

School Improvement Mini Lab

BCPS Customer Surveys (Cognia eProve) and SAC Upload Center

Wednesday, February 7, 2024 and
Thursday, February 8, 2024

Contact School Improvement Office for assistance at 754-321-2500

Annual BCPS Customer Surveys (Cognia eProve) 2023 - 2024



BCPS Customer Surveys

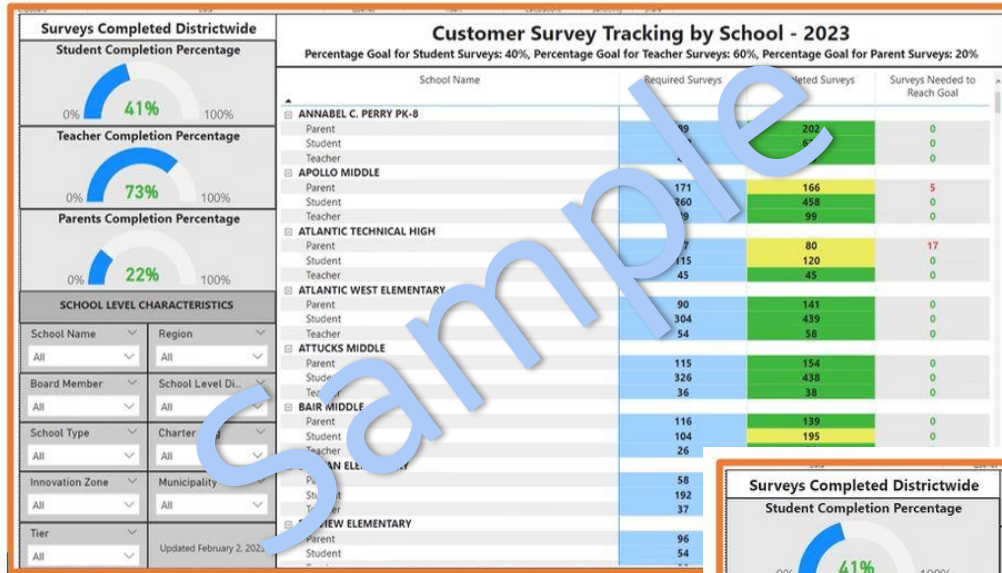
(Goals for each school)

Administration Window	Friday, March 1, 2024 - Tuesday, April 30, 2024	
Parent Survey	Student Survey Elementary: 3-5 Middle & High: 6-12	Staff Survey
❖ Completion Goal - 20%	❖ Completion Goal - 40%	❖ Completion Goal - 60%

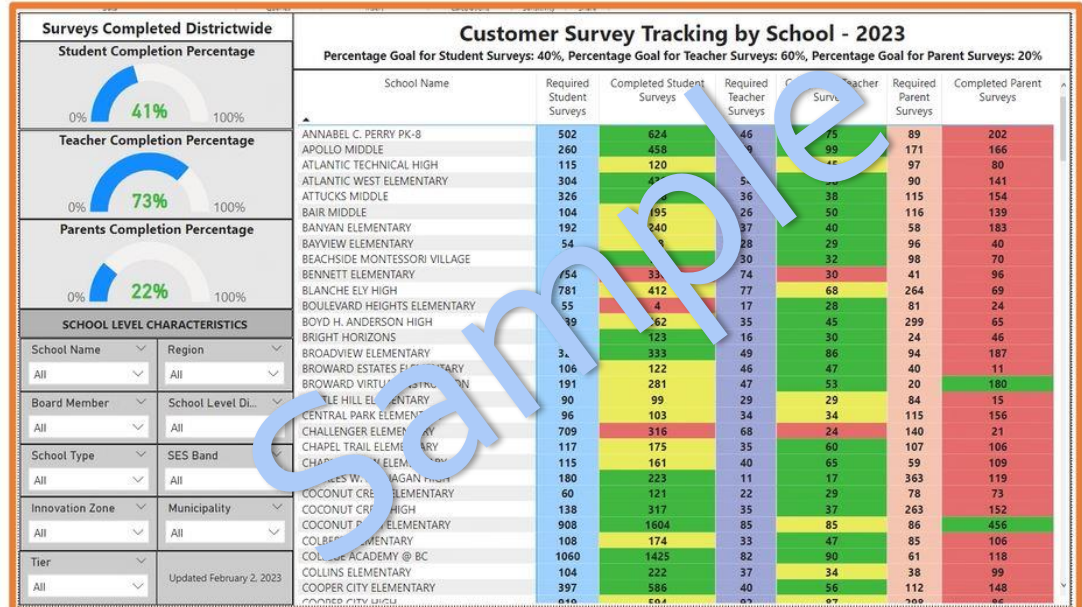
The surveys ask stakeholders their opinions about their school, teachers, administrators, students, peers and other aspects of their experiences at/with the school.



