

# Florida Virtual School Stakeholder Surveys: Executive Summary 2017-18



FLORIDA VIRTUAL  
SCHOOL

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## Executive Summary

Florida continues to support the development of Florida Virtual School (FLVS) as a resource for addressing the technological and learning needs within its Kindergarten-12 student population.

FLVS has an ongoing process for conducting surveys of the various stakeholders it serves and uses the data to monitor organizational performance and evaluate areas for improvement. Individual findings from the surveys FLVS administered to its stakeholders are summarized in four separate annual reports (Student-Parent, District Virtual Schools, School, and District Survey Reports for 2017-18).

This report provides an executive summary of the major findings from these surveys. A detailed three-year comparison summarizing the Student-Parent survey results is located in the appendix. Due to significant survey changes to the School and District survey, a two-year comparison was not conducted. Table 1 summarizes total responses collected for the Student-Parent surveys.<sup>1</sup>

**Table 1. FLVS Student-Parent Responses Collected**

	Student	Parent
Survey	Response Count	Response Count
Midcourse	33,332	3,754
End of Course	21,555	3,164

**Table 2. FLVS Annual Survey Response Rates, 2017-18**

Survey	Total Sent	Number Returned	Response Rate
School	9,318	670	7.2%
District	64	63	98.4%

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<sup>1</sup> Counts include responses captured for District Virtual Schools and FLVS.

## Reactions from Students and Parents

### Overall Satisfaction

In general, scores from parents and students have increased since last year (see appendix). Students also tend to have lower scores than parents.

Teacher satisfaction was one of the highest rated of all survey questions asked of both students and parents. In fact, for parents, teacher satisfaction increased year over year for the second year in a row (+0.9 points since 2016-17). For students, teacher satisfaction increased for the first time since the 2015-16 school year (+0.8 points since 2016-17). Students and parents are also very satisfied with the course overall. There was a high likelihood to take another course from their respective FLVS teachers (84 points for students and 93.1 for parents) as well as recommend FLVS to a friend (81.5 points for students and 94.3 for parents). The average score for best learning experience from students was 74.2 (up 2.8 points year over year) and from parents was 86.4 (up 3.9 points from last year).

### Teacher Quality

Again, parent and student scores have all increased since 2016-17. Students gave teacher overall communication a score of 87.2 (up 1.5 points year over year) and parents rating was 93.7 (up 1.1 points). Parent scores were even higher for willingness to help (94.5 points, up 0.8 year over year) and teacher focused on success (94.4 points, up 0.8). Average scores for students were still high, at 91.6 on willingness to help (up 0.8) and 91.5 on teacher focused on success (up 0.6 points).

### Course Quality

Course quality scores were not as high as teacher quality, but averaged about 85 points across all questions. Overall, parent and student scores increase by about 2 points. Course navigation received the highest rating among the course quality questions, at 91.6 for parents and 86.1 for students. Parent scores are between 5 and 10 points higher than student scores. Course materials quality and course materials and resources both improved compared to the 2016-17 school year for both parents and students.

## Reaction from Schools (N = 670) and Districts (N = 63)

### Support to Schools and Districts

In general, both school and district personnel indicated they received what was needed with the services FLVS provided to their students, as well as the support and communication provided to their school or district.

School contacts reported positive experiences with FLVS. Respondents indicated communication between FLVS and schools has been sufficient. There is an opportunity for improvement with about 55 percent of school respondents unfamiliar with the Counselor Resources web page (up from 6 percent last year). Even with these shortcomings, 92 percent said their primary FLVS contact has been in touch with someone at their school (which has increased 5 percentage points year over year).

District contacts reported positive experiences with FLVS. Although the score dropped to 87 percent this year (100 percent last year), we had many more responses (from 9 last year to 63 this year).

### District Relations Manager Partnership

Both school and district personnel responded in an overwhelmingly positive manner to questions regarding their District Relations Manager (DRM) partnership for the second year in a row.

School contacts reported having a strong partnership with FLVS DRMs with a 95 percent rating, a slight dip from last year. The majority of respondents felt DRMs were always accessible to help resolve concerns, were responsive to inquiries, and provided support relating to FLVS information. Additionally, they see DRMs as valuable support.

