

2013 Satisfaction Surveys

Student / Community / Faculty



District Goal 3, Objective B

The South Orange-Maplewood Public Schools will communicate with the School District community to foster transparency, accountability and community engagement with respect to the development and implementation of District policies.

- Indicator 3: An annual survey will be completed to gather information from parents, students and staff regarding the achievement of District goals and the delivery of educational services in the District.

Objective

The purpose of the surveys was to gauge the general satisfaction of our parents, faculty, and high school students regarding quality of:

- Curriculum and instruction;
- Communications with teachers, administrators and the Board of Education;
- Student conduct.

Common Patterns

Satisfaction is generally high amongst students and the community, with “satisfactory” or “very satisfactory” selected most frequently in all questions.

- Areas of lowest satisfaction on both the community and student survey include communications about level placement and about high stake tests and what they mean.

Satisfaction is relatively high amongst faculty, with “satisfactory” or “very satisfactory” selected most frequently in 75% of all questions.

- Collegiality among faculty members in your department consistently received the highest rating the past 3 years
- The ability to influence decisions in the district consistently receives low ratings by the faculty.

Satisfaction Surveys

- Three (3) survey campaigns were conducted during the month of May 2013.
- Each survey was targeted to a specific audience.
 - High School Students
 - Parents and Guardians
 - Faculty

Survey Structure

- Each question accepted a response 1 through 4 and NA. The rubric is as follows:
 - (1) is "Very satisfactory,"
 - (2) is "Satisfactory,"
 - (3) is "Unsatisfactory"
 - (4) is "Very unsatisfactory."
 - (N/A) is Not Applicable

High School Student Satisfaction Survey

- The survey consisted of 74 questions.
- 1381 (75%) students responded to the survey this year as compared to 1617 last year. There were 1837 students enrolled in the high school when collecting survey information.

According to the Student Survey

- Satisfactory was selected most frequently in all 74 areas.
- The details of the student survey results are listed in the appendix of this presentation, sorted by average rating.

While examining the results of the last 3 student surveys the following items consistently received the highest mean ratings

- My Social Studies and Language Arts level placement
- Quality of Art and Music curriculum and instruction

While examining the results of the last 3 student surveys the following items consistently received the lowest mean ratings

- Discipline/Attendance policy, Students are treated fairly
- Students are well behaved and respectful toward school facilities, staff, and students
- Communication of level placement procedures and academic options and opportunities

Community Satisfaction Survey

- The survey consisted of 34 questions.
- 1062 responses were received this year as compared to 996 last year.
- Invitations to participate in the survey were sent via SchoolMessenger to every family, and were distributed through the Presidents' Council, school PTAs and HSAs, and through local media.

According to the Community Survey

- Very satisfactory was selected most frequently in 3 areas.
 - Notification of school closings
 - You are aware of how to contact your child's teacher if you have questions about your child's progress
 - When you contact your child's teacher your concerns are given proper attention
- Satisfactory was selected most frequently in 31 areas.

According to the Community Survey

- Unsatisfactory was not selected most frequently in any area.
- Very unsatisfactory was not selected most frequently in any area.
- All areas surveyed received the greatest number of responses as very satisfactory or satisfactory.
- The details of the community survey results are listed in the appendix of this presentation, sorted by average rating.

While examining the results of the last 3 community surveys the following items consistently received the highest mean ratings

- Notification of school closings
- You are aware of how to contact your child's teacher if you have questions about your child's progress
- Notice of school events

While examining the results of the last 3 community surveys the following items consistently received the lowest mean ratings

- Explanation of what my child's level placement means
- Explanation about tests and what they mean
- Notification of level placement procedures

Faculty Satisfaction Survey

- 63 questions were asked.
- 246 school district employees responded this year as compared to 224 last year.
- The distribution of responses by building location was balanced.
- The distribution of responses by department was balanced.
- 86% of the responses were from teachers.

