

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
OFFICE OF THE SUPERINTENDENT**

**ROBERT W. RUNCIE  
SUPERINTENDENT OF SCHOOLS**

*SIGNATURES ON FILE*

May 20, 2014

TO: All Principals

FROM: Maurice L. Woods  
Chief Strategy & Operations Officer

VIA: Desmond K. Blackburn, Ph.D.  
Chief School Performance & Accountability Officer

SUBJECT: **20<sup>TH</sup> ANNUAL CUSTOMER SURVEY RESULTS**

The 2013-14 Customer Survey was administered in February and March 2014. This year's survey included representation from students, teachers, parents, and for the first time, school-based non-instructional staff. The survey data are now available.

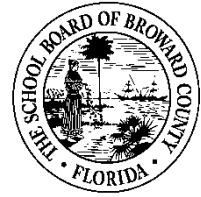
Attached to this memorandum is a one-page overview of findings. A detailed report describing procedures, District-wide data summaries, and question-by-question analysis is also attached. Specific reports for each school are available in the DWH Reports folders.

The one-page summary, detailed report, and school data are also available for public viewing and download on the Student Assessment & Research website at: <http://www.broward.k12.fl.us/sar/>.

Questions concerning the Customer Survey should be directed to **Research Specialist, Russell Clement, Ph.D., Student Assessment & Research at 754-321-2500.**

RWR/MLW/NB/RGB/RWC:rs  
Attachments

cc: School Board Members  
Senior Leadership Team  
Sharon Airaghi, Chief Service Quality Officer  
Directors, School Performance & Accountability  
Jody Perry, Director, Charter Schools Support  
Russell Clement, Research Specialist



# Research Report

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Number 161

Report from the Office of the Superintendent

May 2014

## 2013-14 Annual Customer Survey of Students, Teachers, Parents and Non-Instructional Staff

The 2013-14 school year marks the 20<sup>th</sup> anniversary of the Annual Customer Survey. The purpose of the survey is to measure perceptions of school climate held by Students, Parents, Teachers, and, for the first time this year, school-based Non-Instructional Staff. Survey results are intended to be used for a variety of purposes including supporting **communication** between schools and their communities, school improvement **planning**, and instructional climate **measurement**.

The survey forms and procedures were substantially altered for the present administration based on feedback from teachers, principals, and District staff. The resulting surveys were designed to measure perceptions related to the three goals of Broward County Public Schools' (BCPS) Three-year Strategic Plan (*High Quality Instruction, Continuous Improvement, and Effective Communication*). In addition, survey questions measured four key components of school climate; *Collaborative Teaching, Instructional Practices, School Leadership, and Supportive Environment*.<sup>1</sup> In addition, survey participants were provided an opportunity to list up to five issues they would like to raise with their school principal and District administration. Table 1 displays the climate areas surveyed for each of the respondent groups.

Table 1  
*Components Represented on the 2013-14 Customer Survey.*

	Students	Teachers	Parents	Non-Instructional Staff
<u>Strategic Plan</u>				
High Quality Instruction	√	√	√	*
Effective Communication	√	√	√	√
Continuous Improvement	√	√	√	√
<u>Climate</u>				
Collaborative Teaching	√	√	√	*
Instructional Practices	√	√	√	*
School Leadership	√	√	√	√
Supportive Environment	√	√	√	√
Written Feedback	√	√	√	√
Overall School Rating	√	√	√	√

\* Areas represented on the survey for this group, have too few items to allow reporting as a scale.

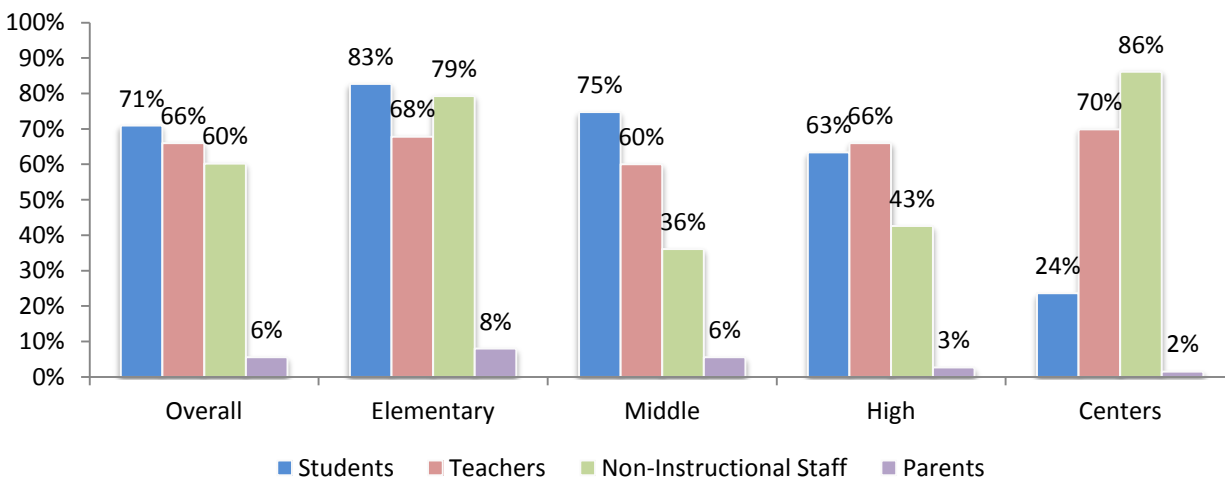
<sup>1</sup> These four climate areas are loosely based on the 5 Essentials School Survey ([csr.uchicago.edu/surveys](http://csr.uchicago.edu/surveys)).

In a change from prior years, participants were not required to log into Virtual Counselor to access the survey. Instead, access to the survey was available through the main District website ([www.browardschools.com](http://www.browardschools.com)). Participants selected the appropriate survey corresponding to their role in the District (*Student, Parent, Teacher, or Non-Instructional Staff*). Data collection and storage was anonymous.<sup>2</sup> Surveys were available for five weeks from February 17 to March 21, 2014.

## Participation

Figure 1 displays the participation rates by respondent group and school level. A total of 120,347 students, 9,800 teachers, 3,578 non-instructional staff, and 10,743 parents submitted valid surveys, yielding estimated response rates of 71%, 66%, 60%, and 6%, respectively.<sup>3</sup> Participation tended to be highest at the elementary level and decreased through the middle and high school levels. Non-instructional staff, who participated for the first time this year, registered an overall participation rate of 60%, with strong participation at the elementary schools and centers. Parent participation was low with an overall rate of 6%.

**Figure 1. Participation Rates 2013-14**



The student, teacher, and parent participation rates were lower than in prior years, due in part to changes in the administration procedures (overall 2012-13 participation rates were 81%, 73%, and 12% for students, teachers, and parents, respectively). Participants were not required to log into the District's Virtual Counselor to access the survey, thereby eliminating the ability to identify who had or had not completed the survey and precluding targeted reminders to individuals. In addition, paper survey administration was not supported by the District this year, which may have contributed to a decrease in participation among parents.

<sup>2</sup> Surveys were administered through the Survey Monkey platform ([www.surveymonkey.com](http://www.surveymonkey.com)).

<sup>3</sup> Numbers represent valid surveys. The inclusion criteria included: minimum of 10 survey questions answered (5 for non-instructional staff), identification of a valid school location, and having been at the school for more than one month (student and parent surveys). Respondents indicating attendance or employment at a charter school are not included in these analyses.

## Composite Scales

Survey items were grouped to form scales for the purpose of summarizing broad perspectives of the participants. Three scales were related to the three components of the Broward County Public Schools' Strategic Plan: *High Quality Instruction*, *Continuous Improvement*, and *Effective Communication*. Four additional scales tapped key areas of the school climate: *Collaborative Teaching*, *Instructional Practice*, *School Leadership*, and *Supportive Environment*. Questions were presented as five-point Likert-type items with options ranging from (1) *Strongly Disagree* to (5) *Strongly Agree* with a *Don't Know* option as a sixth choice. The number of items comprising each scale ranged from 3 to 16. Cronbach's Alpha coefficients were computed to assess the reliability of each scale, or the degree to which items are inter-related and thereby provide a meaningful measure of a general topic. The coefficients can range from 0 to 1, with values closer to 1 indicating a higher degree of agreement among items within the scale. Items comprising a common scale should have a strong Alpha coefficient ( $\alpha$ ). Table 2 displays the number of items comprising each scale and  $\alpha$ . The Alpha coefficients tended to be in the moderate to high range.

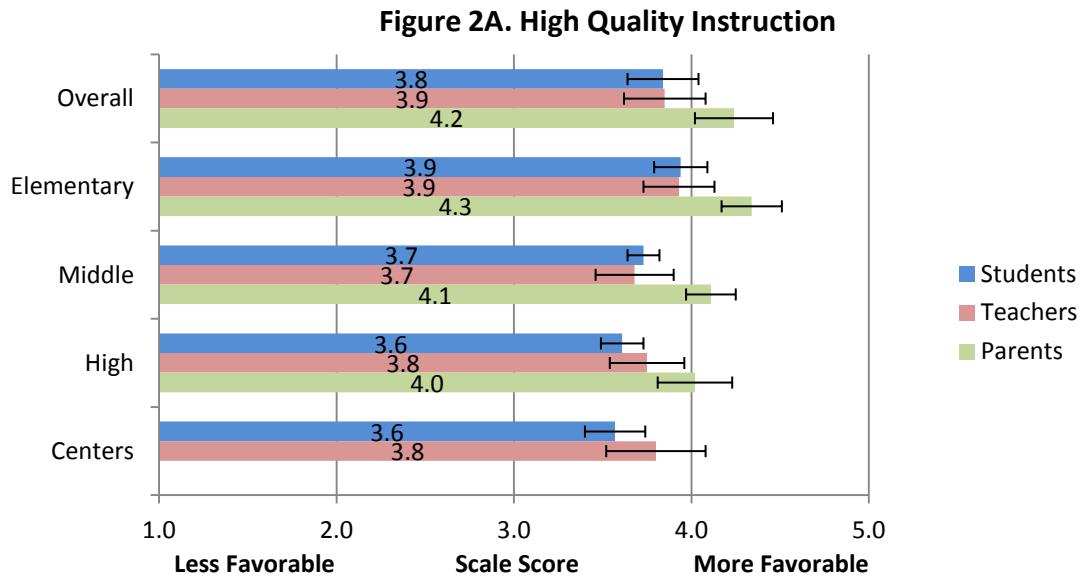
Table 2  
*Scale Reliabilities*

	Students		Teachers		Non-Instructional Staff		Parents	
	Items	$\alpha$	Items	$\alpha$	Items	$\alpha$	Items	$\alpha$
<u>Strategic Plan</u>								
High Quality Instruction	9	0.68	6	0.59	2	**	9	0.82
Continuous Improvement	6	0.64	6	0.65	4	0.84	6	0.81
Effective Communication	3	0.49	3	0.62	4	0.78	3	0.71
<u>Climate</u>								
Collaborative Teaching	4	0.65	4	0.61	2	**	3	0.83
Instructional Practice	16	0.72	5	0.60	2	**	13	0.85
School Leadership	5	0.82	15	0.97	12	0.98	7	0.97
Supportive Environment	13	0.80	12	0.76	9	0.77	16	0.89

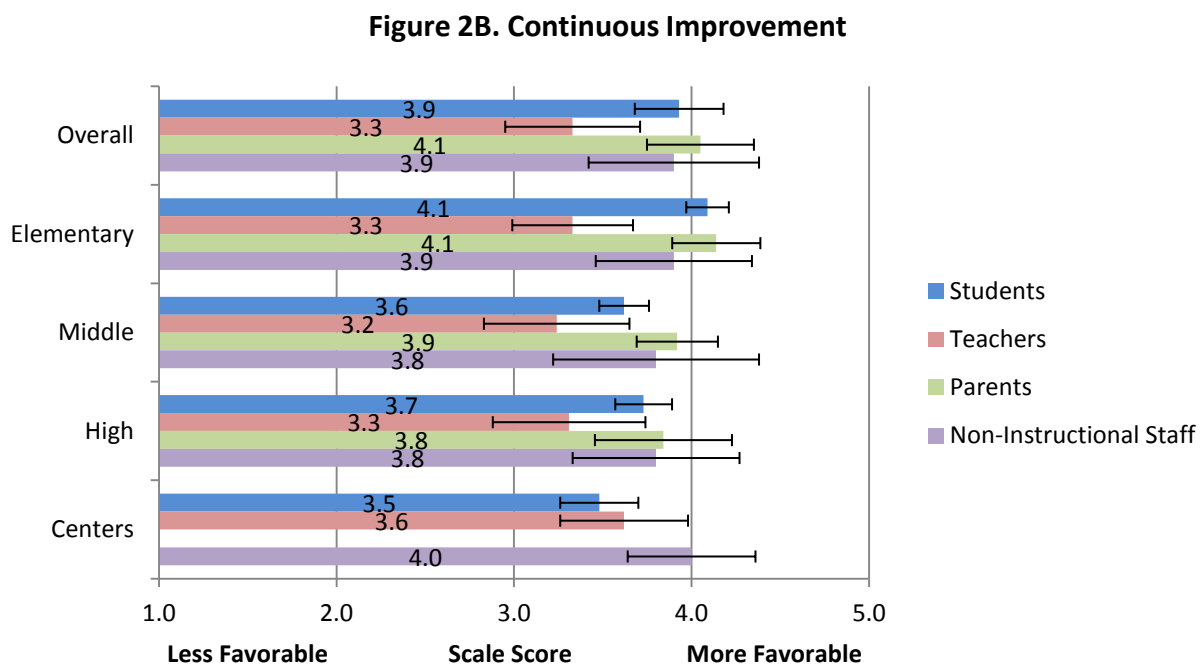
Notes: Reliability is indexed as Cronbach's Alpha ( $\alpha$ ). \*\*Areas represented on the survey for this group had too few items to allow reporting as a scale.

Survey items comprising each scale were averaged to obtain the composite score for each participant. These participant-level scale scores were then averaged to create scores at the school level. The scores could range from 1 to 5, with higher scores representing more favorable perceptions. Figures 2A, 2B, and 2C illustrate the average school-level perceptions for the three Strategic Plan scales by level and respondent group. Error bars denote one standard deviation in school-level averages and are provided as a reference of variability in school-level ratings across the District. Data are not reported for parents of students attending centers due to low participation.

Inspection of Figure 2A revealed that all participant groups expressed positive views with regard to *High Quality Instruction*. Students and teachers expressed similar views as denoted by the blue and red bars being of similar length and the overlapping error bars. By contrast, the responding parents tended to give more positive ratings. Values for non-instructional staff are not reported for this scale.

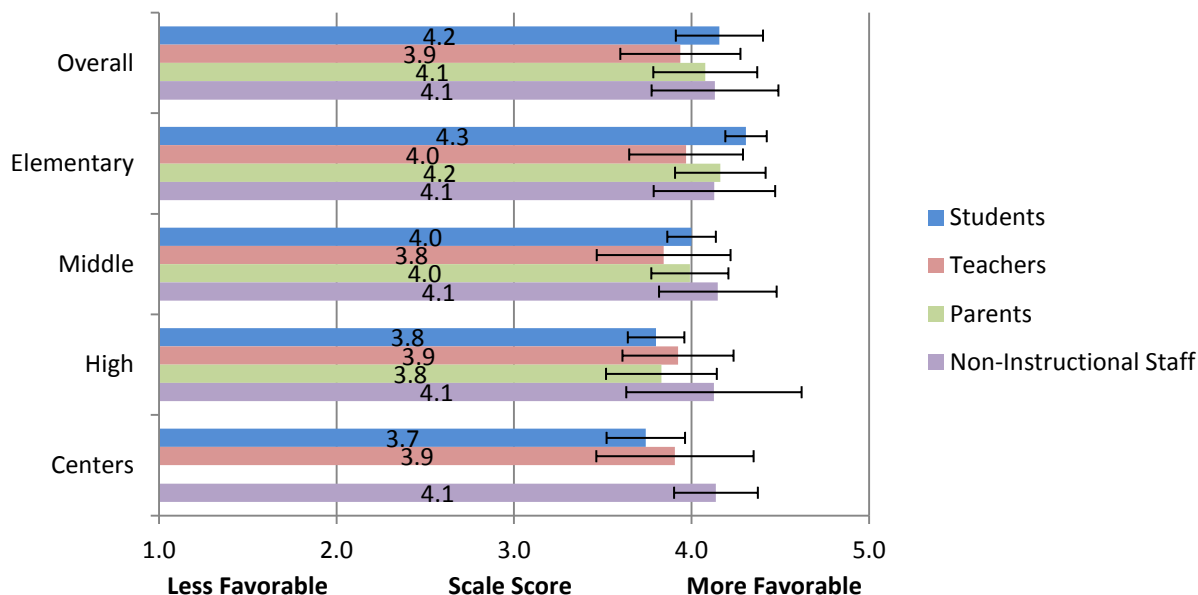


Overall, students and parents tended to give higher ratings with regard to *Continuous Improvement*, particularly at the elementary, middle, and high school levels (Figure 2B). Non-instructional staff tended to give higher ratings of *Continuous Improvement* than did their teacher-colleagues. These patterns were consistent across school levels with the exception of centers.



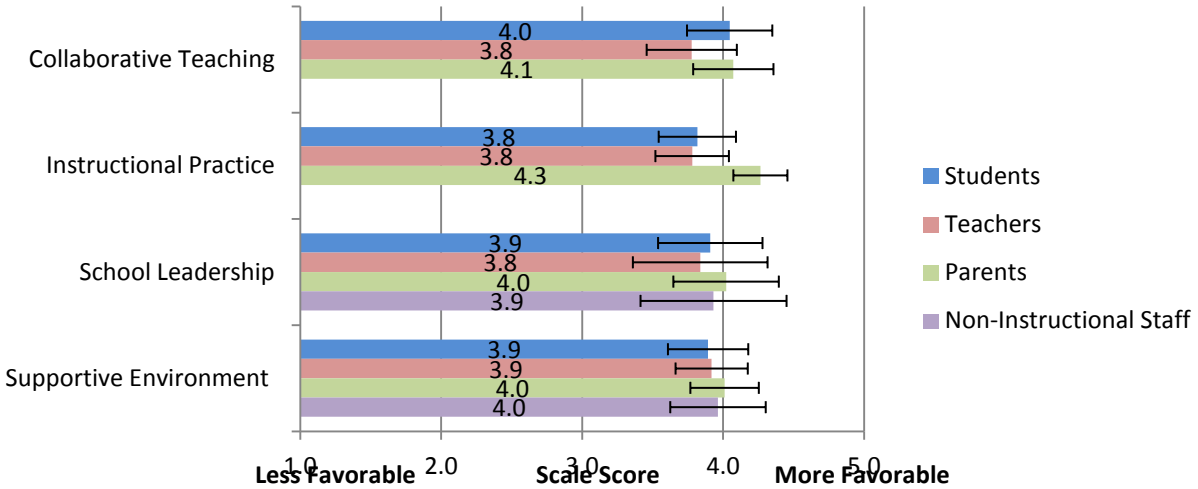
Overall, the four participant groups rated their school positively with regard to *Effective Communication*. At the elementary and middle school levels, teachers tended to give lower ratings compared to the other groups. High school students tended to give lower ratings than the younger student participants, suggesting an opportunity for improved communication with high school students.

