

**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA**  
**JOANNE W. HARRISON, Ed.D., DEPUTY SUPERINTENDENT**  
**EDUCATIONAL PROGRAMS & STUDENT SUPPORT**

*Signatures on File*

October 10, 2011

TO: Principals

FROM: Joanne W. Harrison, Ed.D., Deputy Superintendent  
Educational Programs & Student Support

VIA: Area Superintendents

SUBJECT: **SEVENTEENTH ANNUAL CUSTOMER SURVEY**

**What is the purpose of the report?**

The attached District Customer Survey report provides data and findings from the administration of the Seventeenth Annual Customer Survey in Broward County Public Schools (BCPS), during the 2010-11 school year. Data are provided for District and school use in assessing the overall school climate. The data are organized by students, instructional staff, and parents for the District and for elementary schools, middle schools, high schools, and centers.

**Which populations were targeted in this report?**

The survey was administered to students in grades 3 through 12, full-time instructional staff, and a random sample of one-third of parents of students in grades Pre-Kindergarten through 12. These stakeholders are surveyed annually to assess the overall school climate within Broward County Public Schools. As in previous years, all individual responses were strictly confidential.

**How were the data for this report collected?**

Students and instructional staff were surveyed entirely online through Virtual Counselor. Parent surveys were distributed on paper forms which were scanned. In addition, parents had the option of logging on to Virtual Counselor and completing their survey online.

## Seventeenth Annual Customer Survey

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### **How should the data be used?**

The individual school reports are available at the Data Warehouse Web site (<http://web/dwh/>), where student, instructional staff, and parent results have been downloaded into each school's DWH Reports Folder. Data are presented in table and chart formats for students, instructional staff, and parent survey results. Principals, in conjunction with their staff and Area Directors, should review the school level reports to identify areas of concern or in need of improvement. The District and level (elementary, middle, high, and center) summary reports included in the appendixes of this report provide a standard against which to benchmark individual school data, keeping in mind the target of 80% response rate for making valid generalizations. By examining major differences between their school responses for each respondent group, and their school level responses, schools will be able to identify specific areas in need of improvement, as indicated by stakeholder responses. Customer survey results should not be used in isolation. Survey data is just one of many other data elements that schools have available for consideration in determining which issues or concerns are to be addressed at the school. During data chats, school teams should include additional, related school information, along with their review of the customer survey results.

Questions or comments concerning this memorandum should be addressed to **Paul Houchens, Director, Student Assessment and Research at 754-321-4257** or **Michael Lower, Research Specialist, Student Assessment and Research at 754-321-4251**. This memorandum may also be accessed via the Student Assessment and Research Web site (<http://www.broward.k12.fl.us/sar/Releases.htm>).

JWH/DB/LB/PWH/MAL:ds

Attachments

cc: Executive Leadership Team  
Area Directors  
Jodi Klein, Chairperson, District Advisory Council  
Bernie Kemp, President, Broward County Council of Parent Teacher Association

# Research Brief



## SEVENTEENTH ANNUAL CUSTOMER SURVEY, 2010-11

This report provides data and findings from the Seventeenth Annual Customer Survey, which was administered during the 2010-11 school year. Data are provided for District and school use in assessing the overall school climate. The data are organized by students, instructional staff, and parents for the District and for elementary, middle, high schools, and centers.

### Introduction

An annual survey has been administered in Broward County Public Schools (BCPS) since the 1993-94 school year. The Customer Survey provides an evaluation of stakeholder perceptions regarding school climate. The three survey forms include parallel survey items to facilitate comparison of responses among the three respondent groups. In addition, “hot topic” items are included to address recent concerns of interest.

### Methods

The Seventeenth Annual Customer Survey was administered to all students in grades 3 through 12, all full-time instructional staff (including classroom teachers, guidance counselors, and media specialists), and a random sample of one-third of parents of students in grades Pre-Kindergarten through 12. Translated versions of the survey (Haitian-Creole, Portuguese, and Spanish) were made available to parents and students who did not speak English or felt more comfortable responding in their native language. Students and instructional staff were surveyed entirely online through Virtual Counselor. Parent surveys were distributed on paper forms which were scanned. In addition, parents had the option of logging on to Virtual Counselor and completing their survey online. These stakeholders are surveyed annually to assess the overall school climate within BCPS. As in previous years, all individual responses were strictly confidential.

The District and level (elementary, middle, high, and center) summary reports are provided in the Appendixes to this report. These reports include the response rates, as well as responses to each Customer Survey item. School staff, principals, and area directors should use these reports as the benchmark for comparison of individual school data, keeping in mind the target of 80% response rate for making valid generalizations. By examining major differences between their school responses for each respondent group, and their school level responses, schools will be able to identify specific areas in need of improvement, as indicated by stakeholder responses. The individual school reports are available at the Data Warehouse Web site (<http://web/dwh/>), where student, instructional staff, and parent results have been downloaded into each school’s DWH Reports Folder. Data are presented in table and chart formats for student, instructional staff, and parent survey results.

Customer survey results should not be used in isolation. Survey data is just one of many other data elements that schools have available for consideration in determining which issues or concerns are to be addressed at the school. A school team should identify, through student and staff survey results, areas of concern or in need of improvement by reviewing items with low levels of satisfaction. Similarly, schools can identify items with high levels of satisfaction. During data chats, school teams should include additional, related school information, along with their review of the customer survey results. District and school level data provide a standard against which to benchmark individual school data. Parent results can be similarly examined, only if the response rate is 80% or higher.

### Main Highlights

#### *Response Rates*

Table 1

*Response Rates, 2010 and 2011*

Respondent Group	2011 Rate	2010 Rate	Rate Change
Parent	37.1	34.2	+2.9
Student	83.6	83.2	+0.4
Instructional Staff	80.2	78.8	+1.4

As illustrated in Table 1, the 2011 parent response rate increased by almost three percentage points from last year. However, it was still the lowest of all respondent groups. Response rates for student and instructional staff increased by one-half and one and one-half percentage points, respectively, in 2011. Only 936 (3.2%) parent respondents completed the survey online, which represents about the same response rate as the 845

(3.1%) parent respondents who completed the survey online in 2010. It is accepted practice in research that, when analyzing results from respondent groups, there should be at least an 80% response rate from the pre-defined sample before accurate generalizations to the respondent group can be made. The closer the response rate is to 100%, the more confidence we have that the results truly represent the group. The parent group response rate is far from the 80% target response rate necessary before results can be generalized. At the District level, student and instructional staff respondent groups are above the 80% target response rate. In general, response rates are highest for elementary schools.

#### *School Grades*

Each year, respondents are asked to assign a letter grade to their school location which is reflective of their overall satisfaction with the school. Grades assigned by parents are reported in this section; however, parent results for other customer survey items are not referenced for comparisons due to their low response rate. As Table 2 (next page) shows,

- Overall, more than 95% of parents and instructional staff respondents indicated satisfaction with their school location by assigning a grade of “C” or better.
- Overall, more than 90% of student respondents assigned their school a grade of “C” or better.
- The lowest rate of satisfaction was registered at the middle and high school level for students. It must be noted that at both the middle school level and high school level, satisfaction was still high at about 87% for middle school students; and 88% for high school students.

Table 2

*School Grades Assigned by Respondent Groups*

Group	School Grade	Elementary %	Middle %	High %	Overall %
Student	A	65.8	31.3	26.9	40.5
	B	23.7	36.4	36.8	32.5
	C	6.7	19.8	24.2	17.4
	D	2.0	6.7	7.4	5.5
	F	1.9	5.8	4.6	4.2
Instructional Staff	A	63.9	42.7	38.0	52.1
	B	25.4	33.4	36.8	30.4
	C	8.3	18.2	18.4	13.2
	D	2.0	4.9	5.5	3.6
	F	0.3	0.8	1.3	0.7
Parent*	A	68.9	47.9	39.0	60.9
	B	24.2	36.5	37.5	28.4
	C	5.5	12.4	17.9	8.5
	D	1.0	2.4	4.4	1.7
	F	0.4	0.9	1.2	0.6

\* Parent response rate is very low; therefore, these results may not adequately represent the perceptions of all parents.

*School Safety*

- Students at the elementary level had a greater tendency report that they felt safe at school and were less likely to report that students brought drugs, alcohol, or weapons to school than at the other school levels.

The Office of Prevention Programs has many effective programs in place to improve school safety and to reduce drug and alcohol use. To increase students' feelings of safety at school, each school is mandated to train students, staff and parents yearly using the SBBC Anti-Bullying Modules and videos. Additional Anti-Bullying videos have been created teaching how to respond when witnessing or experience bullying. Additional yearly mandated violence prevention curriculums are Get Real About Violence, Keepin It Real, iSafe and Netsmartz. Bullying will also be reduced through effective CHAMPS classroom management, the conducting of classroom meetings related to prevention topics, and the promotion of Foundations as a school wide culture improvement strategy. Peer Counseling Coordinators and Prevention Liaisons have been trained to increase the utilization of Peer Counselors and prosocial clubs as anti-bullying peer education tools. To increase the social norms messages against bullying, each school is encouraged to create anti-bullying awareness public service announcement (PSAs) that can be shared district-wide for morning announcements, and to celebrate local and national observances such as Choose Peace Stop Violence, No Name Calling Week, etc. To ensure that any safety concerns are handled in a prompt and appropriate manner, the Bullying Management System has been created to increase accountability and to track adherence to policy with complaints of bullying. To reduce the percentage of students believing that drugs or alcohol are brought to their school, key school staff (administrators, School Resource Officers, Guidance, Prevention Liaisons, etc.) will be trained on social norms marketing and data collection. Social norms marketing will be used as a corrective tool to change the perception of, and in turn, the actual use of substances. Supportive mandated yearly substance abuse prevention curriculums (TGFD, GRAV, Keepin it Real) will be taught. Staff development will be provided on how to effectively facilitate classroom meetings related to prevention topics. Peer Counseling

Coordinators and Prevention Liaisons have been trained to increase the utilization of Peer Counselors and prosocial clubs (S.W.A.T, S.A.D.D., etc) as substance abuse prevention peer education tools. To increase the social norms messages against substance use, each school is encouraged to create PSAs that can be shared district-wide for morning announcements, and to celebrate local and national observances such as Red Ribbon Week and National D.A.R.E. Day.

School safety concerns are also addressed through the Special Investigative Unit (SIU). The purpose of the emergency preparedness program is to maximize the safety and welfare of all students, visitors, and staff by promoting emergency preparedness district-wide. The District has identified many areas to increase the safety and security of all who enter our schools. Schools can take action to reduce the likelihood of school-related violence such as bullying, fights, and harassment. SIU collaborates with community organizations, schools, and first responding agencies to customize safety & security initiatives with schools. *Silence Hurts* is an anonymous tip-reporting program that our SIU prevention team provides education to students and staff on the numerous reporting options that are available (website, email, phone number, and text messaging). Deterrent Strategies to reduce incidents include Camera Systems, STAR Visitor Management System, School Resource Officer Program (at every middle and high school and some elementary schools), Security Specialists (at least one in every middle and high school), Security Monitors (middle and high schools), School Police Investigators, Training, School Self-Site Assessment, Gang Prevention/Intervention, Teacher Training, SAFE Team Training, Emergency Drill Training, After Action Consultation, Committees (First Responders Committee and SBBC District Safety & Security Committee), Crime Prevention Through Environmental Design. The SIU Prevention Team provides training to school administrators and security staff regarding the access and use of the Critical Resource Manual. The School Online Safety Plan Template helps schools revise and improve current plans to ensure the safety and security of their staff, students, and sites. SIU provides security recommendations and crime prevention through environmental design surveys, administers the Gang Prevention and Youth Crime Watch Programs, coordinates the School Resource Officer and D.A.R.E. Programs, and provides training for School Resource Officers and other school security personnel. SIU also provides CPI – Non-Violent Crisis Intervention Training, a certificate course focusing on the management of disruptive assault or out of control behavior; gang awareness, education, and prevention; crime and safety tips.

Other survey highlights related to the Hot Topic Items for 2010-11 include:

### *Bullying*

- Over 96% of instructional staff reported to have been trained on the Anti-Bullying policy; and over 93% agreed or strongly agreed that they can effectively handle a bullying situation.
- Seventy-six percent of students reported that teachers or other school staff told their class about bullying; and about 79% of students said they were knowledgeable on how to report a bullying incident.
- Higher percentages of instructional staff perceived that students were bullied, compared to the perceptions of students and parents across all levels. The discrepancy was greatest at the middle school level.

- Responses<sup>1</sup> from students who reported that other students at school had bullied them indicated the following:
  - The most commonly reported types of bullying were “Said things to me (called me names, insulted me, threatened me)” (69%), “Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups” (45%), and “Hit or threw something at me” (30%). This finding is consistent across elementary, middle, high schools, and centers.
  - For middle and high school student respondents, the most commonly reported area where bullying occurred was “In the classroom,” followed by “In a hallway,” and “In other school areas.” For elementary students, the most commonly reported area was “In other school areas,” followed by “In the classroom,” and “In the cafeteria.”
  - Students at elementary schools and centers were most likely to report having told an adult at school after the bullying incident occurred, followed by having told their parents. Students at middle schools were most likely to report bullying to their parents, followed by having told their friends. Students at high schools were most likely to report having told their friends, followed by not telling anyone. Bullying incidents were more likely to be reported at the elementary school level than at the middle and high school levels.
  - For students who reported being bullied and who reported to have told an adult at school, the most common outcomes were as follows:
    - At the elementary and high school levels, the most students reported that the bullying “stopped,” followed by “stayed the same.”
    - At the middle school level, students reported that the bullying “stayed the same,” followed by “stopped.”

Mandated Anti-Bullying Policy 5.9 update trainings are provided to Area Administrators, Principals, Prevention Liaisons and Investigative Designees. In this training they are given the tools necessary to train their students, teachers, and parents using the SBBC Anti-Bullying Modules and videos. The mandated teacher training is tracked and Area Superintendents are provided the results, to increase accountability and adherence to policy. Prevention Liaisons are mandated to yearly teach research based violence prevention curriculums such as Get Real About Violence, Keepin It Real, iSafe, and Netsmartz. To increase staff knowledge and inclusion of topic into curriculum, bi-annual staff development “refreshers” regarding anti-bullying information and strategies are provided in the form of simple podcasts, powerpoints, and pamphlets. Schoolwide and classroom posters detailing what bullying is, how to report it, and to whom have been created and disseminated. The poster also details where the Anonymous Reporting Box is placed. Peer Counseling Coordinators and Prevention Liaisons have been trained to increase the utilization of Peer Counselors and prosocial clubs as anti-bullying peer education tools. To increase the social norms messages against bullying, each school is encouraged to create anti-bullying awareness PSAs that can be shared district-wide for morning announcements, and to celebrate local and national observances such as Choose Peace Stop Violence and No Name Calling Week.

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<sup>1</sup> For each of these items, students could “Mark all that apply.”