According to the Faculty Survey

- Very satisfactory was selected most frequently in 1 area.
 - Quality of material resources for Math instruction
- Satisfactory was selected most frequently in 46 areas.

According to the Faculty Survey

- Very Unsatisfactory was selected most frequently in 2 areas.
 - Level of the district's focus on state tests
 - Level of the district's focus on the achievement gap
- Unsatisfactory was selected most frequently in 12 areas.
- The details of the faculty survey results are listed in the appendix of this presentation, sorted by average rating.

While examining the results of the last 3 faculty surveys the following items consistently received the highest mean ratings

- Collegiality among faculty members in your department

While examining the results of the last 3 faculty surveys the following items consistently received the lowest mean ratings

- Ability to influence decisions in the district

Common Patterns

Satisfaction is generally high amongst students and the community, with “satisfactory” or “very satisfactory” selected most frequently in all questions.

- Areas of lowest satisfaction on both the community and student survey include communications about level placement and about high stake tests and what they mean.

Satisfaction is relatively high amongst faculty, with “satisfactory” or “very satisfactory” selected most frequently in 75% of all questions.

- Collegiality among faculty members in your department consistently received the highest rating the past 3 years
- The ability to influence decisions in the district consistently receives low ratings by the faculty.

What are we doing with this information?

- Building and departmental results will be shared with the principals and supervisors to help them target individual and department goals.
- Survey comments will be read and analyzed in greater detail.
- Recommend using the survey results to inform decisions regarding District Goals.

