School Quality Survey for Parents: Palm Harbor University High School

Results and Analysis

2023-2024 School Year
Overall Quality

How would you rate the overall quality of the education at your child's school? (N=582)

- Excellent: 51% (297 responses)
- Good: 38% (222 responses)
- Fair: 9% (51 responses)
- Poor: 2% (12 responses)
Academic Support

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

Teachers set high expectations for all students. (N=580)
- Strongly Agree: 41%
- Agree: 49%
- Disagree: 5%

Teachers clearly explain learning standards and expectations to all students. (N=579)
- Strongly Agree: 25%
- Agree: 54%
- Disagree: 11%
- Strongly Disagree: 7%

Students are challenged by their schoolwork. (N=576)
- Strongly Agree: 40%
- Agree: 49%
- Disagree: 7%
Academic Support (Continued)

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

- Teachers give timely feedback about student work. (N=577)
  - Strongly Agree: 16%
  - Agree: 49%
  - Disagree: 22%
  - Strongly Disagree: 7%
  - Don't Know: 5%

- Teachers give helpful feedback about student work. (N=580)
  - Strongly Agree: 17%
  - Agree: 50%
  - Disagree: 19%
  - Strongly Disagree: 9%

- Teachers successfully show students how lessons relate to life outside of school. (N=578)
  - Strongly Agree: 16%
  - Agree: 37%
  - Disagree: 17%
  - Strongly Disagree: 8%
  - Don't Know: 21%

- This school offers a variety of academic courses. (N=581)
  - Strongly Agree: 46%
  - Agree: 46%
Academic Support: Comparison Over Time

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

- Teachers set high expectations for all students.
  - 2023-2024 (N=579): 90%
  - 2022-2023 (N=478): 88%
  - 2021-2022 (N=452): 88%

- Teachers clearly explain learning standards and expectations to all students.
  - 2023-2024 (N=579): 79%
  - 2022-2023 (N=478): 76%
  - 2021-2022 (N=452): 84%

- Students are challenged by their schoolwork.
  - 2023-2024 (N=579): 88%
  - 2022-2023 (N=478): 89%
  - 2021-2022 (N=452): 90%

- Teachers give timely feedback about student work.
  - 2023-2024 (N=579): 65%
  - 2022-2023 (N=478): 60%
  - 2021-2022 (N=452): 65%

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.
  - 2023-2024 (N=579): 67%
  - 2022-2023 (N=478): 65%
  - 2021-2022 (N=452): 67%

- Teachers successfully show students how lessons relate to life outside of school.
  - 2023-2024 (N=579): 53%
  - 2022-2023 (N=478): 49%
  - 2021-2022 (N=452): 53%

- This school offers a variety of academic courses.
  - 2023-2024 (N=579): 92%
  - 2022-2023 (N=478): 91%
  - 2021-2022 (N=452): 91%

**Answer options:** Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know
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=580)

- 36% Strongly Agree
- 49% Agree
- 7% Disagree
- 6% Strongly Disagree

There is a teacher, counselor, or other staff member to whom a student can go for help with a personal problem. (N=579)

- 30% Strongly Agree
- 41% Agree
- 9% Disagree
- 18% Strongly Disagree
- 6% Don't Know
Student Support (Continued)

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

This school offers students a variety of extracurricular activities. (N=580)

- Strongly Agree: 44%
- Agree: 47%
- Disagree: 5%
- Strongly Disagree: 5%
- Don't Know: 5%

Students receive the support they need to prepare for the next grade level and life after high school. (N=579)

- Strongly Agree: 30%
- Agree: 50%
- Disagree: 9%
- Strongly Disagree: 5%
- Don't Know: 7%

Students in this school receive support that addresses their individual needs. (N=579)

- Strongly Agree: 24%
- Agree: 45%
- Disagree: 15%
- Strongly Disagree: 13%
- Don't Know: 13%
Student Support: Comparison Over Time

