



# SIP Bites – Customer Survey

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The BCPS Customer Surveys will be administered from Friday, March 1, 2024 – Tuesday, April 30, 2024. This school year the Customer Survey and the Climate Survey are once again combined. They ask stakeholders (parents, staff, and students) their opinions about all aspects of their school experiences. The surveys will be available online only.

**Administration Window:** Friday, March 1, 2024 – Tuesday, April 30, 2024

**Completion Targets (Parents 20%, Students 40% and Staff 60%):** A SharePoint Dashboard, **Customer Survey Tracking by School 2024**, has been created for schools to access the number of stakeholder surveys needed per group to meet the completion targets and your completed number of survey responses.

## Survey Links and Stakeholder Communication for Schools:

• **Parent Survey:** Send the following survey invitation to parents and post it on the school's website. Since the survey is only online, please make computers available for parents who may not have access to the Internet.

**PARENT Survey Invitation** - Use for all distributed communication:

In an effort to improve system practices, Broward County School District is conducting a Parent Survey. We value your opinion and ask that you please take the time to complete this survey. Please be assured that your responses to this survey will be anonymous. Your honest opinion is appreciated. The surveys will be available online in English, Spanish, Haitian Creole, and Portuguese. Thank you for taking the time to complete the survey.

**Parent Survey Link:** <https://eprovesurveys.advanc-ed.org/surveys/#/action/246161/p568>

• **School Staff Survey:** Send the following survey invitation to staff via email. Surveys taken in a group setting generally have a positive effect on the completion rate.

**SCHOOL STAFF Survey Invitation** - Use for all communication to distribute the information:

In an effort to improve system practices, the Broward County School District is conducting a Staff Survey. We value your opinion and ask that you please take the time to complete this survey. Please be assured that your responses to this survey will be anonymous. Your honest opinion is appreciated. Thank you for taking the time to complete the survey.

**Staff Survey Link:** <https://eprovesurveys.advanc-ed.org/surveys/#/action/246160/p568>

• **Student Survey for Elementary and Middle:** For elementary, only grades 3-5 will be asked to take the survey. This is best done in a lab or class setting. For middle and high, it is best to assign a specific subject area to be responsible for survey completion.

**STUDENT Survey Invitation** - Use for all communication to distribute the information:

In an effort to improve system practices, the Broward County School District is conducting a Student Survey. We value your opinion and ask that you please take the time to complete this survey. Please be assured that your responses to this survey will be anonymous. Your honest opinion is appreciated. Thank you for taking the time to complete the survey.

**Elementary (Grades 3-5) Survey Link:** <https://eprovesurveys.advanc-ed.org/surveys/#/action/246148/p568>

**Middle and High (Grades 6-12) Survey Link:** <https://eprovesurveys.advanc-ed.org/surveys/#/action/246154/p568>

**Note:** A parent opt-out letter must be sent to parents at least 3 days prior to survey implementation for grade 6-12 students. The parent opt-out letter is available at <https://tinyurl.com/ycfi5e6j>. Sample surveys are also available at <https://www.browardschools.com/Page/32846>




If you have any questions or need additional information, please contact Kelli S. Blackburn, School Improvement Coordinator at 754-321-2500 or via email at [kelli.blackburn@browardschools.com](mailto:kelli.blackburn@browardschools.com).

# Survey Access and QR Codes



The following links and QR codes provide stakeholders access to the BCPS Customer Surveys.



Parent Survey	School Staff Survey
<p>Link: <a href="https://eprovesurveys.advanced.org/surveys/#/action/246161/p568">https://eprovesurveys.advanced.org/surveys/#/action/246161/p568</a></p> 	<p>Link: <a href="https://eprovesurveys.advanced.org/surveys/#/action/246160/p568">https://eprovesurveys.advanced.org/surveys/#/action/246160/p568</a></p> 
Student Survey Elementary (Grades 3 - 5)	Student Survey Middle School and High (Grades 6 - 12)
<p>Link: <a href="https://eprovesurveys.advanced.org/surveys/#/action/246148/p568">https://eprovesurveys.advanced.org/surveys/#/action/246148/p568</a></p> 	<p>Link: <a href="https://eprovesurveys.advanced.org/surveys/#/action/246154/p568">https://eprovesurveys.advanced.org/surveys/#/action/246154/p568</a></p> 