



# **Stakeholder Feedback Diagnostic**

**Natural Bridge Elementary School**

**Miami-Dade County Public Schools**

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## **Introduction**

The Stakeholder Feedback Diagnostic is designed to analyze the institution's survey results in terms of areas of achievement and areas that need improvement. Further, the diagnostic is essential to the accreditation and continuous improvement processes in that it provides the institution with a comprehensive view of the aggregate scores of the surveys administered, and the actual total of respondents for each survey type to derive a single score for this diagnostic. The performance level score computed at the completion of the diagnostic is used to broaden and enhance the external review team's understanding of the stakeholder's perceptions of the institution; the diagnostic should be used in the same manner by the institution as it engages in improvement planning.

**Stakeholder Feedback Data**

<b>Label</b>	<b>Assurance</b>	<b>Response</b>	<b>Comment</b>	<b>Attachment</b>
1.	Did you complete the Stakeholder Feedback Data document offline and upload below?	Yes		2013-14 Stakeholder Feedback Data Document 3661

**Evaluative Criteria and Rubrics**

Overall Rating: 4.0

	<b>Statement or Question</b>	<b>Response</b>	<b>Rating</b>
1.	Questionnaire Administration	All required AdvancED questionnaires were used by the institution to receive stakeholder feedback. The minimum response rate for each population was met (parent questionnaire: equal to or greater than 20%, student questionnaire(s): equal to or greater than 40%, staff questionnaire: equal to or greater than 60%). Questionnaires were administered with complete fidelity to the appropriate administrative procedures. In every instance, the stakeholders to whom these questionnaires were administered fully represented the populations served by the institution. Appropriate accommodations were provided as necessary for all participants.	Level 4

	<b>Statement or Question</b>	<b>Response</b>	<b>Rating</b>
2.	Stakeholder Feedback Results and Analysis	Two or more of the stakeholder questionnaires had average item values of 4.30 or higher (on a 5.0 scale). All questionnaires had an average item value of 3.20 or above (on a 5.0 scale). Results of stakeholder feedback collected by the institution were well analyzed and clearly presented.	Level 4

## **Areas of Notable Achievement**

### **Which area(s) indicate the overall highest level of satisfaction or approval?**

The highest level of satisfaction for students is Standard 1: Purpose and Direction. Parents believe that staff wants all students to learn, that students are learning new things that will help them and that students are treated fairly. Staff also chose Standard 1. They believe that our school's purpose statement is clearly focused on student success. It is formally reviewed and revised based on shared values, beliefs and supportive of policies adopted by the school board. The school's continuous improvement process is based on data and goals.

Also, the parents highly rated Standard 3: Teaching and Assessing for Learning. Parents believe that teachers are friendly and easy to talk to and that our school is safe and secure. They also feel that students are being taught academic and computer skills effectively.

### **Which area(s) show a trend toward increasing stakeholder satisfaction or approval?**

The trend is that all stakeholders, i.e. parents, staff and students, feel that our purpose and direction are well-stated, and that the result of the collaborative effort by all stakeholders is being executed appropriately. In comparing previous years' data, parents stated that they felt the school was effective in teaching students at a rate of 88 percent for 2010-2011, 79 percent for 2011-2012 and 86 percent for 2012-13.

All stakeholders felt the school was safe and secure. The response level for parents was 79 percent, 62 percent for students and 85 percent for staff in the 2012-2013 school year. In the year 2011-2012, the results were 86 percent for parents, 68 percent for students and 93 percent for staff.

Finally, parents' satisfaction with the bus drivers went from 32 percent in 2011-2012 to 47 percent in 2012-2013.

### **Which of the above reported findings are consistent with findings from other stakeholder feedback sources?**

According to the 2012-2013 School Climate Survey, the results from staff at Natural Bridge Elementary shows an increase in satisfaction from 90 percent to 90.8 percent in Standard 1: Purpose and Direction. The data also shows an increase in satisfaction for students in Standard 1 as well from 82 percent to 93.6 percent. This positive trend is also demonstrated in the parent results for Standard 1. It shows an increase from 83 percent to 84 percent.

The results of parents' feedback indicates that they were satisfied with the academic program their children were receiving. Data in this area ranged from 86 percent to 92 percent satisfactory in the 2012-2013 School Climate Survey. Students responses were also rated high in this area as well. Students' responses ranged from 71 percent to 93 percent.

## **Areas in Need of Improvement**

### **Which area(s) indicate the overall lowest level of satisfaction or approval?**

The overall lowest area of satisfaction is identified in the parent survey. In 2012-2013, parents showed a significant decline in their assessment of whether teachers included them in matters affecting their children. This rating declined from 94 percent in 2011-12 to 84 percent in 2012-13. This demonstrated a decline of 10 percentage points in an area that has an invaluable impact on student achievement. There is a need for teachers to communicate with parents in a more effective and consistent manner. In order to address this issue the effort of contacting every parent(s) at least once a month will be emphasized at faculty meetings. Moreover, the use of the parent/teacher communication log will be reviewed at the mid-year IPEGS conference meeting between teacher and administration.

Additionally, we also experienced a decline in the area of students' positive feelings towards school. This number went from 88 percent in 2011-2012 to 82 percent in 2012-2013. Although, this reduction is not significant, it should be monitored to ensure that it does not continue to decline. Positive feelings towards school will continued to be discussed at student assemblies and teacher-student conferences.

### **Which area(s) show a trend toward decreasing stakeholder satisfaction or approval?**

There is a decrease in stakeholder satisfaction and confidence in school safety. In 2012-13 students identified they felt less safe about the school. This number went form 68 percent in 2011-2012 to 62 percent in 2012-2013. Likewise, there was a decrease in how staff rated this area as well. The number for staff was 93 percent and 85 percent respectively for 2011-2012 and 2012-2013. Finally, the parents' survey also demonstrated a reduction in numbers for this area from 86 percent to 79 percent when comparing the 2011-2012 School Climate Survey to 2012-2013.

The strategic and effective use of security monitors will be reviewed to increase school safety for all stakeholders. Additionally, staff will assist with morning arrivals and afternoon dismissals to provide supervision and increase visibility. The school policy of everyone taking responsibility for school safety will be revisited at staff, parent and student meetings.

### **What are the implications for these stakeholder perceptions?**

The implications for stakeholder perceptions include loss of parents' trust in effectiveness of school and loss of confidence in the school's resources and support systems, including bus services and security concerns.

Based on these findings, staff and administration needs to initiate steps to communicate more effectively with both students and parents about what measures are in place to ensure their safety and security. More communication in this area with all stakeholders will alleviate the stress and unease that is demonstrated in the responses to these survey questions.

Additionally, administration and staff need to include discussions on what the school is doing to improve safety and security in faculty meetings and/or PTA meetings. These discussions also need to be included in student assemblies, albeit to a lesser degree.

**Which of the above reported findings are consistent with findings from other stakeholder feedback sources?**

The decline in academic effectiveness identified by parents in the survey for 2012-13 is consistent with the student data from FCAT 2012-2013 when compared to 2011-2012. This data is further corroborated by the school grade which went from a B to a C for the same time period.

In order to address this negative trend, the school is conducting professional development with the assistance of district staff to familiarize teachers with the new Reading series, intervention, accessing additional resources, and use of data to drive instruction. We are also providing more classroom support to teachers new to the grade level and modeling differentiated instruction as well as effective teaching strategies with the end result of reversing this negative trend in student achievement.

## Report Summary

### Scores By Section

