



## CCSD93 Satisfaction Surveys 2016-17

This is the 12<sup>th</sup> time CCSD93 has performed a comprehensive satisfaction survey of District parents, staff, and students since 1997. Harris Interactive was employed to survey these groups with its School Poll by CCSD93 in the following school years: 1997-98, 1999-00, 2001-02, 2002-03, 2004-05, 2006-07, 2008-09, 2010-11, and 2012-13. The survey asked consistent questions from year to year. CCSD93 was able to use response data from the surveys to measure changes in stakeholder satisfaction levels. The Harris Interactive School Poll also incorporated new questions when appropriate, reflecting changes in society, most notably with regards to technology.

At the beginning of the 2014-15 school year, CCSD93 was notified that Harris Interactive was purchased by Nielsen Holdings and would no longer continue to offer the Harris Interactive School Poll. As a result, CCSD93 developed an in-house survey, which asked similar questions of stakeholders in order to continue to gauge and compare satisfaction levels from year to year.

This survey is now administered electronically to all parents; all school staff; and students in grades 3, 5, 6, 7, and 8 annually. It was given in December 2016 for the 2016-17 school year. For year to year comparison's sake, it is important to note that traditionally the survey is given in November/December, but it was given later in the 2014-15 school year to accommodate the mandatory Illinois 5Essentials Survey and not "over-survey" our stakeholders in a short time period.

The survey was provided in English and in Spanish to parents and students, and in English to staff members. The Spanish parent and student responses have been combined with the English data to create the District-wide data shared with you within this document.

Information shared with you in the following pages are District-wide responses from the different stakeholder groups. This is not an entire breakdown of each question and answer, but it is a snapshot of some of the most vital information. An additional document in BoardBook contains a link to a more comprehensive breakdown of responses. The data there has also been disaggregated in a number of additional ways, including by school. That data will be shared with schools and administrators, as appropriate.

Survey respondents were asked to answer a series of questions on a number of topics/areas and then were asked to rate each topic/area on an A-F scale. These satisfaction ratings are expressed on a 10-point scale, which was determined by assigning points to each answer given and averaging them together. The point system used, which is consistent with Harris Interactive's survey, is shown below.

<b>A</b>	<b>A-</b>	<b>B+</b>	<b>B</b>	<b>B-</b>	<b>C+</b>	<b>C</b>	<b>C-</b>	<b>D+</b>	<b>D</b>	<b>F</b>
10	9	8	7	6	5	4	3	2	1	0



