Employee Survey: Lakewood Community

Results

2022-2023 School Year
### Overall Engagement

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Disagree nor Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am proud to work for Pinellas County Schools. (N=19)</td>
<td>74%</td>
<td>26%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Employment with Pinellas County Schools gives me a feeling of accomplishment. (N=19)</td>
<td>74%</td>
<td>21%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I am engaged in my work. (N=19)</td>
<td>89%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>My work is interesting. (N=19)</td>
<td>89%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I am motivated to contribute more than what is expected of me. (N=19)</td>
<td>89%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Overall Engagement (Continued)

How strongly do you agree or disagree with the following statements?

- I see professional growth and long-term career opportunities with Pinellas County Schools. (N=19)  
  - Strongly Agree: 79%  
  - Agree: 16%  
  - Neither Disagree nor Agree: 5%  
  - Disagree: 0%  
  - Strongly Disagree: 0%

- I would feel comfortable referring a good friend to work for Pinellas County Schools. (N=19)  
  - Strongly Agree: 84%  
  - Agree: 16%  
  - Neither Disagree nor Agree: 0%  
  - Disagree: 0%  
  - Strongly Disagree: 0%

- I enjoy working with my direct supervisor. (N=19)  
  - Strongly Agree: 89%  
  - Agree: 11%  
  - Neither Disagree nor Agree: 0%  
  - Disagree: 0%  
  - Strongly Disagree: 0%

- I am optimistic about the future of Pinellas County Schools. (N=19)  
  - Strongly Agree: 74%  
  - Agree: 16%  
  - Neither Disagree nor Agree: 11%  
  - Disagree: 0%  
  - Strongly Disagree: 0%
Overall Engagement: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- I am proud to work for Pinellas County Schools: 100% (2022-2023), 100% (2021-2022), 100% (2020-2021)
- Employment with Pinellas County Schools gives me a feeling of accomplishment: 95% (2022-2023), 100% (2021-2022), 100% (2020-2021)
- I am engaged in my work: 100% (2022-2023), 100% (2021-2022), 100% (2020-2021)
- My work is interesting: 100% (2022-2023), 100% (2021-2022), 100% (2020-2021)
- I am motivated to contribute more than what is expected of me: 100% (2022-2023), 100% (2021-2022), 100% (2020-2021)
- I see professional growth and long-term career opportunities with Pinellas County Schools: 95% (2022-2023), 100% (2021-2022), 100% (2020-2021)
Overall Engagement: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

- I would feel comfortable referring a good friend to work for Pinellas County Schools.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 50%

- I enjoy working with my direct supervisor.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- I am optimistic about the future of Pinellas County Schools.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 89%

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree
Mission and Vision

How strongly do you agree or disagree with the following statements?

I am familiar with Pinellas County Schools’ mission to prepare all students for college, career and life and vision of 100% student success. (N=19)

- Strongly Agree: 79%
- Agree: 21%

I know how I can fulfill Pinellas County Schools' mission and vision. (N=19)

- Strongly Agree: 74%
- Agree: 26%

I support the district’s mission and vision. (N=19)

- Strongly Agree: 74%
- Agree: 26%

The district’s mission and vision is clearly defined. (N=19)

- Strongly Agree: 68%
- Agree: 32%
Mission and Vision (Continued)

How strongly do you agree or disagree with the following statements?

- The district is moving in a direction that reflects our mission and vision. (N=19)
  - Strongly Agree: 63%
  - Agree: 32%
  - Neither Disagree nor Agree: 5%
  - Disagree: 0%
  - Strongly Disagree: 0%

- I can provide input on how the district accomplishes its mission. (N=19)
  - Strongly Agree: 63%
  - Agree: 21%
  - Neither Disagree nor Agree: 11%
  - Disagree: 0%
  - Strongly Disagree: 5%

- I am familiar with the Core Values of Pinellas County Schools. (N=19)
  - Strongly Agree: 74%
  - Agree: 21%
  - Neither Disagree nor Agree: 5%
  - Disagree: 0%
Mission and Vision: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- I am familiar with Pinellas County Schools’ mission to prepare all students for college, career and life and vision of 100% student success.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- I know how I can fulfill Pinellas County Schools' mission and vision.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- I support the district’s mission and vision.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree

Note: 0% indicates a question was not asked during that survey administration.
Mission and Vision: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=19)</th>
<th>2021-2022 (N=2)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The district’s mission and vision is clearly defined.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>The district is moving in a direction that reflects our mission and vision.</td>
<td>95%</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>I can provide input on how the district accomplishes its mission.</td>
<td>84%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>I am familiar with the Core Values of Pinellas County Schools.</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree

Note: 0% indicates a question was not asked during that survey administration.
District Leadership

How strongly do you agree or disagree with the following statements?

