
- For students who reported being bullied or cyberbullied and who reported to have told an adult at school, the most common outcomes at all school levels were that the bullying or cyberbullying “stopped,” followed by “stayed the same.”

District and school Administrators, Prevention Liaisons and Investigative Designees attend mandated Anti-Bullying Policy 5.9 update trainings each year. At these trainings, staff receives the SBBC anti-bullying modules and videos for use in informing students, teachers, and parents about preventive anti-bullying measures. To increase staff knowledge and inclusion of topic into curriculum, bi-annual staff development “refreshers” regarding anti-bullying information and strategies are provided in the form of simple podcasts, PowerPoints, and pamphlets. Posters describing how to recognize bullying, and how to report it, have been created and disseminated to schools. Peer Counseling Teachers and Prevention Liaisons have been trained to increase the utilization of Peer Counselors and prosocial clubs as components of anti-bullying peer education. For the 2012-13 school year, DCO&P will create and post an Anti-Bullying Toolkit as a resource for administrators, teachers, support staff, parents and community members. The resource can be found on the District’s home page [www.browardschools.com](http://www.browardschools.com) and at [www.browardprevention.org](http://www.browardprevention.org). Additional resources have been developed to address students who have committed bullying acts against others as well as provide support for groups that may be targets of bullying such as special need students, students from different ethnic or culture backgrounds, and Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) students.

### *Technology*

- The most commonly used learning technologies reported by instructional staff in their classrooms and by students at school and at home were:
  - For instructional staff *at school*, Internet research databases or sites (67%), Virtual Counselor (66%), Broward Enterprise Education Portal (BEEP) Teacher/Student Portal (66%), student laptop carts or classroom computers (60%), computer software for student assignments/activities (58%), Discovery Education (46%), Learning Village Lesson/Unit Plans (45%), digital textbooks or e-books (44%), Document Cameras (43%), integrated learning systems (42%), interactive whiteboards or slates (32%), classroom Web sites or wikis with instructional activities (31%), Atomic Learning (14%), E-readers or tablets (8%), Student Response Systems (7%), netTrekker d.i. search resource (7%).
  - For students *at school*, student laptop carts or classroom computers (68%), Internet research databases or sites (66%), Virtual Counselor (65%), BEEP Student Portal (64%), FCAT Explorer (58%), computer software for student assignments/activities (50%), classroom Web site or wikis with instructional activities (46%), digital textbooks or e-books (44%), integrated

learning systems (30%), Student Response Systems (17%), Discovery Education (15%), E-readers or tablets (10%), Atomic Learning (9%), netTrekker d.i. search resource (8%).

- For students *at home*, Internet research databases or sites (58%), BEEP Student Portal (52%), Virtual Counselor (50%), FCAT Explorer (46%), computer software for student assignments/activities (39%), digital textbooks or e-books (38%), classroom Web site or wikis with instructional activities (34%), integrated learning systems (19%), E-readers or tablets (19%), Atomic Learning (6%), netTrekker d.i. search resource (6%).

Instructional Technology and Educational Technology Services are working toward Digital classrooms that contain 21<sup>st</sup> century tools for teaching and learning, including infrastructure support technology, digital devices, and resources for use by students and teachers. Samplings of the many support programs available are Broward Enterprise Education Portal (BEEP), Enhancing Education through Technology (EETT), Global Learning Initiative through Digital Education for Students (GLIDES), Inventory of Teacher Technology Skills (ITTS), Student Tools for Technology Literacy (ST2L), Atomic Learning, and Inspiration.

#### *Post-Secondary Planning*

- Seventy-three percent of high school instructional staff indicated that they have helped students to plan for life after graduation, while 53% of high school students hold a similar view.

School administrators are checking to ensure that students are taking the appropriate courses to graduate. High schools are also offering computer-based (APEX Learning System) courses for the purpose of credit recovery to ensure that students graduate and graduate on-time. Furthermore, schools are advising students on the appropriate courses of study needed to be eligible for Bright Futures scholarships, be accepted to college, and receive industry certifications.

#### *Prepared by*

Dean Vaughan, Evaluation Administrator, Student Assessment and Research

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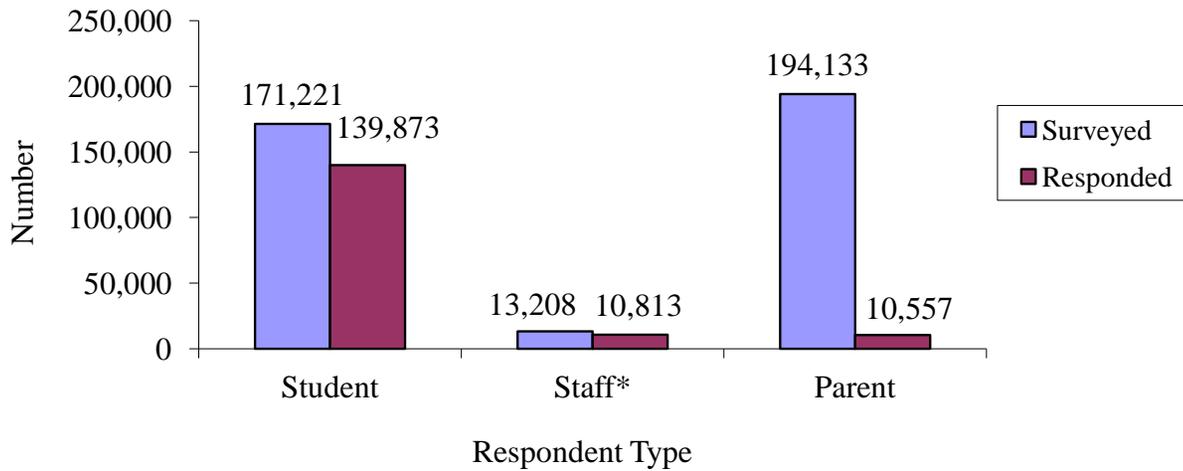
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Improving Our Schools: 2011-12 Customer Survey  
**The Eighteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**District Summary Report**

This document contains data from the Eighteenth 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/sar/Releases.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>Online</u>		
81.7%		81.9%		5.4%		
<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	53,768	40.1	5,434	51.0	6,676	64.9
B	44,106	32.9	3,314	31.1	2,578	25.1
C	22,833	17.0	1,391	13.0	760	7.4
D	7,530	5.6	428	4.0	200	1.9
F	6,000	4.5	95	0.9	72	0.7

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	73,852	48,590	9,063	2,494	1,479	4,104
	<i>%</i>	52.9	34.8	6.5	1.8	1.1	2.9
My homework assignments are challenging.	<i>n</i>	24,765	55,031	28,300	20,912	6,057	3,751
	<i>%</i>	17.8	39.6	20.4	15.1	4.4	2.7
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	28,955	49,409	23,134	23,919	8,001	3,898
	<i>%</i>	21.1	36.0	16.8	17.4	5.8	2.8
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	46,869	56,031	20,107	9,325	4,345	2,103
	<i>%</i>	33.8	40.4	14.5	6.7	3.1	1.5
My teacher(s) treat(s) me with fairness.	<i>n</i>	48,766	51,764	19,067	10,183	6,126	2,890
	<i>%</i>	35.1	37.3	13.7	7.3	4.4	2.1
I feel safe at my school.	<i>n</i>	49,069	48,442	20,403	9,392	7,531	4,005
	<i>%</i>	35.3	34.9	14.7	6.8	5.4	2.9
Rules are applied fairly to all students at my school.	<i>n</i>	46,726	45,767	17,927	14,608	9,212	4,250
	<i>%</i>	33.7	33.0	12.9	10.5	6.7	3.1
My school is kept clean and in good condition.	<i>n</i>	31,577	47,033	22,974	19,477	13,927	3,729
	<i>%</i>	22.8	33.9	16.6	14.0	10.0	2.7
There is an adult at school I can talk to about my personal problems.	<i>n</i>	51,410	42,741	15,215	11,028	8,548	10,077
	<i>%</i>	37.0	30.7	10.9	7.9	6.1	7.2
I meet with a guidance counselor when I need assistance in school.	<i>n</i>	37,444	43,487	18,366	19,671	11,112	9,043
	<i>%</i>	26.9	31.3	13.2	14.1	8.0	6.5
The principal at my school helps me when I have concerns.	<i>n</i>	34,034	34,603	26,090	17,348	14,650	12,036
	<i>%</i>	24.5	24.9	18.8	12.5	10.6	8.7
I see school administrators around my school.	<i>n</i>	67,856	48,896	7,944	4,130	2,908	6,754
	<i>%</i>	49.0	35.3	5.7	3.0	2.1	4.9
Students bring drugs or alcohol to my school.	<i>n</i>	16,138	17,220	15,192	14,248	43,246	32,578
	<i>%</i>	11.6	12.4	11.0	10.3	31.2	23.5
Students carry weapons at my school.	<i>n</i>	8,180	10,131	17,579	19,107	45,349	37,828
	<i>%</i>	5.9	7.3	12.7	13.8	32.8	27.4
I am accepted and feel like I belong at this school.	<i>n</i>	48,700	49,202	20,108	7,318	7,130	5,173
	<i>%</i>	35.4	35.7	14.6	5.3	5.2	3.8
This year a guidance counselor, teacher(s), or other school staff have helped me understand my recent test scores.	<i>n</i>	41,210	49,103	18,639	13,922	8,113	7,700
	<i>%</i>	29.7	35.4	13.4	10.0	5.8	5.6
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	51,422	52,720	13,805	9,211	5,437	5,418
	<i>%</i>	37.3	38.2	10.0	6.7	3.9	3.9
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	50,793	49,171	15,087	12,396	6,843	3,815
	<i>%</i>	36.8	35.6	10.9	9.0	5.0	2.8
My school contacts my parents when I have behavior problems in school.	<i>n</i>	51,562	44,932	15,353	5,551	5,508	14,843
	<i>%</i>	37.4	32.6	11.1	4.0	4.0	10.8
This year, school staff has helped me to select courses that challenge my abilities.	<i>n</i>	34,737	43,068	21,812	13,938	9,939	13,091
	<i>%</i>	25.4	31.5	16.0	10.2	7.3	9.6
Students at school bully or cyberbully me.	<i>n</i>	8,763	11,302	11,517	25,886	69,959	7,546
	<i>%</i>	6.5	8.4	8.5	19.2	51.8	5.6
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	59,691	37,617	9,544	9,310	5,343	7,005
	<i>%</i>	46.4	29.3	7.4	7.2	4.2	5.5
I know how to report a bullying incident.	<i>n</i>	59,989	43,657	8,425	5,469	4,340	7,003
	<i>%</i>	46.5	33.9	6.5	4.2	3.4	5.4

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	Don't Know
I am familiar with Florida's current standards being taught and tested in my grade.	<i>n</i>	47,493	44,816	13,599	6,126	4,249	13,011
	%	36.7	34.7	10.5	4.7	3.3	10.1
I am familiar with the Common Core State Standards.	<i>n</i>	29,671	30,998	18,138	14,042	10,682	24,214
	%	23.2	24.3	14.2	11.0	8.4	19.0
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	10,026	15,368	8,435	7,262	4,788	1,779
	%	21.0	32.2	17.7	15.2	10.0	3.7

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

	<i>n</i>	%
Hit or threw something at me	6,069	30.2
Said things to me (called me names, insulted me, threatened me)	13,272	66.1
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	8,765	43.7
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	2,582	12.9
Did not answer	3,544	17.7

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

	<i>n</i>	%
On the bus	3,114	15.5
In the classroom	8,334	41.5
In the cafeteria	6,773	33.8
In a hallway	6,837	34.1
In a restroom	2,364	11.8
Other school areas	7,406	36.9
Did not answer	3,940	19.6

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

	<i>n</i>	%
Told an adult at school	7,547	37.6
Told my parents	8,079	40.3
Told my friends	5,599	27.9
Told someone else	2,566	12.8
Did not tell anyone	4,069	20.3
Did not answer	3,565	17.8

(table continues)

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

Student Responses (*continued*).