Similarly, District contacts reported having a strong partnership with FLVS DRMs, with all but one respondent answering 'Yes' to these questions (resulting in a score of 95 for a 5 point decrease). All respondents felt DRMs were always accessible to help resolve concerns, were always responsive to inquiries, and provided support relating to FLVS information. Additionally, they see DRMs as valuable support.

### Student Monitoring

Schools feel that they are well equipped to monitor the progress of FLVS students. Most FLVS schools also reported using administrative accounts to monitor student progress.

Compared to last year, more district respondents indicated FLVS provided the information needed to monitor the progress of their district's FLVS students. One area of much improvement was in personnel that use administrative accounts, 65

percent of respondents strongly agreed to use this resource as opposed to last year's 38 percent.

### Services

Nearly all respondents for both School and District surveys had no problems with teachers or courses at FLVS. Although District respondents saw a slight decline in teacher concerns from 100 percent to 82 percent, School responses resulted in a 5 percent increase with an almost perfect score of 90 percent. Another area of opportunity for FLVS with districts may concern courses, decreasing by 9 percent year over year. Responses from school level staff showed a slight increase of 1 percent over last year's course concerns.

### FLVS Value

A majority of respondents at the school level and nearly every respondent at the district level indicated that FLVS is a key partner, benefits their students, and met their expectations regarding educational needs this year.

### Potential Barriers and Concerns to Schools and Districts

The lack of technology at home was reported as a greater challenge for students to access FLVS compared to technology at school. Access to FLVS courses due to a lack of technology at schools is not perceived as an issue for 65 percent of the schools. Only 31 percent of schools thought the lack of technology at home was not an issue for their students.

The district contacts agree that the lack of technology at home is more of a barrier for students than the technology in the schools, but the number of districts who believe that home and school technology is a barrier for students is decreasing year over year.

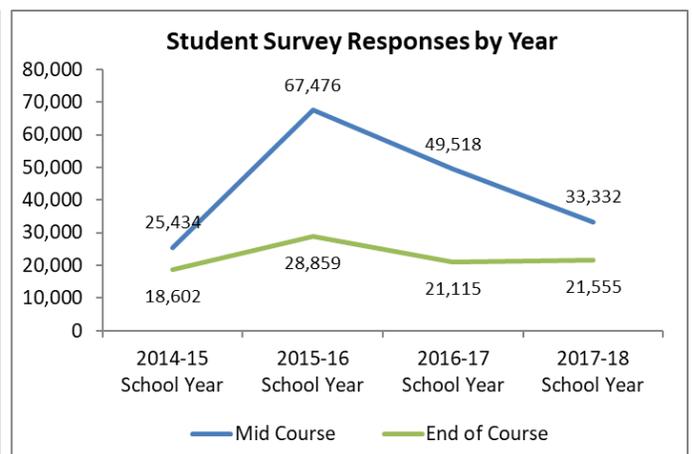
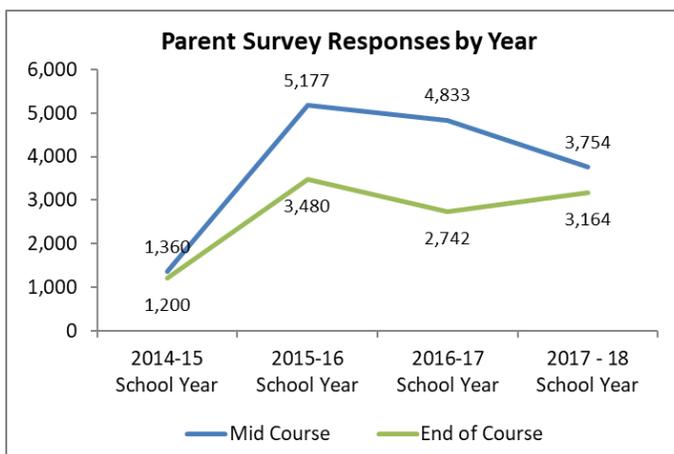
## Appendix. Year-To-Year Comparison