- District leaders’ actions are consistent with their words. (N=19)
  - Strongly Agree: 32%
  - Agree: 37%
  - Neither Disagree nor Agree: 26%
  - Disagree: 5%
  - Strongly Disagree: 0%

- District leaders understand the professional needs of district and school employees. (N=19)
  - Strongly Agree: 37%
  - Agree: 32%
  - Neither Disagree nor Agree: 26%
  - Disagree: 5%
  - Strongly Disagree: 0%

- District leaders clearly explain the reasons behind decisions on key issues. (N=19)
  - Strongly Agree: 32%
  - Agree: 26%
  - Neither Disagree nor Agree: 32%
  - Disagree: 11%
  - Strongly Disagree: 0%
District Leadership (Continued)

How strongly do you agree or disagree with the following statements?

1. District leaders encourage employees to share ideas to improve performance. (N=19)
   - Strongly Agree: 37%
   - Agree: 32%
   - Neither Disagree nor Agree: 32%
   - Disagree: 0%
   - Strongly Disagree: 0%

2. District leaders promote a positive, district-wide work culture. (N=19)
   - Strongly Agree: 42%
   - Agree: 32%
   - Neither Disagree nor Agree: 21%
   - Disagree: 5%
   - Strongly Disagree: 0%
District Leadership: Comparison Over Time

How strongly do you agree or disagree with the following statements?

1. District leaders’ actions are consistent with their words.
   - 2022-2023 (N=19): 68% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2021-2022 (N=2): 50% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2020-2021 (N=1): 0% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree

2. District leaders understand the professional needs of district and school employees.
   - 2022-2023 (N=19): 68% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2021-2022 (N=2): 50% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2020-2021 (N=1): 0% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree

3. District leaders clearly explain the reasons behind decisions on key issues.
   - 2022-2023 (N=19): 58% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2021-2022 (N=2): 50% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2020-2021 (N=1): 0% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree

4. District leaders encourage employees to share ideas to improve performance.
   - 2022-2023 (N=19): 68% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2021-2022 (N=2): 50% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2020-2021 (N=1): 0% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 100% Disagree, 0% Strongly Disagree

5. District leaders promote a positive, district-wide work culture.
   - 2022-2023 (N=19): 74% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2021-2022 (N=2): 100% Strongly Agree, 0% Agree, 0% Neither Disagree nor Agree, 0% Disagree, 0% Strongly Disagree
   - 2020-2021 (N=1): 0% Strongly Agree, 50% Agree, 0% Neither Disagree nor Agree, 100% Disagree, 0% Strongly Disagree

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree
## Worksite Leadership

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Disagree nor Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The actions of my direct supervisor are consistent with their words.</td>
<td>63%</td>
<td>26%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I can count on the support of my direct supervisor when addressing problems or issues.</td>
<td>68%</td>
<td>32%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I trust my direct supervisor to make good decisions on things that impact their school community/department.</td>
<td>63%</td>
<td>26%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>My direct supervisor is available when needed.</td>
<td>68%</td>
<td>32%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Worksite Leadership (Continued)

How strongly do you agree or disagree with the following statements?

- My direct supervisor clearly communicates their expectations of my job performance. (N=19)
  - Strongly Agree: 68%
  - Agree: 26%
  - Neither Disagree nor Agree: 5%
  - Disagree: 0%
  - Strongly Disagree: 0%

- My direct supervisor effectively communicates about important issues that affect me. (N=19)
  - Strongly Agree: 58%
  - Agree: 37%
  - Neither Disagree nor Agree: 0%
  - Disagree: 5%
  - Strongly Disagree: 0%

- My direct supervisor implements employee policies fairly in my school or department. (N=19)
  - Strongly Agree: 63%
  - Agree: 37%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%
Worksite Leadership (Continued)

How strongly do you agree or disagree with the following statements?

- My direct supervisor promotes a positive work culture. *(N=19)*
  - Strongly Agree: 74%
  - Agree: 26%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%

- My direct supervisor encourages collaboration within and across teams in my school or department. *(N=19)*
  - Strongly Agree: 74%
  - Agree: 26%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%
Worksite Leadership: Comparison Over Time

How strongly do you agree or disagree with the following statements?

