

Session Goals

- Understand the importance of stakeholder feedback survey results
- Understand the importance of analyzing, generalizing and using survey data
- Incorporate survey data analysis into continuous improvement actions

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“Little things ...



... make big things happen.



Failing to address those ‘little things’ can have a major effect on the success or failure of any initiative.”

~ John

Wooden

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Former Basketball Coach, UCLA





- Means to initiate or sustain communication efforts
- Become aware of the institution's perception from different viewpoints
- Improve stakeholder relationships
- Increase stakeholders' knowledge of the institution
- Support and strengthen continuous improvement

"See the institution through the eyes of its stakeholders."

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Perception or Reality



- Seek with purpose
- Initiate conversations
- Sustain communication
- Understand viewpoints
- Improve relationships
- Increase stakeholder knowledge



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Survey for Continuous Improvement

- Understand perceptions
- Capture key feedback
- Target professional development
- Identify strengths and weaknesses
- Monitor progress of improvement
- Focus improvement initiatives
- Elevate quality of service
- Support student achievement



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e|Prove™ surveys



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The screenshot shows the AdvancED website homepage. At the top, the URL www.advanc-ed.org is displayed. A navigation menu includes links for 'Pay Online', 'Find Accredited Schools', 'Log In', 'US State/Pro info...', 'About Us', 'Improvement Services', 'AdvancED', 'Source', and 'Contact Us'. A '10 YEARS' anniversary banner is visible on the left. The main banner features the text 'UNLEASH YOUR POTENTIAL' over a blue grid background. Below the banner, a login section titled 'Please select a logo to log in.' offers two options: 'e Prove elect' and 'e Prove surveys', with the latter highlighted by a red box. An 'ASSIST' logo is also present. A callout box labeled 'Log in' points to the 'Log In' link in the top navigation. Another callout box labeled 'Select eProve surveys' points to the 'e Prove surveys' option in the login section.

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e|Prove surveys

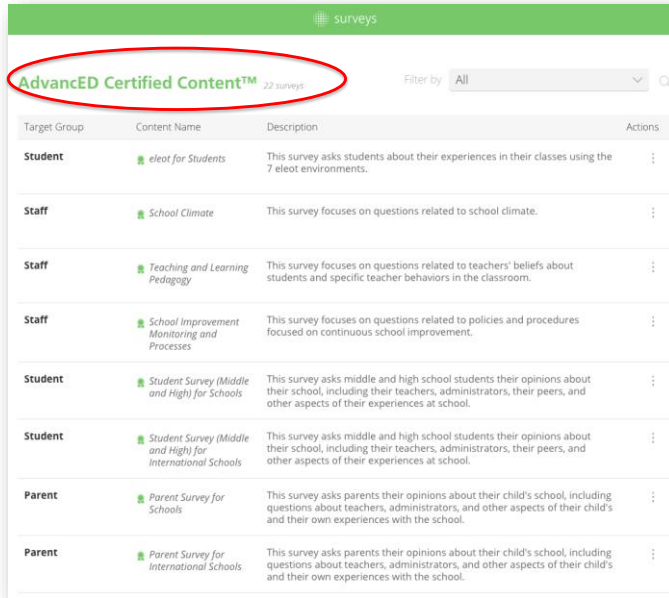
The screenshot displays the 'e|Prove surveys' landing page. The top navigation bar includes a menu icon, the text 'surveys', and a 'New Survey' button. The main content area is titled 'Survey Activity' and shows details for an 'Editing Open Survey Test- Copy of Parent Survey 3-' survey. It indicates 'Parent Survey for Schools' with a 'Last response: May, 23, 8:48 AM'. The 'Overall Score: 3.83' is shown for 6 respondents, with a 'Network Average: 3.98'. A horizontal bar chart compares the overall score to the network average. The survey is 'Days active: 105' and includes a 'view report' link. A table of scores for various categories is provided:

Section	Schools	Gender	Race	Ethnicity
Purpose and Direction	4.17			
Governance and Leadership	3.63			
Teaching and Assessing for Learning	3.82			
Resources and Support Systems	3.92			
Using Results for Continuous Improvement	3.67			

A blue callout box labeled 'Survey Landing Page' points to the main content area.