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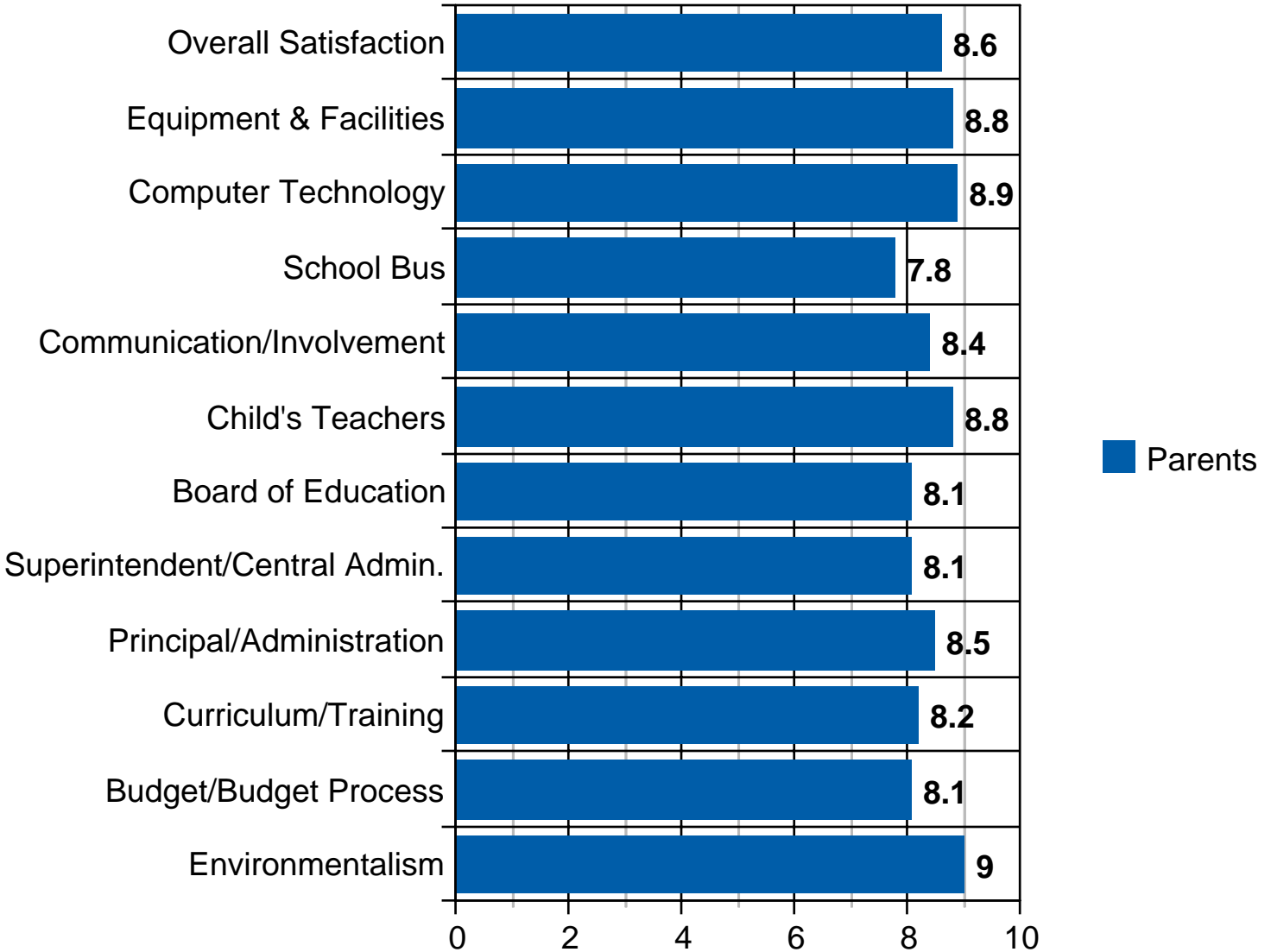
Parents