1. The actions of my direct supervisor are consistent with their words.
   - 2022-2023 (N=19): 89%
   - 2021-2022 (N=2): 100%
   - 2020-2021 (N=1): 100%

2. I can count on the support of my direct supervisor when addressing problems or issues.
   - 2022-2023 (N=19): 100%
   - 2021-2022 (N=2): 100%
   - 2020-2021 (N=1): 100%

3. I trust my direct supervisor to make good decisions on things that impact their school community/department.
   - 2022-2023 (N=19): 89%
   - 2021-2022 (N=2): 100%
   - 2020-2021 (N=1): 100%

4. My direct supervisor is available when needed.
   - 2022-2023 (N=19): 100%
   - 2021-2022 (N=2): 0%
   - 2020-2021 (N=1): 0%

5. My direct supervisor clearly communicates their expectations of my job performance.
   - 2022-2023 (N=19): 95%
   - 2021-2022 (N=2): 100%
   - 2020-2021 (N=1): 100%

Note: 0% indicates a question was not asked during that survey administration.
Worksite Leadership: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

- My direct supervisor effectively communicates about important issues that affect me.
  - 2022-2023 (N=19): 95%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- My direct supervisor implements employee policies fairly in my school or department.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- My direct supervisor promotes a positive work culture.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

- My direct supervisor encourages collaboration within and across teams in my school or department.
  - 2022-2023 (N=19): 100%
  - 2021-2022 (N=2): 100%
  - 2020-2021 (N=1): 100%

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree

Note: 0% indicates a question was not asked during that survey administration.
Feedback and Recognition

How strongly do you agree or disagree with the following statements?

Pinellas County Schools recognizes employees for their high-quality work and accomplishments. (N=19)
- Strongly Agree: 37%
- Agree: 47%
- Neither Disagree nor Agree: 16%
- Disagree: 0%

I feel appreciated for my work. (N=19)
- Strongly Agree: 47%
- Agree: 47%
- Neither Disagree nor Agree: 5%
- Disagree: 0%

My direct supervisor regularly gives me constructive feedback to improve my performance. (N=19)
- Strongly Agree: 53%
- Agree: 37%
- Neither Disagree nor Agree: 5%
- Disagree: 5%

My principal/direct supervisor recognizes employees for their high-quality work and accomplishments. (N=19)
- Strongly Agree: 58%
- Agree: 32%
- Neither Disagree nor Agree: 5%
- Disagree: 5%

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree
Feedback and Recognition: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- Pinellas County Schools recognizes employees for their high-quality work and accomplishments.
  - 2022-2023 (N=19): 84% (Strongly Agree) + 100% (Agree) = 184%
  - 2021-2022 (N=2): 100% (Agree) = 100%
  - 2020-2021 (N=1): 100% (Agree) = 100%

- I feel appreciated for my work.
  - 2022-2023 (N=19): 95% (Strongly Agree) + 100% (Agree) = 195%
  - 2021-2022 (N=2): 100% (Agree) = 100%
  - 2020-2021 (N=1): 100% (Agree) = 100%

- My direct supervisor regularly gives me constructive feedback to improve my performance.
  - 2022-2023 (N=19): 89% (Strongly Agree) + 100% (Agree) = 189%
  - 2021-2022 (N=2): 100% (Agree) = 100%
  - 2020-2021 (N=1): 100% (Agree) = 100%

- My principal/direct supervisor recognizes employees for their high-quality work and accomplishments.
  - 2022-2023 (N=19): 89% (Strongly Agree) + 100% (Agree) = 189%
  - 2021-2022 (N=2): 100% (Agree) = 100%
  - 2020-2021 (N=1): 100% (Agree) = 100%
Work Environment

How strongly do you agree or disagree with the following statements?

- My colleagues help create a positive work environment. (N=19)
  - Strongly Agree: 68%
  - Agree: 21%
  - Neither Disagree nor Agree: 11%
  - Disagree: 0%
  - Strongly Disagree: 0%

- My colleagues and I are held to high professional standards. (N=19)
  - Strongly Agree: 68%
  - Agree: 32%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%

- I have the materials I need to do my job. (N=19)
  - Strongly Agree: 74%
  - Agree: 26%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%

- My colleagues support me. (N=19)
  - Strongly Agree: 74%
  - Agree: 16%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%
Work Environment (Continued)

How strongly do you agree or disagree with the following statements?