After I told an adult at school about being bullied or cyberbullied, the bullying or cyberbullying (Responses from students who told an adult at school about being bullied or cyberbullied)	<i>n</i>	%
Stopped	3,294	43.6
Got worse	1,416	18.8
Stayed the same	2,234	29.6
Did not answer	603	8.0

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	91,951	65.7
BEEP Student Portal	88,925	63.6
Digital textbooks or e-books	61,668	44.1
Student Laptop Carts or Classroom computers	95,352	68.2
Classroom Web site or wikis with instructional activities	63,959	45.7
Student Response Systems (Clickers)	23,979	17.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	69,678	49.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	42,557	30.4
Atomic Learning	12,532	9.0
NetTrekker d.i. search resource	11,048	7.9
Discovery Education (United Streaming)	21,293	15.2
FCAT Explorer	81,514	58.3
Virtual Counselor	90,286	64.5
E-readers or tablets (Kindle, iPads, Nook, iPod)	13,389	9.6
Other technologies	8,359	6.0
None	3,880	2.8
Did not answer	11,933	8.5

(*table continues*)

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

Student Responses (*continued*).

At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	81,308	58.1
BEEP Student Portal	72,211	51.6
Digital textbooks or e-books	53,295	38.1
Classroom Web site or wikis with instructional activities	47,759	34.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	54,244	38.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	27,105	19.4
Atomic Learning	8,489	6.1
NetTrekker d.i. search resource	7,760	5.5
FCAT Explorer	64,569	46.2
Virtual Counselor	70,327	50.3
E-readers or tablets (Kindle, iPads, Nook, iPod)	26,968	19.3
Other technologies	5,916	4.2
None	7,940	5.7
Did not answer	15,863	11.3

\* 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>	6,878	3,325	296	253	32	11
	<i>%</i>	63.7	30.8	2.7	2.3	0.3	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	7970	2678	95	10	7	18
	<i>%</i>	73.9	24.8	0.9	0.1	0.1	0.2
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	7,916	2,696	100	34	6	12
	<i>%</i>	73.5	25.0	0.9	0.3	0.1	0.1
I treat all my students with fairness.	<i>n</i>	9,156	1,590	34	9	0	6
	<i>%</i>	84.8	14.7	0.3	0.1	0.0	0.1
The students are safe at school.	<i>n</i>	5,521	3,882	825	416	102	29
	<i>%</i>	51.2	36.0	7.7	3.9	0.9	0.3
I feel safe at my school.	<i>n</i>	5,820	3,693	671	428	129	9
	<i>%</i>	54.1	34.4	6.2	4.0	1.2	0.1
Rules are applied fairly to all students at my school.	<i>n</i>	4,496	3,502	1,066	1,277	349	52
	<i>%</i>	41.9	32.6	9.9	11.9	3.2	0.5
My school is kept clean and in good condition.	<i>n</i>	4,172	4,336	870	996	356	7
	<i>%</i>	38.9	40.4	8.1	9.3	3.3	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	6,252	3,876	420	131	43	49
	<i>%</i>	58.0	36.0	3.9	1.2	0.4	0.5
I give challenging homework assignments.	<i>n</i>	4,766	4,319	1,183	236	47	131
	<i>%</i>	44.6	40.4	11.1	2.2	0.4	1.2
My students meet with a guidance counselor when they need assistance in school.	<i>n</i>	4,723	4,105	1,037	551	159	179
	<i>%</i>	43.9	38.2	9.6	5.1	1.5	1.7
The principal at my school responds to my concerns.	<i>n</i>	5,445	3,416	971	560	347	38
	<i>%</i>	50.5	31.7	9.0	5.2	3.2	0.4
Administrators are highly visible throughout my school.	<i>n</i>	5,448	3,694	700	630	237	22
	<i>%</i>	50.8	34.4	6.5	5.9	2.2	0.2
Students bring drugs or alcohol to this school.	<i>n</i>	476	1,463	1,520	1,846	3,845	1,579
	<i>%</i>	4.4	13.6	14.2	17.2	35.8	14.7
Students carry weapons at this school.	<i>n</i>	218	683	1,770	2,198	4,064	1,736
	<i>%</i>	2.0	6.4	16.6	20.6	38.1	16.3
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	4,130	4,742	1,066	575	218	24
	<i>%</i>	38.4	44.1	9.9	5.3	2.0	0.2
My input on school decisions is solicited and valued.	<i>n</i>	2,815	4,080	1,897	1,240	640	82
	<i>%</i>	26.2	37.9	17.6	11.5	6.0	0.8
I am satisfied with the working conditions at my school.	<i>n</i>	2,934	4,615	1,346	1,232	581	18
	<i>%</i>	27.4	43.0	12.5	11.5	5.4	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	3,737	4,682	1,171	749	139	213
	<i>%</i>	35.0	43.8	11.0	7.0	1.3	2.0
This year I have helped students understand recent test scores.	<i>n</i>	5,061	4,379	907	190	25	102
	<i>%</i>	47.5	41.1	8.5	1.8	0.2	1.0
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	3,077	3,767	892	2,046	879	77
	<i>%</i>	28.7	35.1	8.3	19.1	8.2	0.7
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	4,121	4,521	1,114	696	167	75
	<i>%</i>	38.5	42.3	10.4	6.5	1.6	0.7
This school contacts parents when behavior problems occur at school.	<i>n</i>	4,822	4,636	687	344	103	139
	<i>%</i>	44.9	43.2	6.4	3.2	1.0	1.3

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year, school staff has helped my students to select courses that challenge their abilities.	<i>n</i>	2,677	3,463	2,865	450	145	1,065
	%	25.1	32.5	26.9	4.2	1.4	10.0
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	6,481	3,771	210	160	35	33
	%	60.6	35.3	2.0	1.5	0.3	0.3
Students at school bully one another.	<i>n</i>	840	2,691	2,164	2,206	1,512	1,296
	%	7.8	25.1	20.2	20.6	14.1	12.1
I am familiar with the Next Generation Sunshine State standards for curriculum and assessment.	<i>n</i>	5,751	4,258	446	159	0	46
	%	53.9	39.9	4.2	1.5	0.0	0.4
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	4,974	4,624	698	301	52	51
	%	46.5	43.2	6.5	2.8	0.5	0.5
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	926	1,132	445	112	47	162
	%	32.8	40.1	15.8	4.0	1.7	5.7

I use the following technologies in my classroom to support learning.*	<i>n</i>	%
Internet research databases or sites	7,205	66.6
BEEP Teacher/Student Portal	7,115	65.8
Digital textbooks or e-books	4,783	44.2
Student Laptop Carts or Classroom computers	6,523	60.3
Classroom Web site or wikis with instructional activities	3,312	30.6
Document Cameras	4,607	42.6
Interactive whiteboards or slates	3,476	32.1
Student Response Systems (Clickers)	784	7.3
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	6,231	57.6
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	4,583	42.4
Atomic Learning	1,516	14.0
NetTrekker d.i. search resource	729	6.7
Discovery Education (United Streaming)	5,022	46.4
Learning Village Lesson/Unit Plans	4,856	44.9
Virtual Counselor	7,112	65.8
E-readers or tablets (Kindle, iPads, Nook, iPod)	852	7.9
Other technologies	1,179	10.9
None	121	1.1
Did not answer	1,051	9.7

\* 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>	6,926	2,815	398	141	49	175
	%	65.9	26.8	3.8	1.3	0.5	1.7
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	6,024	3,253	565	387	105	162
	%	57.4	31.0	5.4	3.7	1.0	1.5
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	5,831	3,520	641	252	94	158
	%	55.6	33.5	6.1	2.4	0.9	1.5
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	5,990	3,261	665	273	132	166
	%	57.1	31.1	6.3	2.6	1.3	1.6
I am encouraged to volunteer at my child's school.	<i>n</i>	4,964	3,058	1,395	617	274	183
	%	47.3	29.1	13.3	5.9	2.6	1.7
My child is safe at school.	<i>n</i>	5,704	3,644	704	204	97	112
	%	54.5	34.8	6.7	1.9	0.9	1.1
This year, school staff has helped my child to select courses that challenge his/her abilities.	<i>n</i>	4,265	2,862	1,761	670	266	665
	%	40.7	27.3	16.8	6.4	2.5	6.3
Rules are applied fairly to all students at my child's school.	<i>n</i>	4,861	3,409	1,072	400	224	526
	%	46.3	32.5	10.2	3.8	2.1	5.0
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	5,714	3,571	671	308	163	90
	%	54.3	34.0	6.4	2.9	1.5	0.9
My child's school is kept clean and in good condition.	<i>n</i>	5,799	3,628	519	316	151	108
	%	55.1	34.5	4.9	3.0	1.4	1.0
There is an adult at school I can talk to about my child's problems.	<i>n</i>	5,872	3,321	683	215	98	310
	%	55.9	31.6	6.5	2.0	0.9	3.0
My child's homework assignments are challenging.	<i>n</i>	4,430	4,014	976	725	246	95
	%	42.2	38.3	9.3	6.9	2.3	0.9
My child meets with a guidance counselor when he/she needs assistance in school.	<i>n</i>	3,248	2,521	2,208	664	262	1,584
	%	31.0	24.0	21.1	6.3	2.5	15.1
The principal at my child's school responds to my concerns.	<i>n</i>	4,686	2,640	1,774	265	252	855
	%	44.7	25.2	16.9	2.5	2.4	8.2
Administrators are highly visible throughout my child's school.	<i>n</i>	5,575	3,406	691	179	119	505
	%	53.2	32.5	6.6	1.7	1.1	4.8
Students bring drugs or alcohol to my child's school.	<i>n</i>	285	495	794	1,405	4,330	3,157
	%	2.7	4.7	7.6	13.4	41.4	30.2
Students carry weapons at my child's school.	<i>n</i>	161	257	830	1,483	4,508	3,196
	%	1.5	2.5	8.0	14.2	43.2	30.6
My input on school decisions is solicited and valued.	<i>n</i>	2,856	3,390	2,349	541	321	843
	%	27.7	32.9	22.8	5.3	3.1	8.2
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	5,473	3,853	609	260	159	80
	%	52.5	36.9	5.8	2.5	1.5	0.8

(table continues)

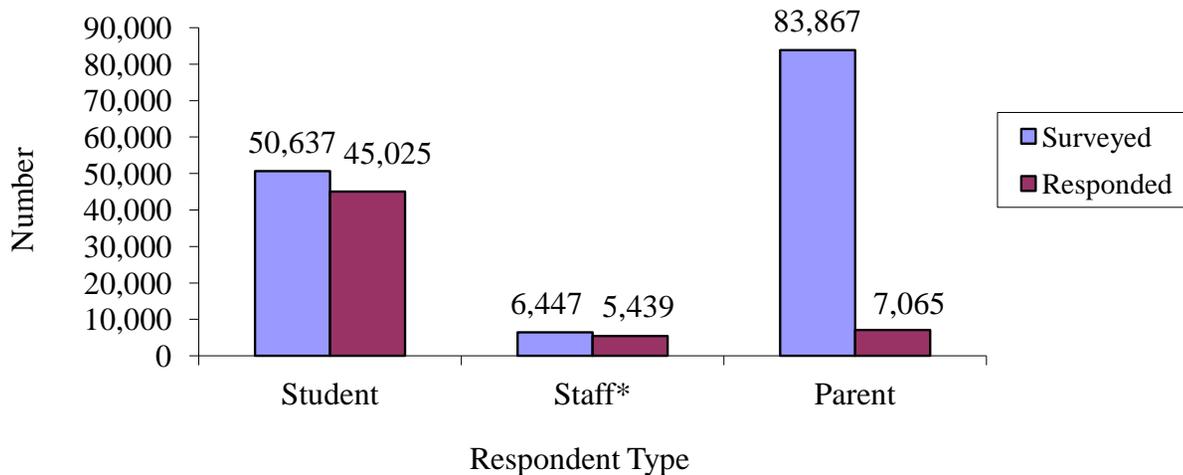
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year a guidance counselor, teacher(s), or other school staff have helped me understand my child's recent test scores or schoolwork.	<i>n</i>	4,377	3,134	1,444	851	396	288
	%	41.7	29.9	13.8	8.1	3.8	2.7
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	4,538	3,918	880	543	188	419
	%	43.3	37.4	8.4	5.2	1.8	4.0
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	4,526	3,674	1,104	445	189	513
	%	43.3	35.2	10.6	4.3	1.8	4.9
My child's school contacts me when behavior problems occur at school.	<i>n</i>	4,776	3,231	1,349	220	115	737
	%	45.8	31.0	12.9	2.1	1.1	7.1
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>	4,461	3,181	1,070	953	387	403
	%	42.7	30.4	10.2	9.1	3.7	3.9
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent	<i>n</i>	5,234	3,726	649	376	221	273
	%	49.9	35.6	6.2	3.6	2.1	2.6
	<i>n</i>	581	754	899	2,843	4,516	853
Students at school bully or cyberbully my child.	%	5.6	7.2	8.6	27.2	43.2	8.2
I am familiar with the Next Generation Sunshine State standards for curriculum and assessments in my child's grade.	<i>n</i>	2,610	2,769	1,544	1,547	810	1,145
	%	25.0	26.6	14.8	14.8	7.8	11.0
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	2,534	2,831	1,674	1,517	731	1,081
	%	24.4	27.3	16.1	14.6	7.1	10.4
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	416	363	243	185	136	112
	%	28.6	24.9	16.7	12.7	9.3	7.7

