



SIP Bites – Customer Survey Responses

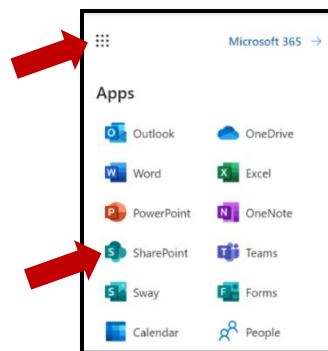
Kelli Blackburn, School Improvement Coordinator

March 10, 2023 ~ Volume 2, Issue 8

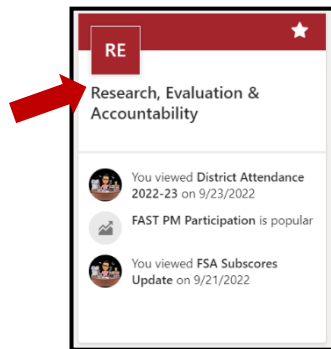
The BCPS Customer Survey administration window is Wednesday, March 1, 2023 – Friday, April 28, 2023. Principals can check their survey response numbers in the *BCPS Customer Survey Tracking by School - 2023* SharePoint Dashboard and the Cognia website by following the directions below:

Dashboard Access (Updated weekly):

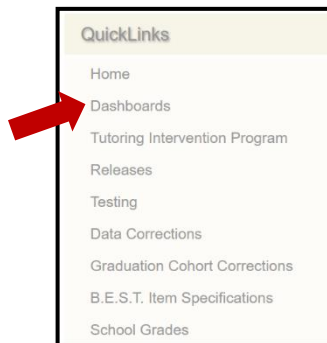
1. Access the Dashboard by clicking on the waffle (☰) in Office 365 and selecting [SharePoint](#) from the available Apps.



2. Search and select the [Research, Evaluation & Accountability](#) SharePoint.



3. On the "Quick Links" menu, select [Dashboards](#).



- Next, click on the **BCPS Customer Survey Tracking by School - 2023** Dashboard.

QuickLinks

- Home
- Dashboards**
 - Tutoring Intervention Program
 - Releases
 - Testing
 - Data Corrections
 - Graduation Cohort Corrections
 - B.E.S.T. Item Specifications
 - School Grades
 - SAS Forum
 - Internal Data Request
 - SAR Dept. Team Site
 - Recent
 - Principal Documents
 - Survey/Responses
 - Grades 1 and 2
 - Shared Charter Folder

Research, Evaluation and Accountability Dashboards

Please provide us with some feedback on our dashboards by clicking on this short survey:
[Dashboard Feedback Survey](#)
 (Please use **Edge, Firefox, or Chrome** to view the dashboards. They don't display in Internet Explorer.)

Dashboards help you visualize, organize and interact with your data. Most dashboards are available to both district and charter schools, however, some are only accessible by district schools.

View the [Dashboards Overview](#) for further information.

Enjoy the following dashboards:

FAST PM Performance and Participation **STAR Performance Dashboard** **BCPS Customer Survey Tracking by School - 2023**

- On this screen, under **School Level Characteristics – School Name**, choose your school.

Overall Surveys Completed

Student Completion Percentage

0% **1%** 100%

Staff Completion Percentage

0% **4%** 100%

Parents Completion Percentage

0% **1%** 100%

SCHOOL LEVEL CHARACTERISTICS

School Name: **All** Tier: **All**

Board Member: **All** Municipality: **All**

School Type: **All** SES Band: **All**

Innovation Zone: **All** Region: **All**

School Level Director: **All**

BCPS Customer Survey Tracking by School - 2023

Percentage Goal for Student Surveys: 40%, Percentage Goal for Staff Surveys: 60%, Percentage Goal for Parent Surveys: 20%