- **My colleagues are committed to their jobs. (N=19)**
  - Strongly Agree: 68%
  - Agree: 21%
  - Neither Disagree nor Agree: 11%
  - Disagree: 0%
  - Strongly Disagree: 0%

- **I work in an atmosphere where there is mutual respect among staff. (N=19)**
  - Strongly Agree: 74%
  - Agree: 21%
  - Neither Disagree nor Agree: 5%
  - Disagree: 0%
  - Strongly Disagree: 0%

- **Collaboration is encouraged within and across teams in my school or department. (N=19)**
  - Strongly Agree: 68%
  - Agree: 32%
  - Neither Disagree nor Agree: 0%
  - Disagree: 0%
  - Strongly Disagree: 0%
Work Environment: Comparison Over Time

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=19)</th>
<th>2021-2022 (N=2)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>My colleagues help create a positive work environment.</td>
<td>89%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>My colleagues and I are held to high professional standards.</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>I have the materials I need to do my job.</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>My colleagues support me.</td>
<td>89%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
Work Environment: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

My colleagues are committed to their jobs.
- 2022-2023 (N=19): 89%
- 2021-2022 (N=2): 100%
- 2020-2021 (N=1): 100%

I work in an atmosphere where there is mutual respect among staff.
- 2022-2023 (N=19): 95%
- 2021-2022 (N=2): 100%
- 2020-2021 (N=1): 100%

Collaboration is encouraged within and across teams in my school or department.
- 2022-2023 (N=19): 100%
- 2021-2022 (N=2): 0%
- 2020-2021 (N=1): 0%

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree

Note: 0% indicates a question was not asked during that survey administration.
Career Growth and Training Opportunities

How strongly do you agree or disagree with the following statements?

- The district encourages continued education and professional growth. (N=19)
  - Strongly Agree: 79%
  - Agree: 16%
  - Neither Disagree nor Agree: 5%
  - Disagree: 0%
  - Strongly Disagree: 0%

- The training I have received from the district has helped me perform my job more effectively. (N=19)
  - Strongly Agree: 68%
  - Agree: 26%
  - Neither Disagree nor Agree: 0%
  - Disagree: 5%
  - Strongly Disagree: 0%

- The training I have received from my worksite has helped me perform my job more effectively. (N=19)
  - Strongly Agree: 68%
  - Agree: 26%
  - Neither Disagree nor Agree: 0%
  - Disagree: 5%
  - Strongly Disagree: 0%

- The district’s professional development supports district initiatives. (N=19)
  - Strongly Agree: 68%
  - Agree: 21%
  - Neither Disagree nor Agree: 11%
  - Disagree: 0%
  - Strongly Disagree: 0%
Career Growth and Training Opportunities (Continued)

How strongly do you agree or disagree with the following statements?

My direct supervisor encourages continued education and professional growth. (N=19)
- Strongly Agree: 79%
- Agree: 16%
- Neither Disagree nor Agree: 5%
- Disagree: 0%
- Strongly Disagree: 0%

My direct supervisor identifies opportunities for my professional growth and improvement. (N=19)
- Strongly Agree: 68%
- Agree: 26%
- Neither Disagree nor Agree: 5%
- Disagree: 0%
- Strongly Disagree: 0%
Career Growth and Training Opportunities (Continued)

How strongly do you agree or disagree with the following statements?

I have the opportunity to provide input for individualizing my own professional development opportunities. (N=19)
- Strongly Agree: 68%
- Agree: 26%
- Neither Disagree nor Agree: 5%
- Disagree: 0%
- Strongly Disagree: 0%

There are leadership opportunities for me in my school or department. (N=19)
- Strongly Agree: 58%
- Agree: 26%
- Neither Disagree nor Agree: 5%
- Disagree: 5%
- Strongly Disagree: 5%
Career Growth and Training Opportunities: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- The district encourages continued education and professional growth.
  - 2022-2023 (N=19): 95% Strongly Agree, 100% Agree
  - 2021-2022 (N=2): 100% Strongly Agree
  - 2020-2021 (N=1): 100% Strongly Agree

- The training I have received from the district has helped me perform my job more effectively.
  - 2022-2023 (N=19): 95% Strongly Agree, 100% Agree
  - 2021-2022 (N=2): 100% Strongly Agree
  - 2020-2021 (N=1): 100% Strongly Agree

- The training I have received from my worksite has helped me perform my job more effectively.
  - 2022-2023 (N=19): 95% Strongly Agree, 100% Agree
  - 2021-2022 (N=2): 100% Strongly Agree
  - 2020-2021 (N=1): 100% Strongly Agree

- The district’s professional development supports district initiatives.
  - 2022-2023 (N=19): 89% Strongly Agree, 100% Agree
  - 2021-2022 (N=2): 100% Strongly Agree
  - 2020-2021 (N=1): 100% Strongly Agree

- My direct supervisor encourages continued education and professional growth.
  - 2022-2023 (N=19): 95% Strongly Agree, 100% Agree
  - 2021-2022 (N=2): 100% Strongly Agree
  - 2020-2021 (N=1): 100% Strongly Agree