**Figure 2C. Effective Communication**



In addition to the three Strategic Plan related scales, four scales summarized responses to questions addressing aspects of the school climate: *Collaborative Teaching*, *Instructional Practice*, and *Supportive Environment*. Figure 3 displays the average school-level ratings. Overall, all respondent groups registered positive ratings of the school climate. Each of the groups reported similar ratings on average, although the participating parents tended to give more positive ratings of *Instructional Practice* than either students or teachers. Non-instructional staff were included in ratings of the *School Leadership* and *Supportive Environment* and provided similar favorable ratings as each of the other participant groups. Table 5 provides the disaggregated scores by respondent group and school level. On average, ratings tended to be positive and similar across school levels. Elementary students tended to provide higher ratings on each of the climate scales than did students at other levels.

**Figure 3. Overall Climate Scales**



**Table 3**

*Climate Scales: Average Composite Scores by Group and School Level*

	Students	Teachers	Parents	Non-Instructional Staff
<b>Collaborative Teaching</b>				
Elementary	4.3 (0.1)	3.8 (0.3)	4.2 (0.2)	--
Middle	3.6 (0.2)	3.6 (0.4)	4.0 (0.2)	--
High	3.8 (0.1)	3.7 (0.3)	3.8 (0.3)	--
Centers	3.6 (0.2)	3.7 (0.4)	*	--
<b>Instructional Practice</b>				
Elementary	4.0 (0.1)	3.8 (0.2)	4.3 (0.2)	--
Middle	3.5 (0.1)	3.6 (0.3)	4.2 (0.1)	--
High	3.5 (0.1)	3.8 (0.3)	4.1 (0.2)	--
Centers	3.4 (0.2)	3.8 (0.3)	*	--
<b>School Leadership</b>				
Elementary	4.2 (0.2)	3.9 (0.5)	4.1 (0.4)	4.0 (0.5)
Middle	3.6 (0.2)	3.7 (0.5)	3.9 (0.3)	3.9 (0.6)
High	3.5 (0.3)	3.9 (0.4)	3.8 (0.4)	3.8 (0.5)
Centers	3.4 (0.2)	3.7 (0.6)	*	3.9 (0.3)
<b>Supportive Environment</b>				
Elementary	4.1 (0.1)	4.0 (0.2)	4.1 (0.2)	4.1 (0.3)
Middle	3.6 (0.1)	3.8 (0.3)	3.8 (0.2)	3.7 (0.4)
High	3.6 (0.2)	3.9 (0.3)	3.8 (0.3)	3.8 (0.3)
Centers	3.5 (0.2)	4.1 (0.3)	*	4.0 (0.3)

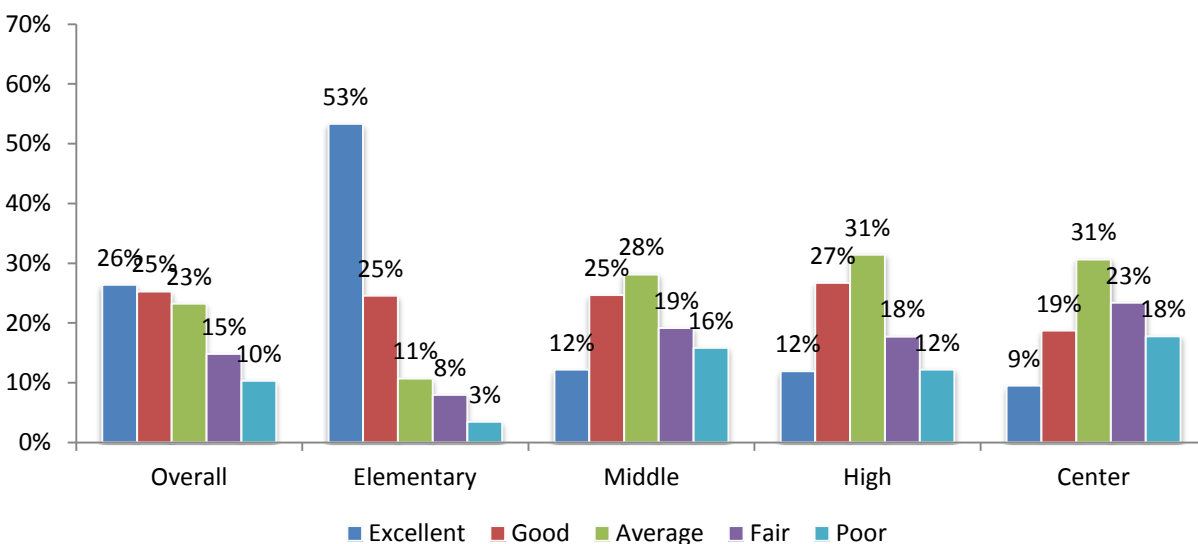
Note. Values in parentheses denote standard deviations. \* Participation was insufficient for reporting of school-level average scores.

## Highlights of Selected Items

The scales summarized in the previous sections provide a high-level index of the perceptions reported by *Students, Teachers, Parents, and Non-instructional Staff*. These indices are useful for gaining a broad understanding of the perceptions of the climate in BCPS schools. They do not, however, cast light on specific issues. Responses to individual questions must be examined to gain a deeper understanding of stakeholders' perceptions. Responses for all items are summarized in the Appendix; summaries are provided overall and by school level for each respondent group. This section highlights responses to selected items.

As an overall assessment, all respondents were asked to rate the school's environment on a five-point scale from *Poor* to *Excellent*. Figures 4A, 4B, 4C, and 4D display the responses for students, teachers, parents, and non-instructional staff, respectively. Nearly three-quarters of students and parents at the elementary level rated their school's environment as "excellent" or "good." These ratings by the elementary representatives are more favorable than the ratings provided by representatives at other school levels, with an exception for teachers and parents of students attending centers. Middle and high school students tended to provide similar ratings of their schools, with "average" being the most frequent score. Also of note, the responding teachers and parents rated the environment at the centers highly, with 40% of teachers and 61% of parents providing ratings of "excellent."<sup>4</sup>

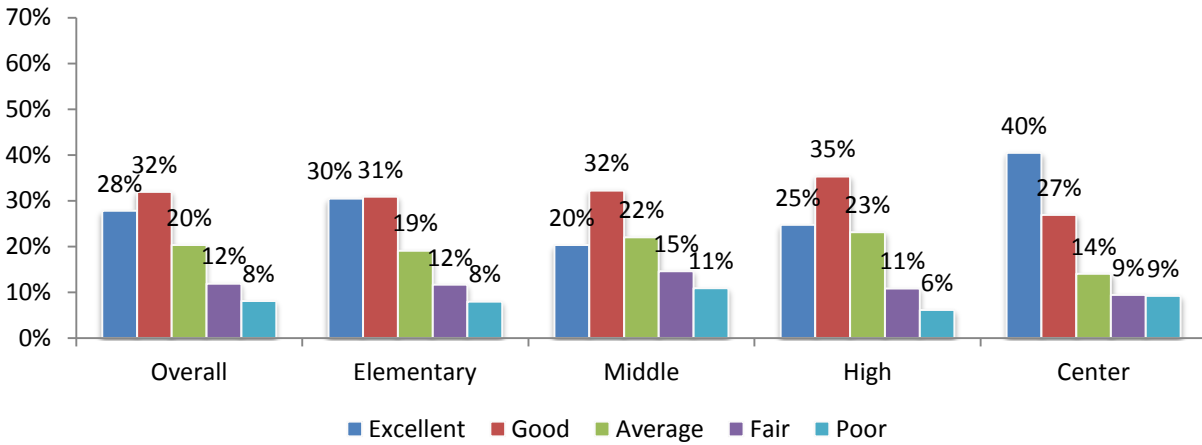
**Figure 4A. Students: How do you rate your school's environment overall?**



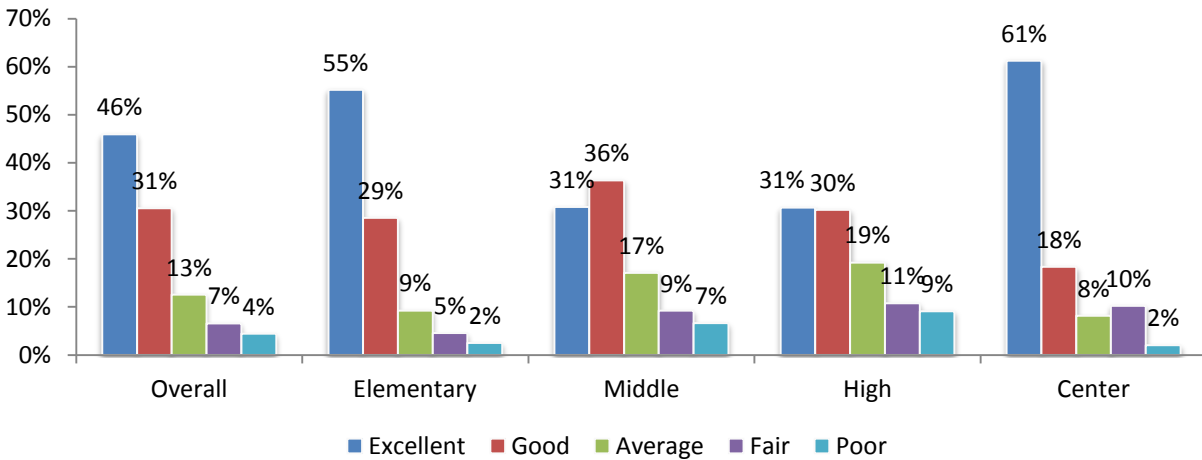
<sup>4</sup> Parent responses at the Centers were low with 49 valid responses.



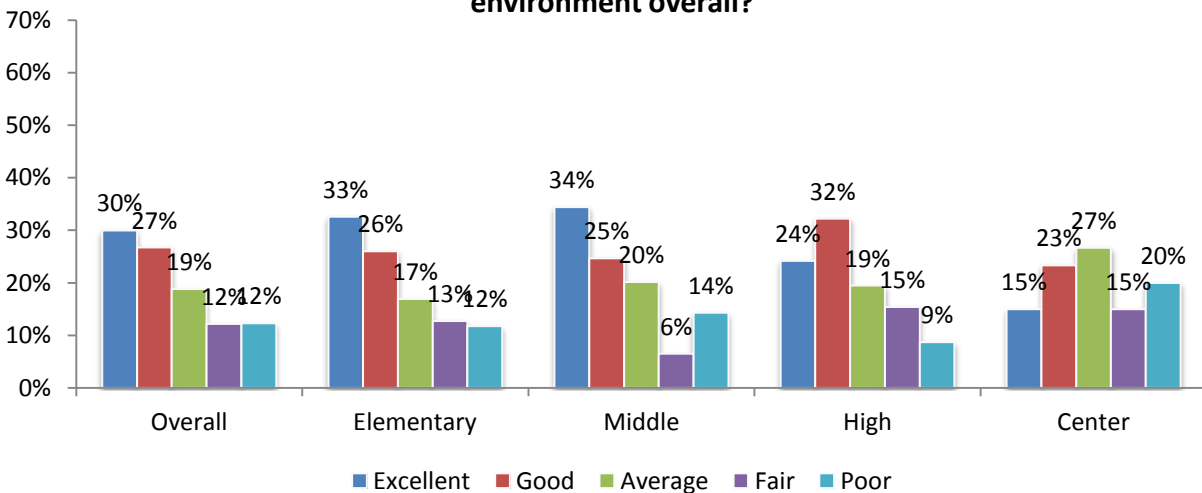
**Figure 4B. Teachers: How do you rate your school's environment overall?**



**Figure 4C. Parents: How do you rate your school's environment overall?**

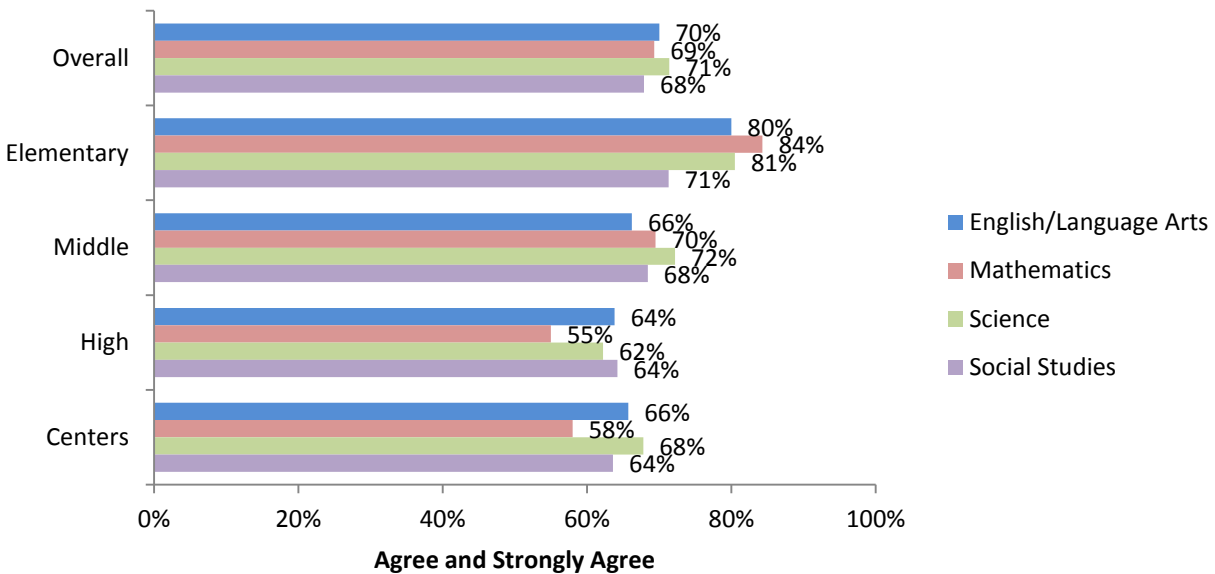


**Figure 4D. Non-Instructional Staff: How do you rate your school's environment overall?**



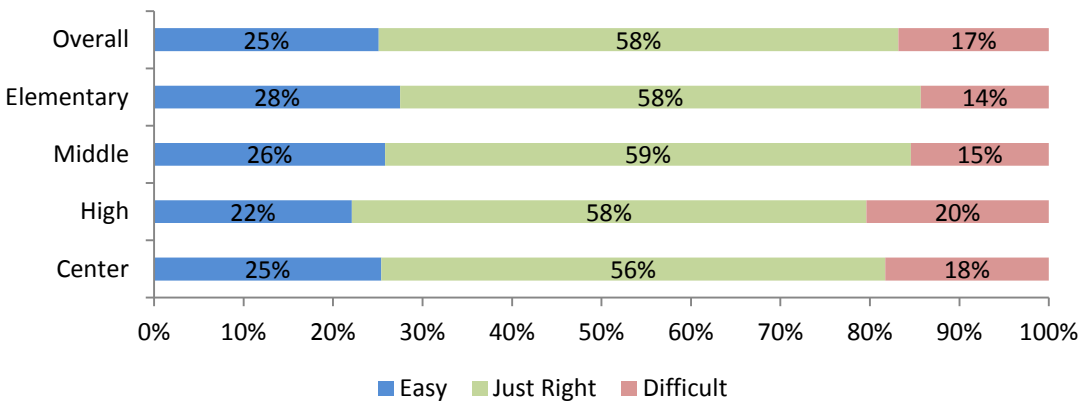
Student engagement in learning is essential to academic success. Students rated their interest in what is being taught in the four core subject areas (Figure 5). A consistent pattern was found for each subject: elementary students registered the highest level of interest, with interests waning at the middle and high school levels. The most dramatic difference occurred with mathematics, decreasing from 84% of elementary students professing interest to 55% of high school students.

**Figure 5. Students reporting interest in what is taught**



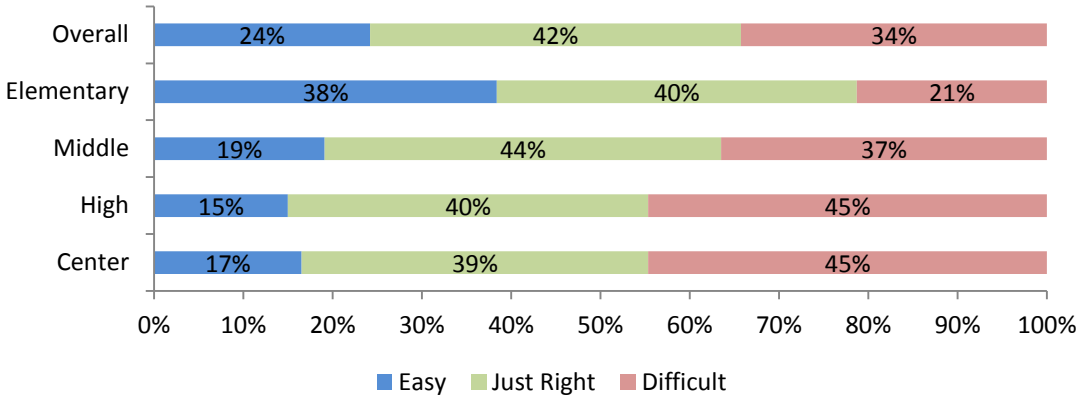
In addition to interest, lessons and assignments need to be appropriately challenging. Too easy and students lose interest, too difficult and students get frustrated. Students rated the level of difficulty of the classes they are taking in each of the four core areas (Figures 6A, 6B, 6C, and 6D). Ratings were made on a five-point scale from *Too Easy* to *Too Difficult* with *Just Right* denoting the midpoint.<sup>5</sup>

**Figure 6A. Students: Difficulty of English/Language Arts Classes**

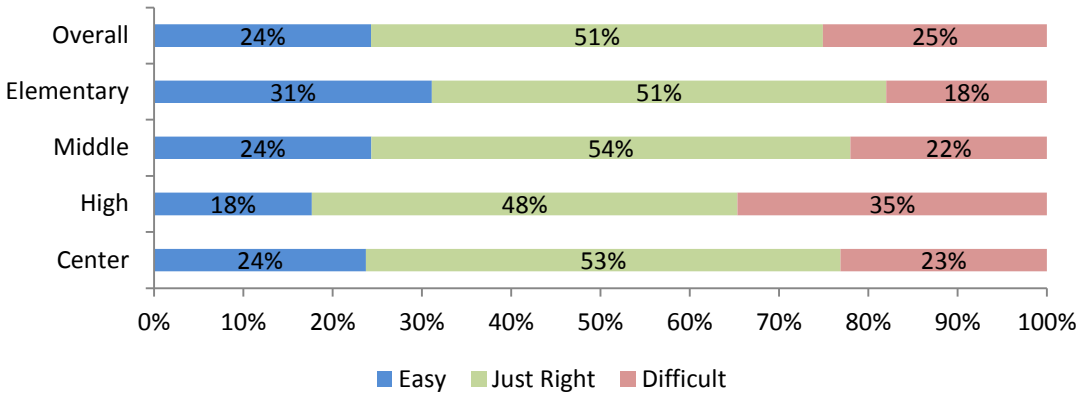


<sup>5</sup> For the graph presentations, *Too Easy* and *Easy* were combined, as were *Difficult* and *Too Difficult*.