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

1. There is a teacher, counselor, or other staff member to whom a student can go for help with a school problem.
   - 2023-2024 (N=579): 86%
   - 2022-2023 (N=477): 84%
   - 2021-2022 (N=452): 85%

2. There is a teacher, counselor, or other staff member to whom a student can go for help with a personal problem.
   - 2023-2024 (N=579): 71%
   - 2022-2023 (N=477): 69%
   - 2021-2022 (N=452): 67%

3. This school offers students a variety of extracurricular activities.
   - 2023-2024 (N=579): 91%
   - 2022-2023 (N=477): 92%
   - 2021-2022 (N=452): 94%

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

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

1. Students receive the support they need to prepare for the next grade level and life after high school.
   - 2023-2024 (N=579): 79%
   - 2022-2023 (N=477): 76%
   - 2021-2022 (N=452): 75%

2. Students in this school receive support that addresses their individual needs.
   - 2023-2024 (N=579): 68%
   - 2022-2023 (N=477): 66%
   - 2021-2022 (N=452): 65%

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don’t Know
Communication with Teachers and School Staff

This past school year, have you reached out to teachers/school staff with a need or concern? (N=579)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>306</td>
<td>53</td>
</tr>
<tr>
<td>No</td>
<td>273</td>
<td>47</td>
</tr>
</tbody>
</table>
Perceptions of Communication with Teachers and School Staff

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

The teachers/school staff were responsive. (N=306)
- Strongly Agree: 36%
- Agree: 46%
- Disagree: 13%
- Strongly Disagree: 5%

The teachers/school staff were courteous when I have a concern. (N=305)
- Strongly Agree: 38%
- Agree: 47%
- Disagree: 8%
- Strongly Disagree: 6%

The teachers/school staff were helpful when I have a concern. (N=306)
- Strongly Agree: 34%
- Agree: 44%
- Disagree: 15%
- Strongly Disagree: 5%

Note: Only parents who reached out to teachers or school staff within the past year answered these questions.
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=581)

- Strongly Agree: 27%
- Agree: 46%
- Disagree: 7%
- Strongly Disagree: 16%
- Don't Know: 10%

The principal and assistant principal(s) clearly communicate the school's goals for the upcoming school year. (N=581)

- Strongly Agree: 32%
- Agree: 50%
- Disagree: 6%
- Strongly Disagree: 10%
- Don't Know: 0%
School Leadership (Continued)

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

The principal and assistant principal(s) are visible on campus throughout the school day. (N=581)
- Strongly Agree: 33%
- Agree: 35%
- Disagree: 29%

The principal and assistant principal(s) are visible at school events. (N=579)
- Strongly Agree: 35%
- Agree: 39%
- Disagree: 23%

Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know
School Leadership: Comparison Over Time

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.

- 2023-2024 (N=581): 73%
- 2022-2023 (N=476): 73%
- 2021-2022 (N=452): 75%

The principal and assistant principal(s) clearly communicate the school's goals for the upcoming school year.

- 2023-2024 (N=581): 82%
- 2022-2023 (N=476): 77%
- 2021-2022 (N=452): 86%

The principal and assistant principal(s) are visible on campus throughout the school day.

- 2023-2024 (N=581): 67%
- 2022-2023 (N=476): 59%
- 2021-2022 (N=452): 0%

The principal and assistant principal(s) are visible at school events.

- 2023-2024 (N=581): 73%
- 2022-2023 (N=476): 70%
- 2021-2022 (N=452): 0%

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

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

This past school year, have you reached out to the principal and/or assistant principal(s) with a need or concern? (N=575)

- Yes: 138 (24%)
- No: 437 (76%)
Perceptions of Communication with School Leadership

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

Note: Only parents who reached out to a school administrator within the past year answered these questions.