Dashboard “Customer Survey Tracking Tool by School – 2024”



AVAILABLE
February 16, 2024





Process and Communication for Parents and School Staff

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 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 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 your time to complete the survey.

Parent Survey Link: <https://eprovesurveys.advanc-ed.org/surveys/#/action/246161/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 distributed communication:

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.

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



Process and Communication for Elementary, Middle and High School 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 distributed communication:

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) Survey Link: <https://eprovesurveys.advanced.org/surveys/#/action/246148/p568>

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





Getting the Word Out

Advertise

- Flyers
- Posters
- Website
- Email
- Parent Link
- Remind App
- Class Dojo
- Marquee
- School Events/Meetings
- SAC & SAF Meetings
- Sports Games
- School's Social Media

2024 BCPS Parent Survey

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

To complete the survey, click on the link or QR Code:



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.



The survey will be available Friday, March 1, 2024 - Tuesday, April 30, 2024.



Planning With a Purpose

Think about the customers you serve at your school.

- What are some “best practices” that will enable you to meet the goal for your:
 - staff survey
 - student survey
 - parent survey





[Click here for the Padlet link](#)

Computers
available during
"Family Nights"

Send the survey links
through a parent
app (e.g., Class
Dojo, Remind, etc.)

Computers in the
front office during
parent pick up
and drop off

QR codes handed
out during arrival
and dismissal

Computers
available during
aftercare for
parents

Post QR codes on
social media

QR codes posted
on school's news
flyers

Advertise through
email, marquee or
social media (e.g.,
Twitter, Facebook, etc.)

During PTA
meetings

Advertise on the
school website

During SAC
meetings

Student incentives
for completing
surveys

BCPS Customer Surveys Planning Tool for Schools

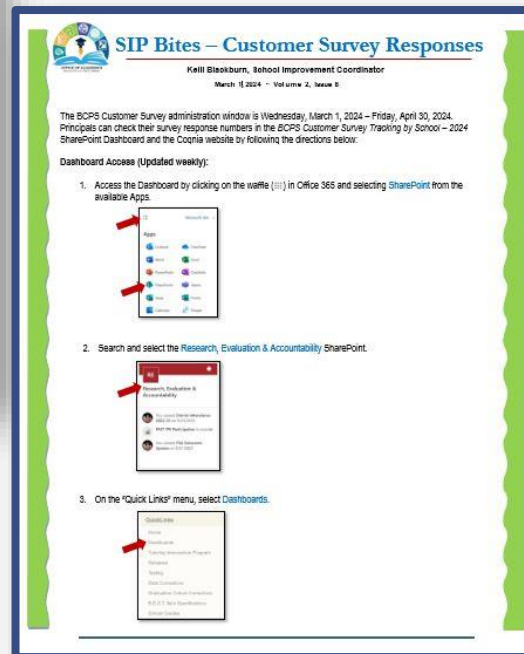
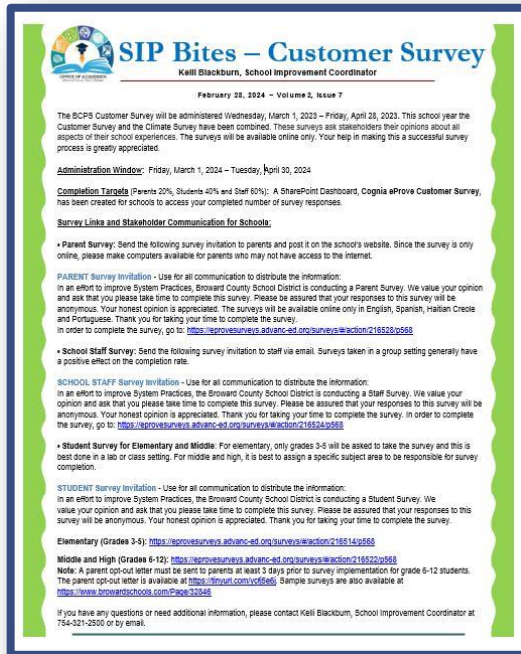