South Orange and Maplewood 2012 Satisfaction Survey Results

APPENDIX

STUDENT

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Timeliness of teacher feedback in Music	211	243	52	28	813	40	1.81	1387
My Social Studies level placement	488	630	120	65	71	13	1.82	1387
Quality of Art Curriculum and Instruction	282	428	72	36	517	52	1.83	1387
Student conduct in Music Class	208	266	69	26	777	41	1.85	1387
Quality of teacher feedback in Art	272	442	85	32	521	35	1.85	1387
Quality of teacher feedback in Music	196	249	61	29	813	39	1.86	1387
My Language Arts level placement	432	725	133	59	26	12	1.87	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Quality of Music Curriculum and Instruction	261	345	70	50	625	36	1.87	1387
Timeliness of teacher feedback in Art	251	471	70	43	515	37	1.89	1387
My level of challenge and engagement in Music	211	249	62	44	745	76	1.89	1387
My level of challenge and engagement in Art	274	455	86	48	483	41	1.89	1387
My level of challenge and engagement in Social studies	384	670	163	80	66	24	1.95	1387
Quality of Social Studies Curriculum and Instruction	407	613	203	79	69	16	1.96	1387
My World Language level placement	322	657	159	62	162	25	1.97	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Student conduct in Art Class	233	459	102	54	501	38	1.97	1387
My Science level placement	369	675	182	76	70	15	1.97	1387
Student conduct in Social Studies Class	371	671	169	89	71	16	1.98	1387
Satisfaction with PowerSchool	381	654	150	105	0	97	1.98	1387
My Math level placement	362	701	202	74	42	6	1.99	1387
Quality of Science Curriculum and Instruction	348	681	193	84	69	12	2.01	1387
My level of challenge and engagement in Math	303	762	204	64	38	16	2.02	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Student conduct in Language Arts Class	296	789	180	77	31	14	2.03	1387
Timeliness of teacher feedback in Science	337	677	206	84	67	16	2.03	1387
Quality of teacher feedback in Social Studies	366	626	206	108	70	11	2.04	1387
My level of challenge and engagement in Language arts	338	698	230	84	26	11	2.04	1387
Quality of Math Curriculum and Instruction	272	815	183	77	34	6	2.05	1387
Quality of Language Arts Curriculum and Instruction	321	719	228	79	26	14	2.05	1387
My level of challenge and engagement in Science	312	659	220	87	85	24	2.06	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Quality of counseling services	305	624	182	105	144	27	2.07	1387
Quality of teacher feedback in Science	321	661	225	97	73	10	2.08	1387
Student conduct in Science Class	290	712	219	85	70	11	2.08	1387
My level of challenge and engagement in Physical Education	292	758	168	114	46	9	2.08	1387
Timeliness of teacher feedback in Math	273	774	208	87	42	3	2.08	1387
Quality of Physical Education Curriculum and Instruction	281	734	204	104	50	14	2.10	1387
Student conduct in Math Class	256	774	213	89	46	9	2.10	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Timeliness of teacher feedback in World Language	266	626	203	96	163	33	2.11	1387
Quality of teacher feedback in Math	263	752	231	95	35	11	2.12	1387
My level of challenge and engagement in World Language	241	664	203	90	155	34	2.12	1387
Quality of teacher feedback in Language Arts	299	708	221	119	29	11	2.12	1387
Timeliness of teacher feedback in Social Studies	321	628	240	121	64	13	2.12	1387
Student conduct in Physical Education Class	278	715	223	111	48	12	2.13	1387
Student conduct in World Language Class	219	682	199	93	162	32	2.14	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Accessibility of assignments through PowerSchool, Edmode, etc.	251	682	231	105	88	30	2.15	1387
Quality of counseling about scheduling/course selection	272	624	237	113	114	27	2.15	1387
Quality of teacher feedback in World Language	256	605	226	110	162	28	2.16	1387
Communication from/with teachers	174	821	233	85	55	19	2.17	1387
Quality of World Language Curriculum and Instruction	236	624	217	118	153	39	2.18	1387
Accessibility of teachers/faculty during school	143	839	252	79	52	22	2.20	1387
Quality of counseling about college	224	483	254	109	279	38	2.23	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Quality of Library/Media Center resources	186	721	212	135	109	24	2.24	1387
Accessibility of teachers/faculty before or after school	162	758	282	100	63	22	2.25	1387
Quality of Library/Media Center services	195	685	230	140	117	20	2.25	1387
Timeliness of teacher feedback in Language Arts	244	667	279	164	28	5	2.27	1387
Accessibility of teachers/faculty via email	155	708	278	114	109	23	2.28	1387
Overall academic experience in the district	160	771	210	160	54	32	2.28	1387
Student access to technology	219	649	255	167	72	25	2.29	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Accessibility of teachers/faculty through educational social sites (i.e. Edmode)	144	654	224	132	210	23	2.30	1387
Access to online research material	213	637	288	167	64	18	2.31	1387
I am treated fairly	184	698	223	199	56	27	2.34	1387
The district's overall quality of curriculum and instruction	107	769	268	151	60	32	2.36	1387
Communication about advanced placement courses	149	648	298	157	114	21	2.37	1387
My overall satisfaction with my experience at Columbia High School	154	711	249	196	50	27	2.37	1387
Communication of high stake exams and what they mean	128	632	316	157	128	26	2.41	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Communication of your academic options and opportunities	135	640	332	164	84	32	2.41	1387
Student access to the Library	188	604	313	209	55	18	2.41	1387
Communication of level placement procedures	115	560	411	191	91	19	2.53	1387
Students are well behaved and respectful toward students	86	629	367	220	56	29	2.55	1387
Students are well behaved and respectful toward staff	83	586	416	214	54	34	2.59	1387
Accessibility of teachers/faculty via voice mail	66	354	267	157	508	35	2.61	1387
Communication from/with school administration	77	528	389	275	92	26	2.68	1387

Student Survey Results – Sorted by Mean Rating

Question	Very satisfactory	Satisfactory	Unsatisfactory	Very Unsatisfactory	N/A	blank	Mean Rating	Responses
Students are well behaved and respectful toward school facilities	80	523	416	281	56	31	2.69	1387
Attendance policy	119	512	293	386	49	28	2.72	1387
Students are treated fairly	85	509	373	327	62	31	2.73	1387
Discipline policy	102	491	338	356	73	27	2.74	1387