The principals and assistant principal(s) were responsive. (N=138)
- Strongly Agree: 37%
- Agree: 36%
- Disagree: 9%
- Strongly Disagree: 15%

The principals and assistant principal(s) were courteous when I have a concern. (N=138)
- Strongly Agree: 39%
- Agree: 39%
- Disagree: 5%
- Strongly Disagree: 10%
- Don't Know: 7%

The principals and assistant principal(s) were helpful when I have a concern. (N=138)
- Strongly Agree: 38%
- Agree: 30%
- Disagree: 14%
- Strongly Disagree: 14%

Note: Only parents who reached out to a school administrator within the past year answered these questions.
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=580)

- Strongly Agree: 42%
- Agree: 47%
- Disagree: 5%
- Strongly Disagree: 5%
- Don't Know: 5%

Families are encouraged to attend virtual and/or in-person school-sponsored activities, such as back-to-school night. (N=581)

- Strongly Agree: 41%
- Agree: 50%
- Disagree: 5%
- Strongly Disagree: 5%
- Don't Know: 5%

This school promotes opportunities for families to volunteer. (N=578)

- Strongly Agree: 33%
- Agree: 49%
- Disagree: 8%
- Strongly Disagree: 10%
- Don't Know: 5%
Family Involvement (Continued)

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

- Staff members and families treat each other with respect. (N=580)
  - Strongly Agree: 31%
  - Agree: 49%
  - Disagree: 15%

- This school provides opportunities for families to provide input on how to improve the school environment/experience. (N=579)
  - Strongly Agree: 25%
  - Agree: 42%
  - Disagree: 9%
  - Strongly Disagree: 20%

- This school values and uses input provided by families to improve the school environment/experience. (N=580)
  - Strongly Agree: 22%
  - Agree: 38%
  - Disagree: 9%
  - Strongly Disagree: 27%

- This school uses family input to improve student achievement. (N=577)
  - Strongly Agree: 21%
  - Agree: 36%
  - Disagree: 9%
  - Strongly Disagree: 31%
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.

- **2023-2024 (N=579)**: 89%
- **2022-2023 (N=475)**: 88%
- **2021-2022 (N=452)**: 88%

Families are encouraged to attend virtual and/or in-person school-sponsored activities, such as back-to-school night.

- **2023-2024 (N=579)**: 91%
- **2022-2023 (N=475)**: 89%
- **2021-2022 (N=452)**: 92%

This school promotes opportunities for families to volunteer.

- **2023-2024 (N=579)**: 82%
- **2022-2023 (N=475)**: 77%
- **2021-2022 (N=452)**: 0%

Staff members and families treat each other with respect.

- **2023-2024 (N=579)**: 80%
- **2022-2023 (N=475)**: 80%
- **2021-2022 (N=452)**: 81%

*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.
- This school values and uses input provided by families to improve the school environment/experience.
- This school uses family input to improve student achievement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>2023-2024 (N=579)</th>
<th>2022-2023 (N=475)</th>
<th>2021-2022 (N=452)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides input on how to improve the school environment/experience.</td>
<td>67%</td>
<td>60%</td>
<td>0%</td>
</tr>
<tr>
<td>Values and uses input provided by families</td>
<td>60%</td>
<td>53%</td>
<td>57%</td>
</tr>
<tr>
<td>Uses family input to improve student achievement</td>
<td>57%</td>
<td>49%</td>
<td>53%</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
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=580)
  - Strongly Agree: 32%
  - Agree: 43%
  - Disagree: 22%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- All students are aware of the safety and security procedures. (N=581)
  - Strongly Agree: 31%
  - Agree: 49%
  - Disagree: 16%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- This school is safe. (N=581)
  - Strongly Agree: 32%
  - Agree: 54%
  - Disagree: 10%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- Student discipline is enforced consistently for all students. (N=578)
  - Strongly Agree: 22%
  - Agree: 39%
  - Disagree: 11%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- Staff members treat students with respect. (N=581)
  - Strongly Agree: 26%
  - Agree: 48%
  - Disagree: 8%
  - Strongly Disagree: 0%
  - Don't Know: 0%

- Students treat staff members with respect. (N=581)
  - Strongly Agree: 21%
  - Agree: 44%
  - Disagree: 10%
  - Strongly Disagree: 0%
  - Don't Know: 0%
Safety and Behavior (Continued)