School Name	Required Student Surveys	Completed Student Surveys	Required Staff Surveys	Completed Staff Surveys	Required Parent Surveys	Completed Parent Surveys
ANNABEL C. PERRY PK-8	247	52	43	12	89	2
APOLLO MIDDLE	472	0	48	19	171	0
ATLANTIC TECHNICAL HIGH	266	4	109	1	97	1
ATLANTIC WEST ELEMENTARY	256	55	50	14	90	0
ATTUCKS MIDDLE	308	0	40	1	115	2
BAIR MIDDLE	315	0	40	0	116	0
BANYAN ELEMENTARY	161	1	30	0	58	0
BAVIEW ELEMENTARY	224	0	28	0	96	0
BEACHSIDE MONTESSORI VILLAGE	315	0	41	0	98	40
BEINNETT ELEMENTARY	127	0	30	0	41	8
BLANCHE ELY HIGH	750	0	73	0	264	0
BOULEVARD HEIGHTS ELEMENTARY	250	0	44	0	81	0
BOYD H. ANDERSON HIGH	804	0	77	0	299	0
BRIGHT HORIZONS	61	0	35	0	24	0
BROADVIEW ELEMENTARY	307	31	43	12	94	0
BROWARD ESTATES ELEMENTARY	110	0	20	0	40	1
CASTLE HILL ELEMENTARY	235	0	34	0	84	0
CENTRAL PARK ELEMENTARY	289	1	34	0	115	0
CHALLENGER ELEMENTARY	370	0	50	0	140	0
CHAPEL TRAIL ELEMENTARY	301	0	44	0	107	0
CHARLES DREW ELEMENTARY	174	0	30	0	59	0
CHARLES W. FLANAGAN HIGH	967	0	80	0	363	0
COCONUT CREEK ELEMENTARY	196	21	37	0	78	0
COCONUT CREEK HIGH	722	0	65	1	263	0
COCONUT PALM ELEMENTARY	207	0	35	0	86	0
COLBERT ELEMENTARY	254	0	41	0	85	0
COLLEGE ACADEMY @ BC	178	78	11	10	61	0
COLLINS ELEMENTARY	116	0	23	0	38	0
COOPER CITY ELEMENTARY	295	1	38	0	112	0

- The survey data is available in two views.

(Page 1 – Required & completed surveys by group)

Overall Surveys Completed

Student Completion Percentage

0% **1%** 100%

Staff Completion Percentage

0% **4%** 100%

Parents Completion Percentage

0% **1%** 100%

SCHOOL LEVEL CHARACTERISTICS

School Name: **All** Tier: **All**

Board Member: **All** Municipality: **All**

School Type: **All** SES Band: **All**

Innovation Zone: **All** Region: **All**

School Level Director: **All**

BCPS Customer Survey Tracking by School - 2023

Percentage Goal for Student Surveys: 40%, Percentage Goal for Staff Surveys: 60%, Percentage Goal for Parent Surveys: 20%

School Name	Required Student Surveys	Completed Student Surveys	Required Staff Surveys	Completed Staff Surveys	Required Parent Surveys	Completed Parent Surveys
ATLANTIC TECHNICAL HIGH	266	4	109	1	97	1

(Page 2 – Required, completed and the number needed to reach each goal)

Overall Surveys Completed

Student Completion Percentage

0% **0%** 100%

Staff Completion Percentage

0% **24%** 100%

Parents Completion Percentage

0% **0%** 100%

SCHOOL LEVEL CHARACTERISTICS

School Name: **APOLLO MIDDLE** Tier: **All**

Board Member: **All** Region: **All**

School Type: **All** SES Band: **All**

Innovation Zone: **All** Municipality: **All**

School Level Director: **All**

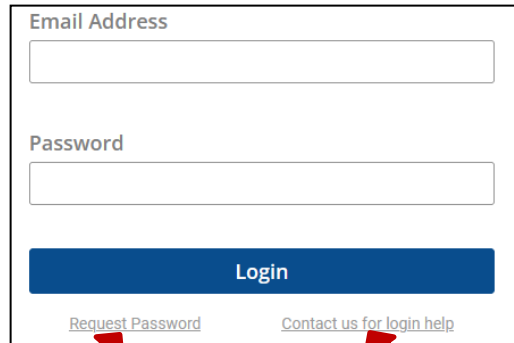
BCPS Customer Survey Tracking by School - 2023

Percentage Goal for Student Surveys: 40%, Percentage Goal for Staff Surveys: 60%, Percentage Goal for Parent Surveys: 20%

School Name	Required Surveys	Completed Surveys	Needed To Reach Goal
APOLLO MIDDLE	466	0	466
Student	466	0	466
Staff	48	19	29
Parent	171	0	171

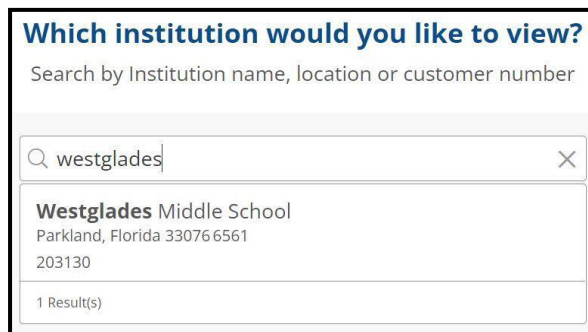
Cognia Access (Real-time updates):

1. Log in to Cognia at <https://myjourney.cognia.org/login> (Only the principal has an account with Cognia). If the principal needs a password or assistance, click [Request Password](#) or [Contact us for login help](#). Cognia will send a link to the principal's email to set up the password. If it is not in the inbox, check the spam or junk folder. If the link is not received, contact Cognia Customer Support at 888-413-3669.



