



Stakeholder Feedback Diagnostic

Northside High School

Houston 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

Assurance	Response	Comment	Attachment
Did you complete the Stakeholder Feedback Data document offline and upload below?	Yes	See attachment	Stakeholder Feedback Data Document

Evaluative Criteria and Rubrics

Overall Rating: 3.5

	Statement or Question	Response	Rating
1.	Questionnaire Administration	All 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 complete fidelity to the appropriate administrative procedures. In every instance, the stakeholders to whom these questionnaires were administered fully represented the populations served by the institution. Appropriate accommodations were provided as necessary for all participants.	Level 4

	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?

Northside High School received high survey ratings from students, staff and parents in reference to the questions about school support of student learning. 76 percent of the parents reported that our school has established goals and a plan for improving student learning. 86 percent of them stated that their child knows the expectations for learning in all classes. 97 percent of our staff members believe that our school maintains facilities that support student learning, and 96 percent of our staff believe that our school has a continuous improvement process based on data, goals, actions, and measures for growth. Similarly, 72 percent of our students believe that a high quality of education is offered to them.

When looking at the survey data for each individual group, students, staff, and parents scored questions in reference to Purpose and Direction the highest: Parents 3.95, Staff 4.39, and students 3.67. The scores averaged is 4.0. Hence, stakeholders strongly believe our school has established goals and a plan for improving student learning.

Student Survey High Scores (Scores representing more than 50 percent of the participants)...

In my school, programs and services are available to help me succeed 75 percent

In my school, the purpose and expectations are clearly explained to me and my family 70 percent

In my school, a high quality education is offered 72 percent

In my school, the principal and teachers have high expectations of me 71 percent

My school gives me multiple assessments to check my understanding of what was taught 69 percent

My school provides me with challenging curriculum and learning experiences 68 percent

All of my teachers explain their expectations for learning and behavior so I can be successful 64 percent

All of my teachers use tests, projects, presentations, and portfolios to check my understanding of what was taught 69 percent

All of my teachers provide me with information about my learning and grades 64 percent

In my school, a variety of resources are available to help me succeed (e.g., teaching staff, technology, media center) 64 percent

In my school, I can participate in activities that interest me 73 percent

In my school, I have access to counseling, career planning, and other programs to help me in school 68 percent

My school prepares me for success in the next school year 67 percent

Parent Survey High Scores (Scores representing more than 50 percent of the participants)...

Our school's purpose statement is clearly focused on student success 85 percent

Our school has established goals and a plan for improving student learning 76 percent

My child knows the expectations for learning in all classes 84 percent

Our school provides qualified staff members to support student learning 81 percent

Our school provides opportunities for students to participate in activities that interest them 92 percent

Staff Survey High Scores (Scores representing more than 50 percent of the participants)...

Our school's purpose statement is clearly focused on student success 96 percent

Our school has a continuous improvement process based on data, goals, actions, and measures for growth 96 percent

Our school's leaders support an innovative and collaborative culture 95 percent

Our school's leaders provide opportunities for stakeholders to be involved in the school 93 percent

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Our school provides qualified staff members to support student learning 97 percent

Our school provides a variety of information resources to support student learning 97 percent

Our school provides opportunities for students to participate in activities that interest them 99 percent

Our school maintains facilities that support student learning 97 percent

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

We do not have AdvancED survey results from previous years; however, the perception data acquired from the 2013 Title I Stakeholder Feedback Survey yielded similar results. There was a total of 112 responses to this survey. Stakeholder response to whether or not Northside High has high expectations for student achievement was 80 percent, and when asked if they are comfortable talking with administrators, teachers, and staff members at NHS, 85 percent of the participants stated, yes. Hence, it can be determined that there is a trend towards increased stakeholder satisfaction or approval in reference to perceptions about high student achievement expectations and the accessibility of the faculty and staff at Northside High School.

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

Students, staff and parents shared similar views in reference to the school's effectiveness in sharing information with stakeholders. Only 44 percent of the students surveyed believe that all teachers keep their family informed of their academic progress. 62 percent of the parents stated that their child's administrators and teachers monitor and inform them of their child's progress, and only 74 percent of our staff believe that all stakeholders are informed of policies, processes, and procedures related to grading and reporting.