Improving Our Schools: 2011-12 Customer Survey  
**The Eighteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**Elementary Schools Summary Report**

This document contains data from the Eighteenth 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/sar/Releases.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>Online</u>	
88.9%		84.4%		8.4%	

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	26,117	62.2	3,205	59.9	5,093	74.3
B	10,790	25.7	1,443	27.0	1,392	20.3
C	3,268	7.8	538	10.1	288	4.2
D	951	2.3	145	2.7	67	1.0
F	840	2.0	22	0.4	18	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>	32,161	10,240	721	361	209	1,245
	%	71.6	22.8	1.6	0.8	0.5	2.8
My homework assignments are challenging.	<i>n</i>	7,729	16,302	6,944	8,878	3,049	1,801
	%	17.3	36.5	15.5	19.9	6.8	4.0
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	15,990	17,339	4,060	3,557	1,058	2,154
	%	36.2	39.3	9.2	8.1	2.4	4.9
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	24,446	14,408	2,449	1,742	720	902
	%	54.7	32.3	5.5	3.9	1.6	2.0
My teacher(s) treat(s) me with fairness.	<i>n</i>	26,066	12,122	2,287	1,818	1,157	1,170
	%	58.4	27.2	5.1	4.1	2.6	2.6
I feel safe at my school.	<i>n</i>	26,557	11,674	2,476	1,654	1,090	1,201
	%	59.5	26.1	5.5	3.7	2.4	2.7
Rules are applied fairly to all students at my school.	<i>n</i>	24,635	13,088	2,359	1,900	941	1,579
	%	55.4	29.4	5.3	4.3	2.1	3.5
My school is kept clean and in good condition.	<i>n</i>	17,376	16,001	4,232	3,492	1,759	1,693
	%	39.0	35.9	9.5	7.8	3.9	3.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	23,031	11,106	2,691	3,069	2,053	2,764
	%	51.5	24.8	6.0	6.9	4.6	6.2
I meet with a guidance counselor when I need assistance in school.	<i>n</i>	13,625	11,594	4,907	6,272	3,453	4,857
	%	30.5	25.9	11.0	14.0	7.7	10.9
The principal at my school helps me when I have concerns.	<i>n</i>	17,561	12,197	4,890	3,745	2,163	4,023
	%	39.4	27.4	11.0	8.4	4.9	9.0
I see school administrators around my school.	<i>n</i>	22,036	12,033	2,656	2,088	1,305	4,351
	%	49.6	27.1	6.0	4.7	2.9	9.8
Students bring drugs or alcohol to my school.	<i>n</i>	1,002	796	861	5,067	30,147	6,605
	%	2.3	1.8	1.9	11.4	67.8	14.9
Students carry weapons at my school.	<i>n</i>	1,480	1,750	1,413	5,418	27,737	6,541
	%	3.3	3.9	3.2	12.2	62.6	14.8
I am accepted and feel like I belong at this school.	<i>n</i>	24,568	11,387	3,017	1,750	1,675	1,766
	%	55.6	25.8	6.8	4.0	3.8	4.0
This year a guidance counselor, teacher(s), or other school staff have helped me understand my recent test scores.	<i>n</i>	19,064	13,515	3,763	2,680	1,749	3,802
	%	42.8	30.3	8.4	6.0	3.9	8.5
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	21,113	12,637	3,134	2,842	1,588	2,922
	%	47.7	28.6	7.1	6.4	3.6	6.6
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	23,765	11,886	2,500	2,706	1,603	1,757
	%	53.7	26.9	5.7	6.1	3.6	4.0
My school contacts my parents when I have behavior problems in school.	<i>n</i>	20,667	11,764	3,006	2,044	2,477	4,177
	%	46.8	26.7	6.8	4.6	5.6	9.5
This year, school staff has helped me to select courses that challenge my abilities.	<i>n</i>	13,706	10,753	5,542	3,220	2,458	7,609
	%	31.7	24.8	12.8	7.4	5.7	17.6
Students at school bully or cyberbully me.	<i>n</i>	4,288	5,358	2,883	6,740	20,872	2,678
	%	10.0	12.5	6.7	15.7	48.7	6.3
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	26,964	8,143	1,434	1,127	684	1,821
	%	67.1	20.3	3.6	2.8	1.7	4.5
I know how to report a bullying incident.	<i>n</i>	23,909	9,237	1,834	1,374	1,141	2,685
	%	59.5	23.0	4.6	3.4	2.8	6.7

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am familiar with Florida's current standards being taught and tested in my grade.	<i>n</i>	19,323	10,124	2,992	1,102	756	6,080
	%	47.9	25.1	7.4	2.7	1.9	15.1
I am familiar with the Common Core State Standards.	<i>n</i>	11,440	7,492	4,469	2,319	1,765	11,957
	%	29.0	19.0	11.3	5.9	4.5	30.3
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

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

	<i>n</i>	%
Hit or threw something at me	2,574	26.7
Said things to me (called me names, insulted me, threatened me)	6,402	66.4
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	3,788	39.3
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	572	5.9
Did not answer	1,364	14.1

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

	<i>n</i>	%
On the bus	1,174	12.2
In the classroom	3,400	35.2
In the cafeteria	3,433	35.6
In a hallway	2,428	25.2
In a restroom	765	7.9
Other school areas	3,885	40.3
Did not answer	1,401	14.5

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

	<i>n</i>	%
Told an adult at school	4,566	47.3
Told my parents	4,611	47.8
Told my friends	2,162	22.4
Told someone else	1,036	10.7
Did not tell anyone	1,416	14.7
Did not answer	1,229	12.7

(table continues)

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

Student Responses (*continued*).

After I told an adult at school about being bullied or cyberbullied, the bullying or cyberbullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	2,081	45.6
Got worse	927	20.3
Stayed the same	1,277	28.0
Did not answer	281	6.2

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	24,191	53.7
BEEP Student Portal	32,300	71.7
Digital textbooks or e-books	19,133	42.5
Student Laptop Carts or Classroom computers	29,841	66.3
Classroom Web site or wikis with instructional activities	17,148	38.1
Student Response Systems (Clickers)	6,808	15.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	19,398	43.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	21,817	48.5
Atomic Learning	5,564	12.4
NetTrekker d.i. search resource	4,566	10.1
Discovery Education (United Streaming)	11,299	25.1
FCAT Explorer	34,107	75.8
Virtual Counselor	20,402	45.3
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,409	9.8
Other technologies	5,344	11.9
None	1,240	2.8
Did not answer	4,699	10.4

(*table continues*)

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

Student Responses (*continued*).

At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	19,458	43.2
BEEP Student Portal	25,267	56.1
Digital textbooks or e-books	13,660	30.3
Classroom Web site or wikis with instructional activities	12,320	27.4
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	12,911	28.7
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	13,016	28.9
Atomic Learning	3,396	7.5
NetTrekker d.i. search resource	2,638	5.9
FCAT Explorer	27,940	62.1
Virtual Counselor	10,552	23.4
E-readers or tablets (Kindle, iPads, Nook, iPod)	8,754	19.4
Other technologies	2,996	6.7
None	3,020	6.7
Did not answer	6,664	14.8

\* 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>	3,886	1,378	101	61	3	2
	<i>%</i>	71.6	25.4	1.9	1.1	0.1	0.0
I regularly assess students and inform them of their academic progress.	<i>n</i>	4352	1015	40	3	2	10
	<i>%</i>	80.3	18.7	0.7	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>	4,437	954	16	2	0	7
	<i>%</i>	81.9	17.6	0.3	0.0	0.0	0.1
I treat all my students with fairness.	<i>n</i>	4,833	588	6	3	0	3
	<i>%</i>	89.0	10.8	0.1	0.1	0.0	0.1
The students are safe at school.	<i>n</i>	3,569	1,525	192	115	19	5
	<i>%</i>	65.8	28.1	3.5	2.1	0.4	0.1
I feel safe at my school.	<i>n</i>	3,597	1,470	199	120	25	4
	<i>%</i>	66.4	27.1	3.7	2.2	0.5	0.1
Rules are applied fairly to all students at my school.	<i>n</i>	2,829	1,655	404	424	74	17
	<i>%</i>	52.4	30.6	7.5	7.8	1.4	0.3
My school is kept clean and in good condition.	<i>n</i>	2,236	2,083	402	500	176	4
	<i>%</i>	41.4	38.6	7.4	9.3	3.3	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	3,385	1,773	169	70	15	8
	<i>%</i>	62.5	32.7	3.1	1.3	0.3	0.1
I give challenging homework assignments.	<i>n</i>	2,784	2,031	432	77	6	55
	<i>%</i>	51.7	37.7	8.0	1.4	0.1	1.0
My students meet with a guidance counselor when they need assistance in school.	<i>n</i>	2,552	1,897	512	312	86	57
	<i>%</i>	47.1	35.0	9.5	5.8	1.6	1.1
The principal at my school responds to my concerns.	<i>n</i>	3,029	1,660	355	236	129	9
	<i>%</i>	55.9	30.6	6.6	4.4	2.4	0.2
Administrators are highly visible throughout my school.	<i>n</i>	3,134	1,687	268	217	82	8
	<i>%</i>	58.1	31.3	5.0	4.0	1.5	0.1
Students bring drugs or alcohol to this school.	<i>n</i>	54	62	205	1,111	3,307	655
	<i>%</i>	1.0	1.1	3.8	20.6	61.3	12.1
Students carry weapons at this school.	<i>n</i>	48	119	268	1,123	3,177	619
	<i>%</i>	0.9	2.2	5.0	21.0	59.3	11.6
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	2,452	2,316	391	173	70	6
	<i>%</i>	45.3	42.8	7.2	3.2	1.3	0.1
My input on school decisions is solicited and valued.	<i>n</i>	1,683	2,119	824	507	243	35
	<i>%</i>	31.1	39.2	15.2	9.4	4.5	0.6
I am satisfied with the working conditions at my school.	<i>n</i>	1,658	2,299	615	561	261	11
	<i>%</i>	30.7	42.5	11.4	10.4	4.8	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	2,474	2,306	337	178	23	62
	<i>%</i>	46.0	42.9	6.3	3.3	0.4	1.2
This year I have helped students understand recent test scores.	<i>n</i>	2,756	1,915	526	78	10	74
	<i>%</i>	51.4	35.7	9.8	1.5	0.2	1.4
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	1,706	1,965	373	995	337	29
	<i>%</i>	31.6	36.4	6.9	18.4	6.2	0.5
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	2,366	2,271	455	211	40	36
	<i>%</i>	44.0	42.2	8.5	3.9	0.7	0.7
This school contacts parents when behavior problems occur at school.	<i>n</i>	2,658	2,178	287	180	51	43
	<i>%</i>	49.2	40.4	5.3	3.3	0.9	0.8