COMMUNITY

Community Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Notification of school closings	551	466	25	10	10	1.52	1062
You are aware of how to contact your child's teacher if you have questions about your child's progress	526	464	46	18	8	1.58	1062
Notice of school events	462	529	55	12	4	1.64	1062
The atmosphere in your child's school is welcoming	449	475	90	41	7	1.74	1062
Notification of school attendance rules, regulations, and expectations	378	583	72	19	10	1.75	1062
You are aware of how to contact school administration if you have questions about your child's progress	399	540	82	26	15	1.75	1062
The building is orderly and organized	413	512	100	29	8	1.76	1062
You are aware of how to contact your child's guidance counselor if you have questions about your child's progress (secondary school families only)	246	314	56	20	426	1.76	1062
When you contact your child's teacher your concerns are given proper attention	437	412	108	49	56	1.77	1062
Your level of engagement in your child's school	332	621	65	23	21	1.79	1062

Community Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
The extracurricular activities available	346	543	92	24	57	1.80	1062
When you contact your child's guidance counselor, your concerns are given proper attention (secondary school families only)	200	238	55	27	542	1.83	1062
Communications from/with school administration	372	517	103	51	19	1.84	1062
Notice of district events	291	641	76	28	26	1.85	1062
District E-Newsletter	147	480	33	7	395	1.85	1062
Teachers set high standards for students	363	519	139	34	7	1.85	1062
How satisfied are you with the level of your child's academic placement?	302	516	121	35	88	1.89	1062
Information about your child's academic progress	330	540	154	32	6	1.89	1062
The education your child is receiving in this district	265	655	103	31	8	1.91	1062
Communication between your child's teacher(s) and home	365	476	146	62	13	1.91	1062

Community Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Please rate your experience with PowerSchool	121	258	56	13	211	1.91	659
This district meets the needs of your child	270	616	129	45	2	1.95	1062
When you contact school administration your concerns are given proper attention	281	404	117	62	198	1.95	1062
Communications from/with central office administration	198	595	105	51	113	2.01	1062
Board of Education meetings schedules and agendas	125	605	115	36	181	2.07	1062
Overall communications from/with the Board of Education	158	594	139	53	118	2.09	1062
The district's goals/mission as approved by the Board of Education	119	603	129	43	168	2.11	1062
Technological & multimedia instructional resources	163	531	208	50	110	2.15	1062
When you contact the Board of Education, you get a timely response	93	279	78	56	556	2.19	1062
Information shared regarding policies and actions considered or taken by the Board of Education	117	580	179	70	116	2.21	1062

Community Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
When you contact the Board of Education, you get a meaningful response	84	249	103	63	563	2.29	1062
Notification of level placement procedures	133	405	202	93	229	2.31	1062
Explanation about tests and what they mean	117	443	227	86	189	2.32	1062
Explanation of what my child's level placement means	130	381	234	82	235	2.32	1062

