

Satisfaction Survey Alignment

Satisfaction Survey Items

It's important that satisfaction survey items align with the school district's mission, vision, values, and goals. No question should be placed on a survey for which the organization is unwilling to change actions or to address behaviors. It's better to have no satisfaction data than to have them and not report and respond to them as soon as is practically possible. It's important to include perception data in the district performance scorecard because they reveal how stakeholders feel about programs and services being provided.

Questions should also align across stakeholder groups, though their wording can vary according to the "language" of the particular group to whom the questions are addressed.

Surveys are administered annually and administered at a place and time when at least 95% of all stakeholders can complete them. They are offered electronically to respondents and scored, graphed, and reported within 10 days after the collection of data is completed. Questions address particular issues, roles, and responsibilities, not the performance of individual staff members. The following example is derived from a school district's mission, vision, and goals.

Student	Parent	Staff
<ol style="list-style-type: none"> 1. I know the essential curriculum skills I'm expected to learn in order to be successful at the next grade level. 2. I know how I'm progressing in achieving those essential curriculum skills. 3. I know how my teacher feels I'm progressing in achieving those essential curriculum skills. 4. I take responsibility to record my results and compare them to the expectations set for my grade level. 5. My data show that I'm improving. 	<ol style="list-style-type: none"> 1. I'm aware of the essential curriculum skills my child needs to learn this school year. 2. I know how my child is progressing in achieving those essential curriculum skills. 3. I'm adequately informed throughout the year about my child's progress. 4. I'm aware of the school's improvement goals for the current school year. 5. I know how my school is progressing in achieving its improvement goals. 	<ol style="list-style-type: none"> 1. I teach the essential curriculum skills my students are expected to learn. 2. I know how each child is progressing in achieving those essential curriculum skills. 3. I assist students and parents in taking responsibility for setting and tracking goals to show growth and improvement. 4. I work with my grade-level and department team to improve results aligned to school and district improvement goals. 5. I know how my school and district are progressing in achieving their improvement goals.