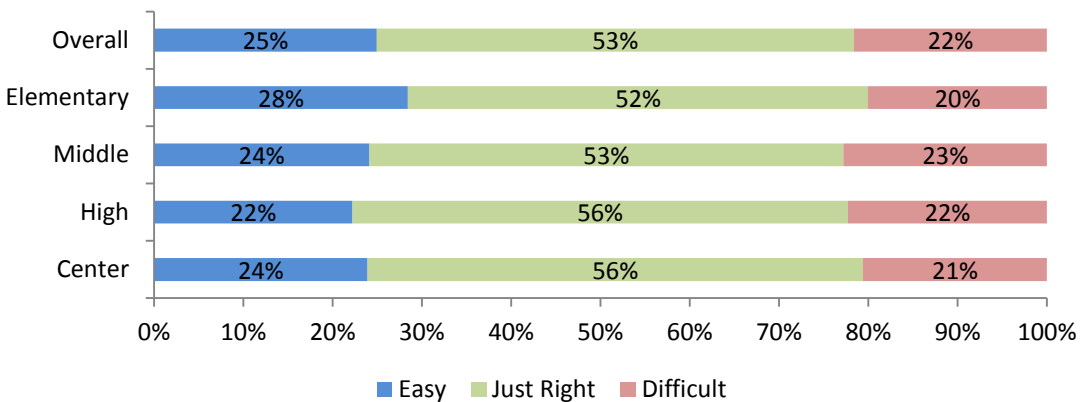
**Figure 6B. Students: Difficulty of Math Classes**



**Figure 6C. Students: Difficulty of Science Classes**



**Figure 6D. Students: Difficulty of Social Studies Classes**

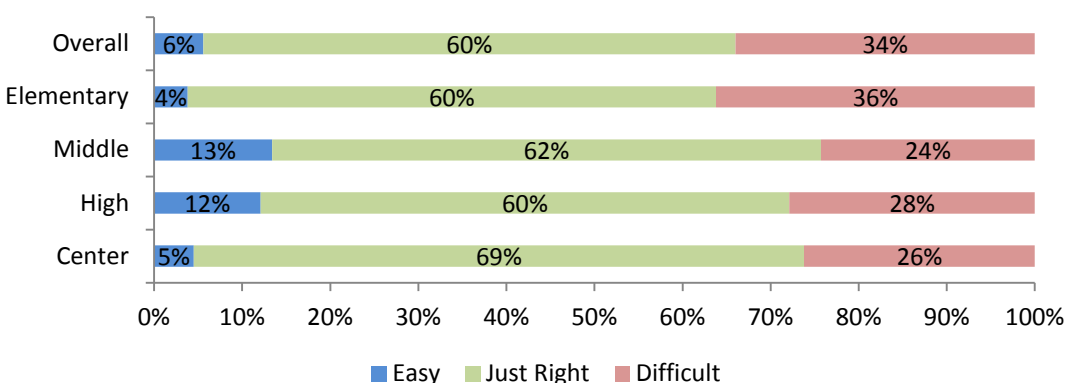


Review of Figures 6A to 6D indicate that students view math and science classes as more difficult than English/Language Arts or Social Studies classes. The percent of students rating math and science as difficult increased with school level. While 21% of elementary students

rated math as difficult (38% said it was easy), 45% of high school students rated math as difficult. These data suggest that the relative level of rigor is not consistent across school levels.

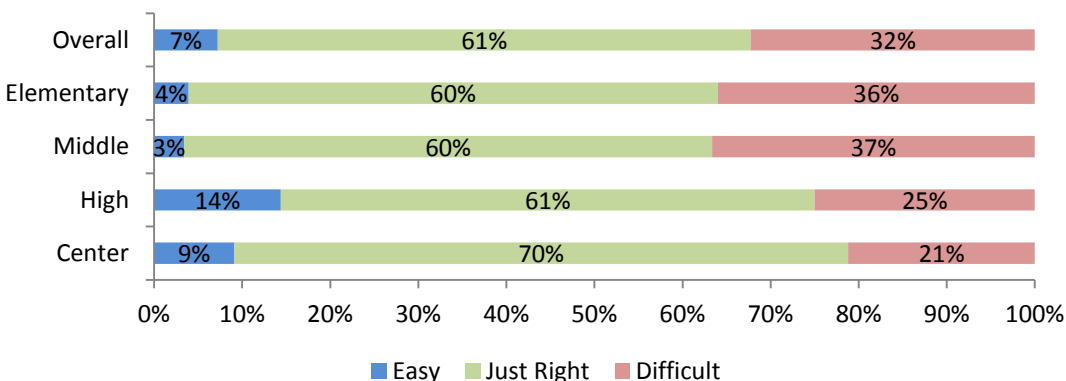
Teachers provided their perspectives of the learning expectations for their subject areas (Figures 7A, 7B, 7C, and 7D). The English/Language Arts teachers (Figure 7A) believed that the instructional expectations are more difficult than ratings provided by the students would suggest (Figure 6A). That is, 25% of students overall indicated that English/Language Arts classes were easy (17% difficult) while only 6% of teachers said the learning expectations were easy (34% said they were difficult).

**Figure 7A. Teachers: Learning Expectations in English/Language Arts**



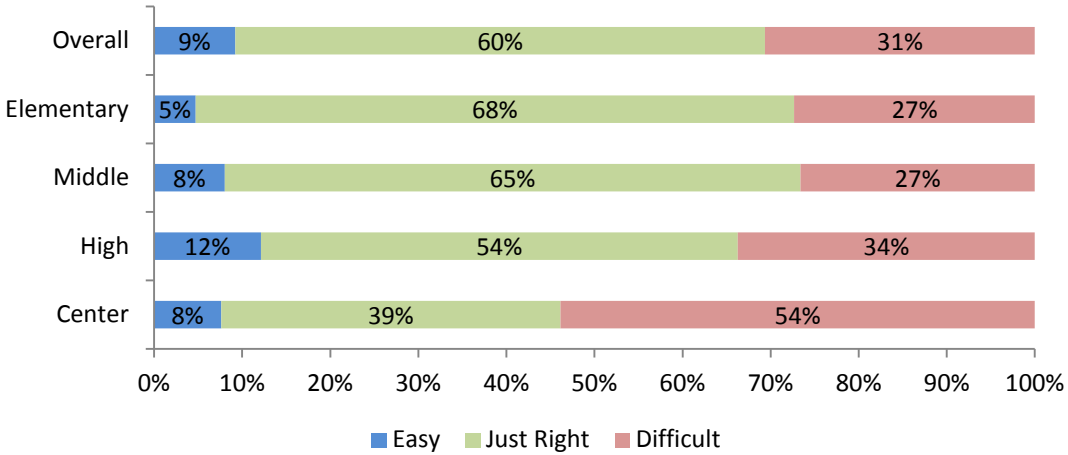
Teachers' assessment of expectations in math (Figure 7B) also diverged from student's reported experience (Figure 6B). A substantial proportion of elementary students found math to be easy (38%) while only 4% of their teacher rated the elementary expectations as easy. Nearly one-half (45%) of high school students rated math classes as difficult, but only 25% of their teachers rated the expectations as difficult.

**Figure 7B. Teachers: Learning Expectations in Math**

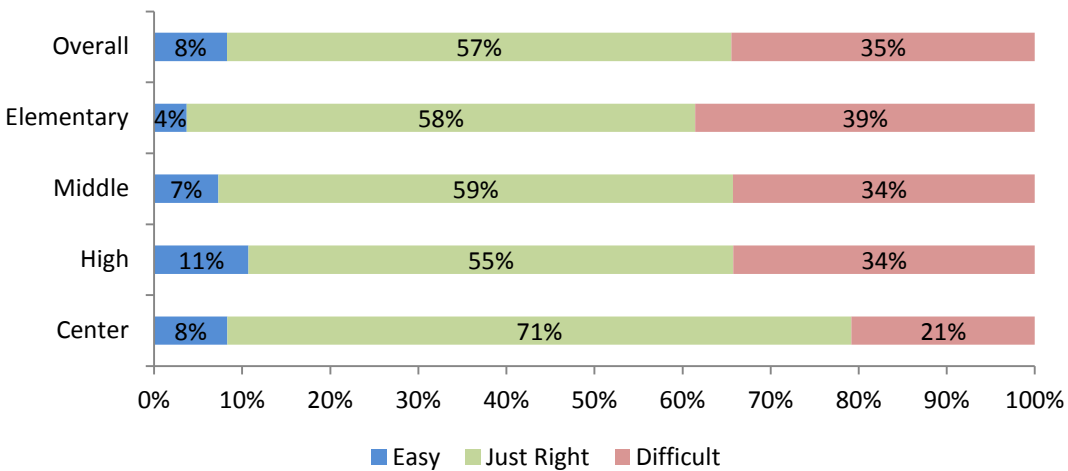


Many students also reported that the science and social studies classes were easier than would be expected given the teachers' ratings of the expectations (Figures 7C and 7D).

**Figure 7C. Teachers: Learning Expectations in Science**



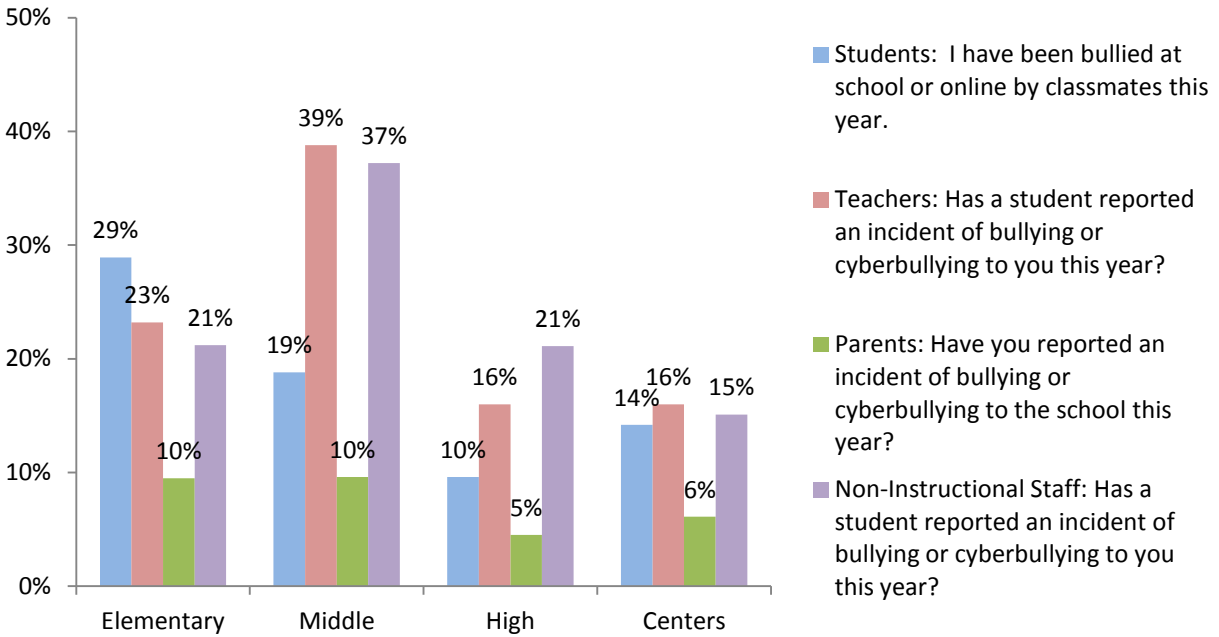
**Figure 7D. Teachers: Learning Expectations in Social Studies**



Students' feelings of safety at school are also critical to learning. Bullying is one aspect of safety that has received much recent attention in the media; a recent Google search for news reports about bullying in schools revealed 23,700 reports in the United States from January 1 to April 21, 2014. The present survey included bullying-related questions, including asking students if they have been bullied this year and asking adults if students have reported bullying this year. As shown in Figure 8, students in elementary school were most likely to say that they have been bullied this year (29%), with high school students least likely (10%). However, middle school teachers (39%) and non-instructional staff (37%) were most likely to say that a student has reported an incident of bullying to them.<sup>6</sup>

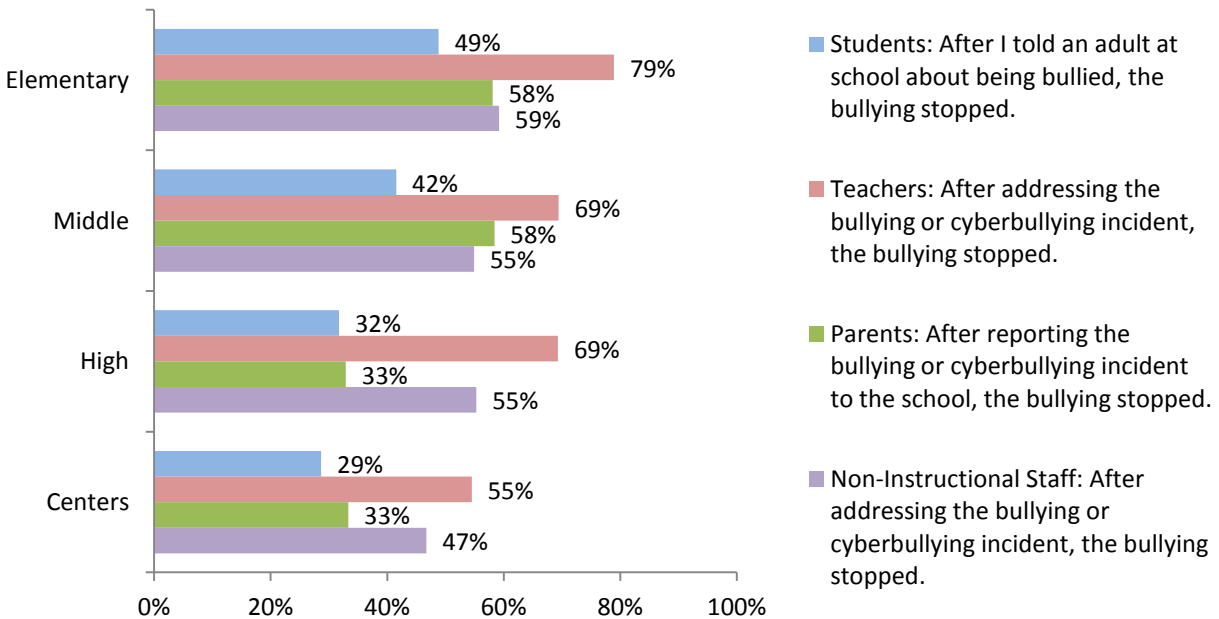
<sup>6</sup> These data are self-reports of perceptions. For actual behavior data, the reader is referred to the Research Brief An Analysis of Behavior Incidents and Suspensions in Broward County Public Schools, 2009-10 Through 2011-12 (latest report), available at: <http://www.broward.k12.fl.us/sar/releases/briefs/SuspensionBrief2012.pdf>

**Figure 8. Reported Bullying**



A separate item assessed perceptions concerning the impact of adult intervention in bullying at school (Figure 9). Students who said they had been bullied or teachers who said they had intervened in bullying indicated whether the bullying stopped, remained the same, or got worst after the adult’s involvement. Inspection of the figure suggests that teachers felt that their intervention was more effective in stopping bullying compared to reports from students. This difference in perception was apparent across all school levels.

**Figure 9. Adult's Impact on Bullying**

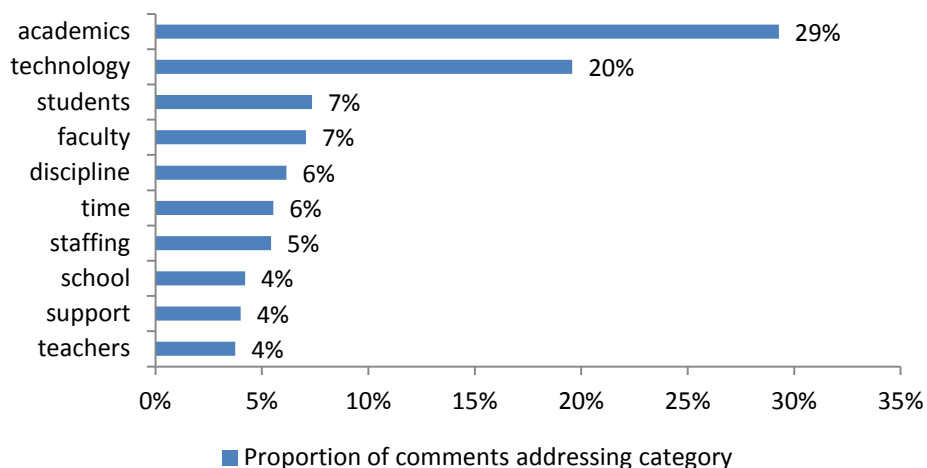


## Open Responses

The results outlined in the previous sections describe the participants' responses that were made by selecting from a set of defined options. This strategy provides a means of collecting a range of perceptions that lead to a ready comparison across school sites and respondent groups. However, the data are limited to the questions and possible responses that were included by the designers of the survey. To provide the participants an opportunity to express other concerns or issues, a question was included to allow listing of up to five topics that they wanted the principal and District administration to consider. The participants were free to list any topic, positive or negative. The following is a high-level summary of the topics identified by each group. Detailed summaries, excluding any of the participants' identifying information, are provided separately to the school principals and District administrators. As revealed in the following summary, while there is some overlap, each of these groups has expressed different sets of concerns.