Teaching and Assessing for Learning survey averages were 4.04 for staff members, 3.6 for parents, and 3.62 for students. Hence, the survey data shows that teachers believe they are doing a better job at keeping parents and students informed of student achievement and progress than students and parents perceive.

Areas in Need of Improvement

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

Survey data revealed the area of Using Results for Continuous Improvement received the lowest score average at 3.74 percent. The next lowest score average was in the area of Teaching and Assessing for Learning (3.75). Governance and Leadership received a score of 3.81. The highest average score was 4.0 in the area of Purpose and Direction.

Student Survey Low Scores (Scores closest to 50 percent or less of the participants)...

In my school, all students are treated with respect only 33 percent of the students agreed or strongly agree.

In my school, rules are supplied equally to all students on 48 percent

In my school, students treat adults with respect 22 percent

My school makes sure there is at least one adult who knows me well and shows interest in my education and future 49.8 percent

All of my teachers change their teaching to meet my learning needs 38 percent

All teachers keep my family informed of my academic progress 44 percent

In my school, students respect the property of others 22 percent

In my school, students help each other even if they are not friends 35 percent

My school shares information about school success with my family and community members 50.5 percent

My school considers students' opinions when planning ways to improve the school 44 percent

Staff Survey Low Scores (Scores closest to 50 percent or less of the participants)...

All teachers in our school provide students with specific and timely feedback about their learning 67 percent

In our school, all stakeholders are informed of policies, processes, and procedures related to grading and reporting 74 percent

Our school ensures all staff members are trained in the evaluation, interpretation, and use of data 73 percent

Parent Survey low scores (Scores closest to 50 percent or less of the participants)...

Our school's purpose statement is formally reviewed and revised with involvement from parents 54 percent

Our school's governing body does not interfere with the operation or leadership of our school 53 percent

All of my child's teachers use a variety of teaching strategies and learning activities 60 percent

All of my child's teachers meet his/her learning needs by individualizing instruction 47 percent

All of my child's teachers work as a team to help my child learn 48 percent

All of my child's teachers help me to understand my child's progress 50 percent

All of my child's teachers keep me informed regularly of how my child is being graded 45 percent

All of my child's teachers report on my child's progress in easy to understand language 60 percent

My child sees a relationship between what is being taught and his/her everyday life 55 percent

Our school provides excellent support services (e.g., counseling, and/or career planning) 57 percent

Our school ensures the effective use of financial resources 57 percent

My child has administrators and teachers that monitor and inform me of his/her learning progress 62 percent

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

We do not have AdvancED survey results from previous years; however, the perception data acquired from the 2013 Title I Stakeholder Feedback Survey yielded similar results. There was a total of 112 responses to this survey. When asked whether or not they are informed on a regular basis about their child's academic progress, only 64 percent of the participants responded, yes; and when asked, if they are informed in a timely manner about parent activities and events, just 74 percent of the participants stated yes. Hence, it can be determined that there is a trend towards decreased stakeholder satisfaction or approval in reference to communications between stakeholders and the school. When asked if school staff members are friendly, and if they generally feel welcome at the school, 75 percent of the participants responded, yes, which is also consistent with AdvancED survey findings.

What are the implications for these stakeholder perceptions?

The data that emerged from these surveys determined that although stakeholders believe and understand that the school staff members work hard for students. Needed improvement in the area of communicating information emerged most consistently in survey data. Both students and parents believe that teachers do not do a successful job of communicating student classroom performance. Average survey data revealed these perceptions. The areas of Teaching and Assessing for Learning and Using Results for Continuous Improvement revealed the lowest scores.

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

Although no great discrepancies were revealed, contradicting views did emerge.

Whereas only 45 percent of parents stated that all teachers keep them informed regularly about their child's grades and only 50 percent said that teachers help them understand their child's progress, 64 percent of students state that teachers provide them with information about learning and grades. Although higher than teacher and student percentages, only 67 percent of the staff surveyed believed that all teachers in our school provide students with specific and timely feedback about their learning.

Hence, improvement is needed in reference to communicating student performance to parents and students.

Report Summary

Scores By Section