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 e|Prove surveys



Target Group	Content Name	Description	Actions
Student	Elect for Students	This survey asks students about their experiences in their classes using the 7 elect environments.	⋮
Staff	School Climate	This survey focuses on questions related to school climate.	⋮
Staff	Teaching and Learning Pedagogy	This survey focuses on questions related to teachers' beliefs about students and specific teacher behaviors in the classroom.	⋮
Staff	School Improvement Monitoring and Processes	This survey focuses on questions related to policies and procedures focused on continuous school improvement.	⋮
Student	Student Survey (Middle and High) for Schools	This survey asks middle and high school students their opinions about their school, including their teachers, administrators, their peers, and other aspects of their experiences at school.	⋮
Student	Student Survey (Middle and High) for International Schools	This survey asks middle and high school students their opinions about their school, including their teachers, administrators, their peers, and other aspects of their experiences at school.	⋮
Parent	Parent Survey for Schools	This survey asks parents their opinions about their child's school, including questions about teachers, administrators, and other aspects of their child's and their own experiences with the school.	⋮
Parent	Parent Survey for International Schools	This survey asks parents their opinions about their child's school, including questions about teachers, administrators, and other aspects of their child's and their own experiences with the school.	⋮

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 e|Prove surveys

Survey Administration

- What are the objectives for administering the surveys to each stakeholder group?
- When and how often will the surveys be administered?
- How will the survey results be used for improvement/strategic planning?
- In what ways will the results of the surveys be used?

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Survey Administration

How will your institution plan ahead for success?



Survey Results

- Serves as one of several powerful pieces of data
- Used by leadership and stakeholders to inform improvement planning and organizational effectiveness



 eProve surveys

eProve survey Reports

Export
Only the currently-selected surveys and filters will be included in your report.

CSV Raw
Raw data only.

CSV Unstacked
Raw data only.

Include ONLY open-ended items

 eProve surveys

Survey Data Analysis

- What?
- So What?
- Now What?
- Plan of Action



Survey Data Analysis

What?

So What?



Now What?
Plan of Action



What?



- Administer surveys to students, staff, parents
- Use representative respondents
- Achieve required response rates (20/40/60)
 - 20% parents
 - 40% students
 - 60% staff
- Limit response window, similar timeframe for each group



So What?

- Isolate 3 – 5 survey items with highest ratings
- Isolate 3 – 5 survey items with lowest ratings
- What generalization(s) can be made?
- Are any survey items similar in meaning?
- Do the survey items connect to each other?

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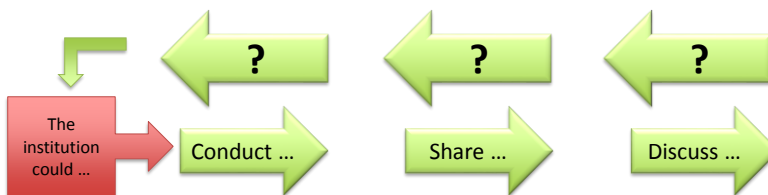
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So What?

Survey	Item	Percentages
Parent	... helps me to understand my child's progress	33% Strongly Agree
		39% Agree
		9% Neutral
		10% Disagree
		9% Strongly Disagree
		0% NA

**What
generalization(s)
can be made?**



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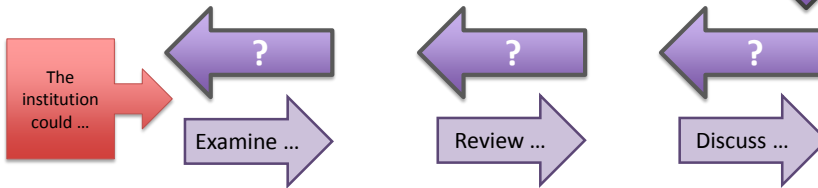




So What?

Survey	Item	Percentages
Staff	... protects instructional time	13% Strongly Agree
		11% Agree
		13% Neutral
		42% Disagree
		21% Strongly Disagree
		0% NA

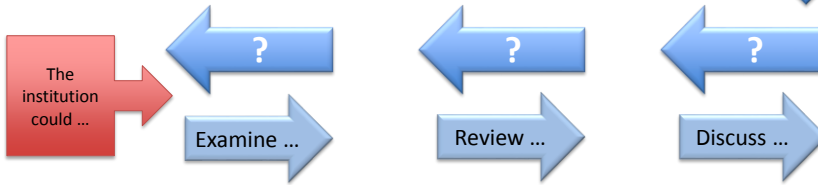
What generalization(s) be made?



So What?

Survey	Item	Percentages
Student	... provides me with information about my learning and grades	18% Strongly Agree
		27% Agree
		14% Neutral
		19% Disagree
		22% Strongly Disagree
		0% NA

What generalization(s) be made?



Survey Results

- Examine the stakeholder survey results from your own institution.
- Study Areas of Strengths
- Note the highest approval levels
- Study Areas in Need of Improvement
- Note any “disconnects” in results from students, teachers, parents, other surveys

Deeper Analysis



- Which survey item(s) indicate satisfaction or approval?
- Which survey item(s) indicate dissatisfaction or disapproval?
- Which survey item(s) demonstrate a trend?
- Which findings are consistent with findings from other survey sources?

Now What?



- How will your institution ensure survey feedback represents all stakeholder perspectives?
- How will your institution provide survey feedback results to stakeholders?

Now What?



How might your stakeholder survey process become part of your continuous improvement journey?

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