A total of 6,773 (69%) teachers provided written responses. Their comments were categorized according to broad themes; the 10 most commonly cited themes are displayed in Figure 10. The broad categories of *academics* and *technology* captured 29% and 20% of the comments, respectively. The *academics* category covered a broad range of issues including student preparation, providing instruction to special populations, and availability and quality of instructional materials. Technology concerns included student access to computers as well as the age and working condition of computers. With regard to comments about students, many teachers mention a need for support with regard to addressing behavioral issues.

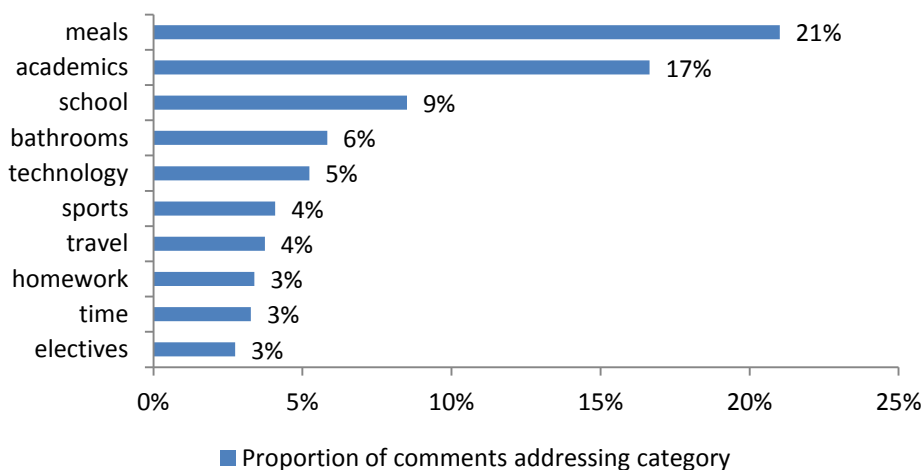
**Figure 10. What's on Teachers' Minds**



Among the student respondents, 85,127 (71%) answered the request for written feedback. The ten most commonly commented categories are displayed in Figure 11. Issues concerning meals and meal times at school were the most commonly discussed topics, addressed by 21% of the respondents. Students raised concerns about the quality and choices of available food, serving sizes (too small), length of the meal period, and student behavior during the meal periods.

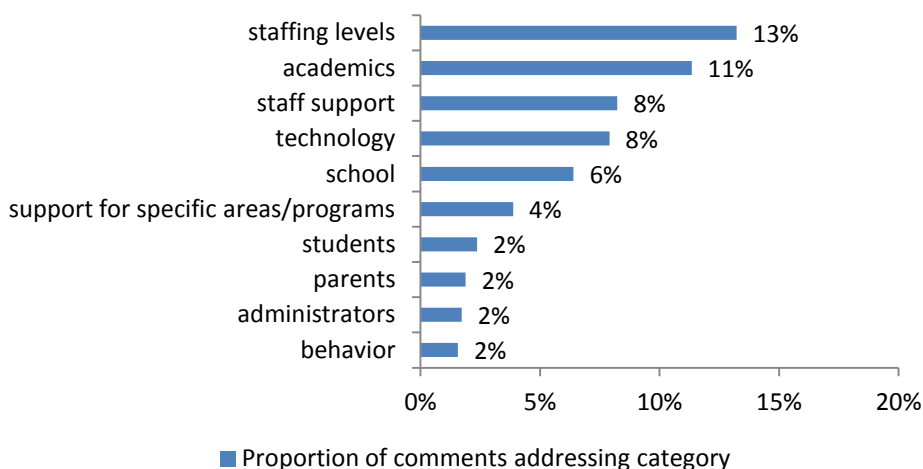
Academics was the second most commonly discussed topic, being addressed by 17% of the respondents. Many comments in this category addressed individuals' concerns about specific classes (e.g., math class is difficult), quality of instructional materials, and preparation for exams. Comments in the school category tended to be generic (e.g., I like school).

**Figure 11. What's on Students' Minds**



Of the non-instructional staff, 1,860 (52%) responded to the written feedback questions. Their responses covered a variety of topics with the ten most common shown in Figure 12. Many of their comments concerned having a sufficient amount of staff to address workloads and operational needs. They indicated that particular programs offered in the school needed additional or dedicated support staff. Many commented on school operations, including hours, safety rules, discipline policy, etc. Staff also commented on the condition of the school facilities and the equipment used for their jobs.

**Figure 12. What's on Non-Instructional Staffs' Minds**

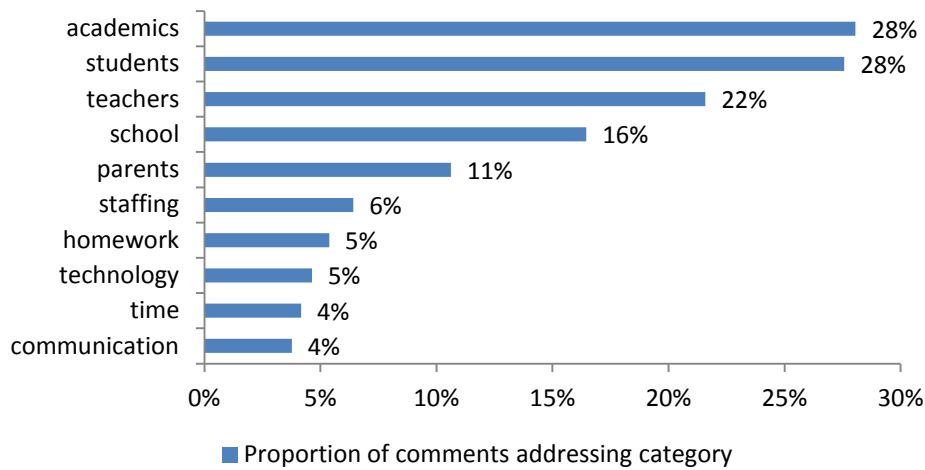


A total of 5,949 (55%) of the responding parents provided written feedback. Many of the comments concerned academics at the schools (28%) such as the quality of instruction, level of academic assistance available at school, and the depth and range of activities available. An



approximately equal proportion of comments concerned the treatment of and opportunities for students. Nearly one-quarter of the comments concerned teachers, either with regard to general teacher quality, teacher’s treatment of students (fair or unfair), and comments about specific individuals. Comments about the school included general statements about the school (this is a good school) and comments on the schools’ rules and operations (e.g., start and end times, need for recess). A number of comments also addressed interactions with non-instructional school staff, amount of homework, quality of technology, and communication with the school.

**Figure 13. What's on Parents' Minds**



**Limitations**

The survey offered an opportunity for students, teachers, parents, and non-instructional staff to share their perspectives and provide feedback on school climate. The survey was open to all who wanted to participate. This situation leads to a couple of possibilities that must be considered while reviewing the data. First, participants might not be representative of the overall population served by BCPS—those individuals who completed a survey may have been more motivated or have more extreme views than the population at large. Second, some individuals may have taken advantage of the open access to complete the survey multiple times, thereby allowing their views to be overrepresented. Notwithstanding these limitations, the surveys do provide information that can be used in conjunction with other data sources to build a more complete picture of our schools.

**Next Steps**

This report highlights the responses of students, teachers, parents, and non-instructional staff to the 2013-14 Customer Survey. Tables attached to this report summarized responses to all closed-ended items for students, teachers, parents, and non-instructional staff at the District level and disaggregated by school level. Individual school level reports of the closed-ended responses have been prepared and are available at <http://www.broward.k12.fl.us/sar/>.

School administrators should review the specific data for their schools in conjunction with the summarized data for their school level to identify areas that may need additional attention and investigation. These data may serve as a foundation to enhance communication with staff, parents, and students while addressing school needs. At the District level, the Office of School Performance & Accountability directors may find this information useful as another perspective on the functioning and performance of the schools.

### **Attachments**

Attached to this report are summaries of responses to each survey question, excluding the written feedback items.

Attachment 1:	Students District Overall
Attachment 2:	Elementary Students*
Attachment 3:	Middle School Students
Attachment 4:	High School Students
Attachment 5:	Center Students
Attachment 6:	Teachers District Overall
Attachment 7:	Elementary Teachers
Attachment 8:	Middle School Teachers
Attachment 9:	High School Teachers
Attachment 10:	Center Teachers
Attachment 11:	Parents District Overall
Attachment 12:	Elementary Parents
Attachment 13:	Middle School Parents
Attachment 14:	High School Parents
Attachment 15:	Center Parents
Attachment 16:	Non-Instructional Staff District Overall
Attachment 17:	Elementary Non-Instructional Staff
Attachment 18:	Middle School Non-Instructional Staff
Attachment 19:	High School Non-Instructional Staff
Attachment 20:	Center Non-Instructional Staff

\* Elementary-appropriate verbiage was used to survey students in grades 3 to 5. However, the language of the secondary level surveys was used for all reporting.

Individual school results are available separately on the Student Assessment & Research website at [www.broward.k12.fl.us/sar/](http://www.broward.k12.fl.us/sar/).

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## Attachment 1: 2013-14 Annual Customer Survey Students District Overall

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• (Middle and High School Only) My teachers last year prepared me well for the classes I am taking this year.	78,886	4%	7%	13%	52%	20%	3%
• I know what my teachers expect of me.	119,730	2%	3%	7%	48%	37%	3%
• My current teachers have taught me to use technology (computers and Internet) to do my school work.	119,302	6%	11%	13%	40%	27%	3%
• My teachers understand me.	118,815	10%	9%	18%	34%	22%	7%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My teachers challenge me to work hard in school.	118,884	3%	4%	9%	41%	41%	2%
• My teachers are fair when they grade my work.	118,732	6%	8%	14%	38%	29%	5%
• My teachers explain things in a way I can understand.	119,940	4%	6%	15%	45%	29%	1%
• I am being prepared for the next grade level. (High School) I am being prepared for life after graduation.	116,830	4%	5%	10%	38%	39%	4%
• My reading assignments are challenging.	119,732	9%	23%	23%	33%	8%	4%
• I am required to give written answers on assignments and tests.	119,362	3%	5%	12%	53%	24%	4%
• My teachers want me to understand why an answer is right.	118,775	3%	4%	9%	45%	38%	2%
• My teachers show me how schoolwork relates to my life outside of school.	119,130	10%	12%	15%	34%	25%	4%
• I am interested in what is being taught in:							
English/Language Arts	118,685	7%	10%	14%	43%	26%	1%
Mathematics	118,636	9%	10%	12%	35%	34%	1%
Science	117,992	7%	9%	12%	40%	31%	1%
Social Studies	117,487	8%	10%	14%	40%	25%	3%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• The level of difficulty in:							
English/Language Arts	119,573	8%	17%	57%	13%	3%	1%
Mathematics	119,508	9%	15%	41%	25%	9%	1%
Science	118,921	8%	16%	50%	19%	6%	2%
Social Studies	118,775	7%	16%	51%	16%	5%	4%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The principal tells us what he or she expects of students.	118,681	7%	7%	12%	38%	30%	6%
• The principal and other administrators enforce the rules fairly.	119,390	8%	9%	14%	37%	27%	5%
• The school administrators create a friendly place for teachers and students.	119,726	7%	8%	17%	40%	23%	5%
• The school administrators encourage student participation in decisions about the school.	119,289	7%	10%	16%	39%	19%	9%
• The administrators treat students with respect.	119,086	7%	8%	16%	37%	28%	4%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school gave me textbooks (including online texts) and other materials for my classes this year.	119,539	4%	4%	7%	44%	39%	2%
• The textbooks and other school materials I use are in good condition this year.	119,339	8%	10%	15%	40%	24%	3%
• I have sufficient access to computers and technology at school to do my schoolwork.	119,374	6%	10%	12%	44%	25%	3%
• My school contacts my parents/guardians when I have behavior problems at school.	119,122	3%	3%	11%	39%	33%	10%
• I am satisfied with the athletics, clubs, and other after school activities available to me at school.	118,960	8%	7%	14%	35%	27%	9%
• This year a school counselor, teacher(s), or other school staff helped me understand my test scores.	119,413	7%	12%	16%	39%	20%	6%
• This year a school counselor, teacher(s), or other school staff helped me understand my class grades.	119,054	7%	10%	15%	42%	20%	6%
• (High school) This year, school staff has helped me to select courses that challenge my abilities and align with my future college and career plans.	67,027	9%	11%	18%	36%	14%	12%
• This year, a school counselor has helped me understand a personal problem or issue.	118,954	15%	16%	20%	25%	14%	9%
• I have seen students with drugs or alcohol at school this year.	119,516	39%	16%	10%	14%	13%	8%
• I have seen students with weapons at school this year.	118,927	43%	23%	10%	9%	7%	9%
• There is a teacher or other adult at school that I can go to with problems.	78,839	12%	10%	15%	34%	22%	7%
• A teacher or another adult at school told our class about bullying this school year.	118,250	8%	8%	9%	33%	38%	5%
	<i>n</i>	No	Yes				
• I have been bullied at school or online (cyberbullied) by classmates this year.	120,347	81%	19%				

**SAFETY**

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- Of the students who indicated that they were bullied, they were bullied in the following places:

	%
On the school bus	19
In the classroom	51
In the school cafeteria	39
In a school restroom	15
Other school areas	43
Outside of school	37
Electronically (text, email, Facebook, Twitter, etc.)	22

- Of the students who indicated that they were bullied, they did the following after being bullied:

Told an adult at school	42
Told a parent	45
Told a friend	36
Told someone else	17
Did not tell anyone	26

	<i>n</i>	Stopped	Got Worse	Stayed the Same
• After I told an adult at school about being bullied, the bullying:	20,852	44%	19%	38%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	106,950	26%	25%	23%	15%	10%

## Attachment 2: 2013-14 Annual Customer Survey Elementary Students\*

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• (Middle and High School Only) My teachers last year prepared me well for the classes I am taking this year.	0	N/A	N/A	N/A	N/A	N/A	N/A
• I know what my teachers expect of me.	40,286	1%	1%	3%	45%	47%	3%
• My current teachers have taught me to use technology (computers and Internet) to do my school work.	39,879	4%	10%	7%	36%	37%	5%
• My teachers understand me.	39,691	4%	4%	7%	34%	43%	7%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My teachers challenge me to work hard in school.	40,096	2%	2%	2%	31%	62%	1%
• My teachers are fair when they grade my work.	39,719	2%	2%	4%	35%	51%	6%
• My teachers explain things in a way I can understand.	40,253	2%	2%	3%	37%	56%	1%
• I am being prepared for the next grade level. (High School) I am being prepared for life after graduation.	39,212	1%	1%	2%	28%	62%	5%
• My reading assignments are challenging.	40,105	9%	21%	15%	38%	12%	4%
• I am required to give written answers on assignments and tests.	39,920	3%	5%	5%	47%	36%	4%
• My teachers want me to understand why an answer is right.	39,667	2%	2%	2%	32%	61%	2%
• My teachers show me how schoolwork relates to my life outside of school.	40,157	3%	4%	6%	34%	48%	5%
• I am interested in what is being taught in:							
English/Language Arts	39,728	5%	7%	8%	44%	35%	1%
Mathematics	39,773	5%	6%	5%	31%	52%	1%
Science	39,266	4%	7%	8%	40%	40%	1%
Social Studies	38,998	7%	11%	11%	42%	28%	2%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• The level of difficulty in:							
English/Language Arts	40,080	10%	17%	58%	12%	2%	1%
Mathematics	40,047	17%	21%	40%	18%	4%	0%
Science	39,612	11%	20%	50%	15%	3%	1%
Social Studies	39,578	9%	18%	50%	15%	4%	3%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The principal tells us what he or she expects of students.	39,470	4%	6%	8%	35%	38%	9%
• The principal and other administrators enforce the rules fairly.	40,204	3%	4%	5%	37%	46%	5%
• The school administrators create a friendly place for teachers and students.	40,034	3%	4%	6%	37%	45%	6%
• The school administrators encourage student participation in decisions about the school.	39,870	5%	7%	9%	35%	32%	13%
• The administrators treat students with respect.	39,745	3%	3%	6%	32%	53%	4%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school gave me textbooks (including online texts) and other materials for my classes this year.	40,178	3%	4%	4%	34%	52%	3%
• The textbooks and other school materials I use are in good condition this year.	40,005	3%	4%	6%	40%	43%	4%
• I have sufficient access to computers and technology at school to do my schoolwork.	39,874	6%	9%	7%	35%	38%	5%
• My school contacts my parents/guardians when I have behavior problems at school.	39,838	2%	2%	4%	33%	53%	6%
• I am satisfied with the athletics, clubs, and other after school activities available to me at school.	39,973	5%	6%	10%	29%	34%	16%
• This year a school counselor, teacher(s), or other school staff helped me understand my test scores.	39,902	4%	7%	9%	36%	35%	9%
• This year a school counselor, teacher(s), or other school staff helped me understand my class grades.	39,734	4%	6%	9%	37%	34%	10%
• (High school) This year, school staff has helped me to select courses that challenge my abilities and align with my future college and career plans.	0	N/A	N/A	N/A	N/A	N/A	N/A
• This year, a school counselor has helped me understand a personal problem or issue.	39,967	11%	13%	13%	28%	23%	12%
• I have seen students with drugs or alcohol at school this year.	39,944	71%	13%	3%	4%	3%	6%
• I have seen students with weapons at school this year.	39,602	64%	14%	3%	8%	5%	6%
• There is a teacher or other adult at school that I can go to with problems.	0	N/A	N/A	N/A	N/A	N/A	N/A
• A teacher or another adult at school told our class about bullying this school year.	39,447	6%	3%	3%	26%	59%	3%
	<i>n</i>	No	Yes				
• I have been bullied at school or online (cyberbullied) by classmates this year.	40,448	71%	29%				



**SAFETY**

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• Of the students who indicated that they were bullied, they were bullied in the following places:

	%
On the school bus	14
In the classroom	44
In the school cafeteria	39
In a school restroom	9
Other school areas	41
Outside of school	37
Electronically (text, email, Facebook, Twitter, etc.)	10

• Of the students who indicated that they were bullied, they did the following after being bullied:

Told an adult at school	51
Told a parent	53
Told a friend	31
Told someone else	15
Did not tell anyone	17

	<i>n</i>	Stopped	Got Worse	Stayed the Same
• After I told an adult at school about being bullied, the bullying:	11,167	49%	18%	34%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	37,225	53%	25%	11%	8%	3%

\* NOTE: Elementary-appropriate verbiage was used to survey students in grades 3 to 5. However, the language of the secondary level surveys was used for all reporting.