## *Technology<sup>2</sup>*

- The most commonly used learning technologies reported by instructional staff in their classrooms and by students at school and at home were:
  - For instructional staff *at school*, Virtual Counselor (73%), Internet research databases or sites (68%), BEEP Teacher/Student Portal (67%), student laptop carts or classroom computers (62%), computer software for student assignments/activities (59%), Learning Village Lesson/Unit Plans (46%), Discovery Education (45%), integrated learning systems (43%), digital textbooks or e-books (41%), Document Cameras (37%), classroom Web sites or wikis with instructional activities (31%), interactive whiteboards or slates (30%), Atomic Learning (16%), Student Response Systems (7%), netTrekker d.i. search resource (7%), E-readers or tablets (5%).
  - For students *at school*, student laptop carts or classroom computers (72%), Internet research databases or sites (71%), Virtual Counselor (66%), FCAT Explorer (63%), BEEP Student Portal (57%), computer software for student assignments/activities (55%), classroom Web site or wikis with instructional activities (48%), digital textbooks or e-books (44%), integrated learning systems (33%), Student Response Systems (18%), Discovery Education (17%), Atomic Learning (10%), E-readers or tablets (9%), netTrekker d.i. search resource (8%).
  - For students *at home*, Internet research databases or sites (62%), Virtual Counselor (50%), FCAT Explorer (48%), BEEP Student Portal (45%), computer software for student assignments/activities (42%), digital textbooks or e-books (37%), classroom Web site or wikis with instructional activities (35%), integrated learning systems (19%), E-readers or tablets (15%), Atomic Learning (7%), netTrekker d.i. search resource (6%).

Instructional Technology and Educational Technology Services are working toward Digital classrooms that contain 21<sup>st</sup> century tools for teaching and learning, including infrastructure support technology, digital devices, and resources for use by students and teachers. Samplings of the many support programs available are Broward Enterprise Education Portal (BEEP), Enhancing Technology through Technology (EETT), Global Learning Initiative through Digital Education for Students (GLIDES), Inventory of Teacher Technology Skills (ITTS), Student Tools for Technology Literacy (ST2L), Atomic Learning, and Inspiration.

### *Post-Secondary Planning*

- Seventy-three percent of high school instructional staff indicate they have helped students to plan for life after graduation, while 52% of high school students hold a similar view.

School administrators are checking to ensure that students are taking the appropriate courses to graduate. High schools are also offering computer-based (APEX Learning System) courses for the purpose of credit recovery to ensure that students graduate and graduate on-time. Furthermore, schools are advising students on the appropriate courses of study needed to be eligible for Bright Futures scholarships, be accepted to college, and receive industry certifications.

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<sup>2</sup> Technology items were updated for 2010-11.



*Social and Emotional Learning*

- Compared to elementary students, middle and high school student respondents reported that they were less likely work out disagreements peacefully with other students.
- A higher percentage of middle school, high school, and center students think it is all right to fight if someone insults them.

Prevention Programs provide culturally competent family counselors and prevention specialists to assist in providing violence education. Additionally, schools use the discipline matrix and alternatives to external suspension.

*Prepared by*

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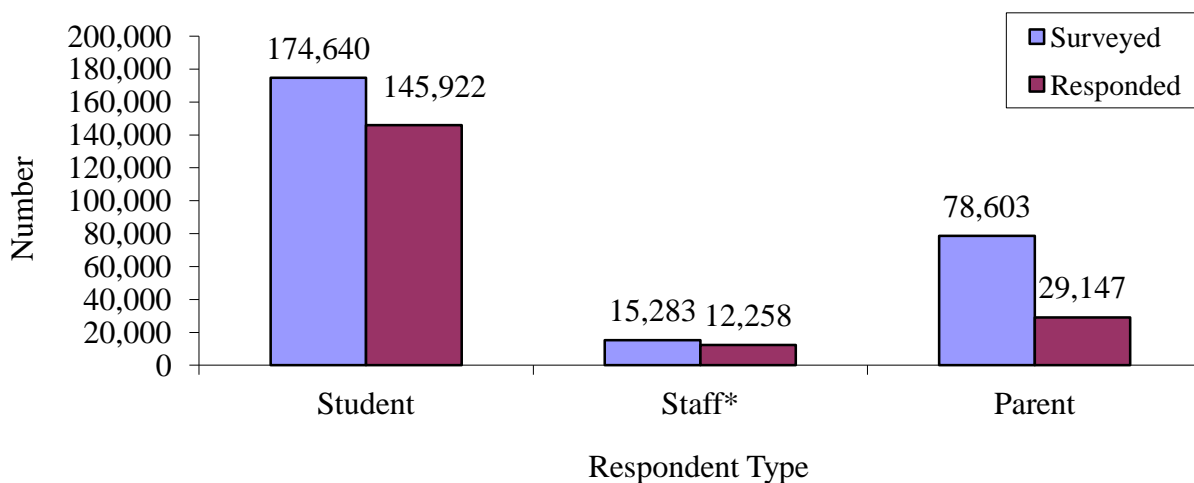
Robert W. Runcie, Superintendent of Schools

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Improving Our Schools: 2010-11 Customer Survey  
**The Seventeenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**District Summary Report**

This document contains data from the Seventeenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at <http://www.broward.k12.fl.us/sar/Releases.htm>.



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Online</u>	<u>Online</u>	<u>Paper</u>
83.6%	80.2%	37.1%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	56,202	40.5	6,255	52.1	16,091	60.9
B	45,094	32.5	3,650	30.4	7,499	28.4
C	24,116	17.4	1,585	13.2	2,242	8.5
D	7,681	5.5	426	3.6	458	1.7
F	5,844	4.2	81	0.7	151	0.6

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	76,229	51,460	9,251	2,689	1,515	4,442
	%	52.4	35.3	6.4	1.8	1.0	3.1
My homework assignments are challenging.	<i>n</i>	26,006	58,416	28,411	21,846	5,947	4,069
	%	18.0	40.4	19.6	15.1	4.1	2.8
I do my best even when school work is difficult.	<i>n</i>	67,540	55,322	12,373	5,278	1,808	1,902
	%	46.8	38.4	8.6	3.7	1.3	1.3
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	31,571	51,940	23,599	24,183	8,079	4,307
	%	22.0	36.2	16.4	16.8	5.6	3.0
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	49,964	57,462	20,527	9,945	4,757	2,307
	%	34.5	39.6	14.2	6.9	3.3	1.6
My teacher(s) treat(s) me with fairness.	<i>n</i>	52,008	53,781	19,293	10,423	6,265	3,001
	%	35.9	37.1	13.3	7.2	4.3	2.1
I show respect to my teacher(s).	<i>n</i>	82,276	48,681	8,639	1,876	1,287	2,044
	%	56.8	33.6	6.0	1.3	0.9	1.4
I feel safe at my school.	<i>n</i>	51,834	50,171	20,884	9,585	8,198	4,129
	%	35.8	34.6	14.4	6.6	5.7	2.9
Rules are applied fairly to all students at my school.	<i>n</i>	50,781	47,200	18,373	14,557	9,525	4,669
	%	35.0	32.5	12.7	10.0	6.6	3.2
I am proud of my school.	<i>n</i>	51,035	45,810	24,384	10,020	9,089	4,341
	%	35.3	31.7	16.9	6.9	6.3	3.0
My school is kept clean and in good condition.	<i>n</i>	35,399	50,129	23,688	18,873	12,611	3,950
	%	24.5	34.7	16.4	13.0	8.7	2.7
There is an adult at school I can talk to about my personal problems.	<i>n</i>	54,939	44,204	15,340	11,045	8,753	10,916
	%	37.8	30.4	10.6	7.6	6.0	7.5
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	58,848	61,452	13,058	5,025	3,293	3,398
	%	40.6	42.4	9.0	3.5	2.3	2.3
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	52,819	53,101	14,255	8,805	5,792	10,466
	%	36.4	36.6	9.8	6.1	4.0	7.2
I try to work out disagreements peacefully with other students.	<i>n</i>	45,117	58,448	21,354	8,839	5,888	5,068
	%	31.2	40.4	14.8	6.1	4.1	3.5
The principal at my school helps me when I have concerns.	<i>n</i>	38,072	36,446	26,982	15,655	13,470	14,019
	%	26.3	25.2	18.7	10.8	9.3	9.7
My principal is effective at running my school.	<i>n</i>	58,015	42,757	18,452	6,893	6,614	11,345
	%	40.3	29.7	12.8	4.8	4.6	7.9
I see the school staff members around my school.	<i>n</i>	75,081	54,864	7,032	2,568	1,616	3,333
	%	52.0	38.0	4.9	1.8	1.1	2.3
I do my share of the work when we have group projects.	<i>n</i>	80,578	50,408	6,461	2,324	1,728	2,794
	%	55.8	34.9	4.5	1.6	1.2	1.9
Students bring drugs or alcohol to my school.	<i>n</i>	18,931	19,161	15,904	13,281	44,359	33,268
	%	13.1	13.2	11.0	9.2	30.6	23.0
Students carry weapons at my school.	<i>n</i>	10,121	11,937	18,553	17,756	46,608	39,338
	%	7.0	8.3	12.9	12.3	32.3	27.3

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I think it is all right to fight if someone insults me.	<i>n</i>	15,684	15,190	26,108	32,075	48,803	6,257
	%	10.9	10.5	18.1	22.3	33.9	4.3
I enjoy learning at my school.	<i>n</i>	47,972	53,006	23,353	8,943	7,366	2,724
	%	33.5	37.0	16.3	6.2	5.1	1.9
I am accepted and feel like I belong at this school.	<i>n</i>	50,953	51,603	20,775	8,027	7,503	4,992
	%	35.4	35.9	14.4	5.6	5.2	3.5
I give up when I find school work difficult.	<i>n</i>	8,277	13,278	18,225	45,416	54,362	3,476
	%	5.8	9.3	12.7	31.8	38.0	2.4
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	33,190	41,055	16,301	25,241	18,228	10,225
	%	23.0	28.5	11.3	17.5	12.6	7.1
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	52,636	53,643	14,800	9,603	6,217	6,859
	%	36.6	37.3	10.3	6.7	4.3	4.8
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	53,512	50,729	15,415	12,563	7,507	4,445
	%	37.1	35.2	10.7	8.7	5.2	3.1
My school contacts my parents when I have behavior problems in school.	<i>n</i>	53,296	46,426	15,605	5,863	5,780	17,304
	%	36.9	32.2	10.8	4.1	4.0	12.0
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	40,477	43,625	21,937	13,924	9,798	13,088
	%	28.3	30.5	15.4	9.7	6.9	9.2
When I already know the material that is being taught, my teacher(s) give(s) me more advanced assignments.	<i>n</i>	28,793	34,595	25,255	27,950	15,631	11,069
	%	20.1	24.1	17.6	19.5	10.9	7.7
Students at school bully me.	<i>n</i>	7,606	9,999	14,237	30,972	70,884	5,501
	%	5.5	7.2	10.2	22.3	50.9	4.0
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	66,770	41,591	8,978	9,528	7,053	7,593
	%	47.2	29.4	6.3	6.7	5.0	5.4
I know how to report a bullying incident.	<i>n</i>	63,826	48,178	9,364	6,502	5,144	8,091
	%	45.2	34.1	6.6	4.6	3.6	5.7
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	10,235	16,290	8,510	8,291	5,410	2,058
	%	20.2	32.1	16.8	16.3	10.7	4.1

(table continues)

Student Responses (*continued*).

I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Hit or threw something at me	5,271	29.9
Said things to me (called me names, insulted me, threatened me)	12,229	69.5
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	7,850	44.6
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	2,227	12.6
Did not answer	2,628	14.9

I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
On the bus	2,604	14.8
In the classroom	7,537	42.8
In the cafeteria	5,840	33.2
In a hallway	6,321	35.9
In a restroom	2,149	12.2
Other school areas	6,660	37.8
Did not answer	3,444	19.6

After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Told an adult at school	6,207	35.3
Told my parents	6,498	36.9
Told my friends	4,687	26.6
Told someone else	2,295	13.0
Did not tell anyone	3,836	21.8
Did not answer	3,599	20.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	2,432	39.2
Got worse	1,314	21.2
Stayed the same	2,110	34.0
Did not answer	351	5.7

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	103,952	71.2
BEEP Student Portal	83,054	56.9
Digital textbooks or e-books	63,990	43.9
Student Laptop Carts or Classroom computers	105,715	72.4
Classroom Web site or wikis with instructional activities	70,340	48.2
Student Response Systems (Clickers)	26,547	18.2
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	80,830	55.4
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	48,494	33.2
Atomic Learning	14,121	9.7
NetTrekker d.i. search resource	11,598	7.9
Discovery Education (United Streaming)	24,634	16.9
FCAT Explorer	92,388	63.3
Virtual Counselor	95,768	65.6
E-readers or tablets (Kindle, iPads, Nook, iPod)	12,722	8.7
Other technologies	8,614	5.9
None	4,600	3.2
Did not answer	12,086	8.3

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (continued).