### Surveys and Response Rates

#### Student and Parent Surveys

Each year, Florida Virtual School conducts surveys of its students and their parents to learn more about the strengths and weaknesses of its virtual education program. This report provides results segmented by student and parent completed surveys. Surveys were administered to enrolled students via email to evaluate two phases within a student's FLVS course:

- **Midcourse:** Upon approximately 45 percent completion of the course, students receive a survey addressing 10 topics.
- **End of Course:** Upon 90 percent course completion, students receive a survey addressing the same 10 topics as the previous survey. This survey also asks five additional items related to overall satisfaction with the course and teacher (15 items total).



#### Annual Surveys

Florida Virtual School conducts an annual school and district survey to gather feedback and data from the staff with whom it partners. Contacts were invited via email to participate in the survey during the summer of 2018. There were 670 school surveys completed. There were 670 school surveys completed and 63 district surveys completed.

## Student and Parent Surveys

Below are the average scores for each rating question by year, segmented by all student and parent responses.

### Overall Satisfaction

	Parent of Student	School Year			Year-Over-year Change
		2015-16	2016-17	2017-18	
Teacher Satisfaction	Parent	91.9	93.2	94.1	+0.9
	Student	89.4	89.2	90	+0.8
Course Satisfaction	Parent	88.1	90	91.5	+1.5
	Student	81.4	81.1	82.9	+1.8
Recommend	Parent	90.9	93.2	94.3	+1.1
	Student	79.2	79.6	81.5	+1.9
Take Another Course	Parent	89.6	91.3	93.1	+1.8
	Student	82.5	82	84	+2.0
Best Learning Experience	Parent	79.6	82.5	86.4	+3.9
	Student	72.3	71.4	74.2	+2.8

### Teacher Quality

	Parent or Student	School Year			Year-Over-Year Change
		2015-16	2016-17	2017-18	
Level of Care	Parent	91.2			
	Student	89.5			
Learning Needs Assistance	Parent	90.8			
	Student	88.9			
Response Time Satisfaction	Parent	90.2			
	Student	87.4			
Overall Communication	Parent	91.4	92.6	93.7	+1.1
	Student	85.9	85.7	87.2	+1.5
Willingness to Help	Parent	92.9	93.7	94.5	+0.8
	Student	91.1	90.8	91.6	+0.8
Teacher Focused on Success	Parent	92.6	93.6	94.4	+0.8
	Student	91	90.9	91.5	+0.6

## Course Quality

	Parent or Student	School Year			Year-Over-year Change
		2015-16	2016-17	2017-18	
Course Navigation	Parent	87.8	89.5	91.6	+2.1
	Student	84.9	84.9	86.1	+1.2
Course Materials Quality	Parent	86.8	88.9	90.7	+1.8
	Student	81.1	81.1	82.7	+1.6
Course Materials & Resources	Parent	83.5	85.6	88.5	+2.9
	Student	76.1	75.2	78	+2.8
Course Set Up	Parent	83.4	85.1	88.3	+3.2
	Student	75.5	74.7	77.6	+2.9

## Annual Surveys

### School (N = 670 total responses)

Question	Answer	2016-17 School Year	2017-18 School Year	YoY Change
Number of surveys	Total Respondents	661	670	+9
Which position at FLVS is your primary contact for your school?	FLVS District Relations	49%	55%	+5.8%
Have you or other school personnel been in touch with your primary FLVS contact this school year?	Yes	84%	87%	+2.6%
Are you satisfied with the level of service you have received from your primary FLVS contact?	Yes	-	98%	-
Do you feel the District Relations Manager (DRM) is accessible to help you resolve concerns regarding your FLVS needs?	Yes	99%	95%	-3.6%
Considering your overall experience with FLVS, how valuable is the support offered by your DRM?	Extremely or Very valuable	-	85%	-
Do you receive FLVS information from the FLVS District Contact person in your district?	Yes	87%	92%	+4.6%
Are you familiar with the Counselor Resources page of the FLVS website?	Yes	65%	51%	-13.7%
How valuable do you find the information presented in the School Counselor Update emails?	Extremely or moderately valuable	-	24%	-
Your students experience little to no technical problems in their FLVS courses.	Strongly Agree 5 and 4	52%	59%	+6.9%
The lack of school technology has been a barrier for some students to access FLVS courses.	Strongly Disagree - 1 and 2	69%	71%	+1.5%
The lack of home technology has been a barrier for some students to access FLVS courses.	Strongly Disagree - 1 and 2	37%	35%	-2.1%
FLVS provides you with the information needed to monitor the progress of your FLVS students.	Strongly Agree 5 and 4	78%	81%	+3.7%