## Executive Summary Parents 2016-17

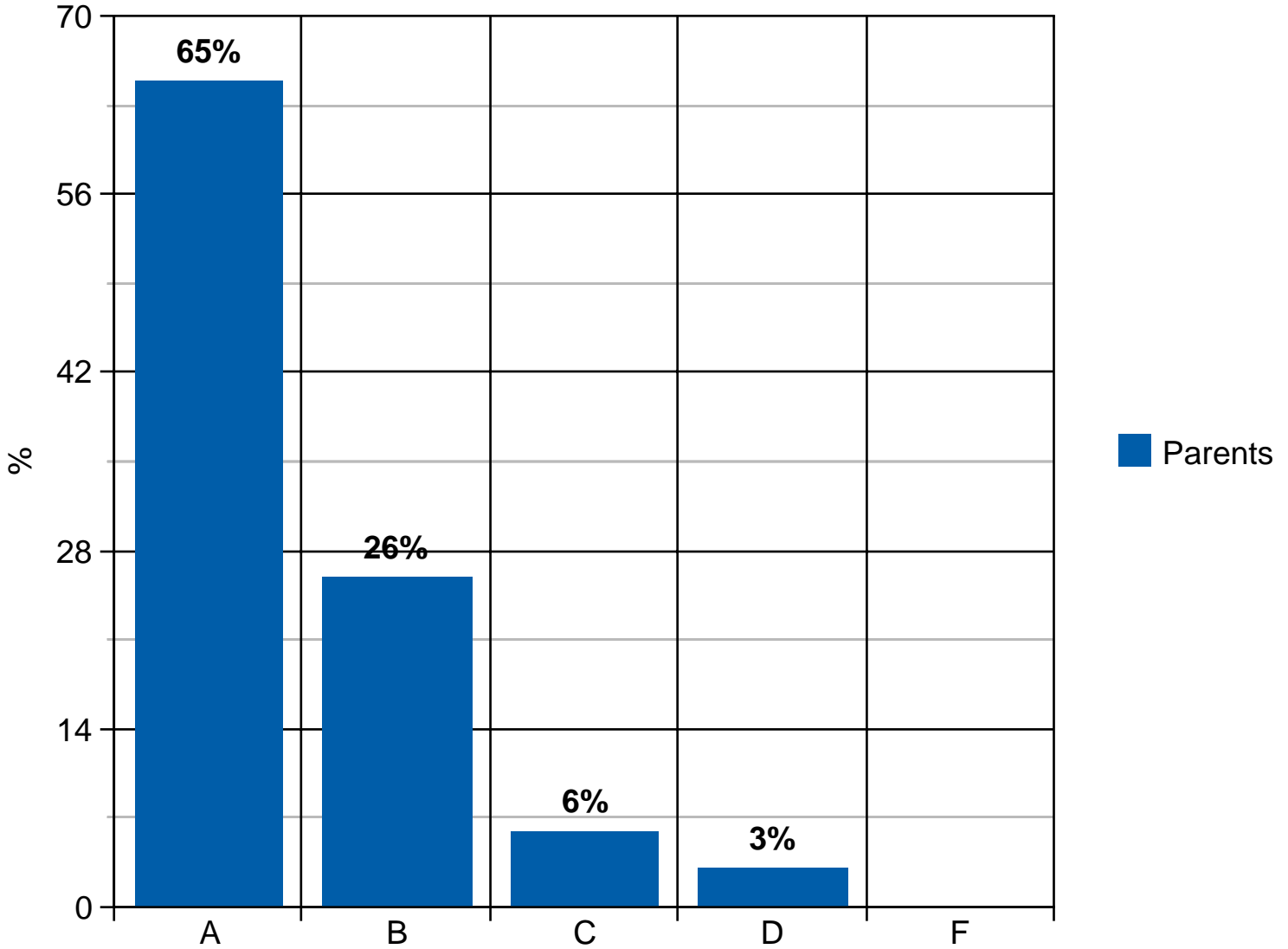
This table shows the trends and changes in ratings for parents over the last six surveys in these areas and includes data from the first survey.

Survey Area	1997-98 (n=1429)	2008-09 (n=736)	2010-11 (n=445)	2012-13 (n=504)	2014-15 (n=497)	2015-16 (n=740)	2016-17 (n=727)	Since Last Wave	Since First Asked
Overall Satisfaction	7.4	8.2	8.3	8.1	8.1	8.5	8.6	-	↑
Equipment & Facilities	7.3	8.3	8.4	8.5	8.4	8.7	8.8	-	↑
Computer Technology	n/a	8.2	8.3	8.5	8.3	8.8	8.9	-	↑
School Bus	6.5	7.8	7.9	7.7	7.5	7.3	7.8	↑	↑
Communication/Involvement	7.1	8.1	8.1	8.0	7.8	8.3	8.4	-	↑
Child's Teachers	7.9	8.3	8.3	8.4	8.2	8.7	8.8	-	↑
Board of Education	6.5	7.6	7.7	8.0	7.6	8.0	8.1	-	↑
Superintendent/Central Admin.	6.8	7.6	7.7	8.0	7.4	8.0	8.1	-	↑
Principal/Administration	7.8	8.3	8.4	8.2	8.1	8.3	8.5	-	↑
Curriculum/Training	6.7	7.8	7.7	8.0	7.7	8.0	8.2	-	↑
Budget/Budget Process	6.0	6.9	7.0	7.3	7.6	8.0	8.1	-	↑
Environmentalism	n/a	n/a	n/a	n/a	8.8	9.0	9.0	-	-