At home, I have used the following technologies for learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	90,997	62.4
BEEP Student Portal	66,229	45.4
Digital textbooks or e-books	53,352	36.6
Classroom Web site or wikis with instructional activities	51,227	35.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	60,765	41.6
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	27,758	19.0
Atomic Learning	9,756	6.7
NetTrekker d.i. search resource	8,378	5.7
FCAT Explorer	70,099	48.0
Virtual Counselor	72,612	49.8
E-readers or tablets (Kindle, iPads, Nook, iPod)	22,290	15.3
Other technologies	6,180	4.2
None	8,969	6.1
Did not answer	18,607	12.8

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	7,765	3,808	340	274	43	12
	%	63.4	31.1	2.8	2.2	0.4	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	9064	2958	156	15	9	22
	%	74.1	24.2	1.3	0.1	0.1	0.2
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	9,094	2,955	126	28	3	17
	%	74.4	24.2	1.0	0.2	0.0	0.1
I treat all my students with fairness.	<i>n</i>	10,488	1,694	47	6	1	2
	%	85.7	13.8	0.4	0.0	0.0	0.0
My students show me respect.	<i>n</i>	5,495	5,342	648	618	126	4
	%	44.9	43.7	5.3	5.1	1.0	0.0
The students are safe at school.	<i>n</i>	6,024	4,700	912	469	88	30
	%	49.3	38.5	7.5	3.8	0.7	0.2
I feel safe at my school.	<i>n</i>	6,582	4,337	737	436	107	5
	%	53.9	35.5	6.0	3.6	0.9	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	5,077	4,117	1,246	1,320	397	55
	%	41.6	33.7	10.2	10.8	3.3	0.5
I am proud of my school.	<i>n</i>	6,505	4,124	946	448	135	13
	%	53.4	33.9	7.8	3.7	1.1	0.1
My school is kept clean and in good condition.	<i>n</i>	5,091	4,982	892	983	245	7
	%	41.7	40.8	7.3	8.1	2.0	0.1
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	7,208	4,294	434	158	50	72
	%	59.0	35.2	3.6	1.3	0.4	0.6
I give challenging homework assignments.	<i>n</i>	5,317	4,948	1,374	272	63	150
	%	43.9	40.8	11.3	2.2	0.5	1.2
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	6,209	4,547	788	472	127	65
	%	50.9	37.2	6.5	3.9	1.0	0.5
The principal at my school responds to my concerns.	<i>n</i>	6,380	3,848	1,109	562	280	50
	%	52.2	31.5	9.1	4.6	2.3	0.4
The principal does an effective job of running my school.	<i>n</i>	6,216	3,872	1,188	596	321	29
	%	50.9	31.7	9.7	4.9	2.6	0.2
Administrators are highly visible throughout my school.	<i>n</i>	6,278	4,100	831	727	228	32
	%	51.5	33.6	6.8	6.0	1.9	0.3
Students bring drugs or alcohol to this school.	<i>S</i>	541	1,735	1,676	2,020	4,394	1,769
	%	4.5	14.3	13.8	16.6	36.2	14.6
Students carry weapons at this school.	<i>n</i>	242	830	1,942	2,567	4,545	1,974
	%	2.0	6.9	16.0	21.2	37.6	16.3
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	4,628	5,441	1,213	633	242	28
	%	38.0	44.7	10.0	5.2	2.0	0.2
My input on school decisions is solicited and valued.	<i>n</i>	3,229	4,728	2,198	1,340	594	94
	%	26.5	38.8	18.0	11.0	4.9	0.8
I am satisfied with the working conditions at my school.	<i>n</i>	3,784	5,387	1,407	1,128	415	15
	%	31.2	44.4	11.6	9.3	3.4	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	4,291	5,242	1,389	844	124	244
	%	35.4	43.2	11.4	7.0	1.0	2.0

(table continues)



Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	6,086	4,700	811	383	87	66
	%	50.2	38.7	6.7	3.2	0.7	0.5
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	3,932	4,511	962	1,966	727	77
	%	32.3	37.1	7.9	16.1	6.0	0.6
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	4,803	5,026	1,271	784	163	79
	%	39.6	41.4	10.5	6.5	1.3	0.7
This school contacts parents when behavior problems occur at school.	<i>n</i>	5,478	5,258	799	370	90	181
	%	45.0	43.2	6.6	3.0	0.7	1.5
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	3,124	3,975	3,055	559	0	1,207
	%	26.2	33.3	25.6	4.7	0.0	10.1
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	7,573	4,156	229	162	36	30
	%	62.1	34.1	1.9	1.3	0.3	0.2
I can effectively handle a bullying situation.	<i>n</i>	6,040	5,367	568	127	27	57
	%	49.6	44.0	4.7	1.0	0.2	0.5
Students at school bully one another.	<i>n</i>	954	3,871	2,660	2,701	1,321	642
	%	7.9	31.9	21.9	22.2	10.9	5.3
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	1,017	1,337	503	117	52	213
	%	31.4	41.3	15.5	3.6	1.6	6.6

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	8,386	68.4
BEEP Teacher/Student Portal	8,170	66.7
Digital textbooks or e-books	5,039	41.1
Student Laptop Carts or Classroom computers	7,552	61.6
Classroom Web site or wikis with instructional activities	3,748	30.6
Document Cameras	4,582	37.4
Interactive whiteboards or slates	3,703	30.2
Student Response Systems (Clickers)	827	6.7
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	7,239	59.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	5,266	43.0
Atomic Learning	1,965	16.0
NetTrekker d.i. search resource	878	7.2
Discovery Education (United Streaming)	5,577	45.5
Learning Village Lesson/Unit Plans	5,599	45.7
Virtual Counselor	8,897	72.6
E-readers or tablets (Kindle, iPads, Nook, iPod)	564	4.6
Other technologies	1,409	11.5
None	161	1.3
Did not answer	965	7.9

\* Multiple response variable. Staff could "Mark all that apply."

## Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	18,285	8,689	1,024	271	128	630
	%	63.0	29.9	3.5	0.9	0.4	2.2
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	14,966	10,615	1,626	960	276	600
	%	51.5	36.5	5.6	3.3	1.0	2.1
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	14,405	11,375	1,765	534	171	653
	%	49.8	39.4	6.1	1.8	0.6	2.3
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	15,327	10,319	1,726	621	244	605
	%	53.1	35.8	6.0	2.2	0.8	2.1
My child shows respect to his/her teacher(s).	<i>n</i>	19,151	8,579	716	166	44	235
	%	66.3	29.7	2.5	0.6	0.2	0.8
My child is safe at school.	<i>n</i>	14,439	11,206	2,033	481	245	447
	%	50.0	38.8	7.0	1.7	0.8	1.5
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	9,234	9,472	5,242	1,683	613	2,488
	%	32.1	33.0	18.2	5.9	2.1	8.7
Rules are applied fairly to all students at my child's school.	<i>n</i>	11,613	11,362	2,834	994	443	1,632
	%	40.2	39.3	9.8	3.4	1.5	5.7
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	13,686	11,671	2,082	790	387	342
	%	47.3	40.3	7.2	2.7	1.3	1.2
I am proud of my child's school.	<i>n</i>	14,769	10,710	2,358	630	336	165
	%	51.0	37.0	8.1	2.2	1.2	0.6
My child's school is kept clean and in good condition.	<i>n</i>	14,374	11,476	1,493	791	340	483
	%	49.6	39.6	5.2	2.7	1.2	1.7
There is an adult at school I can talk to about my child's problems.	<i>n</i>	13,101	11,414	2,421	557	247	1,124
	%	45.4	39.5	8.4	1.9	0.9	3.9
My child's homework assignments are challenging.	<i>n</i>	10,235	12,808	2,965	1,913	497	441
	%	35.5	44.4	10.3	6.6	1.7	1.5
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	10,246	11,370	3,602	651	322	2,666
	%	35.5	39.4	12.5	2.3	1.1	9.2
The principal at my child's school responds to my concerns.	<i>n</i>	10,328	9,446	5,050	698	473	2,847
	%	35.8	32.8	17.5	2.4	1.6	9.9
The principal does an effective job of running my child's school.	<i>n</i>	12,949	11,231	2,702	497	360	1,146
	%	44.8	38.9	9.4	1.7	1.2	4.0
Administrators are highly visible throughout my child's school.	<i>n</i>	12,351	11,168	2,282	615	343	1,834
	%	43.2	39.1	8.0	2.2	1.2	6.4
Students bring drugs or alcohol to my child's school.	<i>n</i>	913	1,381	2,192	4,103	11,311	8,679
	%	3.2	4.8	7.7	14.4	39.6	30.4
Students carry weapons at my child's school.	<i>n</i>	597	965	2,239	4,356	11,755	8,596
	%	2.1	3.4	7.9	15.3	41.2	30.2
My input on school decisions is solicited and valued.	<i>n</i>	5,670	9,900	7,229	1,410	655	3,603
	%	19.9	34.8	25.4	5.0	2.3	12.7
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	13,281	12,326	1,677	744	383	342
	%	46.2	42.9	5.8	2.6	1.3	1.2

(table continues)

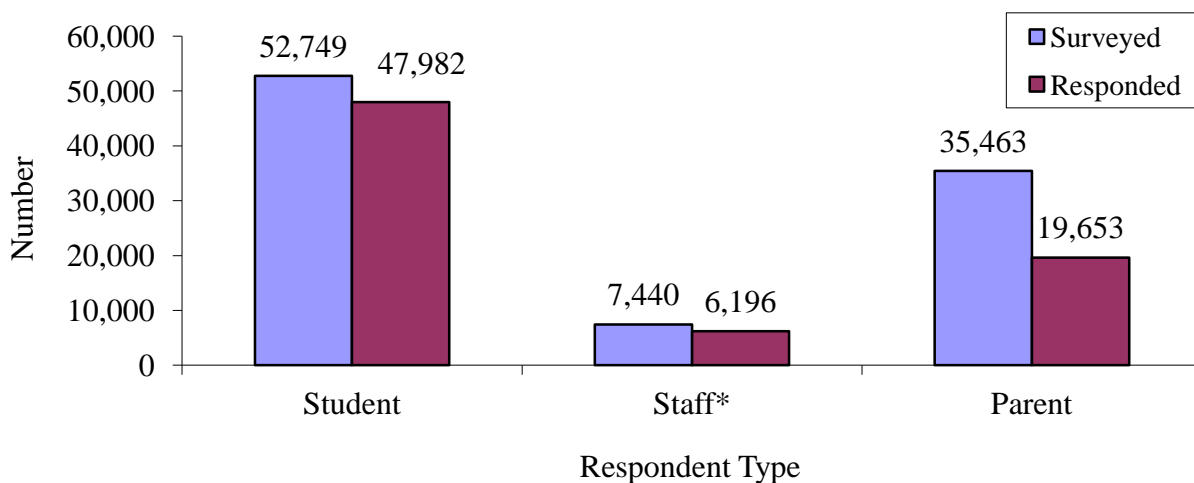
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	9,979	9,544	2,891	3,995	1,542	761
	%	34.8	33.2	10.1	13.9	5.4	2.7
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	11,468	12,209	2,104	1,073	389	1,559
	%	39.8	42.4	7.3	3.7	1.4	5.4
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	11,081	11,675	2,685	1,177	382	1,808
	%	38.5	40.5	9.3	4.1	1.3	6.3
My child's school contacts me when behavior problems occur at school.	<i>n</i>	12,258	10,649	2,818	686	381	1,853
	%	42.8	37.2	9.8	2.4	1.3	6.5
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	7,971	8,175	3,791	4,698	1,912	2,103
	%	27.8	28.5	13.2	16.4	6.7	7.3
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	11,454	11,456	1,938	1,628	861	1,164
	%	40.2	40.2	6.8	5.7	3.0	4.1
Students at school bully my child.	<i>n</i>	973	2,187	2,346	8,421	12,009	2,227
	%	3.5	7.8	8.3	29.9	42.6	7.9
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	1,100	1,106	205	364	99	63
	%	37.5	37.7	7.0	12.4	3.4	2.1
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	250	113	66	89	137	27
	%	36.7	16.6	9.7	13.0	20.1	4.0
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	772	1,029	495	377	243	303
	%	24.0	32.0	15.4	11.7	7.5	9.4

Improving Our Schools: 2010-11 Customer Survey  
**The Seventeenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**Elementary Schools Summary Report**

This document contains data from the Seventeenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at <http://www.broward.k12.fl.us/sar/Releases.htm>.



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
Online	Online	Paper
91.0%	83.3%	55.4%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	28,788	65.8	3,852	63.9	12,138	68.9
B	10,354	23.7	1,531	25.4	4,253	24.2
C	2,936	6.7	502	8.3	971	5.5
D	876	2.0	123	2.0	182	1.0
F	821	1.9	19	0.3	64	0.4

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	34,093	11,166	666	377	173	1,395
	%	71.2	23.3	1.4	0.8	0.4	2.9
My homework assignments are challenging.	<i>n</i>	8,638	18,145	6,887	9,082	2,943	1,929
	%	18.1	38.1	14.5	19.1	6.2	4.1
I do my best even when school work is difficult.	<i>n</i>	29,039	14,756	1,667	944	298	724
	%	61.2	31.1	3.5	2.0	0.6	1.5
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	16,958	18,856	4,325	3,635	1,004	2,400
	%	35.9	40.0	9.2	7.7	2.1	5.1
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	26,397	15,298	2,554	1,706	724	984
	%	55.4	32.1	5.4	3.6	1.5	2.1
My teacher(s) treat(s) me with fairness.	<i>n</i>	27,834	13,131	2,360	1,912	1,130	1,200
	%	58.5	27.6	5.0	4.0	2.4	2.5
I show respect to my teacher(s).	<i>n</i>	31,850	12,562	1,625	542	231	742
	%	67.0	26.4	3.4	1.1	0.5	1.6
I feel safe at my school.	<i>n</i>	28,043	12,709	2,581	1,749	1,226	1,200
	%	59.0	26.8	5.4	3.7	2.6	2.5
Rules are applied fairly to all students at my school.	<i>n</i>	26,760	13,919	2,415	1,945	971	1,696
	%	56.1	29.2	5.1	4.1	2.0	3.6
I am proud of my school.	<i>n</i>	28,962	12,724	2,495	1,345	948	1,082
	%	60.9	26.8	5.2	2.8	2.0	2.3
My school is kept clean and in good condition.	<i>n</i>	19,644	16,968	4,098	3,414	1,726	1,652
	%	41.4	35.7	8.6	7.2	3.6	3.5
There is an adult at school I can talk to about my personal problems.	<i>n</i>	25,465	11,681	2,582	2,990	2,076	2,943
	%	53.3	24.5	5.4	6.3	4.3	6.2
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	28,353	15,126	1,711	824	450	1,227
	%	59.5	31.7	3.6	1.7	0.9	2.6
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	20,835	13,780	3,406	3,087	1,689	4,930
	%	43.7	28.9	7.1	6.5	3.5	10.3
I try to work out disagreements peacefully with other students.	<i>n</i>	20,179	17,727	3,984	2,386	1,370	1,900
	%	42.4	37.3	8.4	5.0	2.9	4.0
The principal at my school helps me when I have concerns.	<i>n</i>	20,572	12,731	4,812	3,125	1,916	4,310
	%	43.3	26.8	10.1	6.6	4.0	9.1
My principal is effective at running my school.	<i>n</i>	28,580	9,911	2,328	1,669	1,180	3,574
	%	60.5	21.0	4.9	3.5	2.5	7.6
I see the school staff members around my school.	<i>n</i>	29,022	13,652	1,702	1,109	520	1,440
	%	61.2	28.8	3.6	2.3	1.1	3.0
I do my share of the work when we have group projects.	<i>n</i>	29,089	13,314	1,788	1,060	749	1,305
	%	61.5	28.1	3.8	2.2	1.6	2.8
Students bring drugs or alcohol to my school.	<i>n</i>	1,172	1,025	1,081	4,790	32,476	7,003
	%	2.5	2.2	2.3	10.1	68.3	14.7
Students carry weapons at my school.	<i>n</i>	1,481	1,730	1,592	5,214	30,369	7,013
	%	3.1	3.6	3.4	11.0	64.1	14.8

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I think it is all right to fight if someone insults me.	<i>n</i>	3,367	2,636	3,280	9,692	26,223	2,015
	%	7.1	5.6	6.9	20.5	55.5	4.3
I enjoy learning at my school.	<i>n</i>	28,268	13,263	2,515	1,108	1,139	633
	%	60.2	28.3	5.4	2.4	2.4	1.3
I am accepted and feel like I belong at this school.	<i>n</i>	26,704	12,146	3,079	1,837	1,809	1,599
	%	56.6	25.7	6.5	3.9	3.8	3.4
I give up when I find school work difficult.	<i>n</i>	2,692	2,803	2,510	12,786	24,762	1,196
	%	5.8	6.0	5.4	27.4	53.0	2.6
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	14,149	11,024	4,205	6,603	5,440	5,828
	%	29.9	23.3	8.9	14.0	11.5	12.3
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	22,451	12,699	3,331	2,847	2,043	3,557
	%	47.8	27.1	7.1	6.1	4.4	7.6
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	25,918	12,164	2,589	2,748	1,787	1,977
	%	54.9	25.8	5.5	5.8	3.8	4.2
My school contacts my parents when I have behavior problems in school.	<i>n</i>	22,840	12,403	3,038	1,963	2,362	4,615
	%	48.4	26.3	6.4	4.2	5.0	9.8
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	17,397	11,175	5,058	3,197	2,328	7,040
	%	37.7	24.2	10.9	6.9	5.0	15.2
When I already know the material that is being taught, my teacher(s) give(s) me more advanced assignments.	<i>n</i>	15,574	12,458	5,146	5,513	3,463	4,617
	%	33.3	26.6	11.0	11.8	7.4	9.9
Students at school bully me.	<i>n</i>	3,942	4,658	3,622	8,828	22,454	1,899
	%	8.7	10.3	8.0	19.4	49.5	4.2
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	30,886	8,959	1,094	1,452	1,430	1,852
	%	67.6	19.6	2.4	3.2	3.1	4.1
I know how to report a bullying incident.	<i>n</i>	27,331	10,486	1,800	1,749	1,439	2,645
	%	60.1	23.1	4.0	3.8	3.2	5.8
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Student Responses (*continued*).