Answer options: Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree
## Career Growth and Training Opportunities: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

| Statement                                                                 | 2022-2023 (N=19) | 2021-2022 (N=2) | 2020-2021 (N=1) |
|---------------------------------------------------------------------------|------------------|----------------|----------------|----------------|
| My direct supervisor identifies opportunities for my professional growth and improvement. | 95%              | 100%           | 0%             |                |
| I have the opportunity to provide input for individualizing my own professional development opportunities. | 95%              | 100%           | 100%           |                |
| There are leadership opportunities for me in my school or department.      | 84%              | 50%            | 0%             |                |

**Answer options:** Strongly Agree, Agree, Neither Disagree nor Agree, Disagree, Strongly Disagree
Overall Quality

How would you rate the overall quality of the education at your school? (N=18)

- Excellent: 12 (67%)
- Good: 6 (33%)
- Fair: 0 (0%)
- Poor: 0 (0%)
Overall Quality: Comparison Over Time

How would you rate the overall quality of the education at your school?

- **Excellent**: 67% (2022-2023), 0% (2021-2022), 0% (2020-2021)
- **Good**: 33% (2022-2023), 0% (2021-2022), 0% (2020-2021)
- **Fair**: 0% (2022-2023), 0% (2021-2022), 0% (2020-2021)
- **Poor**: 0% (2022-2023), 0% (2021-2022), 0% (2020-2021)

This question did not receive sufficient number of responses to display in this report.
Academic Support

How strongly do you agree or disagree with the following statements?

- Teachers set high expectations for all students. (N=18)
  - Strongly Agree: 67%
  - Agree: 33%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- Teachers clearly explain learning standards and expectations to all students. (N=18)
  - Strongly Agree: 50%
  - Agree: 44%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 6%

- Students are challenged by their schoolwork. (N=17)
  - Strongly Agree: 41%
  - Agree: 53%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 6%
Academic Support (Continued)

How strongly do you agree or disagree with the following statements?

- Teachers give timely feedback about student work. (N=18)
  - Strongly Agree: 67%
  - Agree: 28%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 6%

- Teachers give helpful feedback about student work. (N=18)
  - Strongly Agree: 72%
  - Agree: 28%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- Teachers successfully show students how lessons relate to life outside of school. (N=18)
  - Strongly Agree: 50%
  - Agree: 44%
  - Disagree: 6%

- This school offers a variety of academic courses. (N=18)
  - Strongly Agree: 61%
  - Agree: 39%
  - Disagree: 0%
Academic Support: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- Teachers set high expectations for all students: 100% agreement across all years.
- Teachers clearly explain learning standards and expectations to all students: 94% agreement in 2020-2021, 100% in 2021-2022, 100% in 2022-2023.
- Students are challenged by their schoolwork: 94% agreement in 2020-2021, 100% in 2021-2022, 100% in 2022-2023.
- Teachers give timely feedback about student work: 94% agreement in 2020-2021, 100% in 2021-2022, 100% in 2022-2023.

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know
Academic Support: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

- Teachers give helpful feedback about student work. 100% 100% 100%
- Teachers successfully show students how lessons relate to life outside of school. 94% 100% 100%
- This school offers a variety of academic courses. 100% 100% 100%
Student Support

How strongly do you agree or disagree with the following statements?

There is a teacher, counselor, or other staff member to whom a student can go for help with a school problem. (N=18)

- Strongly Agree: 67%
- Agree: 28%
- Disagree: 0%
- Strongly Disagree: 0%
- Don't Know: 6%

There is a teacher, counselor, or other staff member to whom a student can go for help with a personal problem. (N=18)

- Strongly Agree: 67%
- Agree: 22%
- Disagree: 0%
- Strongly Disagree: 11%
- Don't Know: 6%
Student Support (Continued)

How strongly do you agree or disagree with the following statements?

- This school offers students a variety of extracurricular activities. (N=18)
  - Strongly Agree: 22%
  - Agree: 17%
  - Disagree: 22%
  - Strongly Disagree: 6%
  - Don't Know: 33%

- Students receive the support they need to prepare for the next grade level and life after high school. (N=18)
  - Strongly Agree: 44%
  - Agree: 39%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 17%

- Students in this school receive support that addresses their individual needs. (N=18)
  - Strongly Agree: 61%
  - Agree: 33%
  - Disagree: 6%
### Student Support: Comparison Over Time

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=18)</th>
<th>2021-2022 (N=1)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a teacher, counselor, or other staff member to whom a student can go for help with a school problem.</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>There is a teacher, counselor, or other staff member to whom a student can go for help with a personal problem.</td>
<td>89%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>This school offers students a variety of extracurricular activities.</td>
<td>39%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know

![Bar chart showing percentage of responses for each statement across different years.](chart.png)
### Student Support: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=18)</th>
<th>2021-2022 (N=1)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students receive the support they need to prepare for the next grade level and life after high school.</td>
<td>83%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Students in this school receive support that addresses their individual needs.</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Answer options:** Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know
School Leadership

How strongly do you agree or disagree with the following statements?

