Stakeholder Feedback Diagnostic

Fike High School

Wilson County 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		AdvancED_Parent Survey Data AdvancED_Staff Survey Data AdvancED_Student Survey Data Fike Survey distribution for AdvancED

Evaluative Criteria and Rubrics

Overall Rating: 3.0

	Statement or Question	Response	Rating
1.	Questionnaire Administration	Most 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 reasonable fidelity to the administrative procedures appropriate for each assessment. In most instances, the stakeholders to whom these questionnaires were administered mostly represented the populations served by the institution. Appropriate accommodations were provided for most participants.	Level 3

	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 students rated our school highest in the areas of having an overall program that helps them to succeed. Some pieces of that program were noted was the counseling center and technology available to students. (77% agree for our counselors and 68% agree that we have up to date computers) Our counselors meet with each of their students during the year to provide guidance particularly through the registration process. We started a 1 to 1 Chrome book program in our county last year and a large majority of our students have paid their technology fee to take home a device for the year. Our students also say that Fike offers a variety of activities that allow them to participate during extracurricular times.

The parents felt that the strengths of Fike were similar to what the students pointed out. (71% agree that our counselors are providing good guidance and 86% agree that we have up to date computers) They feel that our students have access to up to date technology to help with their child's learning. They said that we do a good job of giving out expectations for learning in classes along with expectations of the school in general. Having opportunities to programs and support services is also a strong point based on feedback from the parents.

Our staff thinks that they do a good job of holding students to high expectations.(89%) Our professional learning opportunities is based on identified needs of the school.(82%) They also said that our school leaders are focused on data and using that data to drive instruction.(89%) They also feel that we have a collaborative culture within our school.(86%)

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

Areas that are showing a positive trend include the 1 to 1 technology initiative. The fact that our students have access to up to date technology devices and the network improvements done at Fike has lead to a positive change in many classrooms across the campus according to all stakeholders.   Also the fact that stakeholders (particularly students) have access to quality counseling, career planning and other programs to help the students succeed in school is showing a good approval rating. This also includes support services based on identified needs of the child. The students particularly said that they they can participate in activities that interest them. According to staff one area of improvement is with the school's leadership team. We support a collaborative culture with the renewing our focus on holding weekly PLC meetings and utilizing data to make informed instructional decisions.

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

According to the Teacher Working Conditions survey from 2013 the staff feels that we are utilizing data in making instructional decisions.(79%) Also the staff feels that the school's leadership supports them by holding them accountable but also giving them the freedom to try new things. (81%) This includes treating them as professionals and relying upon them to meet the needs of their students.

Areas in Need of Improvement

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

The student's lowest reported scores were for the following; they feel that their teachers do not change their teaching to meet individuals student learning needs and that other students respect the property of others. (43%)

The parent's lowest reported scores were for the following; they feel that teachers don't work together as a team to help their child learn nor do they keep them informed of how their child is graded. (53% and 51%) Parents also said that the school does not provide an adequate supply of learning resources (books) that are current and in good condition. (58%)

The staff's lowest reported scores were for the following; all teachers don't provide students with specific and timely feedback about their learning(73%), nor does the school provide sufficient material resources to meet student needs. (69%)

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

The fact that we haven't bought textbooks in several years has lead the parents and staff to both feel that we do not provide adequate resources for the students. Also our students and parents feel that our staff does not do a good job in differentiating instruction to meet the needs of different learning styles. Our families did not rate us well on communicating with the home with how the students are doing in their classes.

What are the implications for these stakeholder perceptions?

These perceptions give us something to work on as we try to improve the customer service that we provide. One current implication that we are trying to overcome is the perception that there is a communication divide between the school and home. We have worked with our office staff to ensure that our website is up to date and current with information. As principal, I have increased phone calls home with a weekly message of upcoming events. We are including all stakeholders in the decision making process. There is a monthly PTO Advisory Council where parents can express concerns that they are experiencing or concerns of things they are hearing in the community.

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

The communication between school and home is a constant topic of conversation within the PTO meetings. Also, all stakeholders felt that the school does not do well when it comes to up to date books/resources according to the recent surveys.

Report Summary

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Scores By Section

Section Score

Evaluative Criteria and Rubrics — 3

Sections