



SIP Bites – Customer Survey Responses

Kelli Blackburn, School Improvement Coordinator

March 6, 2025 ~ Volume 4, Issue 13

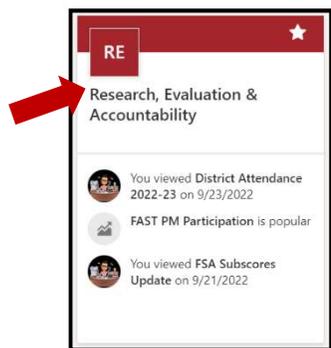
The BCPS Customer Survey administration window is Monday, March 3, 2025 – Friday, May 2, 2025. Schools can check their survey response numbers in the *BCPS Customer Survey Tracking by School – 2025* SharePoint Dashboard and the Cognia website by following the directions below:

SharePoint Dashboard Access:

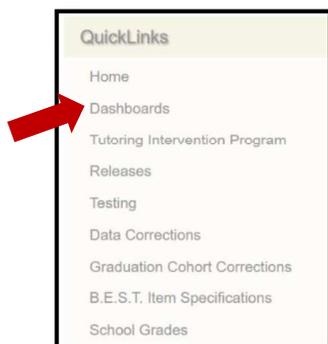
1. Access the Dashboard by clicking on the waffle (☰) in Office 365 and selecting [SharePoint](#) from the available Apps.



2. Search and select the [Research, Evaluation & Accountability](#) (Now: Educational Assessment, Analysis & Research) SharePoint.



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



4. Next, click on the [BCPS Customer Survey Tracking by School - 2025](#) Dashboard.

5. On this screen, under [School Level Characteristics – School Name](#), choose your school.

SchoolName	Required Student Surveys	Completed Student Surveys	Required Staff Surveys	Completed Staff Surveys	Required Parent Surveys	Completed Parent Surveys
ANNABEL C. PERRY PK-8	150	0	42	0	75	0
APOLLO MIDDLE	460	0	54	0	156	0
ATLANTIC TECHNICAL HIGH	267	0	17	0	100	0
ATLANTIC WEST ELEMENTARY	111	0	49	0	85	0
ATTUCKS MIDDLE	258	0	39	0	93	0
BAIR MIDDLE	272	0	40	0	94	0
BANWAN ELEMENTARY	77	0	37	0	62	0
BAYVIEW ELEMENTARY	108	0	32	0	89	0
BEACHSIDE MONTESSORI VILLAGE	194	0	43	0	101	0
BENNETT ELEMENTARY	50	0	31	0	38	0
BLANCHE ELY HIGH	731	0	81	0	247	0
BOULEVARD HEIGHTS ELEMENTARY	105	0	44	0	84	0
BOYD H. ANDERSON HIGH	892	0	92	0	335	0
BRIGHT HORIZONS	56	0	54	0	24	0
BROADVIEW ELEMENTARY	120	0	45	0	98	0
BROWARD COUNTY ACCELERATION ACADEMIES	4	0	4	0	5	0
BROWARD ESTATES ELEMENTARY	57	0	22	0	35	0
BROWARD VIRTUAL FRANCHISE	227	0	50	0	84	0
C. ROBERT MARSHAM ELEMENTARY	108	0	38	0	81	0
CASTLE HILL ELEMENTARY	98	0	37	0	86	0
CENTRAL PARK ELEMENTARY	146	0	44	0	124	0
CHALLENGER ELEMENTARY	173	0	50	0	132	0
CHADRI TRAIL ELEMENTARY	118	0	43	0	82	0
CHARLES DREW ELEMENTARY	90	0	33	0	59	0
CHARLES W. FLANAGAN HIGH	872	0	88	0	321	0
COCONUT CREEK ELEMENTARY	91	0	41	0	76	0
COCONUT CREEK HIGH	772	0	71	0	273	0
COCONUT PALM ELEMENTARY	106	0	37	0	80	0
COLBERT ELEMENTARY	112	0	44	0	90	0

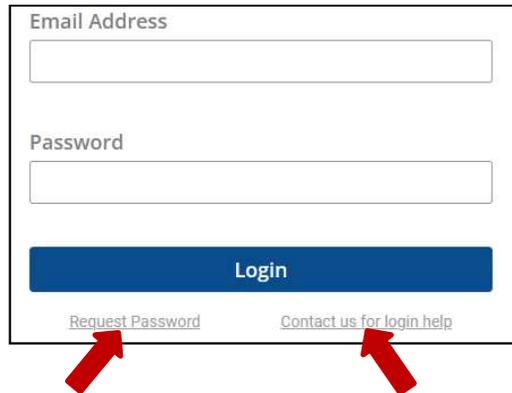
6. The survey data is available in two views for individual schools.

