



Stakeholder Feedback Diagnostic

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

Label	Assurance	Response	Comment	Attachment
1.	Did you complete the Stakeholder Feedback Data document offline and upload below?	Yes		2013-14 District Stakeholder Survey Report

Evaluative Criteria and Rubrics

Overall Rating: 3.5

	Statement or Question	Response	Rating
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

	Statement or Question	Response	Rating
2.	Stakeholder Feedback Results and Analysis	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 acceptably analyzed and presented with reasonable clarity.	Level 3

Areas of Notable Achievement

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

The Parent Survey results indicate an overall satisfaction average of 4.11, demonstrating parents' support for and approval of their children's academic progress. In Standard 3: Teaching and Assessing for Learning, the highest level of satisfaction is 4.35. Parents indicate their highest level of approval towards the survey item that states, "My child's school is effectively teaching students to speak and write correctly in English." The results of this statement support the overall satisfaction of parents with the academic instruction and learning of their children.

The total average for the Elementary Student Survey is 4.58. The highest rated standards amongst elementary students are Standard 4: Resource and Support Systems (4.9) and Standard 5: Using Results for Continuous Improvement (4.9). Elementary students are most satisfied with their principal and teachers when they tell them they do a "good job" (4.93) and help them get "ready for the next grade" (4.95). These results validate that primary students value positive reinforcement and support as they strive to reach academic success.

The Staff Survey overall average is 4.17, with Standard 1: Purpose and Direction receiving the highest ratings at 4.4. The survey results demonstrate that staff members believe that the "school's purpose statement is clearly focused on student success" (4.51). This strong level of approval from District staff is indicative of their support for the District Strategic Framework's singular goal of student achievement.

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

An area that demonstrates increasing stakeholder satisfaction is Standard 1: Purpose and Direction. It is the highest scoring standard among staff (4.4) and secondary students (3.7), and the second highest among parents (4.2). Within this area, consistent feedback from all stakeholders establishes the perception that students are receiving a quality education at their school. Staff survey results indicate that the "school's purpose statement is clearly focused on student success" (4.51), while secondary students believe that a "high quality education is being offered" (3.87).

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

AdvancED Survey results indicate that Miami-Dade County Public Schools' (M-DCPS) stakeholders believe children are getting a good education at their schools, with a satisfaction rating of 4.34 among parents, 3.96 among primary students, and 3.87 among secondary students. Annually, the District's schools conduct a School Climate Survey and the data are then aggregated to yield District results. Reported findings from these surveys are consistent with AdvancED stakeholder survey results. The 2012-2013 District School Climate Survey reveals that staff, parents, and students are all satisfied with the quality of education students are receiving at M-DCPS elementary, K-8, middle, and senior high schools. School Climate results indicate that 89% of elementary students, 83% of K-8 students, 75% of middle school students, and 72% of senior high students reported they are receiving a "good education" at their school. M-DCPS staff members reported satisfaction with students' education at all levels: 92% at the elementary level, 94% at the K-8 level, and 88% at the middle and high school levels. Parents are also satisfied with their children's education, with 92% approving at the elementary level, 93% at the K-8 level, 89% at the middle school level, and 86% at the high school level. The results of the AdvancED Stakeholder Survey for the aforementioned areas are supported and validated by the District's 2012-2013 School Climate Survey results.

Areas in Need of Improvement

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

- The results of the parent survey received a strong overall score of 4.11. A more detailed review of the individual questions within the parent survey yields school lunches as the area with the lowest level of satisfaction. The survey item stating, "My child's school serves lunches that are nutritious and taste good" received a score of 3.43.

- The stakeholder survey results for staff indicate an overall performance level of 4.17. The question with the lowest level of approval was under Standard 3. The survey item stating, "In my school, a formal process is in place to support new staff members in their professional practice" received a score of 3.82.

- Elementary student survey results reveal an overall rating of 4.58. The item with the lowest level of approval (3.58) was "In my school my principal and teachers want every student to learn."

- Secondary student survey results showed that Standard 4: Resource and Support Systems (3.4) and Standard 5: Using Results for Continuous Improvement (3.4) had the lowest scores of the five standards. A review of the ratings for the items under these standards indicates that Standard 4 had the lowest scoring item ("In my school, students respect the property of others"), with a score of 2.77.

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

In comparing the stakeholder surveys, Standard 4: Resource and Support Systems demonstrates a trend toward decreasing satisfaction across surveys with an overall score of 3.4 for secondary students; 4.1 for staff; and 4.0 for parents. It is important to note that these ratings are still relatively high.

What are the implications for these stakeholder perceptions?

The overall score of the parent survey was strong (4.11). The lowest area of satisfaction among parents was school lunches (3.43). M-DCPS is striving to address this concern through the Healthy Schools Program and wellness initiatives. Nutritious snacks are served in every school and vending machines at schools are regulated in terms of operational hours and the types of snacks offered. District efforts have resulted in many national recognitions in recent years. For example, 19 schools have been recognized as the Healthiest Schools in the Nation by the Alliance for a Healthier Generation and were honored at the Healthy Schools Program Forum in Little Rock, Arkansas in September 2013. In addition, two schools received a silver recognition award and 17 schools received a bronze national recognition award. The awards recognized the schools for their levels of academic achievement, school meals, health and physical education, and employee wellness.

Although the overall score of the staff survey (4.17) was strong, support for teachers new to the profession was the area with the lowest individual item score (3.82). The District has formal procedures in place for beginning teachers through the Mentoring and Induction for New Teachers (MINT) program. The MINT program provides new teachers with coaching from a mentor teacher. However, this rating indicates

the need to improve District-wide communication systems about the availability of support mechanisms for new teachers. In addition, collaboration through mechanisms such as professional learning communities at school sites for beginning teachers needs to be strengthened.

The survey results indicate that Standard 4: Resource and Support Systems (3.4) and Standard 5: Using Results for Continuous Improvement (3.4) scored the lowest of the five standards. Standard 4 had the lowest scoring item ("In my school, students respect the property of others"), with a score of 2.77. The District's Student Services Department will address this concern through continuous emphasis on Character Education and the Student Code of Conduct.

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

An area that consistently demonstrates a low approval rating among stakeholders, parents and students alike, is school lunches. Stakeholders believe that the lunches are not nutritious enough and do not "look and taste good." According to the 2012-2013 School Climate Survey, parents scored lunches relatively low: 64% of parents at the elementary level, 52% of parents at the K-8 level, 44% of parents at the middle school level, and 39% of parents at the high school level were satisfied with school lunches. Students also gave school lunches low approval ratings: 30% at the elementary level, 24% at the K-8 level, 20% at the middle school level, and 21% at the senior high level. With America's state of affairs when it comes to food choices and childhood obesity on the rise, it is understandable why the healthier school lunches would not appeal to most students. M-DCPS is working diligently through their Healthy Schools Program, Physical Education Program (PEP), Miami Children's Hospital's Health Teacher Program Grant, and wellness programs to promote an active and healthy lifestyle and help students and staff create healthy habits for life. In addition, M-DCPS received a 3-year grant (Active Schools!-Healthy Students) for middle schools to promote innovative strategies to increase physical activity.

Report Summary

Scores By Section