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year, school staff has helped my students to select courses that challenge their abilities.	<i>n</i>	1,202	1,264	1,872	159	40	797
	%	22.5	23.7	35.1	3.0	0.7	14.9
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	3,538	1,626	91	83	15	21
	%	65.8	30.3	1.7	1.5	0.3	0.4
Students at school bully one another.	<i>n</i>	283	959	811	1,511	1,196	622
	%	5.3	17.8	15.1	28.1	22.2	11.6
I am familiar with the Next Generation Sunshine State standards for curriculum and assessment.	<i>n</i>	3,208	1,932	152	60	0	17
	%	59.8	36.0	2.8	1.1	0.0	0.3
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	2,679	2,153	326	181	29	21
	%	49.7	40.0	6.0	3.4	0.5	0.4
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	%						

I use the following technologies in my classroom to support learning.*	<i>n</i>	%
Internet research databases or sites	3,397	62.5
BEEP Teacher/Student Portal	3,711	68.2
Digital textbooks or e-books	2,745	50.5
Student Laptop Carts or Classroom computers	3,465	63.7
Classroom Web site or wikis with instructional activities	1,393	25.6
Document Cameras	2,668	49.1
Interactive whiteboards or slates	1,983	36.5
Student Response Systems (Clickers)	347	6.4
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	2,942	54.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	3,463	63.7
Atomic Learning	769	14.1
NetTrekker d.i. search resource	396	7.3
Discovery Education (United Streaming)	3,133	57.6
Learning Village Lesson/Unit Plans	3,073	56.5
Virtual Counselor	3,752	69.0
E-readers or tablets (Kindle, iPads, Nook, iPod)	376	6.9
Other technologies	494	9.1
None	42	0.8
Did not answer	695	12.8

\* 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>	5,257	1,465	169	62	26	54
	%	74.7	20.8	2.4	0.9	0.4	0.8
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	4,710	1,831	234	141	33	82
	%	67.0	26.0	3.3	2.0	0.5	1.2
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	4,608	1,934	252	121	44	69
	%	65.6	27.5	3.6	1.7	0.6	1.0
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	4,752	1,737	304	97	62	74
	%	67.6	24.7	4.3	1.4	0.9	1.1
I am encouraged to volunteer at my child's school.	<i>n</i>	3,989	1,968	662	233	87	97
	%	56.7	28.0	9.4	3.3	1.2	1.4
My child is safe at school.	<i>n</i>	4,596	2,075	223	52	22	40
	%	65.6	29.6	3.2	0.7	0.3	0.6
This year, school staff has helped my child to select courses that challenge his/her abilities.	<i>n</i>	3,002	1,697	1,255	360	140	561
	%	42.8	24.2	17.9	5.1	2.0	8.0
Rules are applied fairly to all students at my child's school.	<i>n</i>	3,765	2,198	532	172	79	282
	%	53.6	31.3	7.6	2.4	1.1	4.0
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	4,394	2,105	307	126	64	44
	%	62.4	29.9	4.4	1.8	0.9	0.6
My child's school is kept clean and in good condition.	<i>n</i>	4,592	2,077	165	134	41	35
	%	65.2	29.5	2.3	1.9	0.6	0.5
There is an adult at school I can talk to about my child's problems.	<i>n</i>	4,434	1,959	327	97	35	178
	%	63.1	27.9	4.7	1.4	0.5	2.5
My child's homework assignments are challenging.	<i>n</i>	3,280	2,504	575	468	148	45
	%	46.7	35.7	8.2	6.7	2.1	0.6
My child meets with a guidance counselor when he/she needs assistance in school.	<i>n</i>	2,234	1,438	1,595	357	110	1,286
	%	31.8	20.5	22.7	5.1	1.6	18.3
The principal at my child's school responds to my concerns.	<i>n</i>	3,566	1,735	961	139	119	491
	%	50.9	24.7	13.7	2.0	1.7	7.0
Administrators are highly visible throughout my child's school.	<i>n</i>	4,215	2,125	289	90	56	235
	%	60.1	30.3	4.1	1.3	0.8	3.4
Students bring drugs or alcohol to my child's school.	<i>n</i>	76	58	227	923	3,769	1,951
	%	1.1	0.8	3.2	13.2	53.8	27.9
Students carry weapons at my child's school.	<i>n</i>	65	76	231	893	3,798	1,914
	%	0.9	1.1	3.3	12.8	54.4	27.4
My input on school decisions is solicited and valued.	<i>n</i>	2,244	2,273	1,387	271	181	528
	%	32.6	33.0	20.1	3.9	2.6	7.7
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	4,256	2,250	271	117	56	32
	%	61.0	32.2	3.9	1.7	0.8	0.5

(table continues)

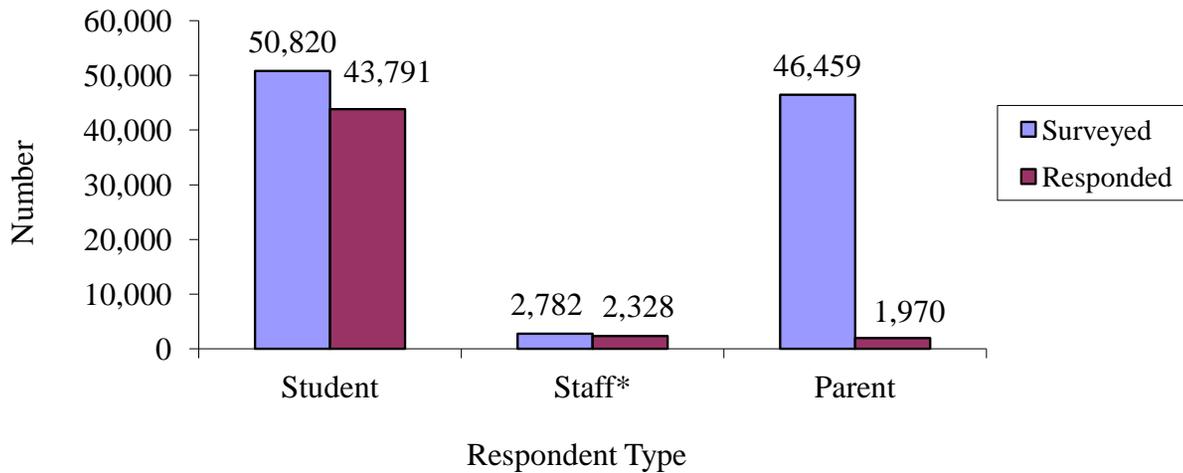
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year a guidance counselor, teacher(s), or other school staff have helped me understand my child's recent test scores or schoolwork.	<i>n</i>	3,490	2,072	781	347	144	182
	%	49.7	29.5	11.1	4.9	2.1	2.6
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	3,346	2,453	521	347	90	261
	%	47.7	35.0	7.4	4.9	1.3	3.7
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	3,477	2,287	618	215	67	339
	%	49.7	32.7	8.8	3.1	1.0	4.8
My child's school contacts me when behavior problems occur at school.	<i>n</i>	3,683	2,089	694	93	46	370
	%	52.8	29.9	9.9	1.3	0.7	5.3
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>	2,911	2,016	789	687	279	310
	%	41.6	28.8	11.3	9.8	4.0	4.4
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	3,906	2,271	367	198	99	170
	%	55.7	32.4	5.2	2.8	1.4	2.4
Students at school bully or cyberbully my child.	<i>n</i>	436	525	543	1,765	3,179	536
	%	6.2	7.5	7.8	25.3	45.5	7.7
I am familiar with the Next Generation Sunshine State standards for curriculum and assessments in my child's grade.	<i>n</i>	1,865	1,793	1,029	969	512	810
	%	26.7	25.7	14.7	13.9	7.3	11.6
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	1,819	1,851	1,092	960	458	760
	%	26.2	26.7	15.7	13.8	6.6	11.0
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	%						

Improving Our Schools: 2011-12 Customer Survey  
**The Eighteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**Middle Schools Summary Report**

This document contains data from the Eighteenth 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/sar/Releases.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>Online</u>	
86.2%		83.7%		4.2%	

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	12,512	29.7	967	42.2	867	45.1
B	15,471	36.8	801	34.9	717	37.3
C	8,532	20.3	375	16.3	249	12.9
D	2,958	7.0	123	5.4	65	3.4
F	2,607	6.2	28	1.2	26	1.4

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	22,773	15,513	2,744	810	533	1,330
	%	52.1	35.5	6.3	1.9	1.2	3.0
My homework assignments are challenging.	<i>n</i>	7,583	16,966	10,086	6,284	1,566	937
	%	17.5	39.1	23.2	14.5	3.6	2.2
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	6,764	15,193	8,326	8,670	2,982	1,009
	%	15.8	35.4	19.4	20.2	6.9	2.3
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	12,729	17,747	7,341	3,367	1,713	587
	%	29.3	40.8	16.9	7.7	3.9	1.3
My teacher(s) treat(s) me with fairness.	<i>n</i>	12,095	16,261	7,278	4,136	2,840	868
	%	27.8	37.4	16.7	9.5	6.5	2.0
I feel safe at my school.	<i>n</i>	11,932	15,908	7,319	3,650	3,240	1,404
	%	27.5	36.6	16.8	8.4	7.5	3.2
Rules are applied fairly to all students at my school.	<i>n</i>	12,861	14,525	6,080	5,158	3,499	1,202
	%	29.7	33.5	14.0	11.9	8.1	2.8
My school is kept clean and in good condition.	<i>n</i>	7,304	14,191	8,211	7,079	5,620	1,061
	%	16.8	32.6	18.9	16.3	12.9	2.4
There is an adult at school I can talk to about my personal problems.	<i>n</i>	16,923	13,428	4,214	3,034	2,776	3,163
	%	38.9	30.8	9.7	7.0	6.4	7.3
I meet with a guidance counselor when I need assistance in school.	<i>n</i>	11,469	11,950	6,162	6,873	4,372	2,741
	%	26.3	27.4	14.1	15.8	10.0	6.3
The principal at my school helps me when I have concerns.	<i>n</i>	9,039	10,750	8,574	5,876	5,271	3,975
	%	20.8	24.7	19.7	13.5	12.1	9.1
I see school administrators around my school.	<i>n</i>	24,124	14,462	1,942	947	734	1,198
	%	55.6	33.3	4.5	2.2	1.7	2.8
Students bring drugs or alcohol to my school.	<i>n</i>	5,071	5,710	5,163	4,548	9,180	13,781
	%	11.7	13.1	11.9	10.5	21.1	31.7
Students carry weapons at my school.	<i>n</i>	2,638	3,264	5,428	6,018	11,016	14,926
	%	6.1	7.5	12.5	13.9	25.4	34.5
I am accepted and feel like I belong at this school.	<i>n</i>	13,067	15,953	7,012	2,669	2,743	1,674
	%	30.3	37.0	16.3	6.2	6.4	3.9
This year a guidance counselor, teacher(s), or other school staff have helped me understand my recent test scores.	<i>n</i>	11,550	15,272	6,359	4,850	3,046	2,326
	%	26.6	35.2	14.7	11.2	7.0	5.4
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	15,227	16,649	4,793	3,140	1,991	1,405
	%	35.2	38.5	11.1	7.3	4.6	3.3
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	15,596	16,085	4,578	3,685	2,354	974
	%	36.0	37.2	10.6	8.5	5.4	2.3
My school contacts my parents when I have behavior problems in school.	<i>n</i>	18,433	13,816	3,891	1,269	1,377	4,317
	%	42.8	32.1	9.0	2.9	3.2	10.0
This year, school staff has helped me to select courses that challenge my abilities.	<i>n</i>	10,094	12,575	7,303	5,224	4,065	3,645
	%	23.5	29.3	17.0	12.2	9.5	8.5
Students at school bully or cyberbully me.	<i>n</i>	2,651	3,426	3,985	7,522	22,355	2,265
	%	6.3	8.1	9.4	17.8	53.0	5.4
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	20,143	12,609	2,434	1,956	1,348	1,836
	%	50.0	31.3	6.0	4.9	3.3	4.6
I know how to report a bullying incident.	<i>n</i>	20,759	13,180	2,186	1,287	1,319	1,711
	%	51.3	32.6	5.4	3.2	3.3	4.2