View #1: Overall surveys completed and required & completed surveys by group

View #2: Required, completed and the number needed to reach each

Cognia Access (Real-time updates-ONLY principals have access):

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



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

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



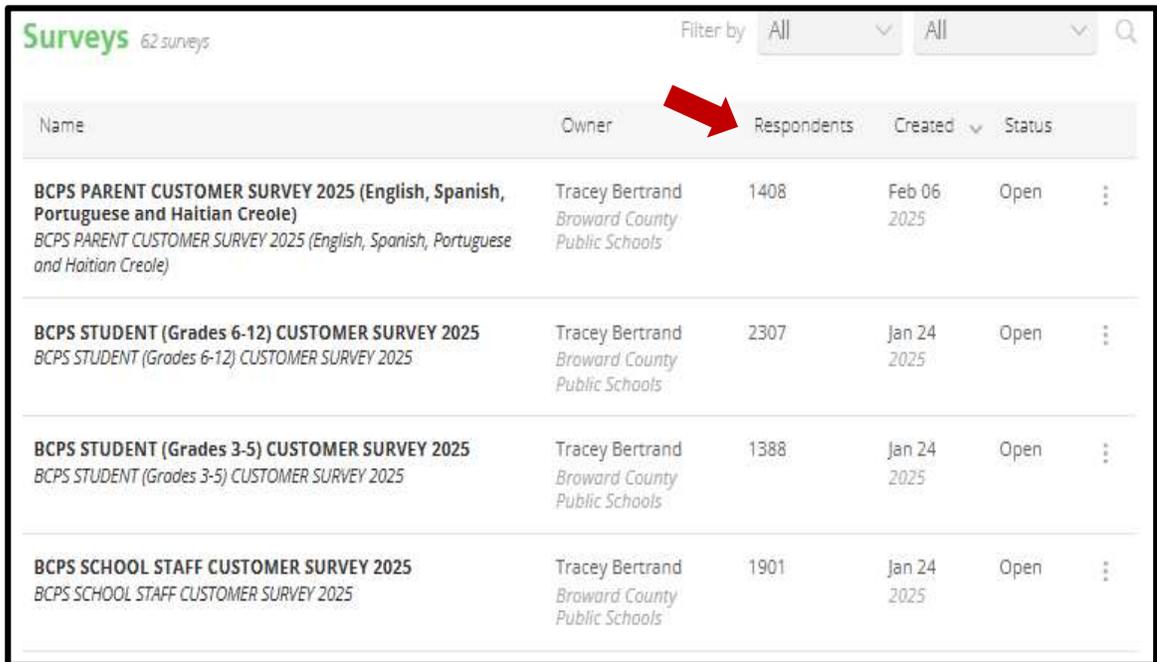
The image shows a search interface with the heading "Which institution would you like to view?". Below the heading is a search bar with the text "Search by Institution name, location or customer number". The search bar contains the text "westglades". Below the search bar, there is a search result for "Westglades Middle School" located in Parkland, Florida 33076 6561 203130. The result is highlighted in a light blue box. Below the result, it says "1 Result(s)".

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



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

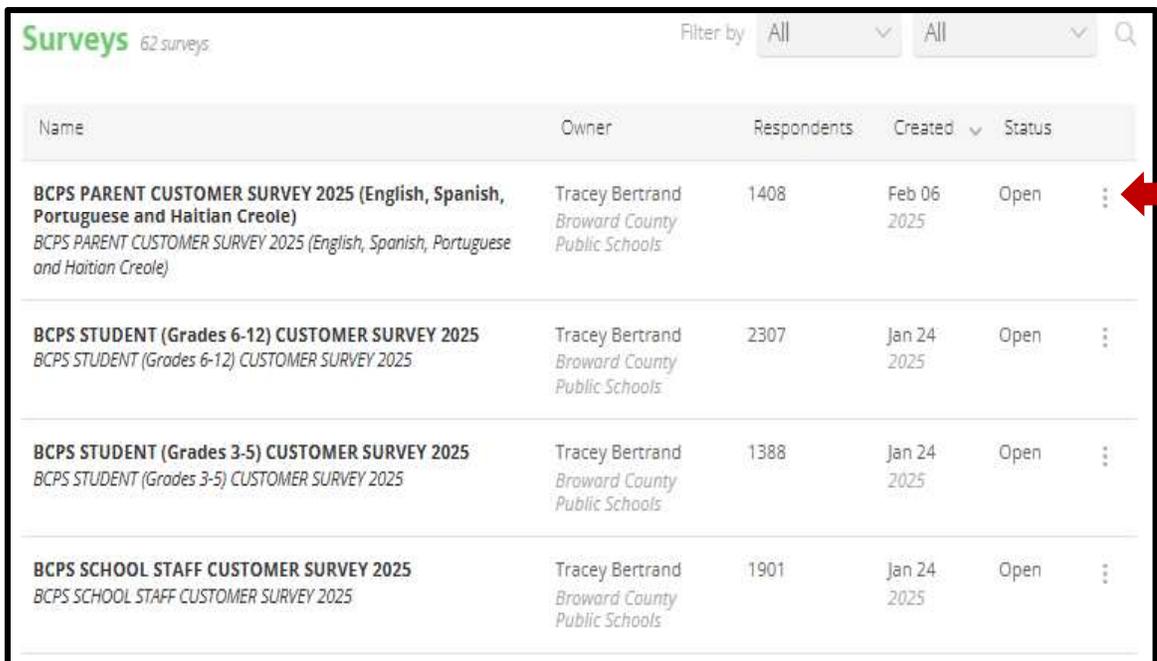
4. The school's 2025 surveys are shown. The **Respondents** column shows the number of respondents for each survey.