- The principal and assistant principal(s) make decisions that are in the best interests of all students. (N=18)
  - Strongly Agree: 72%
  - Agree: 22%
  - Disagree: 6%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- The principal and assistant principal(s) clearly communicate the school's goals for the upcoming school year. (N=18)
  - Strongly Agree: 78%
  - Agree: 22%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- The principal and assistant principal(s) are visible on campus throughout the school day. (N=18)
  - Strongly Agree: 78%
  - Agree: 22%
  - Disagree: 0%
School Leadership (Continued)

How strongly do you agree or disagree with the following statements?

- The principal and assistant principal(s) are visible at school events. (N=18)
  - Strongly Agree: 83%
  - Agree: 17%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- The principals and assistant principal(s) were responsive. (N=12)
  - Strongly Agree: 75%
  - Agree: 25%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 8%

- The principals and assistant principal(s) were courteous when I have a concern. (N=12)
  - Strongly Agree: 75%
  - Agree: 25%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- The principals and assistant principal(s) were helpful when I have a concern. (N=12)
  - Strongly Agree: 75%
  - Agree: 25%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 0%
### School Leadership: Comparison Over Time

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=15)</th>
<th>2021-2022 (N=1)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The principal and assistant principal(s) make decisions that are in the best interests of all students.</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>The principal and assistant principal(s) clearly communicate the school's goals for the upcoming school year.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>The principal and assistant principal(s) are visible on campus throughout the school day.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>The principal and assistant principal(s) are visible at school events.</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

Note: 0% indicates a question was not asked during that survey administration.
School Leadership: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

- The principals and assistant principal(s) were responsive.
  - 2022-2023 (N=15): 92%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

- The principals and assistant principal(s) were courteous when I have a concern.
  - 2022-2023 (N=15): 100%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

- The principals and assistant principal(s) were helpful when I have a concern.
  - 2022-2023 (N=15): 100%
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 0%

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know

Note: 0% indicates a question was not asked during that survey administration.
Interaction with Principals and/or Assistant Principals

This past school year, have you reached out to the principal and/or assistant principal(s) with a need or concern? (N=18)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12</td>
<td>67%</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>33%</td>
</tr>
</tbody>
</table>
Family Involvement

How strongly do you agree or disagree with the following statements?

- **This school informs families about virtual and/or in-person school-sponsored activities, such as tutoring, after-school programs, and student performances. (N=18)**
  - Strongly Agree: 56%
  - Agree: 22%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 22%

- **Families are encouraged to attend virtual and/or in-person school-sponsored activities, such as back-to-school night. (N=18)**
  - Strongly Agree: 28%
  - Agree: 28%
  - Disagree: 11%
  - Strongly Disagree: 0%
  - Don't Know: 33%

- **This school promotes opportunities for families to volunteer. (N=18)**
  - Strongly Agree: 39%
  - Agree: 6%
  - Disagree: 17%
  - Strongly Disagree: 0%
  - Don't Know: 39%
Family Involvement (Continued)

How strongly do you agree or disagree with the following statements?

- **Staff members and families treat each other with respect. (N=18)**
  - Strongly Agree: 72%
  - Agree: 17%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 11%

- **This school provides opportunities for families to provide input on how to improve the school environment/experience. (N=18)**
  - Strongly Agree: 50%
  - Agree: 22%
  - Disagree: 6%
  - Strongly Disagree: 0%
  - Don't Know: 22%

- **This school values and uses input provided by families to improve the school environment/experience. (N=17)**
  - Strongly Agree: 59%
  - Agree: 24%
  - Disagree: 6%
  - Strongly Disagree: 0%
  - Don't Know: 12%

- **This school uses family input to improve student achievement. (N=18)**
  - Strongly Agree: 44%
  - Agree: 28%
  - Disagree: 6%
  - Strongly Disagree: 0%
  - Don't Know: 22%
Family Involvement: Comparison Over Time

How strongly do you agree or disagree with the following statements?

- **This school informs families about virtual and/or in-person school-sponsored activities, such as tutoring, after-school programs, and student performances.**
  - 2022-2023 (N=18): 78% Strongly Agree, 100% Agree
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 100%

- **Families are encouraged to attend virtual and/or in-person school-sponsored activities, such as back-to-school night.**
  - 2022-2023 (N=18): 56% Strongly Agree, 0% Agree
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 0%

- **This school promotes opportunities for families to volunteer.**
  - 2022-2023 (N=18): 44% Strongly Agree, 0% Agree
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 0%

- **Staff members and families treat each other with respect.**
  - 2022-2023 (N=18): 89% Strongly Agree, 100% Agree
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know

Note: 0% indicates a question was not asked during that survey administration.
Family Involvement: Comparison Over Time (Continued)

How strongly do you agree or disagree with the following statements?