The image shows a Cognia login form. It has two input fields: "Email Address" and "Password". Below these fields is a blue "Login" button. At the bottom of the form, there are two links: "Request Password" and "Contact us for login help". Two red arrows point to these links from below.

2. Once logged in, type the school's name, then click on the school.



The image shows a search interface titled "Which institution would you like to view?". Below the title is a search bar with the text "Search by Institution name, location or customer number". The search bar contains the text "westglades". Below the search bar, a dropdown menu shows the results: "Westglades Middle School", "Parkland, Florida 33076 6561", "203130", and "1 Result(s)".

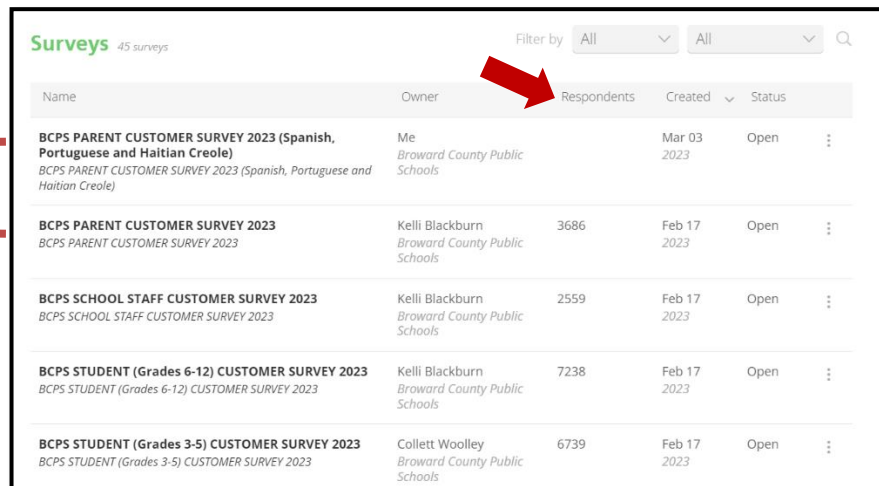
3. Scroll down to eProve surveys, then click on [Go to surveys](#).



The image shows a message from eProve surveys. It says "A survey has not been created for this institution". Below this message is a green button that says "Go to surveys". At the bottom, there is a link that says "Learn More".

4. The school's 2023 surveys are shown. The **Respondents** column shows the number of respondents for each survey.
- ***Note:** Two Parent surveys are available: *BCPS PARENT CUSTOMER SURVEY 2023 (Spanish, Portuguese & Haitian Creole)* and *BCPS PARENT CUSTOMER SURVEY 2023*.
 - When checking the parent survey responses, if there are numbers for both, add them for a grand total.

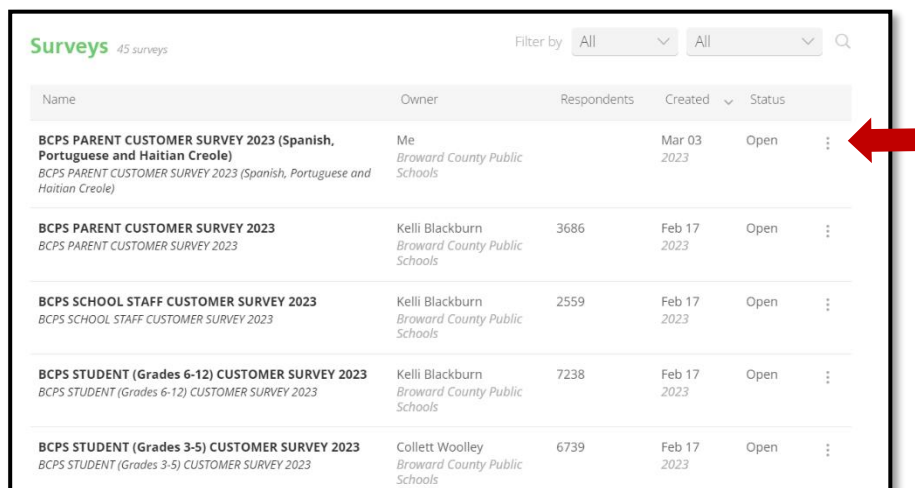
***Note:**
2 Parent
Surveys



The screenshot shows a table titled "Surveys" with 45 surveys. A red arrow points to the "Respondents" column. The table has columns: Name, Owner, Respondents, Created, and Status. The first row is highlighted.