## Parent Ratings for Areas of the School District



Parent Overall Rating Distribution 2016-17





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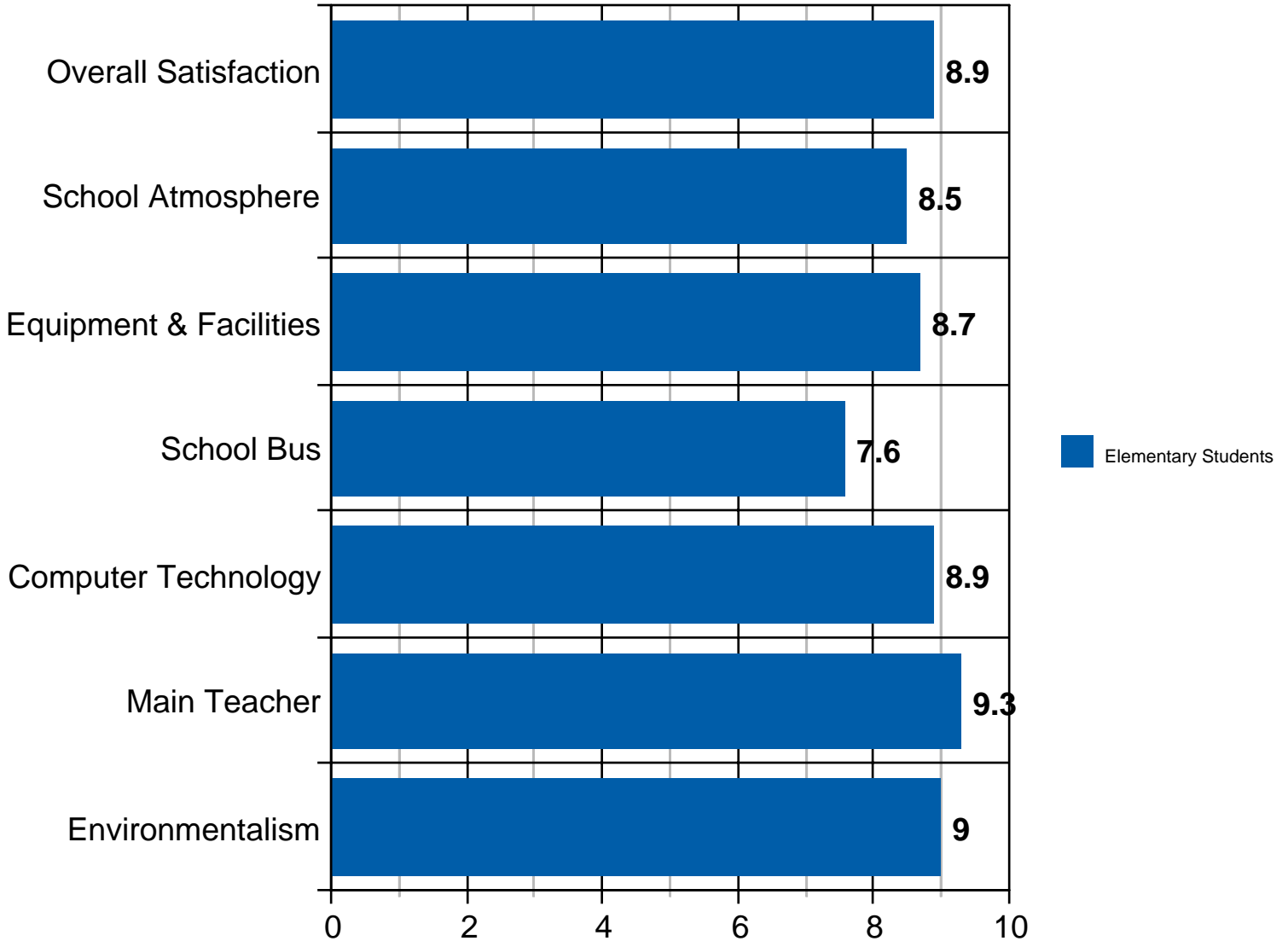
**Elementary Students**

