

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA**  
**JOANNE W. HARRISON, Ed.D., DEPUTY SUPERINTENDENT**  
**EDUCATIONAL PROGRAMS & STUDENT SUPPORT**

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*Approved memorandum with signatures is on file.*

June 1, 2011

TO: Principals

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

VIA: Area Superintendents

SUBJECT: **CUSTOMER SURVEY INDIVIDUAL SCHOOL RESULTS, 2007-08 TO 2009-10**

Research Services staff have produced an Excel file that includes Customer Survey individual school results for the 2007-08, 2008-09, and 2009-10 school years. Results in the file are provided in five worksheets: Response Rate, Student, Teacher, Parent, and School Grade. The Excel file is available through the following link: [http://www.broward.k12.fl.us/research\\_evaluation/Reports/CustomerSurveyThreeYear2007-08to2009-10.xls](http://www.broward.k12.fl.us/research_evaluation/Reports/CustomerSurveyThreeYear2007-08to2009-10.xls) The file can be saved to the desktop to facilitate working with these data.

The Response Rate worksheet identifies, for each school, the response rates by respondent group and school year. **Users of the Excel file should review the response rates of each respondent group, prior to reviewing the results in the Student, Teacher, and Parent worksheets. Please be advised that response rates lower than 80% for any given respondent group may not adequately represent the perceptions of that respondent group.**

The Student, Teacher, and Parent worksheets include, for each school, the responses of these respondent groups to each customer survey item. For particular respondents in some schools, an asterisk indicates that the results have been omitted because the number of respondents was too low (less than 10) to provide meaningful results.

The School Grade worksheet includes, for each school, the perceptions of each respondent group regarding their overall satisfaction with the school.

By examining changes in responses for the different respondent groups across the three-year time period, school staff will be able to identify trends and put in place interventions for improvement, when needed.

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

JWH/DKB/MRL:mal

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