FACULTY

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Opportunities for professional development for Math	54	57	4	1	130	1.59	246
Quality of material resources for Math instruction	57	53	7	1	128	1.59	246
Quality of professional development for Math	47	58	8	0	133	1.65	246
Collegiality among faculty members in your department	88	116	23	10	9	1.81	246
Quality of support services for Math instruction	35	65	15	2	129	1.86	246
Collegiality among faculty members in your building	57	140	32	13	4	2.00	246
Quality of material resources for Music instruction	5	8	2	2	229	2.06	246
Quality of material resources for Language Arts instruction	16	70	22	3	135	2.11	246
Quality of professional development for Music	3	8	5	0	230	2.13	246
Opportunities for interaction with students outside classroom	31	142	40	11	22	2.14	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Inter-department/building collegiality among faculty members	36	148	34	19	9	2.15	246
Quality of support services for Language Arts instruction	17	61	27	6	135	2.20	246
Communications from/with department leadership	52	108	50	30	6	2.24	246
Student conduct in class	22	141	47	23	13	2.30	246
Quality of professional development for Physical Education	1	12	5	1	227	2.32	246
Communication of the district's goals	17	149	56	20	4	2.33	246
Quality of material resources for Physical Education instruction	2	12	5	2	225	2.33	246
Communications from/with school leadership	30	127	58	28	3	2.35	246
Communication of the district's vision/mission	17	143	63	19	4	2.35	246
Ability to influence decisions in the department	29	110	57	27	23	2.37	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Quality of material resources for World Languages instruction	2	10	5	2	227	2.37	246
Opportunities for school involvement outside discipline	11	123	53	17	42	2.37	246
Students are respectful and well behaved towards staff	27	131	47	36	5	2.38	246
Quality of professional development for Language Arts	8	54	33	8	143	2.40	246
Opportunities for professional development for Language Arts	11	53	37	10	135	2.41	246
Quality of material resources for Art instruction	2	8	3	3	230	2.44	246
Students are respectful and well behaved towards other students	13	133	68	27	5	2.45	246
Quality of support services for Physical Education instruction	1	13	5	3	224	2.45	246
Opportunities for professional development for World Languages	2	10	7	3	224	2.50	246
Opportunities for professional development for Physical Education	1	12	9	2	222	2.50	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Quality of material resources for Social Studies instruction	5	43	28	10	160	2.50	246
Communications from/with central office leadership	16	117	71	34	8	2.52	246
Quality of support services for World Languages instruction	1	11	7	3	224	2.55	246
Students are respectful and well behaved toward school facilities	15	113	79	34	5	2.55	246
Quality of support services for Music instruction	2	8	4	4	228	2.56	246
Encouragement of inter-disciplinary initiatives	11	98	82	25	30	2.56	246
Quality of support services for Art instruction	2	6	5	3	230	2.56	246
Concerns are addressed when following the chain of command	17	105	69	39	16	2.57	246
Recognition of research accomplishments	9	79	63	23	72	2.57	246
Quality of professional development for World Languages	2	6	7	3	228	2.61	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Opportunities for professional development for Music	2	7	9	3	225	2.62	246
Quality of support services for infusion of Technology into instruction	7	68	39	30	102	2.64	246
Opportunities for research in discipline	8	87	88	29	34	2.65	246
Opportunities for building-based professional development	6	94	65	36	45	2.65	246
Recognition/appreciation of good teaching	12	91	94	37	12	2.67	246
Quality of material resources for Science instruction	5	38	27	19	157	2.67	246
Quality of building-based professional development	3	88	53	38	64	2.69	246
Communication from/with the Board of Education	9	85	77	51	24	2.77	246
Quality of support services for Science instruction	4	31	29	20	162	2.77	246
Quality of professional development for Art	0	6	5	3	232	2.79	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Ability to influence decisions in the building	11	75	91	51	18	2.80	246
Quality of material resources for infusion of Technology into instruction	10	54	49	44	89	2.81	246
Quality of support services for Social Studies instruction	1	32	32	19	162	2.82	246
Quality of professional development for infusion of Technology	5	41	41	35	124	2.87	246
Quality of professional development for Social Studies	0	18	23	14	191	2.93	246
Opportunities for professional development for infusion of Technology	5	40	61	46	94	2.97	246
Opportunities for professional development for Art	0	6	8	6	226	3.00	246
Quality of professional development for Science	1	9	30	15	191	3.07	246
Ability to influence decisions in the district	6	35	104	73	28	3.12	246
Opportunities for professional development for Social Studies	0	17	34	29	166	3.15	246

Faculty Survey Results – Sorted by Mean Rating

Answer Options	(1) Very satisfactory	(2) Satisfactory	(3) Unsatisfactory	(4) Very unsatisfactory	N/A	Rating Average	Response Count
Level of the district's focus on the achievement gap	7	34	49	74	80	3.16	244
Opportunities for professional development for Science	1	11	36	34	164	3.26	246
Level of the district's focus on state tests	1	8	81	86	67	3.43	243