## Executive Summary Elementary Students 2016-17

This table shows the trends and changes in ratings for elementary students over the last six surveys in these areas and includes data from the first survey.

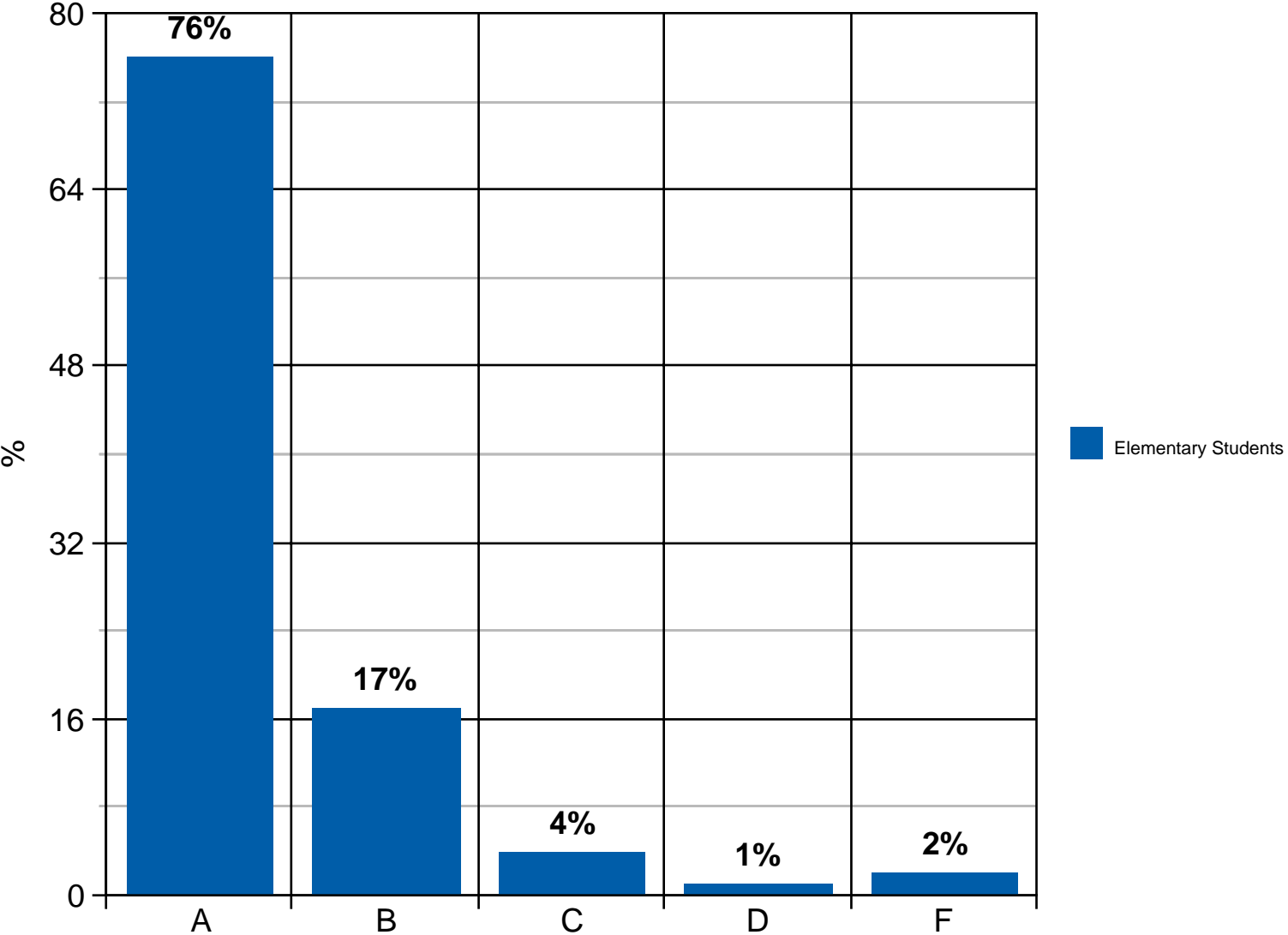
Survey Area	1997-98 (n=518)	2008-09 (n=777)	2010-11 (n=734)	2012-13 (n=716)	2014-15 (n=656)	2015-16 (n=789)	2016-17 (n=705)	Since Last Wave	Since First Asked
Overall Satisfaction	7.9	8.6	8.7	8.7	8.7	9.0	8.9	-	↑
School Atmosphere	8.2	8.2	8.2	8.2	8.4	8.6	8.5	-	↑
Equipment & Facilities	8.4	8.3	8.3	8.4	8.5	8.8	8.7	-	↑
School Bus	6.0	7.4	7.6	7.0	6.9	7.6	7.6	-	↑
Computer Technology	n/a	8.6	8.6	8.6	8.6	8.9	8.9	-	↑
Main Teacher	9.3	9.5	9.4	9.4	9.2	9.5	9.3	-	-
Environmentalism	n/a	n/a	n/a	n/a	8.9	9.1	9.0	-	-