- This school provides opportunities for families to provide input on how to improve the school environment/experience.
  - 2022-2023 (N=18): 72%
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 0%

- This school values and uses input provided by families to improve the school environment/experience.
  - 2022-2023 (N=18): 82%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

- This school uses family input to improve student achievement.
  - 2022-2023 (N=18): 72%
  - 2021-2022 (N=1): 0%
  - 2020-2021 (N=1): 0%

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know

Note: 0% indicates a question was not asked during that survey administration.
Safety and Behavior

How strongly do you agree or disagree with the following statements?

- All school staff members are aware of the safety and security procedures. (N=18)
  - 83% Strongly Agree
  - 17% Agree

- All students are aware of the safety and security procedures. (N=18)
  - 78% Strongly Agree
  - 22% Agree

- This school is safe. (N=18)
  - 72% Strongly Agree
  - 22% Agree

- Student discipline is enforced consistently for all students. (N=17)
  - 88% Strongly Agree
  - 6% Agree
  - 6% Disagree

- Staff members treat students with respect. (N=18)
  - 83% Strongly Agree
  - 11% Agree
  - 6% Disagree

- Students treat staff members with respect. (N=18)
  - 78% Strongly Agree
  - 22% Agree

- Don't Know
  - 0% Strongly Agree
  - 0% Agree
  - 0% Disagree
  - 0% Strongly Disagree
  - 6%

K12 Insight © 2023
Safety and Behavior (Continued)

How strongly do you agree or disagree with the following statements?

- **Staff members are responsive when students report bullying.** (N=17)
  - Strongly Agree: 76%
  - Agree: 18%
  - Disagree: 0%
  - Strongly Disagree: 0%
  - Don't Know: 6%

- **Bullying is not tolerated.** (N=18)
  - Strongly Agree: 83%
  - Agree: 11%
  - Disagree: 6%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- **Students in this school are treated fairly regardless of their age, sex, race, color, national origin, religion, disability, sexual orientation, or any other characteristic protected by federal or state law.** (N=18)
  - Strongly Agree: 89%
  - Agree: 11%
  - Disagree: 0%

Legend:
- **Green** - Strongly Agree
- **Light Green** - Agree
- **Orange** - Disagree
- **Dark Orange** - Strongly Disagree
- **Gray** - Don't Know
# Safety and Behavior: Comparison Over Time

How strongly do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>2022-2023 (N=18)</th>
<th>2021-2022 (N=1)</th>
<th>2020-2021 (N=1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All school staff members are aware of the safety and security procedures.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>All students are aware of the safety and security procedures.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>This school is safe.</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Student discipline is enforced consistently for all students.</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Staff members treat students with respect.</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Students treat staff members with respect.</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Note: 0% indicates a question was not asked during that survey administration.
How strongly do you agree or disagree with the following statements?

- **Staff members are responsive when students report bullying.**
  - 2022-2023 (N=18): 94%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

- **Bullying is not tolerated.**
  - 2022-2023 (N=18): 94%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

- **Students in this school are treated fairly regardless of their age, sex, race, color, national origin, religion, disability, sexual orientation, or any other characteristic protected by federal or state law.**
  - 2022-2023 (N=18): 100%
  - 2021-2022 (N=1): 100%
  - 2020-2021 (N=1): 100%

*Note: 0% indicates a question was not asked during that survey administration.*
# Highest Ranking Indicators

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Percentage Strongly Agree or Agree (%)</th>
<th>School Climate Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you rate the overall quality of the education at your school?</td>
<td>100%</td>
<td>Overall Quality</td>
</tr>
<tr>
<td>The principal and assistant principal(s) clearly communicate the school’s goals for the upcoming school year.</td>
<td>100%</td>
<td>School Leadership</td>
</tr>
<tr>
<td>The principal and assistant principal(s) are visible on campus throughout the school day.</td>
<td>100%</td>
<td>School Leadership</td>
</tr>
<tr>
<td>The principal and assistant principal(s) are visible at school events.</td>
<td>100%</td>
<td>School Leadership</td>
</tr>
<tr>
<td>The principals and assistant principal(s) were courteous when I have a concern.</td>
<td>100%</td>
<td>School Leadership</td>
</tr>
</tbody>
</table>
## Lowest Ranking Indicators

