

# APPENDIX N

## SATISFACTION SURVEYS

Faculty and Staff Survey      School: \_\_\_\_\_

The LEADERSHIP CATEGORY examines how your school's leaders (Board Members and Administrators) address school values, directions, and performance expectations; and focus on students, student learning, faculty and staff involvement, and continuous improvement.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Our leaders clearly communicate the school's mission, values, and beliefs.					
2	Our school's mission, values, and beliefs guide our leaders' actions.					
3	Our leaders clearly communicate directions and performance expectations.					
4	Our leaders encourage frank, two-way communication.					
5	Our leaders promote and support employee innovation..					
6	Our leaders have high expectations for student behavior.					
7	Our leaders have high expectations for academic performance.					
8	Our leaders require faculty to enforce student behavioral expectations.					
9	Our leaders regularly review school performance data with faculty members.					
10	Our school leaders use school performance data to assess school success.					
11	Our school leaders use school performance data to assess performance relative to comparable					
12	Our school leaders use school performance data to assess progress relative to school					
13	Our leaders translate the school performance data into action for continuous improvement.					
14	The leadership of our school is effective.					
15	School leaders work collaborative with the school's faculty.					
16	Our leaders treat faculty members with respect.					

The STRATEGIC PLANNING CATEGORY examines how your school develops strategic goals and annual school improvement plans. It also examines how your school deploys your strategic and annual school improvement plans and assesses progress relative to these strategic and annual improvement plans.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
17	I have read and discussed our school's strategic plan.					
18	Our school has established improvement goals and a timetable for making improvements.					
19	As our leaders plan for the future, they ask faculty members for their ideas.					
20	Our school has comprehensive action plans to achieve our improvement goals.					
21	Our school tracks current levels and trends in measures of student learning.					

The STUDENT, STAKEHOLDER, AND MARKET FOCUS CATEGORY examines how your school determines requirements, expectations, and preferences of students, parents, and markets. It also examines how your school builds relationships with students and parents, and determines the key factors that attract students and lead to student and parental satisfaction, loyalty, and improved educational programs and services.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
22	Our school has a process for building relationships to attract and retain students.					
23	Our school has a process for students and parents to seek information.					
24	Our school has a process for students and parents to make complaints.					
25	Our school has a process for students and parents to provide input.					
26	Our school has a complaint management process.					
27	The complaint management process effectively resolves complaints.					
28	Satisfaction/dissatisfaction information is used for school improvement.					

The MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT CATEGORY examines how your school selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
29	Our school has a comprehensive data collection plan.					
30	Our school has analytical processes in place to support the review of school performance.					
31	Our school communicates the results of school-level analysis to the faculty to enable effective support for decision-making.					
32	Our school makes needed data and information accessible to faculty members.					
33	Our school ensures the accuracy, security, and confidentiality of data.					

The FACULTY AND STAFF FOCUS CATEGORY examines how your school's work systems and professional development enable faculty to develop and utilize their full potential in alignment with school's mission and beliefs. It also examines your school's efforts to build and maintain a work environment and a faculty support climate that are conducive to performance excellence and to personal and organizational growth.

		<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
34	Our school organizes work to promote cooperation.					
35	Our school organizes work to promote initiative and innovation.					
36	Our school's performance evaluation system supports high performance.					
37	Our school's faculty performance management system supports a focus on student achievement.					
38	Our school seeks and uses input from faculty members on professional development needs.					
39	Our school's professional development program contributes to the achievement of our school improvement goals.					
40	Our school's professional development program focuses directly on the knowledge and skills required by faculty members to fulfill performance expectations.					
41	Our school's professional development program helps faculty members to grow, learn, and progress in their career.					
42	Our school evaluates professional development effectiveness, taking into account individual and school performance.					
43	Our school, through input from faculty, improves workplace health, safety, and security.					
44	Our school uses input from faculty members to improve faculty well-being, satisfaction, and motivation.					
45	Our school has formal and informal measures to determine faculty well-being, satisfaction, and motivation.					
46	Faculty members feel valued in our school.					
47	The accomplishments of faculty members are recognized and celebrated.					

The PROCESS MANAGEMENT CATEGORY examines key aspects of your school's process management, including learning-centered processes (procedures and methods) for educational programs and key support processes that meet student, parent, and school needs.

		<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
48	Our school has a comprehensive system for monitoring student progress.					
49	Our school has a comprehensive system for evaluating the effectiveness of the curriculum.					
50	Our school has a comprehensive system for evaluating the effectiveness of instructional practices.					
51	Our school uses performance measures to improve our instructional practices.					
52	Our school organization has high standards and ethics.					

53. What do you believe are the greatest strengths of this school?

54. What do you believe needs to be improved ?