# Elementary Student Ratings for Areas of the School District





Elementary Student Overall Rating Distribution 2016-17





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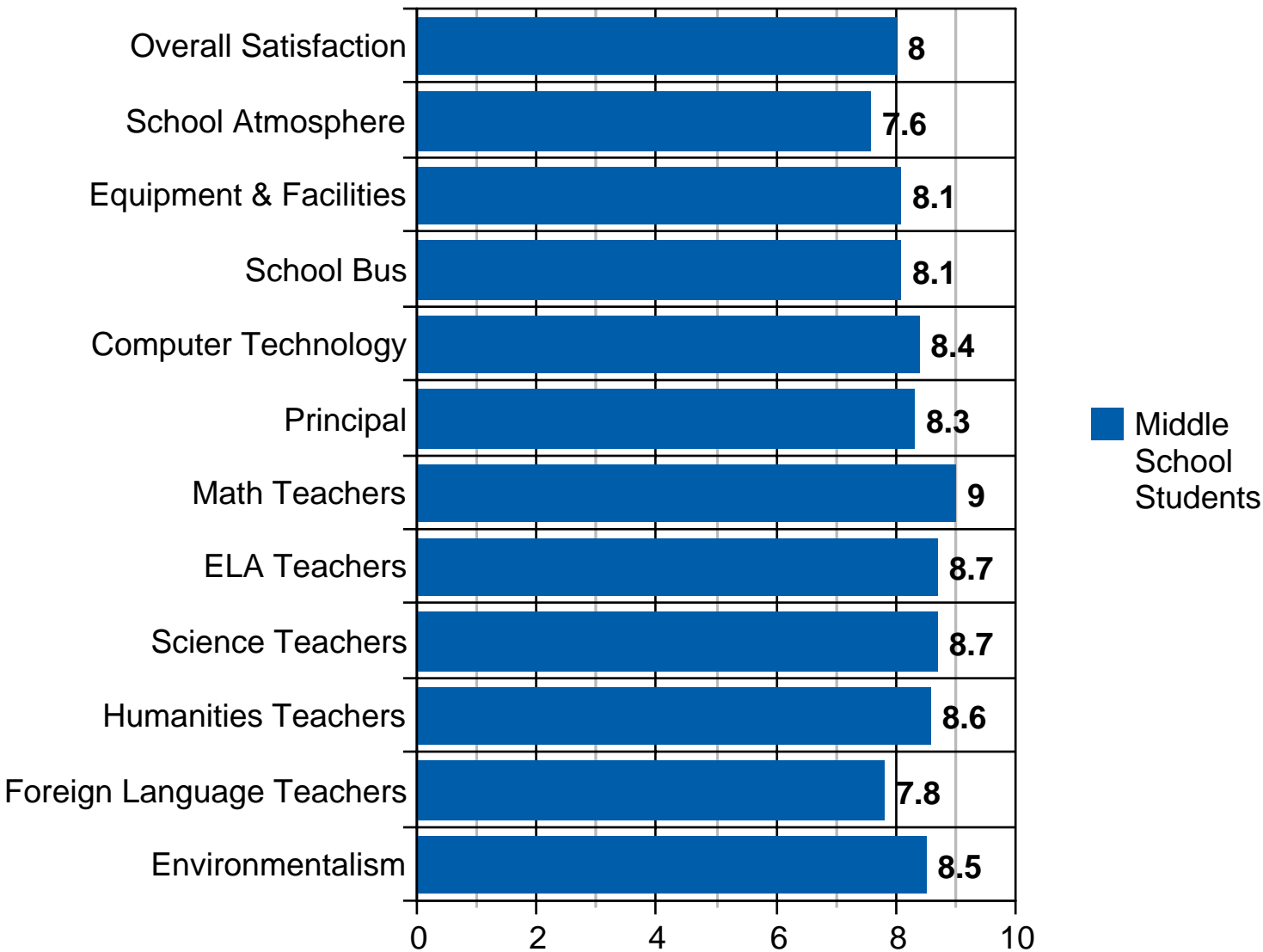
**Middle School Students**