## Attachment 3: 2013-14 Annual Customer Survey Middle School Students

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• (Middle and High School Only) My teachers last year prepared me well for the classes I am taking this year.	35,595	4%	6%	10%	51%	26%	4%
• I know what my teachers expect of me.	35,978	3%	3%	7%	45%	39%	4%
• My current teachers have taught me to use technology (computers and Internet) to do my school work.	35,995	7%	10%	14%	39%	28%	3%
• My teachers understand me.	35,845	14%	12%	21%	32%	14%	8%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My teachers challenge me to work hard in school.	35,655	3%	4%	10%	43%	37%	3%
• My teachers are fair when they grade my work.	35,745	7%	9%	16%	38%	23%	6%
• My teachers explain things in a way I can understand.	36,100	4%	7%	19%	48%	20%	2%
• I am being prepared for the next grade level. (High School) I am being prepared for life after graduation.	34,216	4%	4%	11%	41%	33%	6%
• My reading assignments are challenging.	36,065	11%	25%	25%	29%	6%	4%
• I am required to give written answers on assignments and tests.	35,970	3%	6%	17%	52%	18%	5%
• My teachers want me to understand why an answer is right.	35,834	3%	3%	8%	47%	36%	2%
• My teachers show me how schoolwork relates to my life outside of school.	35,753	11%	12%	18%	36%	19%	5%
• I am interested in what is being taught in:							
English/Language Arts	35,709	8%	10%	15%	42%	23%	1%
Mathematics	35,719	9%	9%	12%	37%	32%	1%
Science	35,633	8%	8%	12%	40%	32%	1%
Social Studies	35,532	9%	8%	14%	39%	29%	1%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• The level of difficulty in:							
English/Language Arts	35,999	8%	18%	58%	12%	3%	1%
Mathematics	36,026	6%	13%	44%	28%	9%	1%
Science	35,918	8%	17%	53%	16%	5%	1%
Social Studies	35,892	8%	16%	52%	16%	6%	2%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The principal tells us what he or she expects of students.	35,862	7%	7%	12%	37%	32%	5%
• The principal and other administrators enforce the rules fairly.	35,847	11%	11%	16%	36%	21%	5%
• The school administrators create a friendly place for teachers and students.	36,101	9%	10%	21%	40%	14%	6%
• The school administrators encourage student participation in decisions about the school.	35,958	8%	10%	17%	41%	15%	8%
• The administrators treat students with respect.	35,935	9%	10%	20%	38%	19%	4%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school gave me textbooks (including online texts) and other materials for my classes this year.	35,918	4%	3%	7%	45%	39%	2%
• The textbooks and other school materials I use are in good condition this year.	35,917	14%	14%	19%	35%	16%	2%
• I have sufficient access to computers and technology at school to do my schoolwork.	36,003	7%	11%	15%	44%	20%	3%
• My school contacts my parents/guardians when I have behavior problems at school.	35,898	4%	3%	12%	40%	29%	12%
• I am satisfied with the athletics, clubs, and other after school activities available to me at school.	35,758	11%	10%	15%	33%	25%	7%
• This year a school counselor, teacher(s), or other school staff helped me understand my test scores.	36,014	10%	13%	19%	39%	14%	6%
• This year a school counselor, teacher(s), or other school staff helped me understand my class grades.	35,915	9%	12%	18%	42%	15%	5%
• (High school) This year, school staff has helped me to select courses that challenge my abilities and align with my future college and career plans.	23,817	9%	8%	19%	24%	11%	28%
• This year, a school counselor has helped me understand a personal problem or issue.	35,633	18%	16%	21%	22%	12%	10%
• I have seen students with drugs or alcohol at school this year.	36,022	32%	18%	10%	16%	14%	9%
• I have seen students with weapons at school this year.	35,910	39%	24%	10%	10%	8%	9%
• There is a teacher or other adult at school that I can go to with problems.	35,567	14%	9%	12%	32%	27%	7%
• A teacher or another adult at school told our class about bullying this school year.	35,604	8%	6%	7%	36%	39%	5%
	<i>n</i>	No	Yes				
• I have been bullied at school or online (cyberbullied) by classmates this year.	36,211	81%	19%				

**SAFETY**

- Of the students who indicated that they were bullied, they were bullied in the following places:

	%
On the school bus	22
In the classroom	58
In the school cafeteria	40
In a school restroom	17
Other school areas	46
Outside of school	37
Electronically (text, email, Facebook, Twitter, etc.)	29

- Of the students who indicated that they were bullied, they did the following after being bullied:

Told an adult at school	35
Told a parent	41
Told a friend	41
Told someone else	18
Did not tell anyone	31

	<i>n</i>	Stopped	Got Worse	Stayed the Same
• After I told an adult at school about being bullied, the bullying:	5,973	42%	17%	42%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	31,631	12%	25%	28%	19%	16%

## Attachment 4: 2013-14 Annual Customer Survey High School Students

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• (Middle and High School Only) My teachers last year prepared me well for the classes I am taking this year.	42,074	5%	9%	15%	53%	16%	2%
• I know what my teachers expect of me.	42,203	3%	4%	10%	53%	27%	3%
• My current teachers have taught me to use technology (computers and Internet) to do my school work.	42,165	6%	13%	18%	43%	19%	2%
• My teachers understand me.	42,026	11%	13%	26%	35%	9%	6%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My teachers challenge me to work hard in school.	41,888	4%	6%	15%	48%	26%	2%
• My teachers are fair when they grade my work.	42,024	8%	12%	21%	42%	14%	4%
• My teachers explain things in a way I can understand.	42,315	5%	10%	23%	50%	12%	1%
• I am being prepared for the next grade level. (High School) I am being prepared for life after graduation.	42,154	7%	9%	15%	45%	22%	3%
• My reading assignments are challenging.	42,300	8%	23%	28%	32%	6%	3%
• I am required to give written answers on assignments and tests.	42,218	2%	5%	14%	60%	17%	2%
• My teachers want me to understand why an answer is right.	42,020	3%	6%	15%	55%	19%	2%
• My teachers show me how schoolwork relates to my life outside of school.	41,967	16%	19%	22%	32%	8%	3%
• I am interested in what is being taught in:							
English/Language Arts	42,000	7%	11%	17%	44%	19%	1%
Mathematics	41,915	13%	15%	17%	36%	19%	1%
Science	41,861	9%	11%	17%	39%	21%	2%
Social Studies	41,732	7%	9%	17%	40%	21%	5%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• The level of difficulty in:							
English/Language Arts	42,235	5%	16%	57%	16%	4%	2%
Mathematics	42,194	4%	11%	40%	31%	13%	2%
Science	42,151	4%	12%	46%	24%	9%	4%
Social Studies	42,069	6%	15%	51%	16%	5%	8%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The principal tells us what he or she expects of students.	42,094	8%	9%	16%	42%	21%	4%
• The principal and other administrators enforce the rules fairly.	42,091	11%	12%	20%	38%	13%	5%
• The school administrators create a friendly place for teachers and students.	42,320	8%	11%	24%	42%	11%	4%
• The school administrators encourage student participation in decisions about the school.	42,199	8%	12%	21%	42%	11%	5%
• The administrators treat students with respect.	42,143	9%	11%	23%	41%	12%	4%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school gave me textbooks (including online texts) and other materials for my classes this year.	42,186	4%	4%	9%	53%	29%	1%
• The textbooks and other school materials I use are in good condition this year.	42,164	9%	11%	19%	44%	14%	2%
• I have sufficient access to computers and technology at school to do my schoolwork.	42,234	5%	9%	14%	52%	18%	2%
• My school contacts my parents/guardians when I have behavior problems at school.	42,140	4%	4%	18%	45%	16%	13%
• I am satisfied with the athletics, clubs, and other after school activities available to me at school.	41,989	7%	7%	17%	43%	22%	4%
• This year a school counselor, teacher(s), or other school staff helped me understand my test scores.	42,243	9%	15%	20%	42%	11%	3%
• This year a school counselor, teacher(s), or other school staff helped me understand my class grades.	42,153	8%	13%	19%	46%	12%	2%
• (High school) This year, school staff has helped me to select courses that challenge my abilities and align with my future college and career plans.	42,025	8%	12%	18%	43%	15%	3%
• This year, a school counselor has helped me understand a personal problem or issue.	42,106	15%	19%	26%	25%	8%	6%
• I have seen students with drugs or alcohol at school this year.	42,284	14%	18%	16%	23%	20%	9%
• I have seen students with weapons at school this year.	42,158	26%	32%	15%	9%	7%	10%
• There is a teacher or other adult at school that I can go to with problems.	42,053	11%	11%	17%	36%	17%	7%
• A teacher or another adult at school told our class about bullying this school year.	41,945	10%	13%	15%	38%	17%	7%
	<i>n</i>	No	Yes				
• I have been bullied at school or online (cyberbullied) by classmates this year.	42,411	90%	10%				

**SAFETY**

• Of the students who indicated that they were bullied, they were bullied in the following places:

	%
On the school bus	25
In the classroom	59
In the school cafeteria	37
In a school restroom	25
Other school areas	45
Outside of school	41
Electronically (text, email, Facebook, Twitter, etc.)	42

• Of the students who indicated that they were bullied, they did the following after being bullied:

Told an adult at school	29
Told a parent	29
Told a friend	41
Told someone else	19
Did not tell anyone	41

	<i>n</i>	Stopped	Got Worse	Stayed the Same
• After I told an adult at school about being bullied, the bullying:	3,548	32%	24%	44%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	37,019	12%	27%	31%	18%	12%

## Attachment 5: 2013-14 Annual Customer Survey Centers Students

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• (Middle and High School Only) My teachers last year prepared me well for the classes I am taking this year.	1,215	10%	10%	19%	41%	15%	7%
• I know what my teachers expect of me.	1,260	7%	4%	10%	49%	25%	5%
• My current teachers have taught me to use technology (computers and Internet) to do my school work.	1,260	10%	13%	14%	40%	20%	3%
• My teachers understand me.	1,250	15%	8%	19%	37%	14%	7%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My teachers challenge me to work hard in school.	1,242	8%	7%	13%	44%	25%	3%
• My teachers are fair when they grade my work.	1,241	10%	7%	12%	43%	22%	7%
• My teachers explain things in a way I can understand.	1,269	9%	7%	16%	46%	20%	2%
• I am being prepared for the next grade level. (High School) I am being prepared for life after graduation.	1,245	9%	7%	13%	42%	23%	6%
• My reading assignments are challenging.	1,259	10%	24%	21%	34%	9%	3%
• I am required to give written answers on assignments and tests.	1,251	5%	8%	16%	53%	12%	5%
• My teachers want me to understand why an answer is right.	1,251	5%	6%	13%	53%	18%	5%
• My teachers show me how schoolwork relates to my life outside of school.	1,250	13%	12%	18%	37%	15%	4%
• I am interested in what is being taught in:							
English/Language Arts	1,245	8%	11%	15%	46%	18%	2%
Mathematics	1,226	14%	14%	13%	36%	21%	2%
Science	1,229	10%	9%	12%	43%	23%	4%
Social Studies	1,222	9%	10%	15%	43%	18%	5%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• The level of difficulty in:							
English/Language Arts	1,256	8%	17%	55%	13%	5%	3%
Mathematics	1,238	6%	10%	38%	26%	17%	3%
Science	1,237	8%	15%	51%	15%	7%	5%
Social Studies	1,233	8%	14%	51%	13%	6%	9%



## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The principal tells us what he or she expects of students.	1,252	8%	8%	14%	41%	21%	8%
• The principal and other administrators enforce the rules fairly.	1,245	11%	10%	16%	39%	17%	7%
• The school administrators create a friendly place for teachers and students.	1,268	10%	10%	21%	42%	12%	6%
• The school administrators encourage student participation in decisions about the school.	1,259	9%	10%	17%	44%	12%	8%
• The administrators treat students with respect.	1,260	10%	8%	19%	42%	15%	6%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school gave me textbooks (including online texts) and other materials for my classes this year.	1,254	14%	16%	15%	38%	11%	6%
• The textbooks and other school materials I use are in good condition this year.	1,250	15%	14%	19%	36%	10%	6%
• I have sufficient access to computers and technology at school to do my schoolwork.	1,260	8%	8%	12%	50%	18%	4%
• My school contacts my parents/guardians when I have behavior problems at school.	1,243	7%	4%	13%	46%	21%	8%
• I am satisfied with the athletics, clubs, and other after school activities available to me at school.	1,237	19%	13%	19%	28%	11%	10%
• This year a school counselor, teacher(s), or other school staff helped me understand my test scores.	1,251	11%	13%	18%	39%	13%	6%
• This year a school counselor, teacher(s), or other school staff helped me understand my class grades.	1,249	9%	9%	16%	46%	15%	4%
• (High school) This year, school staff has helped me to select courses that challenge my abilities and align with my future college and career plans.	1,183	13%	11%	18%	37%	13%	8%
• This year, a school counselor has helped me understand a personal problem or issue.	1,245	13%	13%	18%	35%	15%	6%
• I have seen students with drugs or alcohol at school this year.	1,263	24%	21%	14%	13%	13%	15%
• I have seen students with weapons at school this year.	1,254	29%	28%	13%	7%	8%	14%
• There is a teacher or other adult at school that I can go to with problems.	1,217	14%	10%	15%	32%	19%	10%
• A teacher or another adult at school told our class about bullying this school year.	1,251	14%	12%	13%	34%	17%	11%
	<i>n</i>	No	Yes				
• I have been bullied at school or online (cyberbullied) by classmates this year.	1,274	86%	14%				

**SAFETY**

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• Of the students who indicated that they were bullied, they were bullied in the following places:

	%
On the school bus	40
In the classroom	62
In the school cafeteria	43
In a school restroom	24
Other school areas	43
Outside of school	38
Electronically (text, email, Facebook, Twitter, etc.)	29

• Of the students who indicated that they were bullied, they did the following after being bullied:

Told an adult at school	48
Told a parent	37
Told a friend	31
Told someone else	23
Did not tell anyone	38

	<i>n</i>	Stopped	Got Worse	Stayed the Same
• After I told an adult at school about being bullied, the bullying:	164	29%	33%	38%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	1,074	9%	19%	31%	23%	18%

## Attachment 6: 2013-14 Annual Customer Survey Teachers District Overall

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My students began the school year prepared with the necessary foundations to learn the subject matter I am teaching.	9,773	9%	27%	14%	36%	13%	1%
• My students are capable of meeting the learning standards expected at this school.	9,734	3%	11%	13%	53%	20%	0%
• I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	9,738	3%	7%	13%	45%	32%	0%
• My principal supports professional learning for staff at this school.	9,715	3%	2%	7%	39%	49%	0%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have enough time to teach all of my students all of the required curriculum.	9,751	13%	36%	11%	31%	9%	0%
• Students show an interest in learning in my classes.	9,776	2%	7%	9%	47%	34%	0%
• (Elementary and Middle Schools) This school is preparing students for the next grade level. (High Schools) This school is preparing students for life after graduation.	9,184	3%	6%	10%	46%	33%	1%
• (High Schools) This year, I have challenged my students' abilities in a way that aligns with their future college and career plans.	5,147	1%	1%	20%	35%	30%	13%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for the primary subject area you teach at this school?	9,511	1%	5%	62%	26%	4%	2%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	9,775	4%	9%	10%	42%	34%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	9,773	7%	12%	11%	38%	31%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	9,760	8%	11%	12%	38%	30%	1%
• My administrator(s) support the decisions that I make in the classroom.	9,760	4%	6%	11%	40%	39%	0%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) welcome and value my input for school decisions.	9,761	7%	8%	14%	36%	34%	1%
• My administrator(s) promote faculty morale and cooperation.	9,780	9%	10%	13%	36%	31%	0%
• My administrator(s) create a comfortable, friendly atmosphere for teachers and students.	9,773	8%	9%	12%	37%	34%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	9,766	7%	8%	13%	37%	34%	1%
• My administrator(s) value and encourages teacher participation in decisions about the school.	9,764	8%	10%	14%	36%	32%	1%
• My administrator(s) treat staff with professional respect.	9,717	6%	7%	9%	39%	38%	0%
• My administrator(s) encourage the functioning of faculty council.	9,704	4%	6%	16%	37%	30%	7%
• I can talk to my administrator(s) about problems and concerns.	9,709	5%	6%	9%	38%	41%	0%
• My administrator(s) effectively deal(s) with student discipline.	9,695	8%	13%	13%	36%	28%	1%
• My principal clearly describes his/her expectations to staff.	9,731	4%	5%	7%	39%	44%	0%
• My principal analyzes and reviews student data with me.	9,710	4%	7%	12%	37%	39%	1%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the tools and support I need to target instruction to individual student needs.	9,742	7%	19%	12%	43%	19%	0%
• I have the materials necessary to teach my classes.	9,669	5%	18%	10%	46%	21%	0%
• The books, computers, and other materials I use to teach my classes are in good condition.	9,655	11%	22%	11%	39%	17%	0%
• My students have sufficient access to computers and technology at school to do their schoolwork.	9,666	14%	26%	12%	32%	16%	1%
• This school contacts parents/guardians when behavior problems occur at school.	9,662	2%	6%	11%	50%	28%	3%
• I have a good understanding of my students' backgrounds.	9,658	1%	3%	7%	53%	36%	0%
• I am comfortable helping my students relate what I teach in class to their lives outside of school.	9,678	0%	1%	3%	46%	49%	0%
• This year, I have helped students understand their test scores.	9,658	1%	2%	13%	47%	36%	1%
• This year, I have helped students understand their class grades.	9,660	0%	1%	8%	45%	45%	1%
• This year, a school counselor has helped my students understand a personal problem or issue.	8,975	4%	6%	15%	40%	26%	8%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have seen students with drugs or alcohol at school this year.	9,022	50%	25%	9%	6%	3%	8%
• I have seen students carrying weapons at school this year.	9,016	54%	26%	8%	3%	1%	8%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	9,688	76%	24%				

**SAFETY**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• Students bully or cyber bully one another at school this year.	9,666	15%	26%	22%	19%	5%	13%
• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%					
Reported the incident to administration	1,966	84%					
Addressed the incident in class	1,469	63%					
Confronted the bully(ies) directly	1,188	51%					
Contacted the parents/guardians of the bully(ies)	1,073	46%					
None of the above	41	2%					
	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know		
• After addressing the bullying or cyber bullying incident, the bullying:	2,283	74%	9%	1%	16%		