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Percentage Strongly Disagree or Disagree (%)</th>
<th>School Climate Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>This school offers students a variety of extracurricular activities.</td>
<td>28%</td>
<td>Student Support</td>
</tr>
<tr>
<td>This school promotes opportunities for families to volunteer.</td>
<td>17%</td>
<td>Family Involvement</td>
</tr>
<tr>
<td>There are leadership opportunities for me in my school or department.</td>
<td>11%</td>
<td>Career Growth and Training Opportunities</td>
</tr>
<tr>
<td>District leaders clearly explain the reasons behind decisions on key issues.</td>
<td>11%</td>
<td>District Leadership</td>
</tr>
<tr>
<td>Families are encouraged to attend virtual and/or in-person school-sponsored activities, such as back-to-school night.</td>
<td>11%</td>
<td>Family Involvement</td>
</tr>
</tbody>
</table>
Net Promoter Score - School

How likely is it that you would recommend your school to a family member or friend? (N=14)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters (9-10)</td>
<td>10</td>
<td>71%</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>3</td>
<td>21%</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>1</td>
<td>7%</td>
</tr>
</tbody>
</table>

Notes: The scores are clustered into Promoters, Passives, and Detractors, based on the rating. Passives represent individuals who do not have an unequivocal opinion about their school or district.
Impact on Rating of School

How do the following areas impact your rating of your school?

School Leadership (e.g., availability, visibility, communication) (N=18)
- Very Positive Impact: 72%
- Positive Impact: 22%
- No Impact: 6%
- Negative Impact: 0%
- Very Negative Impact: 0%

Worksite Environment (e.g., atmosphere, relationships with colleagues, collaboration, resources) (N=18)
- Very Positive Impact: 56%
- Positive Impact: 44%
- No Impact: 0%
- Negative Impact: 0%
Impact on Rating of School (Continued)

How do the following areas impact your rating of your school?

- Feedback and Recognition (e.g., recognition for hard work, feedback on your performance, clear work expectations) (N=18)
  - Very Positive Impact: 56%
  - Positive Impact: 39%
  - Negative Impact: 6%
  - Very Negative Impact: 0%
  - No Impact: 0%

- Professional Development (e.g., quality of training, relevance) (N=18)
  - Very Positive Impact: 67%
  - Positive Impact: 28%
  - Negative Impact: 0%
  - Very Negative Impact: 0%
  - No Impact: 6%

- Interactions with Other School Support Staff (e.g., responsiveness, courteousness, availability) (N=18)
  - Very Positive Impact: 56%
  - Positive Impact: 28%
  - Negative Impact: 6%
  - Very Negative Impact: 0%
  - No Impact: 11%
Net Promoter Score - District

How likely is it that you would recommend Pinellas County Schools to a family member or friend? (N=18)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters (9-10)</td>
<td>14</td>
<td>78%</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>2</td>
<td>11%</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>2</td>
<td>11%</td>
</tr>
</tbody>
</table>

Notes: The scores are clustered into Promoters, Passives, and Detractors, based on the rating. Passives represent individuals who do not have an unequivocal opinion about their school or district.
Impact on Rating of Pinellas County Schools

How do the following areas impact your rating of Pinellas County Schools?

Strategic Plan (e.g., aligns with community values and priorities, helps students succeed, consistent with district actions) (N=19)

- Very Positive Impact: 42%
- Positive Impact: 47%
- Negative Impact: 0%
- Very Negative Impact: 0%
- No Impact: 11%

District Leadership (e.g., availability, visibility, communication) (N=18)

- Very Positive Impact: 39%
- Positive Impact: 39%
- Negative Impact: 6%
- Very Negative Impact: 0%
- No Impact: 17%
Impact on Rating of Pinellas County Schools (Continued)

How do the following areas impact your rating of Pinellas County Schools?

- **Overall District Environment** (e.g., sense of district-wide community, district-wide collaboration) (N=18)
  - Very Positive Impact: 39%
  - Positive Impact: 39%
  - Negative Impact: 11%
  - Very Negative Impact: 0%
  - No Impact: 11%

- **Career Growth and Training Opportunities** (e.g., quality of training, opportunities for growth and improvement) (N=19)
  - Very Positive Impact: 53%
  - Positive Impact: 42%
  - Negative Impact: 5%
  - Very Negative Impact: 0%
  - No Impact: 0%

- **Interactions with District-level Support Staff** (e.g., responsiveness, courteousness, availability) (N=19)
  - Very Positive Impact: 47%
  - Positive Impact: 32%
  - Negative Impact: 11%
  - Very Negative Impact: 11%
  - No Impact: 11%
End of Presentation

K12 Insight

Follow us on Twitter: @k12insight
www.k12insight.com