## Executive Summary Middle School Students 2016-17

This table shows the trends and changes in ratings for middle school students over the last six surveys in these areas and includes data from the first survey.

Survey Area	1997-98 (n=947)	2008-09 (n=1368)	2010-11 (n=1234)	2012-13 (n=1160)	2014-15 (n=1392)	2015-16 (n=1242)	2016-17 (n=1250)	Since Last Wave	Since Beginning
<b>Overall Satisfaction</b>	6.6	7.6	7.9	8.2	8.1	8.1	8.0	-	↑
<b>School Atmosphere</b>	6.4	6.8	7.1	7.4	7.7	7.6	7.6	-	↑
<b>Equipment &amp; Facilities</b>	7.2	7.6	7.7	7.9	8.2	8.3	8.1	-	↑
<b>School Bus</b>	5.8	6.7	7.2	7.4	7.2	6.9	8.1	-	↑
<b>Computer Technology</b>	n/a	7.9	7.6	7.8	7.8	8.1	8.4	↑	-
<b>Principal</b>	6.7	7.0	7.9	8.0	8.3	8.3	8.3	-	↑
<b>Math Teachers</b>	7.3	8.2	8.3	8.5	8.5	8.6	9.0	↑	↑
<b>English Language Arts Teachers</b>	7.4	8.1	8.2	8.4	8.5	8.8	8.7	-	↑
<b>Science Teachers</b>	7.7	8.1	8.3	8.3	8.5	8.6	8.7	-	↑
<b>Humanities Teachers</b>	8.1	8.5	8.2	8.7	8.9	8.9	8.6	↓	↑
<b>Foreign Language Teachers</b>	5.3	8.2	8.2	8.4	8.0	8.0	7.8	-	↑
<b>Environmentalism</b>	n/a	n/a	n/a	n/a	8.3	8.4	8.5	-	-

# Middle School Student Ratings for Areas of the School District



Middle School Student Overall Rating Distribution 2016-17

