

2. BCPS CUSTOMER SURVEY 2021-2022



2021-2022 CUSTOMER SURVEYS

Administration

Window:

March 1

through

April 29

Parent Survey

This survey asks parents their opinions about their child's school, including questions about teachers, administrators, and other aspects of their child's and their own experiences with the school.

Completion Targets:

- Parents 20%
- Students 40%
- Staff 60%

Student Survey

(Elementary: 3-5, Middle & High: 6-12)

This survey asks middle and high school students their opinions about their school, including their teachers, administrators, their peers, and other aspects of their experiences at school.

Staff Surveys

This survey asks staff their opinions about their school, including teachers, administrators, students, and other aspects of their experiences at their school.



PROCESS & COMMUNICATION for PARENTS AND SCHOOL STAFF

BCPS will be using the Cognia eProve Surveys as the 2021-2022 Customer Survey.

PARENT SURVEY: Send the following survey invitation to parents and post 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 communication to distribute the information:

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 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 only in English, Spanish, Haitian Creole and Portuguese. Thank you for taking your time to complete the survey.

In order to complete the survey, go to: <https://eprovesurveys.advanc-ed.org/surveys/#/action/186381/p568>

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 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 your time to complete the survey.

In order to complete the survey, go to: <https://eprovesurveys.advanc-ed.org/surveys/#/action/186513/p568>



PROCESS & COMMUNICATION for ELEMENTARY, MIDDLE, & HIGH STUDENTS

STUDENT SURVEY/Elementary and Middle: For elementary, only grades 3-5 will be asked to take the survey and 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 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 your time to complete the survey.

Elementary (Grades 3-5): <https://eprovesurveys.advanc-ed.org/surveys/#/action/186510/p568>

Middle and High (Grades 6-12): <https://eprovesurveys.advanc-ed.org/surveys/#/action/186376/p568>



SURVEY ACCESS & QR CODES

Parent Survey

<https://eprovesurveys.advanc-ed.org/surveys/#/action/186381/p568>



School Staff Survey

<https://eprovesurveys.advanc-ed.org/surveys/#/action/186513/p568>



Student Survey/Elementary (grades 3-5)

<https://eprovesurveys.advanc-ed.org/surveys/#/action/186510/p568>



Student Survey/Middle and High (grades 6-12)

<https://eprovesurveys.advanc-ed.org/surveys/#/action/186376/>



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Check Survey Responses for Your School

- Log on to <https://myjourney.cognia.org/login>
- Click on **eProve Surveys**



e|Prove™ surveys

Go to surveys