I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	<i>%</i>
Hit or threw something at me	2,079	24.2
Said things to me (called me names, insulted me, threatened me)	5,602	65.1
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	3,204	37.3
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	523	6.1
Did not answer	1,531	17.8

I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	<i>%</i>
On the bus	891	10.4
In the classroom	2,885	33.5
In the cafeteria	2,719	31.6
In a hallway	2,109	24.5
In a restroom	660	7.7
Other school areas	3,345	38.9
Did not answer	1,796	20.9

After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	<i>%</i>
Told an adult at school	3,636	42.3
Told my parents	3,519	40.9
Told my friends	1,693	19.7
Told someone else	911	10.6
Did not tell anyone	1,340	15.6
Did not answer	1,836	21.3

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."



Student Responses (*continued*).

After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	1,495	41.1
Got worse	722	19.9
Stayed the same	1,188	32.7
Did not answer	231	6.4

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	29,632	61.8
BEEP Student Portal	32,065	66.8
Digital textbooks or e-books	21,092	44.0
Student Laptop Carts or Classroom computers	34,190	71.3
Classroom Web site or wikis with instructional activities	20,073	41.8
Student Response Systems (Clickers)	8,663	18.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	24,252	50.5
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	25,478	53.1
Atomic Learning	6,691	13.9
NetTrekker d.i. search resource	4,769	9.9
Discovery Education (United Streaming)	13,475	28.1
FCAT Explorer	37,318	77.8
Virtual Counselor	21,670	45.2
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,252	8.9
Other technologies	5,013	10.4
None	1,670	3.5
Did not answer	5,841	12.2

(table continues)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (continued).

At home, I have used the following technologies for learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	23,787	49.6
BEEP Student Portal	22,982	47.9
Digital textbooks or e-books	14,841	30.9
Classroom Web site or wikis with instructional activities	14,519	30.3
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	15,715	32.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	13,182	27.5
Atomic Learning	4,210	8.8
NetTrekker d.i. search resource	2,893	6.0
FCAT Explorer	29,369	61.2
Virtual Counselor	10,997	22.9
E-readers or tablets (Kindle, iPads, Nook, iPod)	6,974	14.5
Other technologies	3,024	6.3
None	3,496	7.3
Did not answer	8,897	18.5

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	4,438	1,587	100	56	4	2
	%	71.7	25.7	1.6	0.9	0.1	0.0
I regularly assess students and inform them of their academic progress.	<i>n</i>	4991	1094	72	6	3	14
	%	80.8	17.7	1.2	0.1	0.0	0.2
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	5,124	1,024	25	3	0	9
	%	82.8	16.6	0.4	0.0	0.0	0.1
I treat all my students with fairness.	<i>n</i>	5,538	632	13	3	0	0
	%	89.5	10.2	0.2	0.0	0.0	0.0
My students show me respect.	<i>n</i>	3,042	2,638	235	234	36	1
	%	49.2	42.6	3.8	3.8	0.6	0.0
The students are safe at school.	<i>n</i>	3,974	1,911	185	92	15	2
	%	64.3	30.9	3.0	1.5	0.2	0.0
I feel safe at my school.	<i>n</i>	4,107	1,768	182	91	25	1
	%	66.5	28.6	2.9	1.5	0.4	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	3,226	1,990	458	417	76	14
	%	52.2	32.2	7.4	6.7	1.2	0.2
I am proud of my school.	<i>n</i>	3,826	1,829	308	147	40	4
	%	62.2	29.7	5.0	2.4	0.6	0.1
My school is kept clean and in good condition.	<i>n</i>	2,740	2,413	411	500	104	1
	%	44.4	39.1	6.7	8.1	1.7	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	3,955	1,927	176	85	22	9
	%	64.1	31.2	2.9	1.4	0.4	0.1
I give challenging homework assignments.	<i>n</i>	3,120	2,346	511	93	14	58
	%	50.8	38.2	8.3	1.5	0.2	0.9
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	3,406	2,051	376	248	68	24
	%	55.2	33.2	6.1	4.0	1.1	0.4
The principal at my school responds to my concerns.	<i>n</i>	3,647	1,823	376	235	95	7
	%	59.0	29.5	6.1	3.8	1.5	0.1
The principal does an effective job of running my school.	<i>n</i>	3,518	1,831	458	242	129	3
	%	56.9	29.6	7.4	3.9	2.1	0.0
Administrators are highly visible throughout my school.	<i>n</i>	3,683	1,840	293	264	79	10
	%	59.7	29.8	4.7	4.3	1.3	0.2
Students bring drugs or alcohol to this school.	<i>S</i>	55	48	225	1,246	3,851	707
	%	0.9	0.8	3.7	20.3	62.8	11.5
Students carry weapons at this school.	<i>n</i>	56	107	305	1,306	3,642	704
	%	0.9	1.7	5.0	21.3	59.5	11.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	2,809	2,714	407	173	52	6
	%	45.6	44.1	6.6	2.8	0.8	0.1
My input on school decisions is solicited and valued.	<i>n</i>	1,986	2,510	928	515	193	23
	%	32.3	40.8	15.1	8.4	3.1	0.4
I am satisfied with the working conditions at my school.	<i>n</i>	2,294	2,662	587	437	145	4
	%	37.4	43.4	9.6	7.1	2.4	0.1
All students are accepted and feel like they belong at this school.	<i>n</i>	2,892	2,623	351	179	23	76
	%	47.1	42.7	5.7	2.9	0.4	1.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	3,639	1,867	387	155	44	36
	%	59.4	30.5	6.3	2.5	0.7	0.6
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	2,258	2,297	416	861	290	28
	%	36.7	37.3	6.8	14.0	4.7	0.5
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	2,788	2,421	557	280	48	36
	%	45.5	39.5	9.1	4.6	0.8	0.6
This school contacts parents when behavior problems occur at school.	<i>n</i>	3,055	2,506	318	180	42	60
	%	49.6	40.7	5.2	2.9	0.7	1.0
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	1,456	1,552	1,914	242	0	830
	%	24.3	25.9	31.9	4.0	0.0	13.8
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	4,188	1,795	72	70	13	14
	%	68.1	29.2	1.2	1.1	0.2	0.2
I can effectively handle a bullying situation.	<i>n</i>	3,401	2,492	182	48	12	26
	%	55.2	40.4	3.0	0.8	0.2	0.4
Students at school bully one another.	<i>n</i>	299	1,602	1,163	1,819	966	282
	%	4.9	26.1	19.0	29.7	15.8	4.6
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	3,993	64.4
BEEP Teacher/Student Portal	4,278	69.0
Digital textbooks or e-books	2,853	46.0
Student Laptop Carts or Classroom computers	3,971	64.1
Classroom Web site or wikis with instructional activities	1,613	26.0
Document Cameras	2,750	44.4
Interactive whiteboards or slates	2,096	33.8
Student Response Systems (Clickers)	368	5.9
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	3,460	55.8
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	3,964	64.0
Atomic Learning	986	15.9
NetTrekker d.i. search resource	482	7.8
Discovery Education (United Streaming)	3,350	54.1
Learning Village Lesson/Unit Plans	3,483	56.2
Virtual Counselor	4,402	71.0
E-readers or tablets (Kindle, iPads, Nook, iPod)	263	4.2
Other technologies	599	9.7
None	68	1.1
Did not answer	619	10.0

\* Multiple response variable. Staff could "Mark all that apply."

## Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	13,753	4,893	473	151	81	212
	%	70.3	25.0	2.4	0.8	0.4	1.1
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	11,876	6,281	749	280	75	317
	%	60.7	32.1	3.8	1.4	0.4	1.6
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	11,476	6,561	835	242	94	294
	%	58.8	33.6	4.3	1.2	0.5	1.5
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	12,218	5,835	764	252	123	270
	%	62.8	30.0	3.9	1.3	0.6	1.4
My child shows respect to his/her teacher(s).	<i>n</i>	13,715	5,231	337	82	23	109
	%	70.3	26.8	1.7	0.4	0.1	0.6
My child is safe at school.	<i>n</i>	11,495	6,729	816	144	79	181
	%	59.1	34.6	4.2	0.7	0.4	0.9
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	6,515	5,895	3,733	905	324	1,973
	%	33.7	30.5	19.3	4.7	1.7	10.2
Rules are applied fairly to all students at my child's school.	<i>n</i>	8,900	7,403	1,553	432	185	993
	%	45.7	38.0	8.0	2.2	1.0	5.1
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	10,413	7,301	1,076	385	182	162
	%	53.3	37.4	5.5	2.0	0.9	0.8
I am proud of my child's school.	<i>n</i>	11,517	6,481	1,078	280	127	57
	%	58.9	33.2	5.5	1.4	0.6	0.3
My child's school is kept clean and in good condition.	<i>n</i>	11,469	7,014	556	258	94	160
	%	58.7	35.9	2.8	1.3	0.5	0.8
There is an adult at school I can talk to about my child's problems.	<i>n</i>	9,944	7,182	1,345	266	117	616
	%	51.1	36.9	6.9	1.4	0.6	3.2
My child's homework assignments are challenging.	<i>n</i>	7,610	8,412	1,718	1,232	300	183
	%	39.1	43.2	8.8	6.3	1.5	0.9
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	7,132	7,091	2,614	317	152	2,139
	%	36.7	36.5	13.4	1.6	0.8	11.0
The principal at my child's school responds to my concerns.	<i>n</i>	7,972	6,291	2,950	373	252	1,616
	%	41.0	32.3	15.2	1.9	1.3	8.3
The principal does an effective job of running my child's school.	<i>n</i>	9,858	7,108	1,468	252	191	611
	%	50.6	36.5	7.5	1.3	1.0	3.1
Administrators are highly visible throughout my child's school.	<i>n</i>	9,377	7,021	1,276	343	239	998
	%	48.7	36.5	6.6	1.8	1.2	5.2
Students bring drugs or alcohol to my child's school.	<i>n</i>	282	278	727	2,844	9,801	5,347
	%	1.5	1.4	3.8	14.8	50.8	27.7
Students carry weapons at my child's school.	<i>n</i>	324	408	755	2,806	9,819	5,077
	%	1.7	2.1	3.9	14.6	51.2	26.5
My input on school decisions is solicited and valued.	<i>n</i>	4,440	6,776	4,514	770	371	2,306
	%	23.2	35.3	23.5	4.0	1.9	12.0
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	10,264	7,607	825	358	190	163
	%	52.9	39.2	4.3	1.8	1.0	0.8

(table continues)

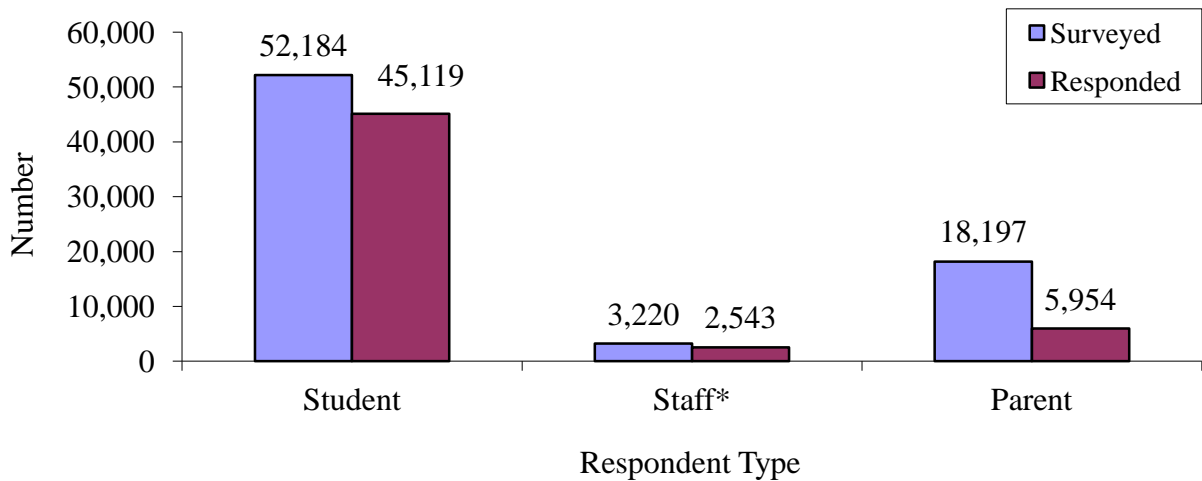
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	8,290	6,857	1,634	1,531	561	483
	%	42.8	35.4	8.4	7.9	2.9	2.5
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	8,376	7,755	1,365	633	214	1,083
	%	43.1	39.9	7.0	3.3	1.1	5.6
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	8,359	7,433	1,610	592	195	1,221
	%	43.1	38.3	8.3	3.0	1.0	6.3
My child's school contacts me when behavior problems occur at school.	<i>n</i>	9,258	6,961	1,555	378	200	946
	%	48.0	36.1	8.1	2.0	1.0	4.9
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	4,901	4,940	2,896	3,454	1,404	1,691
	%	25.4	25.6	15.0	17.9	7.3	8.8
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	8,573	7,286	1,168	906	470	785
	%	44.7	38.0	6.1	4.7	2.4	4.1
Students at school bully my child.	<i>n</i>	697	1,573	1,559	5,476	8,109	1,556
	%	3.7	8.3	8.2	28.9	42.7	8.2
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	829	788	147	234	62	46
	%	39.4	37.4	7.0	11.1	2.9	2.2
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	190	87	45	60	94	19
	%	38.4	17.6	9.1	12.1	19.0	3.8
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	%						

Improving Our Schools: 2010-11 Customer Survey  
**The Seventeenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

**Middle Schools Summary Report**

This document contains data from the Seventeenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at <http://www.broward.k12.fl.us/sar/Releases.htm>.