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am familiar with Florida's current standards being taught and tested in my grade.	<i>n</i>	15,666	13,794	4,243	1,755	1,405	3,657
	%	38.7	34.0	10.5	4.3	3.5	9.0
I am familiar with the Common Core State Standards.	<i>n</i>	9,614	9,361	5,888	4,422	3,875	6,922
	%	24.0	23.4	14.7	11.0	9.7	17.3
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

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

	<i>n</i>	%
Hit or threw something at me	2,231	36.7
Said things to me (called me names, insulted me, threatened me)	4,468	73.5
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	3,089	50.8
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	1,006	16.6
Did not answer	887	14.6

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

	<i>n</i>	%
On the bus	1,203	19.8
In the classroom	3,151	51.9
In the cafeteria	2,226	36.6
In a hallway	2,833	46.6
In a restroom	964	15.9
Other school areas	2,261	37.2
Did not answer	1,073	17.7

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

	<i>n</i>	%
Told an adult at school	1,940	31.9
Told my parents	2,372	39.0
Told my friends	2,120	34.9
Told someone else	916	15.1
Did not tell anyone	1,558	25.6
Did not answer	959	15.8

(table continues)

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

Student Responses (*continued*).

After I told an adult at school about being bullied or cyberbullied, the bullying or cyberbullying (Responses from students who told an adult at school about being bullied or cyberbullied)	<i>n</i>	%
Stopped	764	39.4
Got worse	329	17.0
Stayed the same	675	34.8
Did not answer	172	8.9

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	29,821	68.1
BEEP Student Portal	29,647	67.7
Digital textbooks or e-books	20,698	47.3
Student Laptop Carts or Classroom computers	30,708	70.1
Classroom Web site or wikis with instructional activities	21,474	49.0
Student Response Systems (Clickers)	7,144	16.3
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	22,491	51.4
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	13,691	31.3
Atomic Learning	3,624	8.3
NetTrekker d.i. search resource	3,952	9.0
Discovery Education (United Streaming)	6,294	14.4
FCAT Explorer	28,290	64.6
Virtual Counselor	31,497	71.9
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,610	10.5
Other technologies	2,017	4.6
None	1,025	2.3
Did not answer	4,236	9.7

(*table continues*)

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

Student Responses (*continued*).

At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	26,404	60.3
BEEP Student Portal	25,169	57.5
Digital textbooks or e-books	19,518	44.6
Classroom Web site or wikis with instructional activities	16,088	36.7
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	17,848	40.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	9,820	22.4
Atomic Learning	2,804	6.4
NetTrekker d.i. search resource	3,107	7.1
FCAT Explorer	23,378	53.4
Virtual Counselor	25,944	59.2
E-readers or tablets (Kindle, iPads, Nook, iPod)	9,750	22.3
Other technologies	1,957	4.5
None	2,284	5.2
Did not answer	5,277	12.1

\* 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>	1,339	849	67	63	5	2
	%	57.6	36.5	2.9	2.7	0.2	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	1545	744	25	4	4	1
	%	66.5	32.0	1.1	0.2	0.2	0.0
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,467	798	33	14	4	1
	%	63.3	34.4	1.4	0.6	0.2	0.0
I treat all my students with fairness.	<i>n</i>	1,818	486	12	3	0	0
	%	78.4	21.0	0.5	0.1	0.0	0.0
The students are safe at school.	<i>n</i>	812	993	285	171	47	6
	%	35.1	42.9	12.3	7.4	2.0	0.3
I feel safe at my school.	<i>n</i>	934	938	206	173	58	1
	%	40.4	40.6	8.9	7.5	2.5	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	667	807	287	410	129	11
	%	28.9	34.9	12.4	17.7	5.6	0.5
My school is kept clean and in good condition.	<i>n</i>	841	1,003	201	211	60	0
	%	36.3	43.3	8.7	9.1	2.6	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,211	948	106	33	17	6
	%	52.2	40.8	4.6	1.4	0.7	0.3
I give challenging homework assignments.	<i>n</i>	848	1,061	287	68	16	21
	%	36.9	46.1	12.5	3.0	0.7	0.9
My students meet with a guidance counselor when they need assistance in school.	<i>n</i>	957	997	197	105	30	31
	%	41.3	43.0	8.5	4.5	1.3	1.3
The principal at my school responds to my concerns.	<i>n</i>	1,047	805	242	135	87	7
	%	45.1	34.7	10.4	5.8	3.7	0.3
Administrators are highly visible throughout my school.	<i>n</i>	966	886	188	201	67	3
	%	41.8	38.3	8.1	8.7	2.9	0.1
Students bring drugs or alcohol to this school.	<i>n</i>	120	552	591	393	263	397
	%	5.2	23.8	25.5	17.0	11.4	17.1
Students carry weapons at this school.	<i>n</i>	59	233	634	524	417	431
	%	2.6	10.1	27.6	22.8	18.1	18.8
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	738	1,082	294	154	44	4
	%	31.9	46.7	12.7	6.6	1.9	0.2
My input on school decisions is solicited and valued.	<i>n</i>	469	867	478	321	168	17
	%	20.2	37.4	20.6	13.8	7.2	0.7
I am satisfied with the working conditions at my school.	<i>n</i>	498	1,010	363	293	138	2
	%	21.6	43.8	15.8	12.7	6.0	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	490	1,077	359	262	57	57
	%	21.3	46.8	15.6	11.4	2.5	2.5
This year I have helped students understand recent test scores.	<i>n</i>	1,070	1,043	130	50	5	5
	%	46.5	45.3	5.6	2.2	0.2	0.2
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	466	784	244	532	275	9
	%	20.2	33.9	10.6	23.0	11.9	0.4
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	693	1,000	280	255	67	10
	%	30.1	43.4	12.1	11.1	2.9	0.4
This school contacts parents when behavior problems occur at school.	<i>n</i>	966	1,083	143	75	22	23
	%	41.8	46.8	6.2	3.2	1.0	1.0

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year, school staff has helped my students to select courses that challenge their abilities.	<i>n</i>	535	927	525	134	60	131
	<i>%</i>	23.1	40.1	22.7	5.8	2.6	5.7
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,256	961	47	31	9	2
	<i>%</i>	54.5	41.7	2.0	1.3	0.4	0.1
Students at school bully one another.	<i>n</i>	292	915	543	267	80	211
	<i>%</i>	12.7	39.6	23.5	11.6	3.5	9.1
I am familiar with the Next Generation Sunshine State standards for curriculum and assessment.	<i>n</i>	1,175	995	94	28	0	5
	<i>%</i>	51.2	43.3	4.1	1.2	0.0	0.2
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	1,002	1,076	154	52	8	8
	<i>%</i>	43.6	46.8	6.7	2.3	0.3	0.3
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	<i>%</i>						

I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	1,382	59.4
BEEP Teacher/Student Portal	1,413	60.7
Digital textbooks or e-books	812	34.9
Student Laptop Carts or Classroom computers	1,195	51.3
Classroom Web site or wikis with instructional activities	695	29.9
Document Cameras	762	32.7
Interactive whiteboards or slates	575	24.7
Student Response Systems (Clickers)	153	6.6
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	1,231	52.9
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	690	29.6
Atomic Learning	316	13.6
NetTrekker d.i. search resource	162	7.0
Discovery Education (United Streaming)	952	40.9
Learning Village Lesson/Unit Plans	918	39.4
Virtual Counselor	1,638	70.4
E-readers or tablets (Kindle, iPads, Nook, iPod)	193	8.3
Other technologies	277	11.9
None	39	1.7
Did not answer	302	13.0

\* 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>	973	783	107	34	12	50
	%	49.7	40.0	5.5	1.7	0.6	2.6
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	771	818	180	128	31	29
	%	39.4	41.8	9.2	6.5	1.6	1.5
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	717	907	205	69	20	41
	%	36.6	46.3	10.5	3.5	1.0	2.1
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	701	874	195	94	42	47
	%	35.9	44.8	10.0	4.8	2.2	2.4
I am encouraged to volunteer at my child's school.	<i>n</i>	574	643	392	196	97	47
	%	29.5	33.0	20.1	10.1	5.0	2.4
My child is safe at school.	<i>n</i>	618	897	277	88	40	38
	%	31.6	45.8	14.1	4.5	2.0	1.9
This year, school staff has helped my child to select courses that challenge his/her abilities.	<i>n</i>	665	656	326	179	66	71
	%	33.9	33.4	16.6	9.1	3.4	3.6
Rules are applied fairly to all students at my child's school.	<i>n</i>	625	684	312	135	74	126
	%	32.0	35.0	16.0	6.9	3.8	6.4
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	746	857	199	94	42	24
	%	38.0	43.7	10.1	4.8	2.1	1.2
My child's school is kept clean and in good condition.	<i>n</i>	686	894	197	99	49	37
	%	35.0	45.6	10.0	5.0	2.5	1.9
There is an adult at school I can talk to about my child's problems.	<i>n</i>	836	779	190	49	29	75
	%	42.7	39.8	9.7	2.5	1.5	3.8
My child's homework assignments are challenging.	<i>n</i>	615	862	217	172	67	22
	%	31.5	44.1	11.1	8.8	3.4	1.1
My child meets with a guidance counselor when he/she needs assistance in school.	<i>n</i>	480	574	408	183	85	225
	%	24.6	29.4	20.9	9.4	4.3	11.5
The principal at my child's school responds to my concerns.	<i>n</i>	620	537	461	67	63	202
	%	31.8	27.5	23.6	3.4	3.2	10.4
Administrators are highly visible throughout my child's school.	<i>n</i>	788	767	203	46	30	124
	%	40.2	39.2	10.4	2.3	1.5	6.3
Students bring drugs or alcohol to my child's school.	<i>n</i>	85	202	290	288	352	733
	%	4.4	10.4	14.9	14.8	18.1	37.6
Students carry weapons at my child's school.	<i>n</i>	43	96	302	337	430	746
	%	2.2	4.9	15.5	17.2	22.0	38.2
My input on school decisions is solicited and valued.	<i>n</i>	340	634	547	146	64	198
	%	17.6	32.9	28.4	7.6	3.3	10.3
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	653	948	171	85	62	27
	%	33.6	48.7	8.8	4.4	3.2	1.4

(table continues)