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	9,050	28%	20%	32%	12%	8%

## Attachment 7: 2013-14 Annual Customer Survey Elementary Teachers

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My students began the school year prepared with the necessary foundations to learn the subject matter I am teaching.	5,308	7%	25%	13%	38%	14%	1%
• My students are capable of meeting the learning standards expected at this school.	5,287	3%	9%	13%	54%	21%	0%
• I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	5,287	2%	5%	12%	46%	35%	0%
• My principal supports professional learning for staff at this school.	5,275	2%	2%	5%	38%	53%	0%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have enough time to teach all of my students all of the required curriculum.	5,297	12%	39%	10%	31%	8%	0%
• Students show an interest in learning in my classes.	5,309	1%	4%	6%	46%	43%	0%
• (Elementary and Middle Schools) This school is preparing students for the next grade level. (High Schools) This school is preparing students for life after graduation.	5,132	2%	4%	7%	48%	39%	1%
• (High Schools) This year, I have challenged my students' abilities in a way that aligns with their future college and career plans.	1,745	1%	1%	38%	20%	12%	28%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for the primary subject area you teach at this school?	5,172	1%	3%	62%	29%	4%	1%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	5,306	4%	8%	9%	41%	37%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	5,309	6%	11%	9%	39%	34%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	5,296	8%	10%	10%	38%	33%	1%
• My administrator(s) support the decisions that I make in the classroom.	5,301	4%	6%	9%	38%	41%	0%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) welcome and value my input for school decisions.	5,304	7%	8%	12%	35%	37%	1%
• My administrator(s) promote faculty morale and cooperation.	5,311	9%	10%	12%	35%	34%	0%
• My administrator(s) create a comfortable, friendly atmosphere for teachers and students.	5,307	8%	9%	10%	35%	37%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	5,303	7%	8%	12%	36%	37%	1%
• My administrator(s) value and encourages teacher participation in decisions about the school.	5,306	7%	9%	13%	36%	35%	1%
• My administrator(s) treat staff with professional respect.	5,274	6%	8%	8%	37%	41%	0%
• My administrator(s) encourage the functioning of faculty council.	5,263	5%	6%	16%	35%	32%	7%
• I can talk to my administrator(s) about problems and concerns.	5,269	5%	6%	8%	37%	43%	0%
• My administrator(s) effectively deal(s) with student discipline.	5,262	7%	12%	13%	36%	29%	1%
• My principal clearly describes his/her expectations to staff.	5,286	4%	5%	7%	38%	47%	0%
• My principal analyzes and reviews student data with me.	5,274	3%	4%	9%	38%	45%	0%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the tools and support I need to target instruction to individual student needs.	5,296	6%	18%	11%	45%	20%	0%
• I have the materials necessary to teach my classes.	5,256	4%	16%	9%	48%	23%	0%
• The books, computers, and other materials I use to teach my classes are in good condition.	5,248	9%	21%	11%	42%	18%	0%
• My students have sufficient access to computers and technology at school to do their schoolwork.	5,259	13%	28%	11%	32%	15%	1%
• This school contacts parents/guardians when behavior problems occur at school.	5,255	2%	6%	10%	50%	29%	2%
• I have a good understanding of my students' backgrounds.	5,250	0%	2%	5%	52%	40%	0%
• I am comfortable helping my students relate what I teach in class to their lives outside of school.	5,256	0%	1%	3%	47%	49%	0%
• This year, I have helped students understand their test scores.	5,244	1%	2%	15%	45%	37%	1%
• This year, I have helped students understand their class grades.	5,246	0%	1%	11%	45%	42%	1%
• This year, a school counselor has helped my students understand a personal problem or issue.	4,707	5%	8%	16%	39%	24%	7%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have seen students with drugs or alcohol at school this year.	4,738	68%	19%	4%	1%	1%	7%
• I have seen students carrying weapons at school this year.	4,745	66%	19%	5%	2%	1%	7%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	5,267	77%	23%				

**SAFETY**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• Students bully or cyber bully one another at school this year.	5,256	21%	34%	18%	14%	3%	11%
• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%					
Reported the incident to administration	981	80%					
Addressed the incident in class	948	77%					
Confronted the bully(ies) directly	809	66%					
Contacted the parents/guardians of the bully(ies)	762	62%					
None of the above	17	1%					
	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know		
• After addressing the bullying or cyber bullying incident, the bullying:	1,209	79%	11%	1%	9%		

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	4,957	30%	19%	31%	12%	8%



## Attachment 8: 2013-14 Annual Customer Survey Middle School Teachers

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My students began the school year prepared with the necessary foundations to learn the subject matter I am teaching.	1,709	11%	30%	12%	34%	12%	1%
• My students are capable of meeting the learning standards expected at this school.	1,704	5%	13%	13%	52%	18%	0%
• I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	1,701	5%	10%	15%	43%	26%	0%
• My principal supports professional learning for staff at this school.	1,699	4%	3%	9%	42%	42%	0%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have enough time to teach all of my students all of the required curriculum.	1,707	12%	34%	11%	33%	9%	0%
• Students show an interest in learning in my classes.	1,707	3%	9%	14%	50%	23%	0%
• (Elementary and Middle Schools) This school is preparing students for the next grade level. (High Schools) This school is preparing students for life after graduation.	1,701	5%	8%	12%	50%	26%	0%
• (High Schools) This year, I have challenged my students' abilities in a way that aligns with their future college and career plans.	761	1%	1%	19%	36%	26%	17%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for the primary subject area you teach at this school?	1,653	2%	6%	63%	23%	4%	2%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	1,711	4%	10%	10%	46%	29%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	1,710	9%	15%	14%	36%	25%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	1,708	7%	13%	14%	38%	26%	2%
• My administrator(s) support the decisions that I make in the classroom.	1,706	4%	6%	12%	42%	35%	0%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) promote faculty morale and cooperation.	1,712	10%	11%	14%	39%	27%	0%
• My administrator(s) create a comfortable, friendly atmosphere for teachers and students.	1,709	8%	10%	15%	38%	29%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	1,710	8%	9%	15%	39%	28%	1%
• My administrator(s) value and encourages teacher participation in decisions about the school.	1,709	8%	12%	16%	36%	26%	1%
• My administrator(s) treat staff with professional respect.	1,699	6%	7%	10%	42%	35%	0%
• My administrator(s) encourage the functioning of faculty council.	1,699	4%	5%	17%	40%	28%	6%
• I can talk to my administrator(s) about problems and concerns.	1,700	5%	7%	11%	41%	37%	0%
• My administrator(s) effectively deal(s) with student discipline.	1,697	10%	14%	14%	36%	25%	1%
• My principal clearly describes his/her expectations to staff.	1,701	5%	6%	10%	41%	38%	0%
• My principal analyzes and reviews student data with me.	1,698	6%	9%	14%	39%	31%	1%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the tools and support I need to target instruction to individual student needs.	1,701	7%	21%	14%	41%	16%	0%
• I have the materials necessary to teach my classes.	1,678	6%	19%	9%	48%	18%	0%
• The books, computers, and other materials I use to teach my classes are in good condition.	1,675	12%	25%	12%	37%	13%	0%
• My students have sufficient access to computers and technology at school to do their schoolwork.	1,677	17%	28%	12%	30%	12%	1%
• This school contacts parents/guardians when behavior problems occur at school.	1,676	2%	6%	11%	53%	27%	2%
• I have a good understanding of my students' backgrounds.	1,678	1%	5%	10%	54%	29%	1%
• I am comfortable helping my students relate what I teach in class to their lives outside of school.	1,686	1%	1%	5%	47%	47%	0%
• This year, I have helped students understand their test scores.	1,683	0%	2%	9%	49%	38%	0%
• This year, I have helped students understand their class grades.	1,684	0%	0%	2%	46%	51%	0%
• This year, a school counselor has helped my students understand a personal problem or issue.	1,580	3%	4%	11%	45%	30%	7%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have seen students with drugs or alcohol at school this year.	1,587	30%	34%	13%	9%	4%	10%
• I have seen students carrying weapons at school this year.	1,583	37%	34%	13%	5%	2%	10%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	1,684	61%	39%				

**SAFETY**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• Students bully or cyber bully one another at school this year.	1,679	5%	14%	26%	33%	10%	12%
• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%					
Reported the incident to administration	604	91%					
Addressed the incident in class	324	49%					
Confronted the bully(ies) directly	243	37%					
Contacted the parents/guardians of the bully(ies)	196	30%					
None of the above	13	2%					
	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know		
• After addressing the bullying or cyber bullying incident, the bullying:	643	69%	7%	1%	22%		

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	1,567	20%	22%	32%	15%	11%

## Attachment 9: 2013-14 Annual Customer Survey High School Teachers

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My students began the school year prepared with the necessary foundations to learn the subject matter I am teaching.	2,321	10%	30%	15%	34%	11%	1%
• My students are capable of meeting the learning standards expected at this school.	2,308	4%	12%	13%	52%	18%	0%
• I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	2,314	3%	10%	14%	45%	28%	1%
• My principal supports professional learning for staff at this school.	2,307	3%	3%	9%	41%	43%	1%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have enough time to teach all of my students all of the required curriculum.	2,315	17%	33%	10%	29%	11%	0%
• Students show an interest in learning in my classes.	2,324	3%	11%	13%	50%	23%	0%
• (Elementary and Middle Schools) This school is preparing students for the next grade level. (High Schools) This school is preparing students for life after graduation.	1,956	4%	12%	15%	40%	26%	3%
• (High Schools) This year, I have challenged my students' abilities in a way that aligns with their future college and career plans.	2,263	1%	1%	6%	46%	45%	1%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for the primary subject area you teach at this school?	2,261	2%	8%	62%	23%	2%	2%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	2,322	4%	10%	11%	44%	30%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	2,320	7%	14%	12%	39%	27%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	2,320	6%	11%	14%	40%	26%	2%
• My administrator(s) support the decisions that I make in the classroom.	2,318	5%	6%	12%	42%	35%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) welcome and value my input for school decisions.	2,317	6%	9%	17%	36%	30%	2%
• My administrator(s) promote faculty morale and cooperation.	2,322	7%	11%	15%	38%	29%	0%
• My administrator(s) create a comfortable, friendly atmosphere for teachers and students.	2,321	6%	10%	13%	40%	31%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	2,317	6%	8%	16%	38%	30%	1%
• My administrator(s) value and encourages teacher participation in decisions about the school.	2,313	7%	11%	17%	37%	27%	1%
• My administrator(s) treat staff with professional respect.	2,311	4%	7%	10%	43%	35%	0%
• My administrator(s) encourage the functioning of faculty council.	2,309	4%	5%	17%	39%	27%	9%
• I can talk to my administrator(s) about problems and concerns.	2,307	4%	6%	11%	41%	37%	0%
• My administrator(s) effectively deal(s) with student discipline.	2,304	8%	13%	13%	38%	26%	2%
• My principal clearly describes his/her expectations to staff.	2,310	3%	5%	8%	41%	42%	0%
• My principal analyzes and reviews student data with me.	2,305	5%	10%	17%	35%	30%	2%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the tools and support I need to target instruction to individual student needs.	2,311	8%	22%	13%	40%	17%	0%
• I have the materials necessary to teach my classes.	2,303	7%	23%	11%	41%	17%	0%
• The books, computers, and other materials I use to teach my classes are in good condition.	2,301	16%	26%	11%	33%	13%	0%
• My students have sufficient access to computers and technology at school to do their schoolwork.	2,300	16%	26%	12%	31%	14%	1%
• This school contacts parents/guardians when behavior problems occur at school.	2,300	3%	7%	13%	51%	22%	4%
• I have a good understanding of my students' backgrounds.	2,300	1%	3%	10%	57%	28%	1%
• I am comfortable helping my students relate what I teach in class to their lives outside of school.	2,307	1%	1%	5%	45%	49%	0%
• This year, I have helped students understand their test scores.	2,300	0%	3%	10%	52%	33%	1%
• This year, I have helped students understand their class grades.	2,300	0%	0%	3%	46%	50%	0%
• This year, a school counselor has helped my students understand a personal problem or issue.	2,270	2%	4%	14%	42%	28%	10%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have seen students with drugs or alcohol at school this year.	2,275	26%	31%	14%	13%	6%	9%
• I have seen students carrying weapons at school this year.	2,267	40%	34%	11%	3%	1%	10%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	2,304	84%	16%				

**SAFETY**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• Students bully or cyber bully one another at school this year.	2,299	7%	20%	28%	22%	4%	19%
• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%					
Reported the incident to administration	321	87%					
Addressed the incident in class	161	43%					
Confronted the bully(ies) directly	110	30%					
Contacted the parents/guardians of the bully(ies)	96	26%					
None of the above	11	2%					
	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know		
• After addressing the bullying or cyber bullying incident, the bullying:	365	69%	4%	1%	26%		

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	2,112	25%	23%	35%	11%	6%

## Attachment 10: 2013-14 Annual Customer Survey Centers Teachers

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My students began the school year prepared with the necessary foundations to learn the subject matter I am teaching.	432	12%	22%	17%	28%	19%	2%
• My students are capable of meeting the learning standards expected at this school.	432	6%	12%	14%	44%	24%	0%
• I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	433	2%	2%	15%	43%	37%	1%
• My principal supports professional learning for staff at this school.	432	5%	2%	7%	32%	54%	1%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have enough time to teach all of my students all of the required curriculum.	429	9%	16%	14%	38%	22%	0%
• Students show an interest in learning in my classes.	433	3%	7%	13%	44%	34%	0%
• (Elementary and Middle Schools) This school is preparing students for the next grade level. (High Schools) This school is preparing students for life after graduation.	392	4%	5%	16%	41%	29%	6%
• (High Schools) This year, I have challenged my students' abilities in a way that aligns with their future college and career plans.	375	1%	1%	20%	38%	34%	6%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for the primary subject area you teach at this school?	423	1%	4%	62%	24%	2%	8%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	433	6%	6%	12%	34%	42%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	431	9%	6%	11%	34%	40%	0%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	433	10%	10%	11%	30%	39%	1%
• My administrator(s) support the decisions that I make in the classroom.	432	6%	5%	12%	33%	44%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) welcome and value my input for school decisions.	430	8%	8%	12%	33%	39%	0%
• My administrator(s) promote faculty morale and cooperation.	432	9%	10%	12%	31%	38%	0%
• My administrator(s) create a comfortable, friendly atmosphere for teachers and students.	433	9%	6%	12%	33%	39%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	433	8%	8%	12%	32%	40%	1%
• My administrator(s) value and encourages teacher participation in decisions about the school.	433	10%	9%	13%	30%	36%	1%
• My administrator(s) treat staff with professional respect.	430	7%	7%	8%	34%	44%	0%
• My administrator(s) encourage the functioning of faculty council.	430	5%	7%	16%	30%	35%	7%
• I can talk to my administrator(s) about problems and concerns.	430	6%	7%	10%	31%	46%	1%
• My administrator(s) effectively deal(s) with student discipline.	429	7%	8%	14%	32%	37%	1%
• My principal clearly describes his/her expectations to staff.	432	7%	3%	6%	28%	55%	0%
• My principal analyzes and reviews student data with me.	431	9%	8%	17%	28%	38%	1%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the tools and support I need to target instruction to individual student needs.	431	4%	9%	10%	43%	34%	0%
• I have the materials necessary to teach my classes.	429	2%	6%	10%	42%	39%	0%
• The books, computers, and other materials I use to teach my classes are in good condition.	428	3%	9%	9%	36%	42%	0%
• My students have sufficient access to computers and technology at school to do their schoolwork.	427	4%	8%	8%	34%	45%	0%
• This school contacts parents/guardians when behavior problems occur at school.	428	2%	2%	15%	36%	39%	6%
• I have a good understanding of my students' backgrounds.	427	1%	3%	7%	47%	43%	0%
• I am comfortable helping my students relate what I teach in class to their lives outside of school.	426	0%	0%	3%	42%	53%	0%
• This year, I have helped students understand their test scores.	428	1%	2%	18%	45%	33%	1%
• This year, I have helped students understand their class grades.	427	1%	1%	15%	39%	42%	1%
• This year, a school counselor has helped my students understand a personal problem or issue.	416	2%	5%	17%	31%	33%	12%



**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have seen students with drugs or alcohol at school this year.	419	42%	25%	11%	10%	4%	8%
• I have seen students carrying weapons at school this year.	418	52%	26%	10%	3%	2%	7%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	430	84%	16%				

**SAFETY**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• Students bully or cyber bully one another at school this year.	429	27%	21%	17%	14%	7%	14%
• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%					
Reported the incident to administration	60	87%					
Addressed the incident in class	36	52%					
Confronted the bully(ies) directly	26	38%					
Contacted the parents/guardians of the bully(ies)	19	28%					
None of the above	0	0%					

	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	66	55%	21%	2%	23%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	413	40%	14%	27%	9%	9%

## Attachment 11: 2013-14 Annual Customer Survey Parents District Overall

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I understand how my child's work is graded.	10,665	3%	6%	8%	39%	42%	2%
• I understand what my child is expected to learn in his/her classes.	10,692	3%	5%	7%	39%	46%	1%
• My child's current teachers have taught him/her to use technology (computers and Internet) to do his/her school work.	10,699	3%	6%	10%	36%	41%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My child began the school year with a good foundation for the classes he/she is taking this year.	10,720	3%	3%	4%	36%	52%	1%
• The teachers make sure my child understands the material.	10,707	3%	6%	8%	38%	44%	1%
• My child is interested in what is taught at school.	10,718	3%	4%	7%	42%	43%	1%
• (Elementary and Middle schools) This school is preparing my child for the next grade level. (High Schools) This school is preparing my child for life after graduation.	10,271	4%	4%	7%	38%	46%	2%
• My child understands how schoolwork relates to his/her life outside of school.	10,634	2%	6%	9%	46%	35%	2%

• How do you rate the teachers' learning expectations for your child in:	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Don't Know
English/Language Arts	10,694	3%	9%	76%	8%	2%	3%
Mathematics	10,675	2%	8%	70%	14%	3%	3%
Science	10,663	2%	7%	75%	8%	2%	6%
Social Studies	10,619	2%	7%	76%	7%	2%	7%