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Online</u>	<u>Online</u>	<u>Paper</u>
86.5%	79.0%	32.7%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	13,488	31.3	1,062	42.7	2,605	47.9
B	15,710	36.4	832	33.4	1,986	36.5
C	8,535	19.8	454	18.2	673	12.4
D	2,902	6.7	121	4.9	130	2.4
F	2,506	5.8	21	0.8	48	0.9



## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	23,165	16,120	2,874	865	591	1,419
	%	51.4	35.8	6.4	1.9	1.3	3.2
My homework assignments are challenging.	<i>n</i>	7,860	17,688	10,178	6,493	1,529	950
	%	17.6	39.6	22.8	14.5	3.4	2.1
I do my best even when school work is difficult.	<i>n</i>	19,701	17,694	4,362	1,690	598	504
	%	44.2	39.7	9.8	3.8	1.3	1.1
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	7,571	15,382	8,596	8,613	3,141	1,103
	%	17.0	34.6	19.4	19.4	7.1	2.5
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	13,133	18,045	7,469	3,631	1,965	596
	%	29.3	40.2	16.7	8.1	4.4	1.3
My teacher(s) treat(s) me with fairness.	<i>n</i>	12,847	16,752	7,412	4,022	2,866	878
	%	28.7	37.4	16.6	9.0	6.4	2.0
I show respect to my teacher(s).	<i>n</i>	23,695	15,747	3,440	720	576	602
	%	52.9	35.2	7.7	1.6	1.3	1.3
I feel safe at my school.	<i>n</i>	12,383	16,393	7,730	3,555	3,339	1,419
	%	27.6	36.6	17.2	7.9	7.4	3.2
Rules are applied fairly to all students at my school.	<i>n</i>	13,670	14,861	6,333	5,054	3,653	1,319
	%	30.5	33.1	14.1	11.3	8.1	2.9
I am proud of my school.	<i>n</i>	11,536	15,037	8,990	3,808	3,716	1,642
	%	25.8	33.6	20.1	8.5	8.3	3.7
My school is kept clean and in good condition.	<i>n</i>	8,016	15,255	8,648	6,739	4,905	1,179
	%	17.9	34.1	19.3	15.1	11.0	2.6
There is an adult at school I can talk to about my personal problems.	<i>n</i>	17,292	14,043	4,394	3,002	2,811	3,375
	%	38.5	31.3	9.8	6.7	6.3	7.5
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	17,391	19,340	4,394	1,604	1,213	929
	%	38.8	43.1	9.8	3.6	2.7	2.1
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	17,503	16,015	4,339	2,320	1,637	3,120
	%	39.0	35.6	9.7	5.2	3.6	6.9
I try to work out disagreements peacefully with other students.	<i>n</i>	11,945	17,199	7,911	3,542	2,607	1,558
	%	26.7	38.4	17.7	7.9	5.8	3.5
The principal at my school helps me when I have concerns.	<i>n</i>	9,611	11,342	9,077	5,340	4,711	4,675
	%	21.5	25.3	20.3	11.9	10.5	10.4
My principal is effective at running my school.	<i>n</i>	15,735	14,538	6,121	2,241	2,271	3,655
	%	35.3	32.6	13.7	5.0	5.1	8.2
I see the school staff members around my school.	<i>n</i>	24,644	16,208	1,888	661	509	786
	%	55.1	36.3	4.2	1.5	1.1	1.8
I do my share of the work when we have group projects.	<i>n</i>	25,985	15,211	1,766	595	472	617
	%	58.2	34.1	4.0	1.3	1.1	1.4
Students bring drugs or alcohol to my school.	<i>n</i>	5,936	6,446	5,554	4,205	8,297	14,426
	%	13.2	14.4	12.4	9.4	18.5	32.2
Students carry weapons at my school.	<i>n</i>	3,295	3,953	5,968	5,523	10,164	15,717
	%	7.4	8.9	13.4	12.4	22.8	35.2

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I think it is all right to fight if someone insults me.	<i>n</i>	6,565	5,489	9,503	9,184	11,676	2,208
	%	14.7	12.3	21.3	20.6	26.2	4.9
I enjoy learning at my school.	<i>n</i>	10,558	17,500	8,755	3,431	3,157	976
	%	23.8	39.4	19.7	7.7	7.1	2.2
I am accepted and feel like I belong at this school.	<i>n</i>	13,045	16,803	7,274	2,861	2,851	1,645
	%	29.3	37.8	16.4	6.4	6.4	3.7
I give up when I find school work difficult.	<i>n</i>	2,610	4,097	6,190	14,200	16,153	1,035
	%	5.9	9.3	14.0	32.1	36.5	2.3
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	9,119	11,684	5,104	8,795	7,413	2,530
	%	20.4	26.2	11.4	19.7	16.6	5.7
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	15,267	16,803	5,130	3,296	2,178	1,865
	%	34.3	37.7	11.5	7.4	4.9	4.2
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	15,685	16,627	4,823	3,694	2,632	1,163
	%	35.1	37.3	10.8	8.3	5.9	2.6
My school contacts my parents when I have behavior problems in school.	<i>n</i>	18,353	14,616	3,948	1,314	1,466	4,962
	%	41.1	32.7	8.8	2.9	3.3	11.1
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	11,641	12,973	7,340	4,777	3,818	3,872
	%	26.2	29.2	16.5	10.8	8.6	8.7
When I already know the material that is being taught, my teacher(s) give(s) me more advanced assignments.	<i>n</i>	7,216	9,783	7,997	9,535	6,301	3,471
	%	16.3	22.1	18.1	21.5	14.2	7.8
Students at school bully me.	<i>n</i>	2,360	3,161	5,040	8,883	21,936	1,645
	%	5.5	7.3	11.7	20.6	51.0	3.8
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	22,254	13,645	2,297	1,949	1,811	1,911
	%	50.7	31.1	5.2	4.4	4.1	4.4
I know how to report a bullying incident.	<i>n</i>	21,017	14,753	2,656	1,630	1,635	2,058
	%	48.0	33.7	6.1	3.7	3.7	4.7
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>						
	%						

(table continues)

Student Responses (*continued*).

I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Hit or threw something at me	2,008	36.4
Said things to me (called me names, insulted me, threatened me)	4,294	77.8
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	2,907	52.7
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	878	15.9
Did not answer	501	9.1

I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
On the bus	1,053	19.1
In the classroom	2,971	53.8
In the cafeteria	2,067	37.4
In a hallway	2,644	47.9
In a restroom	867	15.7
Other school areas	2,175	39.4
Did not answer	792	14.3

After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Told an adult at school	1,767	32.0
Told my parents	2,063	37.4
Told my friends	1,877	34.0
Told someone else	855	15.5
Did not tell anyone	1,515	27.4
Did not answer	859	15.6

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	643	36.4
Got worse	393	22.2
Stayed the same	660	37.4
Did not answer	71	4.0

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	32,455	71.9
BEEP Student Portal	27,839	61.7
Digital textbooks or e-books	20,892	46.3
Student Laptop Carts or Classroom computers	33,086	73.3
Classroom Web site or wikis with instructional activities	22,828	50.6
Student Response Systems (Clickers)	6,956	15.4
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	25,112	55.7
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	15,031	33.3
Atomic Learning	3,888	8.6
NetTrekker d.i. search resource	4,263	9.4
Discovery Education (United Streaming)	6,852	15.2
FCAT Explorer	31,406	69.6
Virtual Counselor	32,883	72.9
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,091	9.1
Other technologies	2,240	5.0
None	1,236	2.7
Did not answer	4,301	9.5

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (continued).

At home, I have used the following technologies for learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	28,753	63.7
BEEP Student Portal	23,666	52.5
Digital textbooks or e-books	19,295	42.8
Classroom Web site or wikis with instructional activities	16,563	36.7
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	19,410	43.0
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	10,123	22.4
Atomic Learning	3,074	6.8
NetTrekker d.i. search resource	3,471	7.7
FCAT Explorer	25,107	55.6
Virtual Counselor	26,275	58.2
E-readers or tablets (Kindle, iPads, Nook, iPod)	7,994	17.7
Other technologies	2,042	4.5
None	2,432	5.4
Did not answer	6,060	13.4

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,431	934	88	73	11	3
	%	56.3	36.8	3.5	2.9	0.4	0.1
I regularly assess students and inform them of their academic progress.	<i>n</i>	1,720	781	28	6	3	3
	%	67.7	30.7	1.1	0.2	0.1	0.1
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,645	841	41	9	1	3
	%	64.8	33.1	1.6	0.4	0.0	0.1
I treat all my students with fairness.	<i>n</i>	2,041	479	16	1	1	1
	%	80.4	18.9	0.6	0.0	0.0	0.0
My students show me respect.	<i>n</i>	911	1,170	194	212	51	2
	%	35.9	46.1	7.6	8.3	2.0	0.1
The students are safe at school.	<i>n</i>	814	1,186	298	192	36	9
	%	32.1	46.8	11.8	7.6	1.4	0.4
I feel safe at my school.	<i>n</i>	1,000	1,077	245	172	38	1
	%	39.5	42.5	9.7	6.8	1.5	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	727	929	298	420	141	13
	%	28.8	36.7	11.8	16.6	5.6	0.5
I am proud of my school.	<i>n</i>	1,027	1,008	298	159	35	3
	%	40.6	39.8	11.8	6.3	1.4	0.1
My school is kept clean and in good condition.	<i>n</i>	1,040	1,073	192	187	34	1
	%	41.2	42.5	7.6	7.4	1.3	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,356	1,022	95	38	13	15
	%	53.4	40.3	3.7	1.5	0.5	0.6
I give challenging homework assignments.	<i>n</i>	906	1,177	323	82	14	18
	%	36.0	46.7	12.8	3.3	0.6	0.7
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,228	1,054	146	74	23	11
	%	48.4	41.6	5.8	2.9	0.9	0.4
The principal at my school responds to my concerns.	<i>n</i>	1,137	859	305	152	67	13
	%	44.9	33.9	12.0	6.0	2.6	0.5
The principal does an effective job of running my school.	<i>n</i>	1,077	877	342	162	71	10
	%	42.4	34.5	13.5	6.4	2.8	0.4
Administrators are highly visible throughout my school.	<i>n</i>	1,037	1,018	214	198	58	5
	%	41.0	40.2	8.5	7.8	2.3	0.2
Students bring drugs or alcohol to this school.	<i>S</i>	154	669	627	393	247	433
	%	6.1	26.5	24.9	15.6	9.8	17.2
Students carry weapons at this school.	<i>n</i>	61	271	680	599	399	492
	%	2.4	10.8	27.2	23.9	15.9	19.7
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	746	1,201	320	199	62	7
	%	29.4	47.4	12.6	7.9	2.4	0.3
My input on school decisions is solicited and valued.	<i>n</i>	492	948	546	361	160	24
	%	19.4	37.5	21.6	14.3	6.3	0.9
I am satisfied with the working conditions at my school.	<i>n</i>	558	1,154	375	310	116	5
	%	22.2	45.8	14.9	12.3	4.6	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	520	1,156	418	315	41	54
	%	20.8	46.2	16.7	12.6	1.6	2.2

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	1,126	1,165	129	80	12	8
	%	44.7	46.2	5.1	3.2	0.5	0.3
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	592	913	245	545	220	16
	%	23.4	36.1	9.7	21.5	8.7	0.6
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	807	1,115	286	257	46	12
	%	32.0	44.2	11.3	10.2	1.8	0.5
This school contacts parents when behavior problems occur at school.	<i>n</i>	1,073	1,186	151	71	18	29
	%	42.4	46.9	6.0	2.8	0.7	1.1
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	592	959	555	181	0	205
	%	23.8	38.5	22.3	7.3	0.0	8.2
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,344	1,047	70	50	14	9
	%	53.0	41.3	2.8	2.0	0.6	0.4
I can effectively handle a bullying situation.	<i>n</i>	1,065	1,254	155	38	7	10
	%	42.1	49.6	6.1	1.5	0.3	0.4
Students at school bully one another.	<i>n</i>	368	1,196	526	292	75	69
	%	14.6	47.3	20.8	11.6	3.0	2.7
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>						
	%						

(*table continues*)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	1,553	61.1
BEEP Teacher/Student Portal	1,594	62.7
Digital textbooks or e-books	821	32.3
Student Laptop Carts or Classroom computers	1,411	55.5
Classroom Web site or wikis with instructional activities	766	30.1
Document Cameras	718	28.2
Interactive whiteboards or slates	595	23.4
Student Response Systems (Clickers)	133	5.2
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	1,391	54.7
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	756	29.7
Atomic Learning	412	16.2
NetTrekker d.i. search resource	203	8.0
Discovery Education (United Streaming)	1,165	45.8
Learning Village Lesson/Unit Plans	1,050	41.3
Virtual Counselor	1,835	72.2
E-readers or tablets (Kindle, iPads, Nook, iPod)	105	4.1
Other technologies	307	12.1
None	33	1.3
Did not answer	285	11.2

\* Multiple response variable. Staff could "Mark all that apply."



## Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	2,938	2,303	339	76	27	250
	%	49.5	38.8	5.7	1.3	0.5	4.2
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	2,014	2,707	545	388	111	165
	%	34.0	45.6	9.2	6.5	1.9	2.8
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	1,906	3,040	539	171	42	191
	%	32.4	51.6	9.2	2.9	0.7	3.2
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	2,002	2,802	608	225	73	169
	%	34.1	47.7	10.3	3.8	1.2	2.9
My child shows respect to his/her teacher(s).	<i>n</i>	3,394	2,129	229	61	10	67
	%	57.6	36.1	3.9	1.0	0.2	1.1
My child is safe at school.	<i>n</i>	1,907	2,840	731	188	85	140
	%	32.4	48.2	12.4	3.2	1.4	2.4
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	1,622	2,185	1,019	504	192	361
	%	27.6	37.1	17.3	8.6	3.3	6.1
Rules are applied fairly to all students at my child's school.	<i>n</i>	1,759	2,547	764	319	143	367
	%	29.8	43.2	13.0	5.4	2.4	6.2
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	2,166	2,779	551	203	119	105
	%	36.6	46.9	9.3	3.4	2.0	1.8
I am proud of my child's school.	<i>n</i>	2,071	2,735	729	206	114	56
	%	35.0	46.3	12.3	3.5	1.9	0.9
My child's school is kept clean and in good condition.	<i>n</i>	1,955	2,893	496	269	108	178
	%	33.1	49.0	8.4	4.6	1.8	3.0
There is an adult at school I can talk to about my child's problems.	<i>n</i>	2,052	2,658	669	166	63	282
	%	34.8	45.1	11.4	2.8	1.1	4.8
My child's homework assignments are challenging.	<i>n</i>	1,594	2,872	742	462	125	111
	%	27.0	48.6	12.6	7.8	2.1	1.9
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,911	2,695	696	141	65	397
	%	32.4	45.6	11.8	2.4	1.1	6.7
The principal at my child's school responds to my concerns.	<i>n</i>	1,537	2,018	1,260	185	107	777
	%	26.1	34.3	21.4	3.1	1.8	13.2
The principal does an effective job of running my child's school.	<i>n</i>	1,995	2,653	714	129	92	309
	%	33.9	45.0	12.1	2.2	1.6	5.2
Administrators are highly visible throughout my child's school.	<i>n</i>	1,919	2,583	616	160	66	507
	%	32.8	44.1	10.5	2.7	1.1	8.7
Students bring drugs or alcohol to my child's school.	<i>n</i>	275	541	893	852	1,097	2,170
	%	4.7	9.3	15.3	14.6	18.8	37.2
Students carry weapons at my child's school.	<i>n</i>	141	280	838	1,037	1,328	2,219
	%	2.4	4.8	14.3	17.7	22.7	38.0
My input on school decisions is solicited and valued.	<i>n</i>	779	1,993	1,675	387	160	832
	%	13.4	34.2	28.8	6.6	2.7	14.3
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	1,918	2,999	500	235	115	97
	%	32.7	51.1	8.5	4.0	2.0	1.7

(table continues)

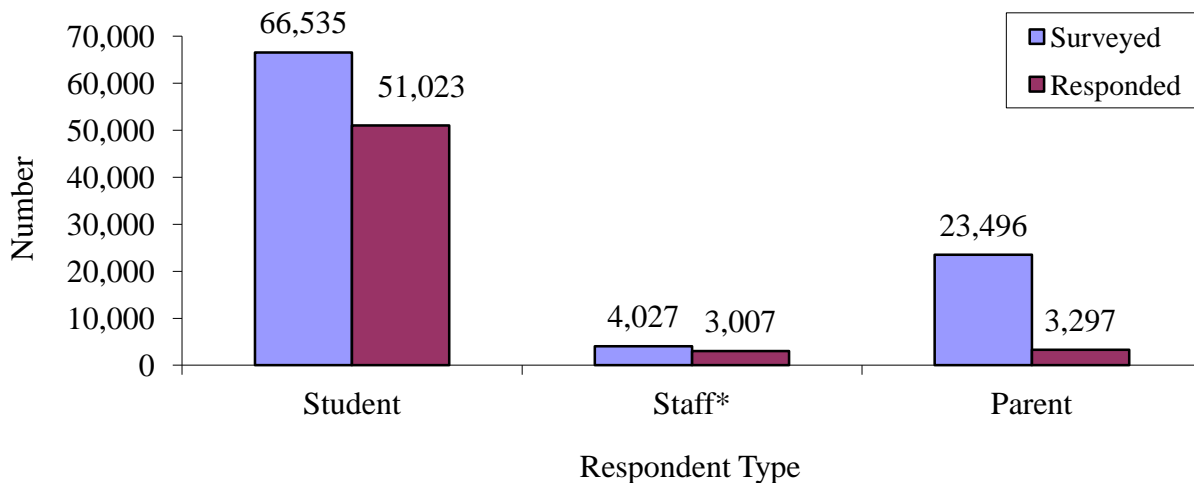
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	1,069	1,677	796	1,529	625	176
	%	18.2	28.6	13.6	26.0	10.6	3.0
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,912	2,836	466	276	105	283
	%	32.5	48.2	7.9	4.7	1.8	4.8
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	1,791	2,700	637	337	114	328
	%	30.3	45.7	10.8	5.7	1.9	5.6
My child's school contacts me when behavior problems occur at school.	<i>n</i>	2,021	2,273	744	174	105	551
	%	34.4	38.7	12.7	3.0	1.8	9.4
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	2,083	2,066	527	695	268	242
	%	35.4	35.1	9.0	11.8	4.6	4.1
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	1,987	2,683	425	349	187	214
	%	34.0	45.9	7.3	6.0	3.2	3.7
Students at school bully my child.	<i>n</i>	207	444	517	1,881	2,289	421
	%	3.6	7.7	9.0	32.7	39.7	7.3
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	219	227	33	89	26	14
	%	36.0	37.3	5.4	14.6	4.3	2.3
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	45	22	15	22	34	5
	%	31.5	15.4	10.5	15.4	23.8	3.5
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>						
	%						

Improving Our Schools: 2010-11 Customer Survey  
**The Seventeenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## High Schools Summary Report

This document contains data from the Seventeenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at <http://www.broward.k12.fl.us/sar/Releases.htm>.



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
<u>Online</u>	<u>Online</u>	<u>Paper</u>
76.7%	74.7%	14.0%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	13,535	26.9	1,134	38.0	1,234	39.0
B	18,523	36.8	1,097	36.8	1,187	37.5
C	12,171	24.2	549	18.4	568	17.9
D	3,740	7.4	164	5.5	138	4.4
F	2,325	4.6	38	1.3	38	1.2

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	18,104	23,548	5,570	1,413	717	1,542
	%	35.6	46.3	10.9	2.8	1.4	3.0
My homework assignments are challenging.	<i>n</i>	9,290	22,132	11,014	5,926	1,262	982
	%	18.4	43.7	21.8	11.7	2.5	1.9
I do my best even when school work is difficult.	<i>n</i>	18,002	22,197	6,176	2,588	879	633
	%	35.7	44.0	12.2	5.1	1.7	1.3
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	6,519	16,965	10,452	11,781	3,854	756
	%	13.0	33.7	20.8	23.4	7.7	1.5
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	9,824	23,377	10,287	4,492	2,005	687
	%	19.4	46.1	20.3	8.9	4.0	1.4
My teacher(s) treat(s) me with fairness.	<i>n</i>	10,801	23,192	9,283	4,344	2,177	849
	%	21.3	45.8	18.3	8.6	4.3	1.7
I show respect to my teacher(s).	<i>n</i>	25,900	19,728	3,407	570	437	655
	%	51.1	38.9	6.7	1.1	0.9	1.3
I feel safe at my school.	<i>n</i>	10,933	20,467	10,274	4,137	3,465	1,418
	%	21.6	40.4	20.3	8.2	6.8	2.8
Rules are applied fairly to all students at my school.	<i>n</i>	9,798	17,803	9,386	7,413	4,770	1,560
	%	19.3	35.1	18.5	14.6	9.4	3.1
I am proud of my school.	<i>n</i>	10,190	17,590	12,508	4,694	4,133	1,510
	%	20.1	34.7	24.7	9.3	8.2	3.0
My school is kept clean and in good condition.	<i>n</i>	7,349	17,272	10,625	8,540	5,814	1,032
	%	14.5	34.1	21.0	16.9	11.5	2.0
There is an adult at school I can talk to about my personal problems.	<i>n</i>	11,594	17,922	8,133	4,900	3,764	4,446
	%	22.8	35.3	16.0	9.7	7.4	8.8
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	12,681	26,373	6,637	2,478	1,507	1,064
	%	25.0	52.0	13.1	4.9	3.0	2.1
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	13,854	22,550	6,341	3,328	2,398	2,323
	%	27.3	44.4	12.5	6.6	4.7	4.6
I try to work out disagreements peacefully with other students.	<i>n</i>	12,610	22,816	9,119	2,757	1,810	1,516
	%	24.9	45.1	18.0	5.4	3.6	3.0
The principal at my school helps me when I have concerns.	<i>n</i>	7,497	11,869	12,742	7,016	6,669	4,855
	%	14.8	23.4	25.2	13.9	13.2	9.6
My principal is effective at running my school.	<i>n</i>	13,230	17,725	9,677	2,891	3,071	3,925
	%	26.2	35.1	19.2	5.7	6.1	7.8
I see the school staff members around my school.	<i>n</i>	20,711	24,247	3,315	739	553	1,026
	%	40.9	47.9	6.6	1.5	1.1	2.0
I do my share of the work when we have group projects.	<i>n</i>	24,850	21,128	2,737	601	466	787
	%	49.1	41.8	5.4	1.2	0.9	1.6
Students bring drugs or alcohol to my school.	<i>n</i>	11,547	11,500	9,007	4,058	3,321	11,290
	%	22.8	22.7	17.8	8.0	6.5	22.3
Students carry weapons at my school.	<i>n</i>	5,189	6,111	10,706	6,755	5,759	16,015
	%	10.3	12.1	21.2	13.4	11.4	31.7

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I think it is all right to fight if someone insults me.	<i>n</i>	5,421	6,788	12,952	12,834	10,606	1,907
	%	10.7	13.4	25.6	25.4	21.0	3.8
I enjoy learning at my school.	<i>n</i>	8,636	21,572	11,800	4,304	2,934	1,050
	%	17.2	42.9	23.5	8.6	5.8	2.1
I am accepted and feel like I belong at this school.	<i>n</i>	10,823	22,116	10,096	3,170	2,583	1,635
	%	21.5	43.9	20.0	6.3	5.1	3.2
I give up when I find school work difficult.	<i>n</i>	2,817	6,139	9,269	17,898	12,959	1,175
	%	5.6	12.2	18.4	35.6	25.8	2.3
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	9,538	17,782	6,736	9,571	5,238	1,709
	%	18.9	35.2	13.3	18.9	10.4	3.4
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	14,395	23,417	6,121	3,345	1,910	1,338
	%	28.5	46.3	12.1	6.6	3.8	2.6
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	11,415	21,269	7,759	5,949	2,961	1,227
	%	22.6	42.1	15.3	11.8	5.9	2.4
My school contacts my parents when I have behavior problems in school.	<i>n</i>	11,502	18,715	8,418	2,526	1,890	7,570
	%	22.7	37.0	16.6	5.0	3.7	15.0
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	11,031	18,933	9,210	5,738	3,533	2,025
	%	21.9	37.5	18.2	11.4	7.0	4.0
When I already know the material that is being taught, my teacher(s) give(s) me more advanced assignments.	<i>n</i>	5,623	11,819	11,780	12,676	5,714	2,832
	%	11.1	23.4	23.4	25.1	11.3	5.6
Students at school bully me.	<i>n</i>	1,226	2,068	5,408	12,908	25,638	1,831
	%	2.5	4.2	11.0	26.3	52.2	3.7
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	13,051	18,425	5,409	5,984	3,717	3,633
	%	26.0	36.7	10.8	11.9	7.4	7.2
I know how to report a bullying incident.	<i>n</i>	14,920	22,309	4,708	3,049	1,987	3,191
	%	29.7	44.5	9.4	6.1	4.0	6.4
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	9,941	15,946	8,335	8,147	5,319	1,985
	%	20.0	32.1	16.8	16.4	10.7	4.0

(table continues)

Student Responses (*continued*).

I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Hit or threw something at me	1,125	34.2
Said things to me (called me names, insulted me, threatened me)	2,212	67.2
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	1,668	50.6
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	792	24.0
Did not answer	568	17.2

I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
On the bus	612	18.6
In the classroom	1,588	48.2
In the cafeteria	998	30.3
In a hallway	1,506	45.7
In a restroom	608	18.5
Other school areas	1,090	33.1
Did not answer	823	25.0

After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Told an adult at school	723	21.9
Told my parents	856	26.0
Told my friends	1,074	32.6
Told someone else	496	15.1
Did not tell anyone	935	28.4
Did not answer	871	26.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	271	37.5
Got worse	180	24.9
Stayed the same	228	31.5
Did not answer	44	6.1

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	40,644	79.7
BEEP Student Portal	22,425	44.0
Digital textbooks or e-books	21,507	42.2
Student Laptop Carts or Classroom computers	37,422	73.3
Classroom Web site or wikis with instructional activities	26,756	52.4
Student Response Systems (Clickers)	10,659	20.9
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	30,686	60.1
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	7,593	14.9
Atomic Learning	3,363	6.6
NetTrekker d.i. search resource	2,453	4.8
Discovery Education (United Streaming)	4,057	8.0
FCAT Explorer	22,765	44.6
Virtual Counselor	40,141	78.7
E-readers or tablets (Kindle, iPads, Nook, iPod)	4,236	8.3
Other technologies	1,304	2.6
None	1,564	3.1
Did not answer	1,775	3.5

(table continues)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (continued).

At home, I have used the following technologies for learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	37,535	73.6
BEEP Student Portal	19,100	37.4
Digital textbooks or e-books	18,862	37.0
Classroom Web site or wikis with instructional activities	19,788	38.8
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	25,169	49.3
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	4,253	8.3
Atomic Learning	2,343	4.6
NetTrekker d.i. search resource	1,908	3.7
FCAT Explorer	15,107	29.6
Virtual Counselor	34,590	67.8
E-readers or tablets (Kindle, iPads, Nook, iPod)	7,154	14.0
Other technologies	1,061	2.1
None	2,768	5.4
Did not answer	3,349	6.6

\* Multiple response variable. Students could "Mark all that apply."



## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	1,571	1,125	143	134	25	7
	%	52.3	37.4	4.8	4.5	0.8	0.2
I regularly assess students and inform them of their academic progress.	<i>n</i>	2028	922	39	2	3	3
	%	67.7	30.8	1.3	0.1	0.1	0.1
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	1,951	966	54	15	2	5
	%	65.2	32.3	1.8	0.5	0.1	0.2
I treat all my students with fairness.	<i>n</i>	2,481	502	18	1	0	1
	%	82.6	16.7	0.6	0.0	0.0	0.0
My students show me respect.	<i>n</i>	1,294	1,342	175	150	35	1
	%	43.2	44.8	5.8	5.0	1.2	0.0
The students are safe at school.	<i>n</i>	988	1,408	383	171	31	19
	%	32.9	46.9	12.8	5.7	1.0	0.6
I feel safe at my school.	<i>n</i>	1,222	1,296	275	154	35	3
	%	40.9	43.4	9.2	5.2	1.2	0.1
Rules are applied fairly to all students at my school.	<i>n</i>	878	1,037	442	444	166	26
	%	29.3	34.6	14.8	14.8	5.5	0.9
I am proud of my school.	<i>n</i>	1,368	1,117	307	130	54	6
	%	45.9	37.5	10.3	4.4	1.8	0.2
My school is kept clean and in good condition.	<i>n</i>	1,075	1,284	262	274	94	5
	%	35.9	42.9	8.8	9.2	3.1	0.2
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	1,549	1,203	154	28	15	45
	%	51.7	40.2	5.1	0.9	0.5	1.5
I give challenging homework assignments.	<i>n</i>	1,144	1,304	366	70	27	51
	%	38.6	44.0	12.4	2.4	0.9	1.7
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	1,299	1,263	232	143	33	24
	%	43.4	42.2	7.7	4.8	1.1	0.8
The principal at my school responds to my concerns.	<i>n</i>	1,289	1,021	395	158	110	28
	%	43.0	34.0	13.2	5.3	3.7	0.9
The principal does an effective job of running my school.	<i>n</i>	1,327	1,017	349	175	109	14
	%	44.4	34.0	11.7	5.9	3.6	0.5
Administrators are highly visible throughout my school.	<i>n</i>	1,274	1,074	294	247	82	16
	%	42.7	36.0	9.8	8.3	2.7	0.5
Students bring drugs or alcohol to this school.	<i>S</i>	312	931	727	291	165	550
	%	10.5	31.3	24.4	9.8	5.5	18.5
Students carry weapons at this school.	<i>n</i>	108	412	874	548	337	695
	%	3.6	13.9	29.4	18.4	11.3	23.4
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	831	1,328	446	242	121	14
	%	27.9	44.5	15.0	8.1	4.1	0.5
My input on school decisions is solicited and valued.	<i>n</i>	574	1,098	640	417	219	42
	%	19.2	36.7	21.4	13.9	7.3	1.4
I am satisfied with the working conditions at my school.	<i>n</i>	734	1,356	391	351	143	6
	%	24.6	45.5	13.1	11.8	4.8	0.2
All students are accepted and feel like they belong at this school.	<i>n</i>	667	1,251	567	331	54	109
	%	22.4	42.0	19.0	11.1	1.8	3.7