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

- Staff members are responsive when students report bullying. (N=580)
  - Strongly Agree: 19%
  - Agree: 31%
  - Disagree: 6%
  - Strongly Disagree: 43%
  - Don't Know: 0%

- Bullying is not tolerated. (N=581)
  - Strongly Agree: 24%
  - Agree: 38%
  - Disagree: 6%
  - Strongly Disagree: 29%
  - 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=580)
  - Strongly Agree: 28%
  - Agree: 42%
  - Disagree: 5%
  - Strongly Disagree: 22%
  - Don't Know: 0%
How strongly do you agree or disagree with the following statements?

- All school staff members are aware of the safety and security procedures.
- All students are aware of the safety and security procedures.
- This school is safe.
- Student discipline is enforced consistently for all students.
- Staff members treat students with respect.
- Students treat staff members with respect.

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

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>2023-2024 (N=580)</th>
<th>2022-2023 (N=475)</th>
<th>2021-2022 (N=453)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All school staff members are aware of the safety and security procedures.</td>
<td>76%</td>
<td>73%</td>
<td>71%</td>
</tr>
<tr>
<td>All students are aware of the safety and security procedures.</td>
<td>80%</td>
<td>78%</td>
<td>78%</td>
</tr>
<tr>
<td>This school is safe.</td>
<td>86%</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Student discipline is enforced consistently for all students.</td>
<td>61%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Staff members treat students with respect.</td>
<td>75%</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Students treat staff members with respect.</td>
<td>65%</td>
<td>61%</td>
<td>61%</td>
</tr>
</tbody>
</table>
Safety and Behavior: Comparison Over Time (Continued)

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

- **Staff members are responsive when students report bullying.**
  - 2023-2024 (N=580): 50%
  - 2022-2023 (N=475): 43%
  - 2021-2022 (N=453): 44%

- **Bullying is not tolerated.**
  - 2023-2024 (N=580): 63%
  - 2022-2023 (N=475): 60%
  - 2021-2022 (N=453): 54%

- **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.**
  - 2023-2024 (N=580): 70%
  - 2022-2023 (N=475): 69%
  - 2021-2022 (N=453): 68%

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

**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>Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>This school offers a variety of academic courses.</td>
<td>92%</td>
<td>Academic Support</td>
</tr>
<tr>
<td>This school offers students a variety of extracurricular activities.</td>
<td>91%</td>
<td>Student Support</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>91%</td>
<td>Family Involvement</td>
</tr>
<tr>
<td>Teachers set high expectations for all students.</td>
<td>90%</td>
<td>Academic Support</td>
</tr>
<tr>
<td>This school informs families about virtual and/or in-person school-sponsored activities, such as tutoring, after-school programs, and student performances.</td>
<td>89%</td>
<td>Family Involvement</td>
</tr>
</tbody>
</table>
## Lowest Ranking Indicators

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Percentage Strongly Disagree or Disagree (%)</th>
<th>Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teachers give timely feedback about student work.</td>
<td>29%</td>
<td>Academic Support</td>
</tr>
<tr>
<td>Teachers successfully show students how lessons relate to life outside of school.</td>
<td>26%</td>
<td>Academic Support</td>
</tr>
<tr>
<td>Teachers give helpful feedback about student work.</td>
<td>23%</td>
<td>Academic Support</td>
</tr>
<tr>
<td>Students in this school receive support that addresses their individual needs.</td>
<td>19%</td>
<td>Student Support</td>
</tr>
<tr>
<td>Teachers clearly explain learning standards and expectations to all students.</td>
<td>15%</td>
<td>Academic Support</td>
</tr>
</tbody>
</table>
School-level Net Promoter Score

If you had a family member or friend moving to the area, how likely are you to recommend they send their child to your child's school? (N=539)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Likely</td>
<td>211</td>
<td>39%</td>
</tr>
<tr>
<td>86</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>92</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>1%</td>
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</tr>
<tr>
<td>11</td>
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<td>4</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>

Note: The Net Promoter Score (NPS) serves as a proxy for public confidence in the district and can potentially be connected to district growth. It is calculated by subtracting the percentage of detractors from promoters which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives represent individuals who do not have an unequivocal opinion about their school or district. The Net Promoter Score has been rounded to a whole number.
Factors Driving School NPS

How do the following areas impact your rating of your child’s school?