The screenshot shows a table titled "Surveys" with 62 surveys. The table has columns for Name, Owner, Respondents, Created, and Status. A red arrow points to the Respondents column.

Name	Owner	Respondents	Created	Status
BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole) <i>BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1408	Feb 06 2025	Open
BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2025 <i>BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	2307	Jan 24 2025	Open
BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2025 <i>BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1388	Jan 24 2025	Open
BCPS SCHOOL STAFF CUSTOMER SURVEY 2025 <i>BCPS SCHOOL STAFF CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1901	Jan 24 2025	Open

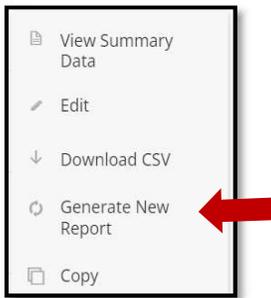
5. For a more complete survey report, go to the three-dot menu to the right of **Open**.



The screenshot shows the same table as above, but with a red arrow pointing to the three-dot menu icon next to the "Open" status of the first survey.

Name	Owner	Respondents	Created	Status
BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole) <i>BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1408	Feb 06 2025	Open
BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2025 <i>BCPS STUDENT (Grades 6-12) CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	2307	Jan 24 2025	Open
BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2025 <i>BCPS STUDENT (Grades 3-5) CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1388	Jan 24 2025	Open
BCPS SCHOOL STAFF CUSTOMER SURVEY 2025 <i>BCPS SCHOOL STAFF CUSTOMER SURVEY 2025</i>	Tracey Bertrand <i>Broward County Public Schools</i>	1901	Jan 24 2025	Open

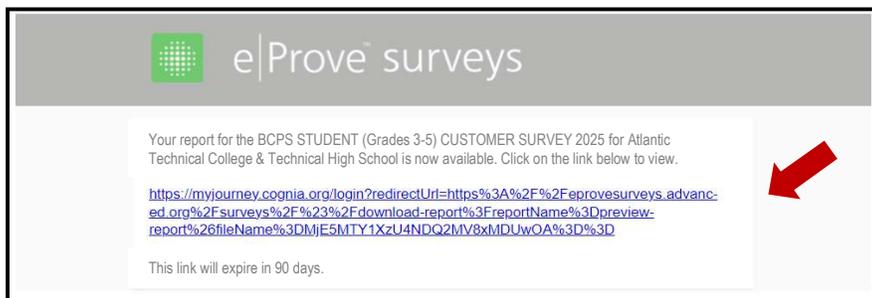
- Click on **Generate New Report**.



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



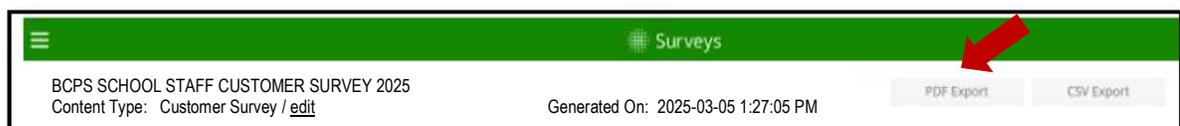
- Click on the link in the email that will take you to the eProve login screen.



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



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



If you need assistance, contact Kelli Blackburn, School Improvement Coordinator, at (754) 321-3800.