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	1,117	1,457	234	131	28	14
	%	37.5	48.9	7.8	4.4	0.9	0.5
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	835	1,135	266	519	203	28
	%	28.0	38.0	8.9	17.4	6.8	0.9
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	992	1,295	369	226	64	24
	%	33.4	43.6	12.4	7.6	2.2	0.8
This school contacts parents when behavior problems occur at school.	<i>n</i>	1,083	1,401	285	116	24	73
	%	36.3	47.0	9.6	3.9	0.8	2.4
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	933	1,303	450	110	0	143
	%	31.7	44.3	15.3	3.7	0.0	4.9
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	1,717	1,148	75	37	9	5
	%	57.4	38.4	2.5	1.2	0.3	0.2
I can effectively handle a bullying situation.	<i>n</i>	1,320	1,410	197	36	6	19
	%	44.2	47.2	6.6	1.2	0.2	0.6
Students at school bully one another.	<i>n</i>	245	948	863	492	178	257
	%	8.2	31.8	28.9	16.5	6.0	8.6
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	895	1,205	443	111	50	197
	%	30.9	41.5	15.3	3.8	1.7	6.8

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	2,453	81.6
BEEP Teacher/Student Portal	2,011	66.9
Digital textbooks or e-books	1,191	39.6
Student Laptop Carts or Classroom computers	1,855	61.7
Classroom Web site or wikis with instructional activities	1,214	40.4
Document Cameras	1,008	33.5
Interactive whiteboards or slates	827	27.5
Student Response Systems (Clickers)	275	9.1
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	2,083	69.3
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	386	12.8
Atomic Learning	445	14.8
NetTrekker d.i. search resource	164	5.5
Discovery Education (United Streaming)	874	29.1
Learning Village Lesson/Unit Plans	907	30.2
Virtual Counselor	2,347	78.1
E-readers or tablets (Kindle, iPads, Nook, iPod)	158	5.3
Other technologies	410	13.6
None	41	1.4
Did not answer	30	1.0

\* Multiple response variable. Staff could "Mark all that apply."

## Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	1,461	1,406	197	44	20	160
	%	44.4	42.8	6.0	1.3	0.6	4.9
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	978	1,515	320	286	89	104
	%	29.7	46.0	9.7	8.7	2.7	3.2
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	927	1,674	372	119	34	147
	%	28.3	51.1	11.4	3.6	1.0	4.5
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	1,000	1,592	340	135	46	148
	%	30.7	48.8	10.4	4.1	1.4	4.5
My child shows respect to his/her teacher(s).	<i>n</i>	1,925	1,126	131	20	10	51
	%	59.0	34.5	4.0	0.6	0.3	1.6
My child is safe at school.	<i>n</i>	935	1,545	469	141	76	109
	%	28.5	47.2	14.3	4.3	2.3	3.3
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	1,025	1,310	442	268	94	126
	%	31.4	40.1	13.5	8.2	2.9	3.9
Rules are applied fairly to all students at my child's school.	<i>n</i>	851	1,323	499	235	111	256
	%	26.0	40.4	15.2	7.2	3.4	7.8
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	985	1,498	442	196	83	72
	%	30.1	45.7	13.5	6.0	2.5	2.2
I am proud of my child's school.	<i>n</i>	1,080	1,398	526	139	90	43
	%	33.0	42.7	16.1	4.2	2.7	1.3
My child's school is kept clean and in good condition.	<i>n</i>	845	1,473	421	261	134	132
	%	25.9	45.1	12.9	8.0	4.1	4.0
There is an adult at school I can talk to about my child's problems.	<i>n</i>	986	1,482	399	122	63	214
	%	30.2	45.4	12.2	3.7	1.9	6.6
My child's homework assignments are challenging.	<i>n</i>	991	1,465	434	200	59	116
	%	30.4	44.9	13.3	6.1	1.8	3.6
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	1,115	1,493	265	190	101	105
	%	34.1	45.7	8.1	5.8	3.1	3.2
The principal at my child's school responds to my concerns.	<i>n</i>	735	1,061	799	134	111	424
	%	22.5	32.5	24.5	4.1	3.4	13.0
The principal does an effective job of running my child's school.	<i>n</i>	996	1,383	498	112	73	203
	%	30.5	42.4	15.3	3.4	2.2	6.2
Administrators are highly visible throughout my child's school.	<i>n</i>	962	1,465	371	107	36	308
	%	29.6	45.1	11.4	3.3	1.1	9.5
Students bring drugs or alcohol to my child's school.	<i>n</i>	350	547	546	366	337	1,086
	%	10.8	16.9	16.9	11.3	10.4	33.6
Students carry weapons at my child's school.	<i>n</i>	126	269	624	477	521	1,220
	%	3.9	8.3	19.3	14.7	16.1	37.7
My input on school decisions is solicited and valued.	<i>n</i>	401	1,044	992	246	116	429
	%	12.4	32.3	30.7	7.6	3.6	13.3
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	1,002	1,629	333	141	71	68
	%	30.9	50.2	10.3	4.3	2.2	2.1

(table continues)

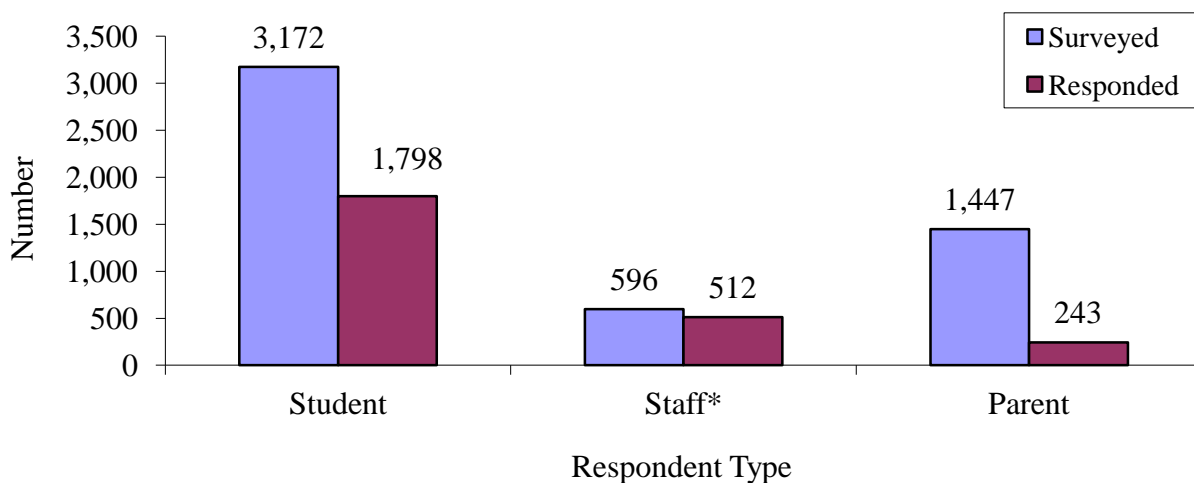
Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	555	931	429	901	347	85
	%	17.1	28.7	13.2	27.7	10.7	2.6
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	1,094	1,532	248	154	65	167
	%	33.6	47.0	7.6	4.7	2.0	5.1
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	861	1,453	406	232	68	235
	%	26.5	44.6	12.5	7.1	2.1	7.2
My child's school contacts me when behavior problems occur at school.	<i>n</i>	867	1,324	501	129	73	348
	%	26.7	40.8	15.5	4.0	2.3	10.7
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	946	1,104	327	505	224	145
	%	29.1	34.0	10.1	15.5	6.9	4.5
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	828	1,395	321	355	196	141
	%	25.6	43.1	9.9	11.0	6.1	4.4
Students at school bully my child.	<i>n</i>	63	156	249	998	1,509	222
	%	2.0	4.9	7.8	31.2	47.2	6.9
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	48	83	22	37	11	3
	%	23.5	40.7	10.8	18.1	5.4	1.5
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	15	4	6	6	8	2
	%	36.6	9.8	14.6	14.6	19.5	4.9
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	738	981	478	365	242	285
	%	23.9	31.8	15.5	11.8	7.8	9.2

Improving Our Schools: 2010-11 Customer Survey  
**The Seventeenth Annual Report of Student, Staff, and Parent  
 Perspectives on Broward County Public Schools**

## Centers Summary Report

This document contains data from the Seventeenth Annual Customer Survey. The data are organized according to the three surveyed groups: students, staff, and parents. Findings presented herein are intended to assist school staff members in making decisions to improve school strategies. This year's data may be used in conjunction with data from previous years to monitor school progress. Prior year data are available at <http://www.broward.k12.fl.us/sar/Releases.htm>.



\* The staff survey was administered to full-time, instructional, school-based employees.

<u>Student Response Rate</u>	<u>Teacher Response Rate</u>	<u>Parent Response Rate</u>
Online	Online	Paper
56.7%	85.9%	16.8%

<u>School Grade Assigned by Students, Staff, and Parents</u>						
	<u>Student</u>		<u>Staff</u>		<u>Parent</u>	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A	391	22.6	207	41.6	114	50.4
B	507	29.4	190	38.2	73	32.3
C	474	27.4	80	16.1	30	13.3
D	163	9.4	18	3.6	8	3.5
F	192	11.1	3	0.6	1	0.4

## Student Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My teacher(s) believe I can succeed.	<i>n</i>	867	626	141	34	34	86
	%	48.5	35.0	7.9	1.9	1.9	4.8
My homework assignments are challenging.	<i>n</i>	218	451	332	345	213	208
	%	12.3	25.5	18.8	19.5	12.1	11.8
I do my best even when school work is difficult.	<i>n</i>	798	675	168	56	33	41
	%	45.1	38.1	9.5	3.2	1.9	2.3
My teacher(s) regularly tell(s) me how I am doing in school.	<i>n</i>	523	737	226	154	80	48
	%	29.6	41.7	12.8	8.7	4.5	2.7
My teacher(s) answer(s) my questions in a way that I can understand.	<i>n</i>	610	742	217	116	63	40
	%	34.1	41.5	12.1	6.5	3.5	2.2
My teacher(s) treat(s) me with fairness.	<i>n</i>	526	706	238	145	92	74
	%	29.5	39.6	13.4	8.1	5.2	4.2
I show respect to my teacher(s).	<i>n</i>	831	644	167	44	43	45
	%	46.8	36.3	9.4	2.5	2.4	2.5
I feel safe at my school.	<i>n</i>	475	602	299	144	168	92
	%	26.7	33.8	16.8	8.1	9.4	5.2
Rules are applied fairly to all students at my school.	<i>n</i>	553	617	239	145	131	94
	%	31.1	34.7	13.4	8.2	7.4	5.3
I am proud of my school.	<i>n</i>	347	459	391	173	292	107
	%	19.6	25.9	22.1	9.8	16.5	6.0
My school is kept clean and in good condition.	<i>n</i>	390	634	317	180	166	87
	%	22.0	35.7	17.9	10.1	9.4	4.9
There is an adult at school I can talk to about my personal problems.	<i>n</i>	588	558	231	153	102	152
	%	33.0	31.3	12.9	8.6	5.7	8.5
My homework assignments help to reinforce what I am learning at school.	<i>n</i>	423	613	316	119	123	178
	%	23.9	34.6	17.8	6.7	6.9	10.0
I can meet with a guidance counselor when I need assistance in school.	<i>n</i>	627	756	169	70	68	93
	%	35.2	42.4	9.5	3.9	3.8	5.2
I try to work out disagreements peacefully with other students.	<i>n</i>	383	706	340	154	101	94
	%	21.5	39.7	19.1	8.7	5.7	5.3
The principal at my school helps me when I have concerns.	<i>n</i>	392	504	351	174	174	179
	%	22.1	28.4	19.8	9.8	9.8	10.1
My principal is effective at running my school.	<i>n</i>	470	583	326	92	92	191
	%	26.8	33.2	18.6	5.2	5.2	10.9
I see the school staff members around my school.	<i>n</i>	704	757	127	59	34	81
	%	40.0	43.0	7.2	3.3	1.9	4.6
I do my share of the work when we have group projects.	<i>n</i>	654	755	170	68	41	85
	%	36.9	42.6	9.6	3.8	2.3	4.8
Students bring drugs or alcohol to my school.	<i>n</i>	276	190	262	228	265	549
	%	15.6	10.7	14.8	12.9	15.0	31.0
Students carry weapons at my school.	<i>n</i>	156	143	287	264	316	593
	%	8.9	8.1	16.3	15.0	18.0	33.7

(table continues)

Student Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I think it is all right to fight if someone insults me.	<i>n</i>	331	277	373	365	298	127
	%	18.7	15.6	21.1	20.6	16.8	7.2
I enjoy learning at my school.	<i>n</i>	510	671	283	100	136	65
	%	28.9	38.0	16.0	5.7	7.7	3.7
I am accepted and feel like I belong at this school.	<i>n</i>	381	538	326	159	260	113
	%	21.4	30.3	18.3	8.9	14.6	6.4
I give up when I find school work difficult.	<i>n</i>	158	239	256	532	488	70
	%	9.1	13.7	14.7	30.5	28.0	4.0
This year I have discussed my recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	384	565	256	272	137	158
	%	21.7	31.9	14.4	15.3	7.7	8.9
I have sufficient access to computers and technology at school to do my schoolwork.	<i>n</i>	523	724	218	115	86	99
	%	29.6	41.0	12.4	6.5	4.9	5.6
My current teachers have taught me how to use technology (computers and Internet) to do my schoolwork.	<i>n</i>	494	669	244	172	127	78
	%	27.7	37.5	13.7	9.6	7.1	4.4
My school contacts my parents when I have behavior problems in school.	<i>n</i>	601	692	201	60	62	157
	%	33.9	39.0	11.3	3.4	3.5	8.9
This year, school staff has helped me to select high level courses that challenge my abilities.	<i>n</i>	408	544	329	212	119	151
	%	23.1	30.9	18.7	12.0	6.7	8.6
When I already know the material that is being taught, my teacher(s) give(s) me more advanced assignments.	<i>n</i>	380	535	332	226	153	149
	%	21.4	30.1	18.7	12.7	8.6	8.4
Students at school bully me.	<i>n</i>	78	112	167	353	856	126
	%	4.6	6.6	9.9	20.9	50.6	7.4
Teachers or another adult at school told our class about bullying this school year.	<i>n</i>	579	562	178	143	95	197
	%	33.0	32.0	10.1	8.2	5.4	11.2
I know how to report a bullying incident.	<i>n</i>	558	630	200	74	83	197
	%	32.0	36.2	11.5	4.2	4.8	11.3
(High School Only) This year, school staff has helped me to plan for life after graduation.	<i>n</i>	294	344	175	144	91	73
	%	26.2	30.7	15.6	12.8	8.1	6.5

(table continues)



Student Responses (*continued*).