• How do you rate the amount of homework assigned to your child for:	<i>n</i>	No Homework Assigned	Too Little	Right Amount	Too Much	Amount of Homework is Overwhelming	Don't Know
English/Language Arts	10,714	3%	12%	75%	6%	3%	2%
Mathematics	10,690	1%	9%	78%	7%	3%	1%
Science	10,662	10%	14%	67%	4%	2%	3%
Social Studies	10,619	10%	13%	67%	4%	2%	4%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school's administrators (principal, assistant principal, etc.) clearly explain what they expect of parents.	10,702	4%	6%	11%	41%	35%	2%
• The school administrators are available to talk to me when I have a concern.	10,693	4%	5%	9%	38%	40%	5%
• The school administrators are fair and consistent in enforcing rules and policies for students.	10,684	5%	5%	10%	38%	36%	7%
• The school administrators promote cooperation between teachers and parents.	10,651	4%	4%	10%	38%	38%	5%
• The school administrators create a comfortable, friendly atmosphere for parents.	10,702	5%	4%	9%	40%	41%	2%
• The school administrators value and encourage parent participation in decisions about the school.	10,693	5%	5%	11%	36%	40%	4%
• The school administrators treat parents with respect.	10,684	4%	3%	7%	38%	46%	2%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school provides textbooks and other learning materials my child needs for his/her classes.	10,647	2%	3%	4%	45%	45%	1%
• The materials the school provides for my child are in good condition.	10,632	2%	3%	5%	44%	43%	2%
• My child has sufficient access to computers and technology at school to do his/her schoolwork.	10,621	4%	8%	8%	39%	34%	7%
• My child's school contacts me when behavior problems occur at school.	10,584	2%	3%	13%	36%	37%	10%
• The teachers have a good understanding of my child's background.	10,649	4%	7%	12%	39%	34%	5%
• There is a teacher or other staff member at school that my child can go to with problems.	10,623	3%	4%	8%	40%	37%	8%
• I am satisfied with the athletics, clubs, and other after school activities available to my child at this school.	10,699	7%	13%	16%	37%	21%	6%
• My child is friends with other students at school.	10,698	1%	1%	3%	46%	49%	1%
• This year a school counselor, teacher(s), or other school staff helped me understand my child's test scores.	10,666	6%	13%	20%	32%	25%	3%
• This year a school counselor, teacher(s), or other school staff helped me understand my child's class grades.	10,671	5%	11%	18%	37%	26%	2%
• (High School) This year, school staff has helped my child select courses that challenge his/her abilities and align with his/her child's future college and career plans.	7,319	5%	7%	28%	22%	16%	22%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• This year, a school counselor has helped my child understand a personal problem or issue.	10,335	8%	14%	31%	19%	14%	15%
• I have seen, or my child talked about, students with drugs or alcohol at school this year.	10,677	53%	27%	5%	8%	5%	4%
• I have seen, or my child talked about, students carrying weapons at school this year.	10,647	57%	29%	5%	3%	2%	4%
• My child has been bullied at school or online (cyberbullied) by classmates this year.	10,685	42%	31%	8%	9%	4%	6%
	<i>n</i>	No	Yes				
• Have you reported an incident of bullying or cyber bullying this year?	10,743	91%	9%				

**SAFETY**

	<i>n</i>	Stopped	Continued at the Same Level	Got Worse	Don't Know
• After reporting the bullying or cyber bullying incident, the bullying:	939	56%	21%	9%	14%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	10,697	46%	31%	13%	7%	4%

## Attachment 12: 2013-14 Annual Customer Survey Elementary Parents

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I understand how my child's work is graded.	6,567	3%	5%	6%	36%	49%	2%
• I understand what my child is expected to learn in his/her classes.	6,585	3%	4%	5%	35%	53%	0%
• My child's current teachers have taught him/her to use technology (computers and Internet) to do his/her school work.	6,588	3%	4%	8%	33%	48%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My child began the school year with a good foundation for the classes he/she is taking this year.	6,598	3%	3%	4%	33%	57%	1%
• The teachers make sure my child understands the material.	6,590	3%	3%	5%	34%	54%	1%
• My child is interested in what is taught at school.	6,597	2%	3%	5%	39%	51%	0%
• (Elementary and Middle schools) This school is preparing my child for the next grade level. (High Schools) This school is preparing my child for life after graduation.	6,506	3%	3%	5%	35%	53%	2%
• My child understands how schoolwork relates to his/her life outside of school.	6,556	1%	4%	9%	45%	39%	2%

	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Don't Know
• How do you rate the teachers' learning expectations for your child in:							
English/Language Arts	6,580	2%	9%	78%	7%	1%	3%
Mathematics	6,567	2%	9%	72%	11%	2%	3%
Science	6,563	2%	8%	77%	5%	1%	7%
Social Studies	6,539	2%	8%	78%	4%	1%	8%

	<i>n</i>	No Homework Assigned	Too Little	Right Amount	Too Much	Amount of Homework is Overwhelming	Don't Know
• How do you rate the amount of homework assigned to your child for:							
English/Language Arts	6,596	2%	11%	78%	6%	2%	1%
Mathematics	6,580	1%	10%	81%	5%	2%	1%
Science	6,560	14%	16%	64%	2%	1%	3%
Social Studies	6,533	14%	15%	64%	2%	1%	4%

## SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school's administrators (principal, assistant principal, etc.) clearly explain what they expect of parents.	6,587	4%	5%	10%	40%	40%	2%
• The school administrators are available to talk to me when I have a concern.	6,579	4%	4%	7%	36%	45%	4%
• The school administrators are fair and consistent in enforcing rules and policies for students.	6,577	4%	4%	8%	36%	42%	6%
• The school administrators promote cooperation between teachers and parents.	6,554	4%	3%	8%	37%	45%	4%
• The school administrators create a comfortable, friendly atmosphere for parents.	6,593	4%	3%	6%	37%	48%	1%
• The school administrators value and encourage parent participation in decisions about the school.	6,587	4%	3%	9%	34%	47%	3%
• The school administrators treat parents with respect.	6,585	3%	2%	5%	35%	53%	1%

## SUPPORTIVE ENVIRONMENT

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school provides textbooks and other learning materials my child needs for his/her classes.	6,560	1%	2%	3%	43%	49%	1%
• The materials the school provides for my child are in good condition.	6,553	1%	1%	4%	42%	50%	2%
• My child has sufficient access to computers and technology at school to do his/her schoolwork.	6,550	3%	7%	7%	38%	38%	7%
• My child's school contacts me when behavior problems occur at school.	6,533	2%	2%	9%	35%	43%	8%
• The teachers have a good understanding of my child's background.	6,567	2%	4%	8%	40%	43%	3%
• There is a teacher or other staff member at school that my child can go to with problems.	6,546	2%	3%	7%	39%	42%	7%
• I am satisfied with the athletics, clubs, and other after school activities available to my child at this school.	6,579	8%	14%	17%	35%	21%	6%
• My child is friends with other students at school.	6,580	1%	1%	2%	44%	51%	1%
• This year a school counselor, teacher(s), or other school staff helped me understand my child's test scores.	6,566	4%	9%	16%	37%	32%	3%
• This year a school counselor, teacher(s), or other school staff helped me understand my child's class grades.	6,568	3%	7%	14%	41%	33%	2%
• (High School) This year, school staff has helped my child select courses that challenge his/her abilities and align with his/her child's future college and career plans.	4,167	3%	5%	34%	16%	12%	30%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• This year, a school counselor has helped my child understand a personal problem or issue.	6,306	7%	11%	32%	18%	15%	16%
• I have seen, or my child talked about, students with drugs or alcohol at school this year.	6,569	65%	26%	3%	2%	1%	3%
• I have seen, or my child talked about, students carrying weapons at school this year.	6,548	66%	25%	3%	2%	1%	3%
• My child has been bullied at school or online (cyberbullied) by classmates this year.	6,573	43%	30%	8%	10%	4%	5%
	<i>n</i>	No	Yes				
• Have you reported an incident of bullying or cyber bullying this year?	6,612	91%	9%				

**SAFETY**

	<i>n</i>	Stopped	Continued at the Same Level	Got Worse	Don't Know
• After reporting the bullying or cyber bullying incident, the bullying:	625	58%	20%	8%	14%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	6,582	55%	29%	9%	5%	2%

## Attachment 13: 2013-14 Annual Customer Survey Middle School Parents

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I understand how my child's work is graded.	2,459	3%	7%	9%	47%	32%	2%
• I understand what my child is expected to learn in his/her classes.	2,464	2%	6%	9%	46%	36%	1%
• My child's current teachers have taught him/her to use technology (computers and Internet) to do his/her school work.	2,467	4%	7%	11%	43%	32%	3%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My child began the school year with a good foundation for the classes he/she is taking this year.	2,471	3%	3%	5%	43%	45%	1%
• The teachers make sure my child understands the material.	2,469	3%	8%	10%	47%	30%	2%
• My child is interested in what is taught at school.	2,471	3%	6%	10%	48%	32%	1%
• (Elementary and Middle schools) This school is preparing my child for the next grade level. (High Schools) This school is preparing my child for life after graduation.	2,459	4%	4%	8%	46%	37%	2%
• My child understands how schoolwork relates to his/her life outside of school.	2,445	4%	7%	10%	49%	28%	2%

• How do you rate the teachers' learning expectations for your child in:	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Don't Know
English/Language Arts	2,468	4%	9%	73%	8%	2%	4%
Mathematics	2,467	2%	6%	67%	18%	4%	3%
Science	2,466	3%	7%	74%	11%	2%	3%
Social Studies	2,456	3%	7%	74%	10%	3%	4%

• How do you rate the amount of homework assigned to your child for:	<i>n</i>	No Homework Assigned	Too Little	Right Amount	Too Much	Amount of Homework is Overwhelming	Don't Know
English/Language Arts	2,470	3%	14%	72%	6%	3%	2%
Mathematics	2,471	1%	8%	74%	11%	5%	1%
Science	2,466	3%	12%	74%	6%	3%	2%
Social Studies	2,456	3%	11%	74%	6%	4%	2%



**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school’s administrators (principal, assistant principal, etc.) clearly explain what they expect of parents.	2,467	4%	6%	12%	46%	30%	2%
• The school administrators are available to talk to me when I have a concern.	2,466	4%	5%	10%	43%	32%	5%
• The school administrators are fair and consistent in enforcing rules and policies for students.	2,464	5%	6%	12%	42%	27%	8%
• The school administrators promote cooperation between teachers and parents.	2,454	4%	5%	12%	43%	29%	7%
• The school administrators create a comfortable, friendly atmosphere for parents.	2,465	5%	4%	12%	46%	31%	4%
• The school administrators value and encourage parent participation in decisions about the school.	2,465	4%	6%	12%	41%	31%	5%
• The school administrators treat parents with respect.	2,457	4%	2%	8%	45%	38%	3%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school provides textbooks and other learning materials my child needs for his/her classes.	2,450	2%	3%	4%	50%	40%	1%
• The materials the school provides for my child are in good condition.	2,445	4%	4%	7%	50%	34%	2%
• My child has sufficient access to computers and technology at school to do his/her schoolwork.	2,441	4%	9%	9%	43%	29%	6%
• My child’s school contacts me when behavior problems occur at school.	2,435	3%	3%	16%	37%	29%	13%
• The teachers have a good understanding of my child’s background.	2,445	5%	10%	17%	40%	20%	8%
• There is a teacher or other staff member at school that my child can go to with problems.	2,443	4%	4%	11%	44%	29%	9%
• I am satisfied with the athletics, clubs, and other after school activities available to my child at this school.	2,470	7%	14%	16%	39%	18%	5%
• My child is friends with other students at school.	2,469	2%	1%	3%	47%	47%	1%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s test scores.	2,460	9%	20%	26%	26%	14%	4%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s class grades.	2,462	8%	18%	25%	31%	15%	3%
• (High School) This year, school staff has helped my child select courses that challenge his/her abilities and align with his/her child’s future college and career plans.	1,532	6%	11%	29%	23%	11%	20%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• This year, a school counselor has helped my child understand a personal problem or issue.	2,398	10%	19%	30%	18%	10%	12%
• I have seen, or my child talked about, students with drugs or alcohol at school this year.	2,468	38%	33%	6%	13%	7%	4%
• I have seen, or my child talked about, students carrying weapons at school this year.	2,460	45%	36%	6%	5%	3%	5%
• My child has been bullied at school or online (cyberbullied) by classmates this year.	2,469	38%	34%	8%	9%	6%	5%
	<i>n</i>	No	Yes				
• Have you reported an incident of bullying or cyber bullying this year?	2,477	90%	10%				

**SAFETY**

	<i>n</i>	Stopped	Continued at the Same Level	Got Worse	Don't Know
• After reporting the bullying or cyber bullying incident, the bullying:	238	58%	20%	9%	12%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	2,466	31%	36%	17%	9%	7%

## Attachment 14: 2013-14 Annual Customer Survey High School Parents

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I understand how my child's work is graded.	1,591	4%	9%	14%	42%	27%	3%
• I understand what my child is expected to learn in his/her classes.	1,596	3%	7%	11%	45%	32%	1%
• My child's current teachers have taught him/her to use technology (computers and Internet) to do his/her school work.	1,596	4%	9%	17%	38%	26%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My child began the school year with a good foundation for the classes he/she is taking this year.	1,602	3%	5%	7%	41%	42%	1%
• The teachers make sure my child understands the material.	1,600	5%	14%	15%	41%	23%	2%
• My child is interested in what is taught at school.	1,601	4%	8%	13%	44%	29%	1%
• (Elementary and Middle schools) This school is preparing my child for the next grade level. (High Schools) This school is preparing my child for life after graduation.	1,259	6%	8%	14%	39%	29%	4%
• My child understands how schoolwork relates to his/her life outside of school.	1,587	5%	9%	11%	45%	28%	3%

• How do you rate the teachers' learning expectations for your child in:	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Don't Know
English/Language Arts	1,597	3%	7%	70%	12%	3%	5%
Mathematics	1,593	2%	4%	63%	20%	6%	5%
Science	1,587	2%	5%	67%	15%	5%	6%
Social Studies	1,579	2%	5%	68%	12%	4%	8%

• How do you rate the amount of homework assigned to your child for:	<i>n</i>	No Homework Assigned	Too Little	Right Amount	Too Much	Amount of Homework is Overwhelming	Don't Know
English/Language Arts	1,599	4%	12%	69%	7%	4%	4%
Mathematics	1,591	2%	9%	72%	9%	4%	4%
Science	1,589	4%	10%	69%	8%	4%	5%
Social Studies	1,583	4%	9%	66%	9%	5%	7%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school’s administrators (principal, assistant principal, etc.) clearly explain what they expect of parents.	1,599	7%	8%	17%	39%	26%	3%
• The school administrators are available to talk to me when I have a concern.	1,600	7%	10%	13%	37%	28%	6%
• The school administrators are fair and consistent in enforcing rules and policies for students.	1,595	8%	9%	15%	35%	24%	10%
• The school administrators promote cooperation between teachers and parents.	1,595	7%	6%	16%	37%	27%	7%
• The school administrators create a comfortable, friendly atmosphere for parents.	1,596	6%	7%	14%	41%	28%	4%
• The school administrators value and encourage parent participation in decisions about the school.	1,594	7%	7%	17%	36%	27%	6%
• The school administrators treat parents with respect.	1,595	5%	4%	13%	42%	32%	3%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school provides textbooks and other learning materials my child needs for his/her classes.	1,589	3%	7%	7%	48%	34%	1%
• The materials the school provides for my child are in good condition.	1,587	3%	7%	9%	48%	31%	2%
• My child has sufficient access to computers and technology at school to do his/her schoolwork.	1,583	4%	9%	12%	41%	26%	9%
• My child’s school contacts me when behavior problems occur at school.	1,569	4%	4%	21%	34%	21%	16%
• The teachers have a good understanding of my child’s background.	1,590	8%	14%	21%	32%	16%	10%
• There is a teacher or other staff member at school that my child can go to with problems.	1,588	5%	7%	10%	42%	28%	8%
• I am satisfied with the athletics, clubs, and other after school activities available to my child at this school.	1,601	5%	8%	15%	42%	27%	3%
• My child is friends with other students at school.	1,601	1%	2%	3%	48%	45%	1%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s test scores.	1,593	12%	19%	26%	24%	16%	3%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s class grades.	1,593	11%	17%	25%	28%	17%	2%
• (High School) This year, school staff has helped my child select courses that challenge his/her abilities and align with his/her child’s future college and career plans.	1,581	9%	10%	13%	37%	28%	3%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• This year, a school counselor has helped my child understand a personal problem or issue.	1,583	10%	15%	27%	20%	14%	14%
• I have seen, or my child talked about, students with drugs or alcohol at school this year.	1,592	24%	22%	10%	24%	16%	5%
• I have seen, or my child talked about, students carrying weapons at school this year.	1,592	37%	35%	10%	6%	4%	8%
• My child has been bullied at school or online (cyberbullied) by classmates this year.	1,594	41%	34%	8%	6%	3%	8%
	<i>n</i>	No	Yes				
• Have you reported an incident of bullying or cyber bullying this year?	1,605	95%	5%				

**SAFETY**

	<i>n</i>	Stopped	Continued at the Same Level	Got Worse	Don't Know
• After reporting the bullying or cyber bullying incident, the bullying:	73	33%	23%	19%	25%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	1,600	31%	30%	19%	11%	9%

## Attachment 15: 2013-14 Annual Customer Survey Centers Parents

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I understand how my child's work is graded.	48	0%	8%	15%	38%	40%	0%
• I understand what my child is expected to learn in	47	0%	2%	4%	38%	53%	2%
• My child's current teachers have taught him/her to use technology (computers and Internet) to do his/her school work.	48	2%	4%	6%	38%	46%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My child began the school year with a good foundation for the classes he/she is taking this year.	49	0%	2%	6%	39%	53%	0%
• The teachers make sure my child understands the material.	48	0%	2%	8%	31%	54%	4%
• My child is interested in what is taught at school.	49	0%	8%	10%	37%	43%	2%
• (Elementary and Middle schools) This school is preparing my child for the next grade level. (High Schools) This school is preparing my child for life after graduation.	47	0%	6%	11%	32%	47%	4%
• My child understands how schoolwork relates to his/her life outside of school.	46	0%	11%	20%	39%	26%	4%

• How do you rate the teachers' learning expectations for your child in:	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Don't Know
English/Language Arts	49	4%	8%	78%	0%	0%	10%
Mathematics	48	4%	6%	77%	4%	0%	8%
Science	47	2%	4%	79%	2%	2%	11%
Social Studies	45	2%	4%	80%	0%	2%	11%