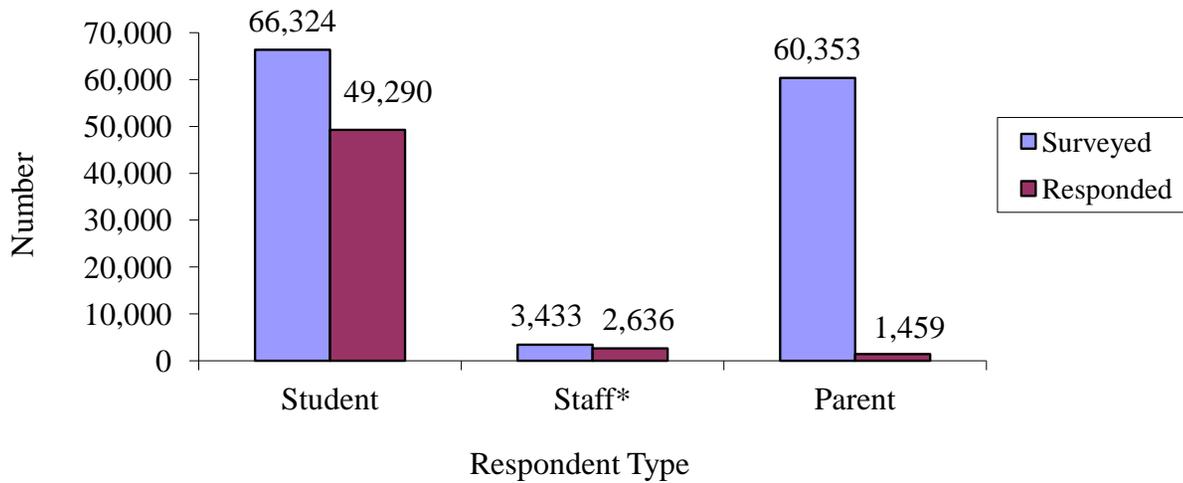
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year a guidance counselor, teacher(s), or other school staff have helped me understand my child's recent test scores or schoolwork.	<i>n</i>	468	598	391	293	136	72
	%	23.9	30.5	20.0	15.0	6.9	3.7
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	648	851	195	122	59	85
	%	33.1	43.4	9.9	6.2	3.0	4.3
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	604	804	254	128	70	85
	%	31.1	41.3	13.1	6.6	3.6	4.4
My child's school contacts me when behavior problems occur at school.	<i>n</i>	702	646	310	76	41	176
	%	36.0	33.1	15.9	3.9	2.1	9.0
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>	921	676	135	131	57	37
	%	47.1	34.5	6.9	6.7	2.9	1.9
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	775	832	138	96	75	46
	%	39.5	42.4	7.0	4.9	3.8	2.3
Students at school bully or cyberbully my child.	<i>n</i>	110	156	217	566	731	173
	%	5.6	8.0	11.1	29.0	37.4	8.9
I am familiar with the Next Generation Sunshine State standards for curriculum and assessments in my child's grade.	<i>n</i>	432	552	289	331	161	174
	%	22.3	28.5	14.9	17.1	8.3	9.0
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	404	528	330	338	150	178
	%	21.0	27.4	17.1	17.5	7.8	9.2
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	%						

Improving Our Schools: 2011-12 Customer Survey  
**The Eighteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**High Schools Summary Report**

This document contains data from the Eighteenth 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/sar/Releases.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>Online</u>	
74.3%		76.8%		2.4%	

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	14,733	30.4	1,087	41.6	684	47.4
B	17,326	35.7	921	35.3	448	31.0
C	10,580	21.8	419	16.0	216	15.0
D	3,458	7.1	147	5.6	68	4.7
F	2,393	4.9	38	1.5	27	1.9

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	18,090	22,195	5,457	1,284	710	1,446
	%	36.8	45.1	11.1	2.6	1.4	2.9
My homework assignments are challenging.	<i>n</i>	9,235	21,336	10,918	5,402	1,248	813
	%	18.9	43.6	22.3	11.0	2.5	1.7
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	5,716	16,159	10,537	11,514	3,881	693
	%	11.8	33.3	21.7	23.7	8.0	1.4
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	9,091	23,140	10,107	4,122	1,846	576
	%	18.6	47.3	20.7	8.4	3.8	1.2
My teacher(s) treat(s) me with fairness.	<i>n</i>	10,052	22,692	9,269	4,111	2,034	790
	%	20.5	46.4	18.9	8.4	4.2	1.6
I feel safe at my school.	<i>n</i>	10,125	20,239	10,308	3,943	3,066	1,303
	%	20.7	41.3	21.0	8.0	6.3	2.7
Rules are applied fairly to all students at my school.	<i>n</i>	8,715	17,525	9,266	7,394	4,641	1,374
	%	17.8	35.8	18.9	15.1	9.5	2.8
My school is kept clean and in good condition.	<i>n</i>	6,506	16,150	10,236	8,731	6,423	902
	%	13.3	33.0	20.9	17.8	13.1	1.8
There is an adult at school I can talk to about my personal problems.	<i>n</i>	10,891	17,626	8,094	4,772	3,610	4,021
	%	22.2	36.0	16.5	9.7	7.4	8.2
I meet with a guidance counselor when I need assistance in school.	<i>n</i>	11,770	19,247	7,109	6,389	3,207	1,372
	%	24.0	39.2	14.5	13.0	6.5	2.8
The principal at my school helps me when I have concerns.	<i>n</i>	7,063	11,158	12,277	7,505	7,050	3,894
	%	14.4	22.8	25.1	15.3	14.4	8.0
I see school administrators around my school.	<i>n</i>	21,040	21,689	3,190	1,026	815	1,107
	%	43.1	44.4	6.5	2.1	1.7	2.3
Students bring drugs or alcohol to my school.	<i>n</i>	9,848	10,511	8,895	4,375	3,656	11,661
	%	20.1	21.5	18.2	8.9	7.5	23.8
Students carry weapons at my school.	<i>n</i>	3,921	4,970	10,460	7,376	6,262	15,812
	%	8.0	10.2	21.4	15.1	12.8	32.4
I am accepted and feel like I belong at this school.	<i>n</i>	10,707	21,307	9,749	2,728	2,492	1,633
	%	22.0	43.8	20.1	5.6	5.1	3.4
This year a guidance counselor, teacher(s), or other school staff have helped me understand my recent test scores.	<i>n</i>	10,152	19,650	8,245	6,235	3,219	1,454
	%	20.7	40.1	16.8	12.7	6.6	3.0
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	14,516	22,694	5,701	3,117	1,794	1,014
	%	29.7	46.5	11.7	6.4	3.7	2.1
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	10,944	20,511	7,802	5,838	2,779	999
	%	22.4	42.0	16.0	11.9	5.7	2.0
My school contacts my parents when I have behavior problems in school.	<i>n</i>	11,902	18,662	8,251	2,162	1,582	6,217
	%	24.4	38.3	16.9	4.4	3.2	12.7
This year, school staff has helped me to select courses that challenge my abilities.	<i>n</i>	10,522	19,148	8,684	5,299	3,289	1,710
	%	21.6	39.4	17.8	10.9	6.8	3.5
Students at school bully or cyberbully me.	<i>n</i>	1,710	2,380	4,508	11,309	25,877	2,446
	%	3.5	4.9	9.3	23.4	53.7	5.1
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	11,944	16,388	5,516	6,146	3,229	3,211
	%	25.7	35.3	11.9	13.2	7.0	6.9
I know how to report a bullying incident.	<i>n</i>	14,692	20,680	4,259	2,765	1,817	2,471
	%	31.5	44.3	9.1	5.9	3.9	5.3

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am familiar with Florida's current standards being taught and tested in my grade.	<i>n</i>	11,972	20,309	6,188	3,193	2,030	3,114
	%	25.6	43.4	13.2	6.8	4.3	6.7
I am familiar with the Common Core State Standards.	<i>n</i>	8,186	13,673	7,541	7,181	4,953	5,111
	%	17.5	29.3	16.2	15.4	10.6	11.0
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	9,656	15,000	8,273	7,155	4,690	1,698
	%	20.8	32.3	17.8	15.4	10.1	3.7

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

	<i>n</i>	%
Hit or threw something at me	1,188	29.0
Said things to me (called me names, insulted me, threatened me)	2,275	55.6
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	1,794	43.9
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	962	23.5
Did not answer	1,216	29.7

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

	<i>n</i>	%
On the bus	681	16.7
In the classroom	1,686	41.2
In the cafeteria	1,043	25.5
In a hallway	1,500	36.7
In a restroom	609	14.9
Other school areas	1,190	29.1
Did not answer	1,413	34.5

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

	<i>n</i>	%
Told an adult at school	943	23.1
Told my parents	1,010	24.7
Told my friends	1,249	30.5
Told someone else	566	13.8
Did not tell anyone	1,025	25.1
Did not answer	1,302	31.8

(table continues)

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

Student Responses (*continued*).

After I told an adult at school about being bullied or cyberbullied, the bullying or cyberbullying (Responses from students who told an adult at school about being bullied or cyberbullied)	<i>n</i>	%
Stopped	412	43.7
Got worse	143	15.2
Stayed the same	248	26.3
Did not answer	140	14.8

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	36,876	74.8
BEEP Student Portal	26,287	53.3
Digital textbooks or e-books	21,399	43.4
Student Laptop Carts or Classroom computers	33,910	68.8
Classroom Web site or wikis with instructional activities	24,726	50.2
Student Response Systems (Clickers)	9,793	19.9
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	27,146	55.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	6,760	13.7
Atomic Learning	3,197	6.5
NetTrekker d.i. search resource	2,423	4.9
Discovery Education (United Streaming)	3,507	7.1
FCAT Explorer	18,503	37.5
Virtual Counselor	37,415	75.9
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,226	8.6
Other technologies	948	1.9
None	1,506	3.1
Did not answer	2,768	5.6

(table continues)

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

Student Responses (*continued*).

At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	34,608	70.2
BEEP Student Portal	21,349	43.3
Digital textbooks or e-books	19,793	40.2
Classroom Web site or wikis with instructional activities	19,038	38.6
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	23,046	46.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	4,129	8.4
Atomic Learning	2,203	4.5
NetTrekker d.i. search resource	1,941	3.9
FCAT Explorer	12,847	26.1
Virtual Counselor	33,137	67.2
E-readers or tablets (Kindle, iPads, Nook, iPod)	8,294	16.8
Other technologies	919	1.9
None	2,377	4.8
Did not answer	3,616	7.3

\* 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>	1,389	976	116	119	23	6
	%	52.8	37.1	4.4	4.5	0.9	0.2
I regularly assess students and inform them of their academic progress.	<i>n</i>	1798	800	18	3	1	7
	%	68.4	30.5	0.7	0.1	0.0	0.3
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,710	845	45	17	2	4
	%	65.2	32.2	1.7	0.6	0.1	0.2
I treat all my students with fairness.	<i>n</i>	2,154	461	12	3	0	3
	%	81.8	17.5	0.5	0.1	0.0	0.1
The students are safe at school.	<i>n</i>	945	1,199	318	117	32	16
	%	36.0	45.6	12.1	4.5	1.2	0.6
I feel safe at my school.	<i>n</i>	1,089	1,131	233	125	38	4
	%	41.6	43.2	8.9	4.8	1.5	0.2
Rules are applied fairly to all students at my school.	<i>n</i>	812	907	342	408	132	21
	%	31.0	34.6	13.0	15.6	5.0	0.8
My school is kept clean and in good condition.	<i>n</i>	870	1,111	253	261	113	3
	%	33.3	42.6	9.7	10.0	4.3	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,367	1,054	133	27	10	31
	%	52.1	40.2	5.1	1.0	0.4	1.2
I give challenging homework assignments.	<i>n</i>	1,010	1,121	333	79	13	41
	%	38.9	43.2	12.8	3.0	0.5	1.6
My students meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,014	1,070	294	123	35	80
	%	38.8	40.9	11.2	4.7	1.3	3.1
The principal at my school responds to my concerns.	<i>n</i>	1,129	839	347	177	116	21
	%	42.9	31.9	13.2	6.7	4.4	0.8
Administrators are highly visible throughout my school.	<i>n</i>	1,103	1,009	223	193	80	11
	%	42.1	38.5	8.5	7.4	3.1	0.4
Students bring drugs or alcohol to this school.	<i>n</i>	292	780	663	263	166	449
	%	11.2	29.9	25.4	10.1	6.4	17.2
Students carry weapons at this school.	<i>n</i>	102	304	804	457	331	617
	%	3.9	11.6	30.7	17.5	12.7	23.6
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	750	1,178	348	239	96	13
	%	28.6	44.9	13.3	9.1	3.7	0.5
My input on school decisions is solicited and valued.	<i>n</i>	521	943	547	369	205	28
	%	19.9	36.1	20.9	14.1	7.8	1.1
I am satisfied with the working conditions at my school.	<i>n</i>	617	1,127	338	357	168	5
	%	23.6	43.1	12.9	13.7	6.4	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	579	1,143	449	291	55	86
	%	22.2	43.9	17.2	11.2	2.1	3.3
This year I have helped students understand recent test scores.	<i>n</i>	1,063	1,276	189	49	6	17
	%	40.9	49.1	7.3	1.9	0.2	0.7
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	700	893	246	486	257	34
	%	26.8	34.1	9.4	18.6	9.8	1.3
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	878	1,113	322	215	57	22
	%	33.7	42.7	12.4	8.2	2.2	0.8
This school contacts parents when behavior problems occur at school.	<i>n</i>	975	1,255	218	85	27	57
	%	37.3	48.0	8.3	3.2	1.0	2.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year, school staff has helped my students to select courses that challenge their abilities.	<i>n</i>	804	1,134	380	143	38	116
	%	30.7	43.4	14.5	5.5	1.5	4.4
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,411	1,068	65	41	10	10
	%	54.2	41.0	2.5	1.6	0.4	0.4
Students at school bully one another.	<i>n</i>	239	719	747	344	151	413
	%	9.1	27.5	28.6	13.2	5.8	15.8
I am familiar with the Next Generation Sunshine State standards for curriculum and assessment.	<i>n</i>	1,216	1,152	155	53	0	18
	%	46.9	44.4	6.0	2.0	0.0	0.7
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	1,133	1,210	175	59	12	17
	%	43.5	46.4	6.7	2.3	0.5	0.7
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	822	1,022	401	106	44	144
	%	32.4	40.3	15.8	4.2	1.7	5.7