BCPS Customer Surveys (Cognia eProve) Planning Tool for Schools

School Name:		Administration Window: Friday, March 1, 2024 – Tuesday, April 30, 2024	
Parent Survey Completion Goal – 20%	Staff Survey Completion Goal – 40%	Student Survey Completion Goal – 60%	
# of Parents:	# of Staff:	# of Students:	
Person(s) Responsible for implementing, monitoring & reporting progress:			
Best Practices for implementing and monitoring progress:			
List all school meetings, events, activities, etc. from March 1 – April 30, 2024.			
Meetings/Events/Activities/Etc.:		Parent Survey Completion Ideas:	

BCPS Customer Survey Resources

2023-2024 Customer Survey SIP Bites are available on our website.

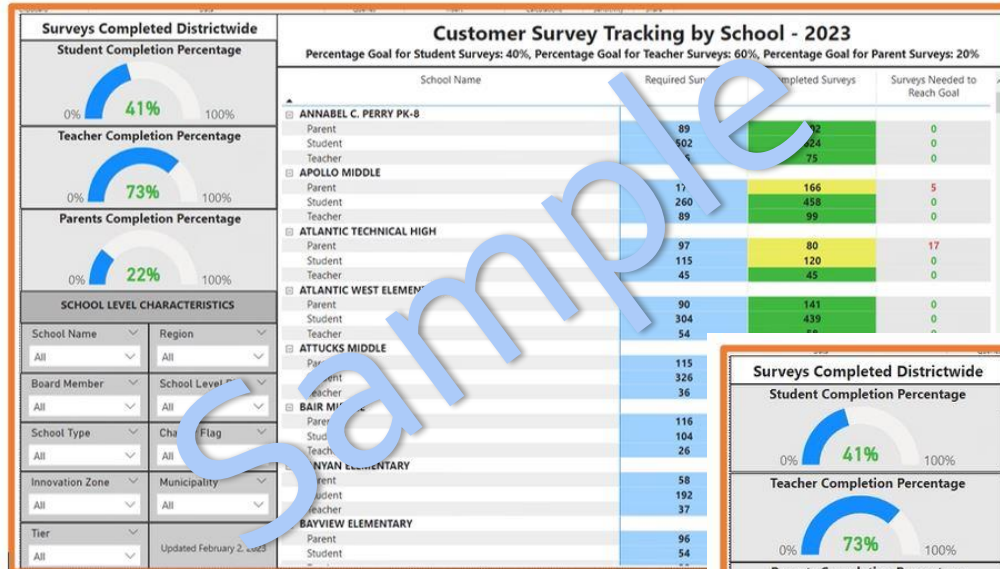


Tips to get started:

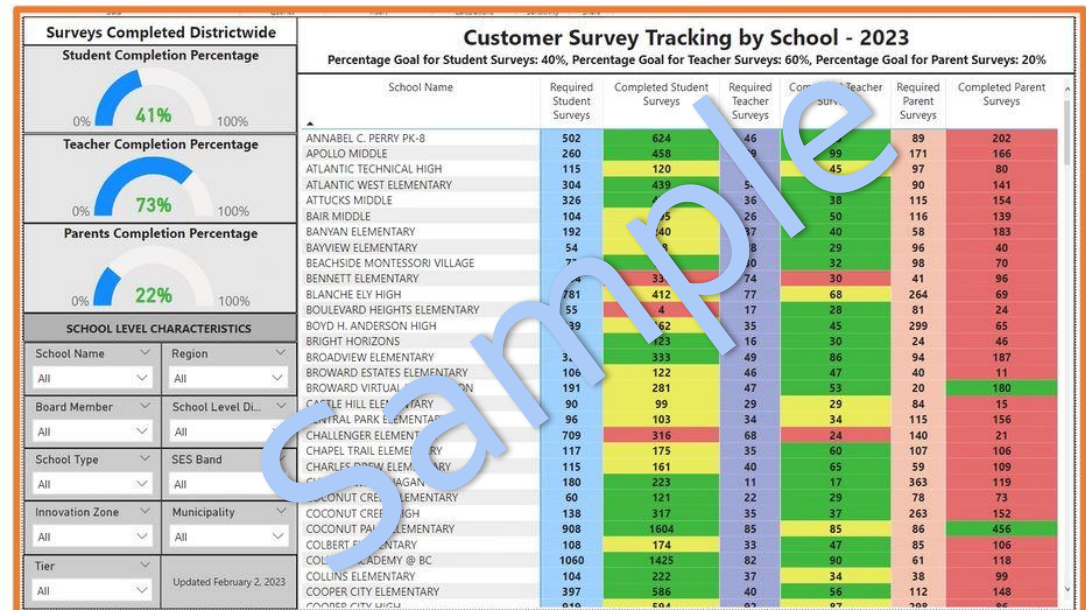
- ✓ Refer to the survey resources on our website for guidance.

- ✓ **SIP Bites – Customer Survey**
- ✓ **SIP Bites – Customer Survey Responses**

Dashboard “Customer Survey Tracking Tool by School – 2024



Available
February 20, 2024





Check Survey Response Numbers for Your School

- Go to <https://myjourney.cognia.org/login>
- Log in (only school principal has access)

- Click on **eProve Surveys**



The School Improvement Team Is Here To Support YOU!

Email or Call (754) 321-2500 and Visit our School Improvement Website

<https://www.browardschools.com/Page/47653>

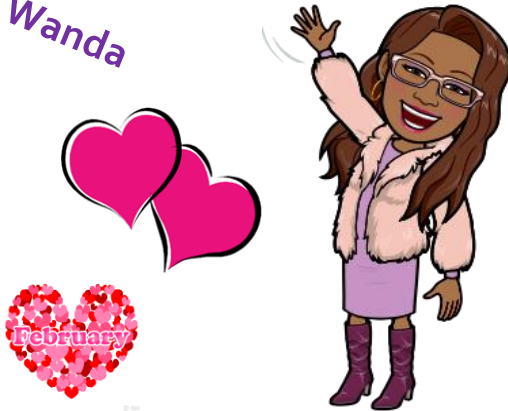
Collet



Leslyn



Wanda

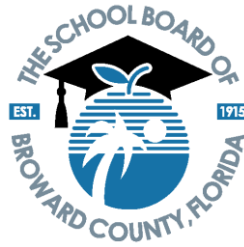


Kelli



Jamillah





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Individuals with disabilities requesting accommodations under the Americans with Disabilities Act Amendments Act of 2008, (ADAAA) may call Equal Educational Opportunities/ADA Compliance Department at 754-321-2150 or Teletype Machine (TTY) 754-321-2158.

browardschools.com