• How do you rate the amount of homework assigned to your child for:	<i>n</i>	No Homework Assigned	Too Little	Right Amount	Too Much	Amount of Homework is Overwhelming	Don't Know
English/Language Arts	49	33%	14%	45%	2%	0%	6%
Mathematics	48	40%	13%	44%	0%	0%	4%
Science	47	40%	13%	38%	0%	2%	6%
Social Studies	47	36%	13%	45%	0%	0%	6%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school’s administrators (principal, assistant principal, etc.) clearly explain what they expect of parents.	49	0%	8%	4%	37%	49%	2%
• The school administrators are available to talk to me when I have a concern.	48	6%	2%	4%	35%	50%	2%
• The school administrators are fair and consistent in enforcing rules and policies for students.	48	0%	8%	6%	25%	54%	6%
• The school administrators promote cooperation between teachers and parents.	48	0%	8%	13%	25%	54%	0%
• The school administrators create a comfortable, friendly atmosphere for parents.	48	4%	0%	15%	25%	54%	2%
• The school administrators value and encourage parent participation in decisions about the school.	47	0%	4%	17%	23%	53%	2%
• The school administrators treat parents with respect.	47	2%	2%	9%	26%	62%	0%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The school provides textbooks and other learning materials my child needs for his/her classes.	48	0%	0%	13%	40%	44%	4%
• The materials the school provides for my child are in good condition.	47	0%	0%	11%	36%	45%	9%
• My child has sufficient access to computers and technology at school to do his/her schoolwork.	47	2%	2%	6%	32%	53%	4%
• My child’s school contacts me when behavior problems occur at school.	47	2%	2%	6%	32%	55%	2%
• The teachers have a good understanding of my child’s background.	47	2%	2%	9%	32%	55%	0%
• There is a teacher or other staff member at school that my child can go to with problems.	46	0%	0%	17%	28%	48%	7%
• I am satisfied with the athletics, clubs, and other after school activities available to my child at this school.	49	6%	0%	24%	39%	18%	12%
• My child is friends with other students at school.	48	0%	8%	15%	50%	23%	4%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s test scores.	47	4%	4%	19%	30%	34%	9%
• This year a school counselor, teacher(s), or other school staff helped me understand my child’s class grades.	48	4%	4%	15%	35%	38%	4%
• (High School) This year, school staff has helped my child select courses that challenge his/her abilities and align with his/her child’s future college and career plans.	39	8%	5%	15%	33%	21%	18%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• This year, a school counselor has helped my child understand a personal problem or issue.	48	6%	2%	19%	35%	27%	10%
• I have seen, or my child talked about, students with drugs or alcohol at school this year.	48	48%	25%	10%	6%	0%	10%
• I have seen, or my child talked about, students carrying weapons at school this year.	47	49%	30%	9%	6%	0%	6%
• My child has been bullied at school or online (cyberbullied) by classmates this year.	49	49%	20%	8%	10%	2%	10%
	<i>n</i>	No	Yes				
• Have you reported an incident of bullying or cyber bullying this year?	49	94%	6%				

**SAFETY**

	<i>n</i>	Stopped	Continued at the Same Level	Got Worse	Don't Know
• After reporting the bullying or cyber bullying incident, the bullying:	3	33%	67%	0%	0%

**Students' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	49	61%	18%	8%	10%	2%



## Attachment 16: 2013-14 Annual Customer Survey Non-Instructional Staff District Overall

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I am aware of the learning standards for students at this school.	3,520	3%	2%	7%	42%	39%	6%
• My principal supports professional learning for staff at this school.	3,429	4%	3%	9%	34%	46%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The students at this school are capable of meeting the learning standards expected.	3425	3%	5%	11%	43%	31%	7%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for students at this school?	3,528	1%	6%	69%	13%	2%	9%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	3,560	6%	7%	10%	36%	40%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	3,550	6%	9%	10%	34%	38%	3%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	3,555	8%	10%	12%	33%	35%	2%
• My administrator(s) support the decisions that I make at work.	3,546	6%	5%	14%	34%	39%	2%
• My administrator(s) welcome and value my input for school decisions.	3,485	5%	7%	13%	37%	33%	3%
• My administrator(s) promote staff morale and cooperation.	3,480	8%	8%	12%	35%	35%	2%
• My administrator(s) create a comfortable, friendly atmosphere for staff.	3,471	7%	7%	12%	35%	39%	1%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	3,468	6%	6%	13%	34%	37%	2%
• My administrator(s) value and encourages staff participation in decisions about the school.	3,482	6%	8%	14%	36%	33%	3%
• My administrator(s) treat staff with professional respect.	3,480	6%	5%	10%	36%	42%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I can talk to my administrator(s) about problems and concerns.	3,470	6%	5%	10%	34%	44%	1%
• My principal clearly describes his/her expectations to staff.	3,446	4%	4%	9%	37%	44%	2%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the materials necessary to do my job.	3,454	3%	7%	8%	47%	35%	1%
• The books, computers, and other materials I use for my job functions are in good condition.	3,446	5%	9%	10%	43%	29%	3%
• This school contacts parents/guardians when behavior problems occur at school.	3,449	3%	3%	7%	39%	40%	7%
• I have a good understanding of the students' backgrounds.	3,442	2%	6%	18%	38%	28%	9%
• I am able to help students with personal problems.	3,442	3%	6%	26%	33%	24%	8%
• Students bully or cyber bully one another at school this year.	2,688	6%	26%	24%	25%	19%	0%
• I can rely on colleagues for help in addressing parent and student concerns.	3,442	2%	4%	13%	45%	29%	7%
• I have seen students with drugs or alcohol at school this year.	3,123	58%	25%	8%	6%	3%	0%
• I have seen students carrying weapons at school this year.	3,129	62%	26%	7%	3%	2%	0%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	3,488	78%	22%				

**SAFETY**

• After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%
Reported the incident to administration	782	86%
Addressed the incident in class	782	17%
Confronted the bully(ies) directly	782	30%
Contacted the parents/guardians of the bully(ies)	782	25%
None of the above	782	5%

	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	765	57%	7%	2%	35%

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**Non-Instructional Staffs' Overall Rating: How do you rate your school's environment:**

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	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	771	30%	27%	19%	12%	12%

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## Attachment 17: 2013-14 Annual Customer Survey Elementary Non-Instructional Staff

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I am aware of the learning standards for students at this school.	1,957	4%	3%	7%	42%	39%	6%
• My principal supports professional learning for staff at this school.	1,914	4%	3%	8%	35%	47%	4%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The students at this school are capable of meeting the learning standards expected.	1899	4%	5%	10%	45%	29%	7%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for students at this school?	1,959	1%	4%	71%	14%	2%	9%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	1,982	6%	7%	9%	36%	41%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	1,977	6%	8%	10%	34%	39%	3%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	1,980	7%	9%	11%	34%	37%	2%
• My administrator(s) support the decisions that I make at work.	1,974	6%	6%	12%	35%	40%	2%
• My administrator(s) welcome and value my input for school decisions.	1,946	5%	7%	12%	38%	35%	3%
• My administrator(s) promote staff morale and cooperation.	1,943	8%	7%	11%	35%	37%	1%
• My administrator(s) create a comfortable, friendly atmosphere for staff.	1,939	7%	7%	10%	33%	41%	1%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	1,938	6%	6%	12%	34%	40%	2%
• My administrator(s) value and encourages staff participation in decisions about the school.	1,952	6%	7%	12%	37%	34%	3%
• My administrator(s) treat staff with professional respect.	1,949	6%	5%	10%	35%	43%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither		Strongly Agree	Don't Know
				Agree nor Disagree	Agree		
• I can talk to my administrator(s) about problems and concerns.	1,945	6%	5%	9%	34%	46%	1%
• My principal clearly describes his/her expectations to staff.	1,919	4%	4%	8%	37%	45%	2%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither		Strongly Agree	Don't Know
				Agree nor Disagree	Agree		
• I have the materials necessary to do my job.	1,927	3%	7%	6%	48%	35%	1%
• The books, computers, and other materials I use for my job functions are in good condition.	1,920	4%	10%	10%	44%	29%	3%
• This school contacts parents/guardians when behavior problems occur at school.	1,925	3%	4%	7%	39%	41%	6%
• I have a good understanding of the students' backgrounds.	1,923	2%	6%	18%	38%	29%	8%
• I am able to help students with personal problems.	1,921	3%	7%	25%	34%	24%	7%
• Students bully or cyber bully one another at school this year.	1,525	4%	22%	22%	30%	22%	0%
• I can rely on colleagues for help in addressing parent and student concerns.	1,921	2%	4%	13%	45%	30%	6%
• I have seen students with drugs or alcohol at school this year.	1,788	74%	21%	3%	2%	0%	0%
• I have seen students carrying weapons at school this year.	1,788	73%	21%	4%	2%	1%	0%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	1,941	79%	21%				

**SAFETY**

After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%
Reported the incident to administration	411	84%
Addressed the incident in class	411	23%
Confronted the bully(ies) directly	411	33%
Contacted the parents/guardians of the bully(ies)	411	26%
None of the above	411	5%

**SAFETY**

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	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	402	59%	7%	1%	32%

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**Non-Instructional Staffs' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	408	33%	26%	17%	13%	12%

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## Attachment 18: 2013-14 Annual Customer Survey Middle School Non-Instructional Staff

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I am aware of the learning standards for students at this school.	425	3%	1%	8%	37%	40%	11%
• My principal supports professional learning for staff at this school.	418	6%	4%	10%	25%	49%	5%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The students at this school are capable of meeting the learning standards expected.	416	3%	7%	9%	39%	31%	11%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for students at this school?	429	2%	7%	64%	10%	1%	15%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	429	8%	8%	9%	32%	42%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	428	7%	10%	9%	31%	38%	5%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	429	9%	11%	11%	29%	36%	3%
• My administrator(s) support the decisions that I make at work.	428	7%	4%	14%	33%	40%	3%
• My administrator(s) welcome and value my input for school decisions.	421	7%	8%	10%	34%	36%	5%
• My administrator(s) promote staff morale and cooperation.	421	8%	9%	11%	32%	37%	3%
• My administrator(s) create a comfortable, friendly atmosphere for staff.	419	6%	10%	10%	32%	41%	1%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	418	8%	5%	14%	33%	37%	3%
• My administrator(s) value and encourages staff participation in decisions about the school.	420	6%	10%	14%	30%	36%	4%
• My administrator(s) treat staff with professional respect.	418	6%	6%	10%	32%	45%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither		Strongly Agree	Don't Know
				Disagree	Agree		
• I can talk to my administrator(s) about problems and concerns.	416	6%	5%	9%	32%	47%	1%
• My principal clearly describes his/her expectations to staff.	422	7%	7%	10%	27%	44%	5%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither		Strongly Agree	Don't Know
				Disagree	Agree		
• I have the materials necessary to do my job.	420	6%	10%	8%	41%	34%	1%
• The books, computers, and other materials I use for my job functions are in good condition.	418	8%	12%	10%	36%	29%	5%
• This school contacts parents/guardians when behavior problems occur at school.	420	2%	5%	6%	35%	42%	10%
• I have a good understanding of the students' backgrounds.	419	3%	6%	14%	33%	32%	12%
• I am able to help students with personal problems.	420	4%	7%	19%	29%	29%	12%
• Students bully or cyber bully one another at school this year.	321	11%	43%	22%	12%	11%	0%
• I can rely on colleagues for help in addressing parent and student concerns.	420	3%	4%	13%	39%	29%	13%
• I have seen students with drugs or alcohol at school this year.	355	37%	30%	15%	12%	5%	0%
• I have seen students carrying weapons at school this year.	358	48%	29%	14%	6%	3%	0%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	425	63%	37%				

**SAFETY**

After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%
Reported the incident to administration	158	87%
Addressed the incident in class	158	8%
Confronted the bully(ies) directly	158	31%
Contacted the parents/guardians of the bully(ies)	158	28%
None of the above	158	3%



**SAFETY**

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	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	153	55%	4%	1%	40%

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**Non-Instructional Staffs' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	154	34%	25%	20%	6%	14%

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## Attachment 19: 2013-14 Annual Customer Survey High School Non-Instructional Staff

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I am aware of the learning standards for students at this school.	742	3%	1%	7%	43%	39%	6%
• My principal supports professional learning for staff at this school.	708	4%	3%	12%	33%	45%	3%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The students at this school are capable of meeting the learning standards expected.	725	3%	3%	10%	40%	38%	6%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for students at this school?	741	1%	7%	67%	14%	2%	9%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	747	6%	7%	12%	35%	38%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	745	7%	10%	12%	34%	35%	2%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	745	9%	11%	14%	31%	33%	1%
• My administrator(s) support the decisions that I make at work.	745	6%	5%	15%	32%	39%	2%
• My administrator(s) welcome and value my input for school decisions.	726	6%	8%	16%	36%	32%	2%
• My administrator(s) promote staff morale and cooperation.	725	8%	9%	14%	36%	33%	1%
• My administrator(s) create a comfortable, friendly atmosphere for staff.	723	6%	7%	15%	36%	35%	0%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	721	7%	7%	15%	35%	35%	2%
• My administrator(s) value and encourages staff participation in decisions about the school.	720	7%	9%	17%	34%	30%	3%
• My administrator(s) treat staff with professional respect.	722	6%	6%	11%	36%	41%	0%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I can talk to my administrator(s) about problems and concerns.	720	6%	7%	12%	32%	42%	1%
• My principal clearly describes his/her expectations to staff.	713	4%	5%	9%	36%	43%	2%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the materials necessary to do my job.	714	3%	6%	9%	47%	33%	1%
• The books, computers, and other materials I use for my job functions are in good condition.	716	5%	8%	11%	45%	29%	2%
• This school contacts parents/guardians when behavior problems occur at school.	713	2%	2%	9%	42%	36%	8%
• I have a good understanding of the students' backgrounds.	710	1%	4%	22%	40%	23%	10%
• I am able to help students with personal problems.	709	2%	4%	30%	34%	23%	8%
• Students bully or cyber bully one another at school this year.	530	7%	29%	33%	21%	11%	0%
• I can rely on colleagues for help in addressing parent and student concerns.	711	2%	4%	14%	45%	26%	8%
• I have seen students with drugs or alcohol at school this year.	628	33%	32%	13%	15%	7%	0%
• I have seen students carrying weapons at school this year.	624	48%	35%	11%	3%	3%	0%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	724	79%	21%				

**SAFETY**

I did the following: (more than one could be selected)	<i>n</i>	%
Reported the incident to administration	153	89%
Addressed the incident in class	153	9%
Confronted the bully(ies) directly	153	20%
Contacted the parents/guardians of the bully(ies)	153	22%
None of the above	153	7%

**SAFETY**

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	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	150	55%	3%	2%	40%

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**Non-Instructional Staffs' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	149	24%	32%	19%	15%	9%

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## Attachment 20: 2013-14 Annual Customer Survey Centers Non-Instructional Staff

### COLLABORATIVE TEACHING

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I am aware of the learning standards for students at this school.	395	2%	2%	9%	50%	35%	4%
• My principal supports professional learning for staff at this school.	388	1%	2%	10%	40%	43%	5%

### INSTRUCTIONAL PRACTICE

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• The students at this school are capable of meeting the learning standards expected.	384	3%	7%	20%	45%	22%	4%
	<i>n</i>	Too Easy	Easy	Just Right	Difficult	Too Difficult	Does Not Apply
• Overall, how do you rate the learning expectations for students at this school?	398	1%	10%	70%	10%	2%	7%

### SCHOOL LEADERSHIP

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• My administrator(s) address my concerns in a timely manner.	401	4%	7%	11%	43%	34%	1%
• My administrator(s) are fair and consistent in enforcing rules and policies for students.	399	6%	9%	12%	36%	35%	4%
• My administrator(s) are fair and consistent in enforcing rules and policies for staff.	400	7%	8%	16%	36%	31%	2%
• My administrator(s) support the decisions that I make at work.	398	5%	4%	19%	37%	32%	3%
• My administrator(s) welcome and value my input for school decisions.	391	5%	7%	17%	42%	25%	4%
• My administrator(s) promote staff morale and cooperation.	390	6%	8%	16%	39%	29%	2%
• My administrator(s) create a comfortable, friendly atmosphere for staff.	389	4%	7%	15%	42%	31%	1%
• My administrator(s) typify honesty and truthfulness in dealing with colleagues and staff.	390	4%	5%	19%	38%	30%	4%
• My administrator(s) value and encourages staff participation in decisions about the school.	389	5%	7%	20%	39%	26%	3%
• My administrator(s) treat staff with professional respect.	390	3%	5%	14%	42%	35%	1%

**SCHOOL LEADERSHIP**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I can talk to my administrator(s) about problems and concerns.	388	4%	6%	13%	38%	37%	2%
• My principal clearly describes his/her expectations to staff.	391	2%	2%	8%	43%	42%	2%

**SUPPORTIVE ENVIRONMENT**

	<i>n</i>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
• I have the materials necessary to do my job.	392	2%	4%	10%	50%	34%	0%
• The books, computers, and other materials I use for my job functions are in good condition.	391	3%	5%	9%	48%	35%	0%
• This school contacts parents/guardians when behavior problems occur at school.	390	2%	2%	9%	40%	39%	8%
• I have a good understanding of the students' backgrounds.	389	5%	7%	17%	38%	28%	5%
• I am able to help students with personal problems.	391	3%	6%	31%	33%	24%	3%
• Students bully or cyber bully one another at school this year.	312	6%	19%	23%	24%	29%	0%
• I can rely on colleagues for help in addressing parent and student concerns.	389	3%	3%	15%	48%	25%	6%
• I have seen students with drugs or alcohol at school this year.	352	45%	29%	12%	10%	5%	0%
• I have seen students carrying weapons at school this year.	359	51%	30%	10%	5%	4%	0%
	<i>n</i>	No	Yes				
• Has a student reported an incident of bullying or cyber bullying to you this year?	397	85%	15%				

**SAFETY**

After an incident of bullying or cyber bullying was reported to me, I did the following: (more than one could be selected)	<i>n</i>	%
Reported the incident to administration	60	82%
Addressed the incident in class	60	25%
Confronted the bully(ies) directly	60	32%
Contacted the parents/guardians of the bully(ies)	60	13%
None of the above	60	7%

**SAFETY**

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	<i>n</i>	Stopped	Continued at the Same Level	Got worse	Don't Know
• After addressing the bullying or cyber bullying incident, the bullying:	60	47%	18%	3%	32%

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**Non-Instructional Staffs' Overall Rating: How do you rate your school's environment:**

	<i>n</i>	Excellent	Good	Average	Fair	Poor
• How do you rate your school's environment.	60	15%	23%	27%	15%	20%

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