Question	Answer	2016-17 School Year	2017-18 School Year	YoY Change
Number of surveys (repeated)	Total Respondents	661	670	+9
You or school personnel use FLVS administrative accounts to monitor student progress over the web.	Strongly Agree 5 and 4	78%	80%	+1.8%
Have you had any concerns about FLVS courses this past school year?	No	85%	86%	+1.2%
Have you had any concerns about FLVS teachers this past school year?	No	86%	90%	+4.8%
You consider Florida Virtual School to be a key partner to your school.	Strongly Agree 5 and 4	71%	78%	+7.4%
Florida Virtual School benefits your students.	Strongly Agree 5 and 4	85%	87%	+2.3%
What best describes whether FLVS met your expectations regarding your online educational needs this year?	Matched or exceeded expectations	-	96%	-
How important is it to have FLVS as your online education provider versus any other provider?	Extremely or very important	-	74%	-

## District Surveys (N = 63 total responses)

Question	Answer	2016-17 School Year	2017-18 School Year	YoY Change
Number of surveys	Total Respondents	9	63	+54
Have you been in touch with your primary FLVS contact this school year?	Yes	100%	87%	-13.0%
Are you satisfied with the level of service you have received from your primary FLVS contact?	Yes	-	100%	-
DRM is accessible to help you resolve concerns regarding your FLVS needs?	Yes	100%	95%	-4.8%
Considering your overall experience with FLVS, how valuable is the support offered by your DRM?	Extremely or Very Valuable	-	85%	-
FLVS policies and procedures are clearly communicated to your district.	Strongly Agree 5 and 4	88%	77%	-10.1%
What percentage of elementary schools in your district are aware of FLVS?	71% or greater	-	55%	-
What percentage of middle schools in your district are aware of FLVS?	Greater than 90%	-	55%	-
What percentage of high schools in your district are aware of FLVS?	Greater than 90%	-	71%	-
Does your district Student Progression Plan specify policies regarding students' participation in FLVS courses?	Yes	100%	81%	-19.0%
Has your district had to utilize FLVS to accommodate students with extraordinary circumstances (travel, sports, performing arts, hospital homebound) this past school year?	Yes	89%	81%	-7.9%
The lack of school technology has been a barrier for some students to access Florida Virtual School courses.	Strongly disagree 1 or 2	75%	65%	-10.5%
The lack of home technology has been a barrier for some students to access Florida Virtual School courses.	Strongly disagree 1 or 2	38%	31%	-6.9%

Question	Answer	2016-17 School Year	2017-18 School Year	YoY Change
Number of surveys	Total Respondents	9	63	+54
FLVS provides you with the information needed to monitor the progress of your district's FLVS students.	Strongly Agree 5 and 4	63%	82%	+19.8%
District personnel use FLVS administrative accounts to monitor student progress over the web.	Strongly Agree 5 and 4	38%	65%	+27.0%
Have you had any concerns about FLVS courses this past school year?	No	88%	78%	-9.2%
Have you had any concerns about FLVS teachers this past school year?	No	100%	82%	-18.3%
You consider Florida Virtual School to be a key partner to your district.	Strongly Agree 5 and 4	75%	95%	+19.8%
Florida Virtual School benefits your students.	Strongly Agree 5 and 4	75%	97%	+21.6%
What best describes whether FLVS met your expectations regarding your online educational needs this year?	Matched or Exceeded Expectations	-	98%	-



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