Name	Owner	Respondents	Created	Status
BCPS PARENT CUSTOMER SURVEY 2023 (Spanish, Portuguese and Haitian Creole) BCPS PARENT CUSTOMER SURVEY 2023 (Spanish, Portuguese and Haitian Creole)	Me Broward County Public Schools		Mar 03 2023	Open
BCPS PARENT CUSTOMER SURVEY 2023 BCPS PARENT CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	3686	Feb 17 2023	Open
BCPS SCHOOL STAFF CUSTOMER SURVEY 2023 BCPS SCHOOL STAFF CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	2559	Feb 17 2023	Open
BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2023 BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	7238	Feb 17 2023	Open
BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2023 BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2023	Collett Woolley Broward County Public Schools	6739	Feb 17 2023	Open

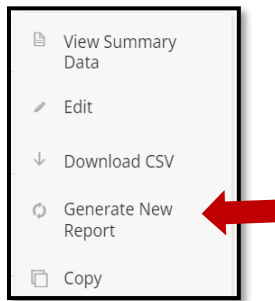
5. For a more complete survey report, go to the three-dot menu to the right of **Open**.



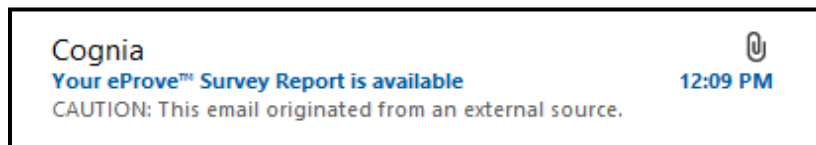
The screenshot shows the same "Surveys" table. A red arrow points to the three-dot menu next to the "Open" status in the first row.

Name	Owner	Respondents	Created	Status
BCPS PARENT CUSTOMER SURVEY 2023 (Spanish, Portuguese and Haitian Creole) BCPS PARENT CUSTOMER SURVEY 2023 (Spanish, Portuguese and Haitian Creole)	Me Broward County Public Schools		Mar 03 2023	Open
BCPS PARENT CUSTOMER SURVEY 2023 BCPS PARENT CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	3686	Feb 17 2023	Open
BCPS SCHOOL STAFF CUSTOMER SURVEY 2023 BCPS SCHOOL STAFF CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	2559	Feb 17 2023	Open
BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2023 BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2023	Kelli Blackburn Broward County Public Schools	7238	Feb 17 2023	Open
BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2023 BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2023	Collett Woolley Broward County Public Schools	6739	Feb 17 2023	Open

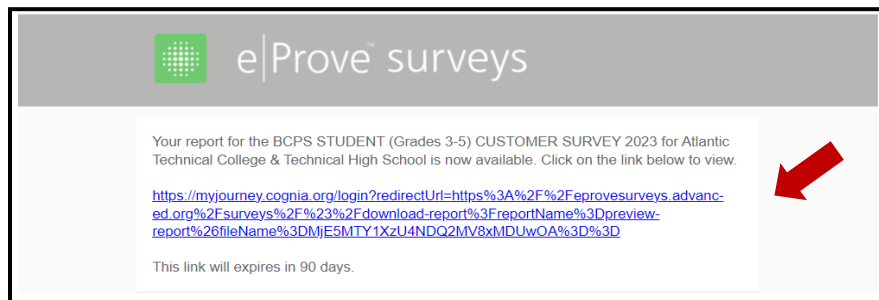
6. Click on **Generate New Report**.



7. An email will be sent with a link to the survey results and may take a few minutes depending on the size of the file. Check the inbox, junk or spam folder.



8. Click on the link in the email that will take you to the eProve login screen.



9. Log in again to see the report on the screen. Edit the name of the report (if desired) and save.



10. Once you save the report, a screen will appear allowing you to download it as a PDF Export.