I was bullied when a student/students did the following: (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Hit or threw something at me	59	31.1
Said things to me (called me names, insulted me, threatened me)	121	63.7
Spread rumors about me, told other students things that hurt my feelings, or excluded me from groups	71	37.4
Sent something to me electronically (for example, over the internet, in an e-mail, or through an instant message)	34	17.9
Did not answer	28	14.7

I was bullied when I was in the following school areas. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
On the bus	48	25.3
In the classroom	93	48.9
In the cafeteria	56	29.5
In a hallway	62	32.6
In a restroom	14	7.4
Other school areas	50	26.3
Did not answer	33	17.4

After I was bullied, I did the following. (Responses from students who Strongly Agree or Agree that "Students at school bully me.")*	<i>n</i>	%
Told an adult at school	81	42.6
Told my parents	60	31.6
Told my friends	43	22.6
Told someone else	33	17.4
Did not tell anyone	46	24.2
Did not answer	33	17.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (*continued*).

After I told an adult at school about being bullied, the bullying (Responses from students who told an adult at school about being bullied)	<i>n</i>	%
Stopped	23	28.4
Got worse	19	23.5
Stayed the same	34	42.0
Did not answer	5	6.2

At my school, I have used the following technologies for learning.*	<i>n</i>	%
Internet research databases or sites	1,201	66.8
BEEP Student Portal	725	40.3
Digital textbooks or e-books	499	27.8
Student Laptop Carts or Classroom computers	1,017	56.6
Classroom Web site or wikis with instructional activities	683	38.0
Student Response Systems (Clickers)	269	15.0
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	780	43.4
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	392	21.8
Atomic Learning	179	10.0
NetTrekker d.i. search resource	113	6.3
Discovery Education (United Streaming)	250	13.9
FCAT Explorer	899	50.0
Virtual Counselor	1,074	59.7
E-readers or tablets (Kindle, iPads, Nook, iPod)	143	8.0
Other technologies	57	3.2
None	130	7.2
Did not answer	169	9.4

(*table continues*)

\* Multiple response variable. Students could "Mark all that apply."

Student Responses (continued).

At home, I have used the following technologies for learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	922	51.3
BEEP Student Portal	481	26.8
Digital textbooks or e-books	354	19.7
Classroom Web site or wikis with instructional activities	357	19.9
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	471	26.2
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	200	11.1
Atomic Learning	129	7.2
NetTrekker d.i. search resource	106	5.9
FCAT Explorer	516	28.7
Virtual Counselor	750	41.7
E-readers or tablets (Kindle, iPads, Nook, iPod)	168	9.3
Other technologies	53	2.9
None	273	15.2
Did not answer	301	16.7

\* Multiple response variable. Students could "Mark all that apply."

## Staff Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
I believe all students can succeed.	<i>n</i>	325	162	9	11	3	0
	%	63.7	31.8	1.8	2.2	0.6	0.0
I regularly assess students and inform them of their academic progress.	<i>n</i>	325	161	17	1	0	2
	%	64.2	31.8	3.4	0.2	0.0	0.4
I work with each student to explain material in a way that he/she can understand.	<i>n</i>	374	124	6	1	0	0
	%	74.1	24.6	1.2	0.2	0.0	0.0
I treat all my students with fairness.	<i>n</i>	428	81	0	1	0	0
	%	83.9	15.9	0.0	0.2	0.0	0.0
My students show me respect.	<i>n</i>	248	192	44	22	4	0
	%	48.6	37.6	8.6	4.3	0.8	0.0
The students are safe at school.	<i>n</i>	248	195	46	14	6	0
	%	48.7	38.3	9.0	2.8	1.2	0.0
I feel safe at my school.	<i>n</i>	253	196	35	19	9	0
	%	49.4	38.3	6.8	3.7	1.8	0.0
Rules are applied fairly to all students at my school.	<i>n</i>	246	161	48	39	14	2
	%	48.2	31.6	9.4	7.6	2.7	0.4
I am proud of my school.	<i>n</i>	284	170	33	12	6	0
	%	56.2	33.7	6.5	2.4	1.2	0.0
My school is kept clean and in good condition.	<i>n</i>	236	212	27	22	13	0
	%	46.3	41.6	5.3	4.3	2.5	0.0
There is an adult at school that students and parents can talk to about students' problems.	<i>n</i>	348	142	9	7	0	3
	%	68.4	27.9	1.8	1.4	0.0	0.6
I give challenging homework assignments.	<i>n</i>	147	121	174	27	8	23
	%	29.4	24.2	34.8	5.4	1.6	4.6
My students can meet with a guidance counselor when they need assistance in school.	<i>n</i>	276	179	34	7	3	6
	%	54.7	35.4	6.7	1.4	0.6	1.2
The principal at my school responds to my concerns.	<i>n</i>	307	145	33	17	8	2
	%	60.0	28.3	6.4	3.3	1.6	0.4
The principal does an effective job of running my school.	<i>n</i>	294	147	39	17	12	2
	%	57.5	28.8	7.6	3.3	2.3	0.4
Administrators are highly visible throughout my school.	<i>n</i>	284	168	30	18	9	1
	%	55.7	32.9	5.9	3.5	1.8	0.2
Students bring drugs or alcohol to this school.	<i>S</i>	20	87	97	90	131	79
	%	4.0	17.3	19.2	17.9	26.0	15.7
Students carry weapons at this school.	<i>n</i>	17	40	83	114	167	83
	%	3.4	7.9	16.5	22.6	33.1	16.5
The training I have received through staff development activities has enabled me to become a better teacher.	<i>n</i>	242	198	40	19	7	1
	%	47.7	39.1	7.9	3.7	1.4	0.2
My input on school decisions is solicited and valued.	<i>n</i>	177	172	84	47	22	5
	%	34.9	33.9	16.6	9.3	4.3	1.0
I am satisfied with the working conditions at my school.	<i>n</i>	198	215	54	30	11	0
	%	39.0	42.3	10.6	5.9	2.2	0.0
All students are accepted and feel like they belong at this school.	<i>n</i>	212	212	53	19	6	5
	%	41.8	41.8	10.5	3.7	1.2	1.0

(table continues)

Staff Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my students' recent test scores with guidance or other school staff.	<i>n</i>	204	211	61	17	3	8
	%	40.5	41.9	12.1	3.4	0.6	1.6
My students have sufficient access to computers and technology at school to do their schoolwork.	<i>n</i>	247	166	35	41	14	5
	%	48.6	32.7	6.9	8.1	2.8	1.0
I have taught my current students how to use technology (computers and Internet) to do their schoolwork.	<i>n</i>	216	195	59	21	5	7
	%	42.9	38.8	11.7	4.2	1.0	1.4
This school contacts parents when behavior problems occur at school.	<i>n</i>	267	165	45	3	6	19
	%	52.9	32.7	8.9	0.6	1.2	3.8
This year, school staff has helped my students to select high level courses that challenge their abilities.	<i>n</i>	143	161	136	26	0	29
	%	28.9	32.5	27.5	5.3	0.0	5.9
I have been trained on the Anti-Bullying policy this school year.	<i>n</i>	324	166	12	5	0	2
	%	63.7	32.6	2.4	1.0	0.0	0.4
I can effectively handle a bullying situation.	<i>n</i>	254	211	34	5	2	2
	%	50.0	41.5	6.7	1.0	0.4	0.4
Students at school bully one another.	<i>n</i>	42	125	108	98	102	34
	%	8.3	24.6	21.2	19.3	20.0	6.7
(High School Only) This year, school staff has helped students to plan for life after graduation.	<i>n</i>	122	132	60	6	2	16
	%	36.1	39.1	17.8	1.8	0.6	4.7

(table continues)

Staff Responses (*continued*).

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I use the following technologies in my classroom to support learning.*	<i>n</i>	<i>%</i>
Internet research databases or sites	387	75.6
BEEP Teacher/Student Portal	287	56.1
Digital textbooks or e-books	174	34.0
Student Laptop Carts or Classroom computers	315	61.5
Classroom Web site or wikis with instructional activities	155	30.3
Document Cameras	106	20.7
Interactive whiteboards or slates	185	36.1
Student Response Systems (Clickers)	51	10.0
Computer Software (for example, word processor, spreadsheet, charts/graphs, data analysis, video production, presentations) for Student Assignments/Activities	305	59.6
Integrated learning systems (for example, CCC/SuccessMaker, Compass Odyssey, Destination Success/Riverdeep)	160	31.2
Atomic Learning	122	23.8
NetTrekker d.i. search resource	29	5.7
Discovery Education (United Streaming)	188	36.7
Learning Village Lesson/Unit Plans	159	31.1
Virtual Counselor	313	61.1
E-readers or tablets (Kindle, iPads, Nook, iPod)	38	7.4
Other technologies	93	18.2
None	19	3.7
Did not answer	31	6.1

\* Multiple response variable. Staff could "Mark all that apply."

## Parent Responses

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
My child's teacher(s) believe(s) that he/she can succeed.	<i>n</i>	133	87	15	0	0	8
	%	54.7	35.8	6.2	0.0	0.0	3.3
My child's teacher(s) inform(s) him/her about his/her academic progress.	<i>n</i>	98	112	12	6	1	14
	%	40.3	46.1	4.9	2.5	0.4	5.8
My child's teacher(s) present(s) material in a way appropriate for my child.	<i>n</i>	96	100	19	2	1	21
	%	40.2	41.8	7.9	0.8	0.4	8.8
My child's teacher(s) treat(s) him/her with fairness.	<i>n</i>	107	90	14	9	2	18
	%	44.6	37.5	5.8	3.8	0.8	7.5
	<i>n</i>	117	93	19	3	1	8
My child shows respect to his/her teacher(s).	%	48.5	38.6	7.9	1.2	0.4	3.3
	<i>n</i>	102	92	17	8	5	17
My child is safe at school.	%	42.3	38.2	7.1	3.3	2.1	7.1
This year, school staff has helped my child to select high level courses that challenge his/her abilities.	<i>n</i>	72	82	48	6	3	28
	%	30.1	34.3	20.1	2.5	1.3	11.7
Rules are applied fairly to all students at my child's school.	<i>n</i>	103	89	18	8	4	16
	%	43.3	37.4	7.6	3.4	1.7	6.7
When I contact my child's school or the school district, I feel welcomed and I am treated with courtesy.	<i>n</i>	122	93	13	6	3	3
	%	50.8	38.8	5.4	2.5	1.3	1.3
	<i>n</i>	101	96	25	5	5	9
I am proud of my child's school.	%	41.9	39.8	10.4	2.1	2.1	3.7
My child's school is kept clean and in good condition.	<i>n</i>	105	96	20	3	4	13
	%	43.6	39.8	8.3	1.2	1.7	5.4
There is an adult at school I can talk to about my child's problems.	<i>n</i>	119	92	8	3	4	12
	%	50.0	38.7	3.4	1.3	1.7	5.0
My child's homework assignments are challenging.	<i>n</i>	40	59	71	19	13	31
	%	17.2	25.3	30.5	8.2	5.6	13.3
My child can meet with a guidance counselor when he/she needs assistance in school.	<i>n</i>	88	91	27	3	4	25
	%	37.0	38.2	11.3	1.3	1.7	10.5
The principal at my child's school responds to my concerns.	<i>n</i>	84	76	41	6	3	30
	%	35.0	31.7	17.1	2.5	1.3	12.5
The principal does an effective job of running my child's school.	<i>n</i>	100	87	22	4	4	23
	%	41.7	36.3	9.2	1.7	1.7	9.6
Administrators are highly visible throughout my child's school.	<i>n</i>	93	99	19	5	2	21
	%	38.9	41.4	7.9	2.1	0.8	8.8
Students bring drugs or alcohol to my child's school.	<i>n</i>	6	15	26	41	76	76
	%	2.5	6.3	10.8	17.1	31.7	31.7
	<i>n</i>	6	8	22	36	87	80
Students carry weapons at my child's school.	%	2.5	3.3	9.2	15.1	36.4	33.5
My input on school decisions is solicited and valued.	<i>n</i>	50	87	48	7	8	36
	%	21.2	36.9	20.3	3.0	3.4	15.3
My child is accepted and feels like he/she belongs at this school.	<i>n</i>	97	91	19	10	7	14
	%	40.8	38.2	8.0	4.2	2.9	5.9

(table continues)

Parent Responses (*continued*).

		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	Don't Know
This year I have discussed my child's recent test scores with a guidance counselor, teacher(s), or other school staff.	<i>n</i>	65	79	32	34	9	17
	%	27.5	33.5	13.6	14.4	3.8	7.2
My child has sufficient access to computers and technology at school to do his/her schoolwork.	<i>n</i>	86	86	25	10	5	26
	%	36.1	36.1	10.5	4.2	2.1	10.9
My child's current teachers have taught him/her how to use technology (computers and Internet) to do his/her schoolwork.	<i>n</i>	70	89	32	16	5	24
	%	29.7	37.7	13.6	6.8	2.1	10.2
My child's school contacts me when behavior problems occur at school.	<i>n</i>	112	91	18	5	3	8
	%	47.3	38.4	7.6	2.1	1.3	3.4
I have used the district's BEEP Web site, during this school year, to access Virtual Counselor or information about my child's education.	<i>n</i>	41	65	41	44	16	25
	%	17.7	28.0	17.7	19.0	6.9	10.8
My child's school informed me about the Anti-Bullying policy this school year (e.g., parent meetings, newsletters, other communications).	<i>n</i>	66	92	24	18	8	24
	%	28.4	39.7	10.3	7.8	3.4	10.3
Students at school bully my child.	<i>n</i>	6	14	21	66	102	28
	%	2.5	5.9	8.9	27.8	43.0	11.8
After my child was bullied, I contacted school staff. (Responses from parents who Strongly Agree or Agree with "Students at school bully my child.")	<i>n</i>	4	8	3	4	0	0
	%	21.1	42.1	15.8	21.1	0.0	0.0
After I contacted school staff, the bullying behavior against my child stopped. (Responses from parents who Strongly Agree or Agree with "After my child was bullied, I contacted school staff.")	<i>n</i>	0	0	0	1	1	1
	%	0.0	0.0	0.0	33.3	33.3	33.3
(High School Only) This year, school staff has helped my child to plan for life after graduation.	<i>n</i>	34	48	17	12	1	18
	%	26.2	36.9	13.1	9.2	0.8	13.8