I use the following technologies in my classroom to support learning.*	<i>n</i>	%
Internet research databases or sites	2,101	79.7
BEEP Teacher/Student Portal	1,724	65.4
Digital textbooks or e-books	1,061	40.3
Student Laptop Carts or Classroom computers	1,596	60.5
Classroom Web site or wikis with instructional activities	1,079	40.9
Document Cameras	1,072	40.7
Interactive whiteboards or slates	764	29.0
Student Response Systems (Clickers)	248	9.4
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	1,795	68.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	304	11.5
Atomic Learning	349	13.2
NetTrekker d.i. search resource	136	5.2
Discovery Education (United Streaming)	783	29.7
Learning Village Lesson/Unit Plans	743	28.2
Virtual Counselor	2,058	78.1
E-readers or tablets (Kindle, iPads, Nook, iPod)	229	8.7
Other technologies	332	12.6
None	36	1.4
Did not answer	38	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>	653	556	119	43	11	67
	%	45.1	38.4	8.2	3.0	0.8	4.6
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	510	582	147	117	41	49
	%	35.3	40.2	10.2	8.1	2.8	3.4
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	476	658	180	59	28	46
	%	32.9	45.5	12.4	4.1	1.9	3.2
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	505	628	162	79	27	44
	%	34.9	43.5	11.2	5.5	1.9	3.0
I am encouraged to volunteer at my child's school.	<i>n</i>	378	429	333	177	89	37
	%	26.2	29.7	23.1	12.3	6.2	2.6
My child is safe at school.	<i>n</i>	455	655	198	62	34	32
	%	31.7	45.6	13.8	4.3	2.4	2.2
This year, school staff has helped my child to select courses that challenge his/her abilities.	<i>n</i>	571	493	172	127	59	28
	%	39.4	34.0	11.9	8.8	4.1	1.9
Rules are applied fairly to all students at my child's school.	<i>n</i>	439	509	224	91	71	112
	%	30.4	35.2	15.5	6.3	4.9	7.7
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	540	587	162	87	57	19
	%	37.2	40.4	11.2	6.0	3.9	1.3
My child's school is kept clean and in good condition.	<i>n</i>	485	643	152	80	60	32
	%	33.4	44.3	10.5	5.5	4.1	2.2
There is an adult at school I can talk to about my child's problems.	<i>n</i>	568	563	162	68	34	53
	%	39.2	38.9	11.2	4.7	2.3	3.7
My child's homework assignments are challenging.	<i>n</i>	520	629	175	76	28	21
	%	35.9	43.4	12.1	5.2	1.9	1.4
My child meets with a guidance counselor when he/she needs assistance in school.	<i>n</i>	511	495	190	121	66	67
	%	35.2	34.1	13.1	8.3	4.6	4.6
The principal at my child's school responds to my concerns.	<i>n</i>	468	354	345	57	69	155
	%	32.3	24.4	23.8	3.9	4.8	10.7
Administrators are highly visible throughout my child's school.	<i>n</i>	540	493	196	43	32	141
	%	37.4	34.1	13.6	3.0	2.2	9.8
Students bring drugs or alcohol to my child's school.	<i>n</i>	123	233	269	183	182	459
	%	8.5	16.1	18.6	12.6	12.6	31.7
Students carry weapons at my child's school.	<i>n</i>	53	83	289	241	255	520
	%	3.7	5.8	20.1	16.7	17.7	36.1
My input on school decisions is solicited and valued.	<i>n</i>	254	460	403	122	74	111
	%	17.8	32.3	28.3	8.6	5.2	7.8
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	537	634	161	57	38	18
	%	37.2	43.9	11.1	3.9	2.6	1.2

(table continues)

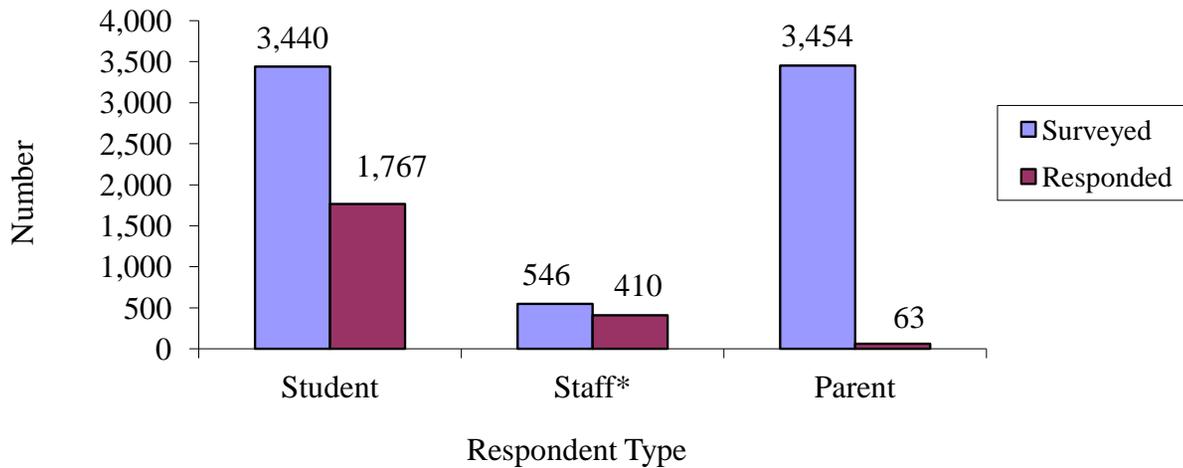
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year a guidance counselor, teacher(s), or other school staff have helped me understand my child's recent test scores or schoolwork.	<i>n</i>	390	442	267	210	114	30
	%	26.8	30.4	18.4	14.5	7.8	2.1
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	516	593	160	73	36	69
	%	35.7	41.0	11.1	5.0	2.5	4.8
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	424	557	226	100	49	85
	%	29.4	38.7	15.7	6.9	3.4	5.9
My child's school contacts me when behavior problems occur at school.	<i>n</i>	358	478	336	51	28	188
	%	24.9	33.2	23.3	3.5	1.9	13.1
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>	617	475	131	125	48	48
	%	42.7	32.9	9.1	8.7	3.3	3.3
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	531	599	135	80	46	52
	%	36.8	41.5	9.4	5.5	3.2	3.6
Students at school bully or cyberbully my child.	<i>n</i>	35	70	135	493	575	138
	%	2.4	4.8	9.3	34.1	39.8	9.5
I am familiar with the Next Generation Sunshine State standards for curriculum and assessments in my child's grade.	<i>n</i>	298	405	216	242	134	151
	%	20.6	28.0	14.9	16.7	9.3	10.4
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	296	436	241	214	118	133
	%	20.6	30.3	16.8	14.9	8.2	9.2
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	402	356	234	183	135	100
	%	28.5	25.2	16.6	13.0	9.6	7.1

Improving Our Schools: 2011-12 Customer Survey  
**The Eighteenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## Centers Summary Report

This document contains data from the Eighteenth 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/sar/Releases.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>Online</u>	
51.4%		75.1%		1.8%	

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	406	23.9	175	43.4	32	52.5
B	519	30.5	149	37.0	21	34.4
C	453	26.6	59	14.6	7	11.5
D	163	9.6	13	3.2	0	0.0
F	160	9.4	7	1.7	1	1.6

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	828	642	141	39	27	83
	%	47.0	36.5	8.0	2.2	1.5	4.7
My homework assignments are challenging.	<i>n</i>	218	427	352	348	194	200
	%	12.5	24.6	20.2	20.0	11.2	11.5
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	485	718	211	178	80	42
	%	28.3	41.9	12.3	10.4	4.7	2.5
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	603	736	210	94	66	38
	%	34.5	42.1	12.0	5.4	3.8	2.2
My teacher(s) treat(s) me with fairness.	<i>n</i>	553	689	233	118	95	62
	%	31.6	39.4	13.3	6.7	5.4	3.5
I feel safe at my school.	<i>n</i>	455	621	300	145	135	97
	%	26.0	35.4	17.1	8.3	7.7	5.5
Rules are applied fairly to all students at my school.	<i>n</i>	515	629	222	156	131	95
	%	29.5	36.0	12.7	8.9	7.5	5.4
My school is kept clean and in good condition.	<i>n</i>	391	691	295	175	125	73
	%	22.3	39.5	16.9	10.0	7.1	4.2
There is an adult at school I can talk to about my personal problems.	<i>n</i>	565	581	216	153	109	129
	%	32.2	33.1	12.3	8.7	6.2	7.4
I meet with a guidance counselor when I need assistance in school.	<i>n</i>	580	696	188	137	80	73
	%	33.1	39.7	10.7	7.8	4.6	4.2
The principal at my school helps me when I have concerns.	<i>n</i>	371	498	349	222	166	144
	%	21.2	28.5	19.9	12.7	9.5	8.2
I see school administrators around my school.	<i>n</i>	656	712	156	69	54	98
	%	37.6	40.8	8.9	4.0	3.1	5.6
Students bring drugs or alcohol to my school.	<i>n</i>	217	203	273	258	263	531
	%	12.4	11.6	15.6	14.8	15.1	30.4
Students carry weapons at my school.	<i>n</i>	141	147	278	295	334	549
	%	8.1	8.4	15.9	16.9	19.2	31.5
I am accepted and feel like I belong at this school.	<i>n</i>	358	555	330	171	220	100
	%	20.6	32.0	19.0	9.9	12.7	5.8
This year a guidance counselor, teacher(s), or other school staff have helped me understand my recent test scores.	<i>n</i>	444	666	272	157	99	118
	%	25.3	37.9	15.5	8.9	5.6	6.7
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	566	740	177	112	64	77
	%	32.6	42.6	10.2	6.5	3.7	4.4
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	488	689	207	167	107	85
	%	28.0	39.5	11.9	9.6	6.1	4.9
My school contacts my parents when I have behavior problems in school.	<i>n</i>	560	690	205	76	72	132
	%	32.3	39.8	11.8	4.4	4.1	7.6
This year, school staff has helped me to select courses that challenge my abilities.	<i>n</i>	415	592	283	195	127	127
	%	23.9	34.0	16.3	11.2	7.3	7.3
Students at school bully or cyberbully me.	<i>n</i>	114	138	141	315	855	157
	%	6.6	8.0	8.2	18.3	49.7	9.1
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	640	477	160	81	82	137
	%	40.6	30.2	10.1	5.1	5.2	8.7
I know how to report a bullying incident.	<i>n</i>	629	560	146	43	63	136
	%	39.9	35.5	9.3	2.7	4.0	8.6

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I am familiar with Florida's current standards being taught and tested in my grade.	<i>n</i>	532	589	176	76	58	160
	<i>%</i>	33.4	37.0	11.1	4.8	3.6	10.1
I am familiar with the Common Core State Standards.	<i>n</i>	431	472	240	120	89	224
	<i>%</i>	27.3	29.9	15.2	7.6	5.6	14.2
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	370	368	162	107	98	81
	<i>%</i>	31.2	31.0	13.7	9.0	8.3	6.8

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

	<i>n</i>	<i>%</i>
Hit or threw something at me	76	30.2
Said things to me (called me names, insulted me, threatened me)	127	50.4
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	94	37.3
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	42	16.7
Did not answer	77	30.6

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

	<i>n</i>	<i>%</i>
On the bus	56	22.2
In the classroom	97	38.5
In the cafeteria	71	28.2
In a hallway	76	30.2
In a restroom	26	10.3
Other school areas	70	27.8
Did not answer	83	32.9

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

	<i>n</i>	<i>%</i>
Told an adult at school	98	38.9
Told my parents	86	34.1
Told my friends	68	27.0
Told someone else	48	19.0
Did not tell anyone	40	15.9
Did not answer	75	29.8

(table continues)

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

Student Responses (*continued*).