- **Academic Support (e.g., academic programming and rigor, course offerings) (N=578)**
  - Very Positive Impact: 40%
  - Positive Impact: 47%
  - No Impact: 5%
  - Negative Impact: 8%
  - Very Negative Impact: 2%

- **Student Support (e.g., teacher support, support programs and services) (N=577)**
  - Very Positive Impact: 32%
  - Positive Impact: 48%
  - No Impact: 12%
  - Negative Impact: 5%
  - Very Negative Impact: 5%

- **School Leadership (e.g., availability, visibility, communication) (N=579)**
  - Very Positive Impact: 33%
  - Positive Impact: 44%
  - No Impact: 17%
  - Negative Impact: 8%
  - Very Negative Impact: 2%
Factors Driving School NPS (Continued)

How do the following areas impact your rating of your child’s school?

Opportunities for Family Involvement (e.g., volunteer opportunities, opportunities to provide feedback for improvements) (N=577)

- Very Positive Impact: 29%
- Positive Impact: 45%
- No Impact: 23%

Safety and Security (e.g., cleanliness of school, student behavior and bullying) (N=579)

- Very Positive Impact: 34%
- Positive Impact: 46%
- No Impact: 15%

Interactions with School Staff and Teachers (N=576)

- Very Positive Impact: 32%
- Positive Impact: 48%
- No Impact: 14%
- Negative Impact: 5%
# District-level Net Promoter Score

If you had a family member or friend moving to the area, how likely are you to recommend Pinellas County Schools? (N=566)

<table>
<thead>
<tr>
<th>Response</th>
<th>Count (N)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - Extremely Likely</td>
<td>214</td>
<td>38%</td>
</tr>
<tr>
<td>9</td>
<td>68</td>
<td>12%</td>
</tr>
<tr>
<td>8</td>
<td>96</td>
<td>17%</td>
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<td>7</td>
<td>67</td>
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<td>3</td>
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<tr>
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</tr>
<tr>
<td>1</td>
<td>7</td>
<td>1%</td>
</tr>
<tr>
<td>0 - Not at all Likely</td>
<td>11</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Note:** The Net Promoter Score (NPS) serves as a proxy for public confidence in the district and can potentially be connected to district growth. It is calculated by subtracting the percentage of detractors from promoters which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives represent individuals who do not have an unequivocal opinion about their school or district. The Net Promoter Score has been rounded to a whole number.
Factors Driving District NPS

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

Academic Support (e.g., curriculum adoption, academic programming, instructional resources, teacher quality and training) (N=570)

- Very Positive Impact: 34%
- Positive Impact: 49%
- No Impact: 11%

Student Support (e.g., behavior policies, student services and resources) (N=570)

- Very Positive Impact: 28%
- Positive Impact: 50%
- No Impact: 14%
- Negative Impact: 6%

District Leadership (e.g., availability, visibility, communication) (N=569)

- Very Positive Impact: 27%
- Positive Impact: 45%
- No Impact: 21%
- Negative Impact: 5%
Factors Driving District NPS (Continued)

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

- **Family and Community Engagement** (e.g., visibility, support for community stakeholders, response to input received) (N=570)
  - Very Positive Impact: 25%
  - Positive Impact: 48%
  - No Impact: 21%

- **Strategic Plan** (e.g., aligns with community values and priorities, helps students succeed, consistent with district actions) (N=567)
  - Very Positive Impact: 27%
  - Positive Impact: 46%
  - No Impact: 22%

- **Interactions with District-level Support Staff** (e.g., responsiveness, courteousness, availability) (N=568)
  - Very Positive Impact: 25%
  - Positive Impact: 43%
  - No Impact: 25%