After I told an adult at school about being bullied or cyberbullied, the bullying or cyberbullying (Responses from students who told an adult at school about being bullied or cyberbullied)	<i>n</i>	%
Stopped	37	37.8
Got worse	17	17.3
Stayed the same	34	34.7
Did not answer	10	10.2

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	1,063	60.2
BEEP Student Portal	691	39.1
Digital textbooks or e-books	438	24.8
Student Laptop Carts or Classroom computers	893	50.5
Classroom Web site or wikis with instructional activities	611	34.6
Student Response Systems (Clickers)	234	13.2
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	643	36.4
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	289	16.4
Atomic Learning	147	8.3
NetTrekker d.i. search resource	107	6.1
Discovery Education (United Streaming)	193	10.9
FCAT Explorer	614	34.7
Virtual Counselor	972	55.0
E-readers or tablets (Kindle, iPads, Nook, iPod)	144	8.1
Other technologies	50	2.8
None	109	6.2
Did not answer	230	13.0

(*table continues*)

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

Student Responses (*continued*).

At home, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	838	47.4
BEEP Student Portal	426	24.1
Digital textbooks or e-books	324	18.3
Classroom Web site or wikis with instructional activities	313	17.7
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	439	24.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	140	7.9
Atomic Learning	86	4.9
NetTrekker d.i. search resource	74	4.2
FCAT Explorer	404	22.9
Virtual Counselor	694	39.3
E-readers or tablets (Kindle, iPads, Nook, iPod)	170	9.6
Other technologies	44	2.5
None	259	14.7
Did not answer	306	17.3

\* 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>	264	122	12	10	1	1
	%	64.4	29.8	2.9	2.4	0.2	0.2
I regularly assess students and inform them of their academic progress.	<i>n</i>	275	119	12	0	0	0
	%	67.7	29.3	3.0	0.0	0.0	0.0
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	302	99	6	1	0	0
	%	74.0	24.3	1.5	0.2	0.0	0.0
I treat all my students with fairness.	<i>n</i>	351	55	4	0	0	0
	%	85.6	13.4	1.0	0.0	0.0	0.0
The students are safe at school.	<i>n</i>	195	165	30	13	4	2
	%	47.7	40.3	7.3	3.2	1.0	0.5
I feel safe at my school.	<i>n</i>	200	154	33	10	8	0
	%	49.4	38.0	8.1	2.5	2.0	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	188	133	33	35	14	3
	%	46.3	32.8	8.1	8.6	3.4	0.7
My school is kept clean and in good condition.	<i>n</i>	225	139	14	24	7	0
	%	55.0	34.0	3.4	5.9	1.7	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	289	101	12	1	1	4
	%	70.8	24.8	2.9	0.2	0.2	1.0
I give challenging homework assignments.	<i>n</i>	124	106	131	12	12	14
	%	31.1	26.6	32.8	3.0	3.0	3.5
My students meet with a guidance counselor when they need assistance in school.	<i>n</i>	200	141	34	11	8	11
	%	49.4	34.8	8.4	2.7	2.0	2.7
The principal at my school responds to my concerns.	<i>n</i>	240	112	27	12	15	1
	%	59.0	27.5	6.6	2.9	3.7	0.2
Administrators are highly visible throughout my school.	<i>n</i>	245	112	21	19	8	0
	%	60.5	27.7	5.2	4.7	2.0	0.0
Students bring drugs or alcohol to this school.	<i>n</i>	10	69	61	79	109	78
	%	2.5	17.0	15.0	19.5	26.8	19.2
Students carry weapons at this school.	<i>n</i>	9	27	64	94	139	69
	%	2.2	6.7	15.9	23.4	34.6	17.2
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	190	166	33	9	8	1
	%	46.7	40.8	8.1	2.2	2.0	0.2
My input on school decisions is solicited and valued.	<i>n</i>	142	151	48	43	24	2
	%	34.6	36.8	11.7	10.5	5.9	0.5
I am satisfied with the working conditions at my school.	<i>n</i>	161	179	30	21	14	0
	%	39.8	44.2	7.4	5.2	3.5	0.0
All students are accepted and feel like they belong at this school.	<i>n</i>	194	156	26	18	4	8
	%	47.8	38.4	6.4	4.4	1.0	2.0
This year I have helped students understand recent test scores.	<i>n</i>	172	145	62	13	4	6
	%	42.8	36.1	15.4	3.2	1.0	1.5
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	205	125	29	33	10	5
	%	50.4	30.7	7.1	8.1	2.5	1.2
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	184	137	57	15	3	7
	%	45.7	34.0	14.1	3.7	0.7	1.7
This school contacts parents when behavior problems occur at school.	<i>n</i>	223	120	39	4	3	16
	%	55.1	29.6	9.6	1.0	0.7	4.0

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year, school staff has helped my students to select courses that challenge their abilities.	<i>n</i>	136	138	88	14	7	21
	%	33.7	34.2	21.8	3.5	1.7	5.2
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	276	116	7	5	1	0
	%	68.1	28.6	1.7	1.2	0.2	0.0
Students at school bully one another.	<i>n</i>	26	98	63	84	85	50
	%	6.4	24.1	15.5	20.7	20.9	12.3
I am familiar with the Next Generation Sunshine State standards for curriculum and assessment.	<i>n</i>	152	179	45	18	0	6
	%	38.0	44.8	11.3	4.5	0.0	1.5
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	160	185	43	9	3	5
	%	39.5	45.7	10.6	2.2	0.7	1.2
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	104	110	44	6	3	18
	%	36.5	38.6	15.4	2.1	1.1	6.3

I use the following technologies in my classroom to support learning.*	<i>n</i>	%
Internet research databases or sites	325	79.3
BEEP Teacher/Student Portal	267	65.1
Digital textbooks or e-books	165	40.2
Student Laptop Carts or Classroom computers	267	65.1
Classroom Web site or wikis with instructional activities	145	35.4
Document Cameras	105	25.6
Interactive whiteboards or slates	154	37.6
Student Response Systems (Clickers)	36	8.8
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	263	64.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	126	30.7
Atomic Learning	82	20.0
NetTrekker d.i. search resource	35	8.5
Discovery Education (United Streaming)	154	37.6
Learning Village Lesson/Unit Plans	122	29.8
Virtual Counselor	264	64.4
E-readers or tablets (Kindle, iPads, Nook, iPod)	54	13.2
Other technologies	76	18.5
None	4	1.0
Did not answer	16	3.9

\* 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>	43	11	3	2	0	4
	%	68.3	17.5	4.8	3.2	0.0	6.3
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	33	22	4	1	0	2
	%	53.2	35.5	6.5	1.6	0.0	3.2
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	30	21	4	3	2	2
	%	48.4	33.9	6.5	4.8	3.2	3.2
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	32	22	4	3	1	1
	%	50.8	34.9	6.3	4.8	1.6	1.6
I am encouraged to volunteer at my child's school.	<i>n</i>	23	18	8	11	1	2
	%	36.5	28.6	12.7	17.5	1.6	3.2
My child is safe at school.	<i>n</i>	35	17	6	2	1	2
	%	55.6	27.0	9.5	3.2	1.6	3.2
This year, school staff has helped my child to select courses that challenge his/her abilities.	<i>n</i>	27	16	8	4	1	5
	%	44.3	26.2	13.1	6.6	1.6	8.2
Rules are applied fairly to all students at my child's school.	<i>n</i>	32	18	4	2	0	6
	%	51.6	29.0	6.5	3.2	0.0	9.7
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	34	22	3	1	0	3
	%	54.0	34.9	4.8	1.6	0.0	4.8
My child's school is kept clean and in good condition.	<i>n</i>	36	14	5	3	1	4
	%	57.1	22.2	7.9	4.8	1.6	6.3
There is an adult at school I can talk to about my child's problems.	<i>n</i>	34	20	4	1	0	4
	%	54.0	31.7	6.3	1.6	0.0	6.3
My child's homework assignments are challenging.	<i>n</i>	15	19	9	9	3	7
	%	24.2	30.6	14.5	14.5	4.8	11.3
My child meets with a guidance counselor when he/she needs assistance in school.	<i>n</i>	23	14	15	3	1	6
	%	37.1	22.6	24.2	4.8	1.6	9.7
The principal at my child's school responds to my concerns.	<i>n</i>	32	14	7	2	1	7
	%	50.8	22.2	11.1	3.2	1.6	11.1
Administrators are highly visible throughout my child's school.	<i>n</i>	32	21	3	0	1	5
	%	51.6	33.9	4.8	0.0	1.6	8.1
Students bring drugs or alcohol to my child's school.	<i>n</i>	1	2	8	11	27	14
	%	1.6	3.2	12.7	17.5	42.9	22.2
Students carry weapons at my child's school.	<i>n</i>	0	2	8	12	25	16
	%	0.0	3.2	12.7	19.0	39.7	25.4
My input on school decisions is solicited and valued.	<i>n</i>	18	23	12	2	2	6
	%	28.6	36.5	19.0	3.2	3.2	9.5
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	27	21	6	1	3	3
	%	44.3	34.4	9.8	1.6	4.9	4.9

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year a guidance counselor, teacher(s), or other school staff have helped me understand my child's recent test scores or schoolwork.	<i>n</i>	29	22	5	1	2	4
	%	46.0	34.9	7.9	1.6	3.2	6.3
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	28	21	4	1	3	4
	%	45.9	34.4	6.6	1.6	4.9	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>	21	26	6	2	3	4
	%	33.9	41.9	9.7	3.2	4.8	6.5
My child's school contacts me when behavior problems occur at school.	<i>n</i>	33	18	9	0	0	3
	%	52.4	28.6	14.3	0.0	0.0	4.8
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>	12	14	15	10	3	8
	%	19.4	22.6	24.2	16.1	4.8	12.9
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	22	24	9	2	1	5
	%	34.9	38.1	14.3	3.2	1.6	7.9
Students at school bully or cyberbully my child.	<i>n</i>	0	3	4	19	31	6
	%	0.0	4.8	6.3	30.2	49.2	9.5
I am familiar with the Next Generation Sunshine State standards for curriculum and assessments in my child's grade.	<i>n</i>	15	19	10	5	3	10
	%	24.2	30.6	16.1	8.1	4.8	16.1
I am familiar with the Common Core State Standards that are being implemented with the current curriculum.	<i>n</i>	15	16	11	5	5	10
	%	24.2	25.8	17.7	8.1	8.1	16.1
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	14	7	9	2	1	12
	%	31.1	15.6	20.0	4.4	2.2	26.7