

Florida Virtual School Stakeholder Surveys: Executive Summary 2015-16

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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 Flex students completed 394,069 course enrollments during the 2015-16 school year.

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 2015-16).

This report provides an executive summary of the major findings from these surveys. 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.¹

Fig 1. FLVS Student-Parent Responses Collected

	Student	Parent
Survey	Response Count	Response Count
Midcourse	67,476	5,177
End of Course	28,859	3,480

Table 2. FLVS Annual Survey Response Rates, 2015-16

Survey	Total Sent	Number Returned	Response Rate
School	11,423	627	5.5%
District	112	19	17.0%

¹ Counts include responses captured for District Virtual Schools.

Reactions from Students and Parents

Overall Satisfaction

Teacher satisfaction was one of the highest rated of all survey questions asked of both students and parents. In fact, students and parents rated teacher satisfaction higher in 2015-16 than 2014-15; 2.4 and 4.6 percentage points higher respectively. Students and parents were also very satisfied with the course overall. The numbers for parents continue to strengthen year over year (see appendix), while the average rating from students are almost identical to 2014-15. There was a high likelihood to take another course from their respective FLVS teachers (82.5 percent) as well as recommend FLVS to a friend (79.2 percent). Both of these scores were slightly lower than the prior year.

Average scores for teacher overall communication from students was 85.9 percent (+2.5 percent) and from parents was 91.4 percent (+4.4 percent)

Teacher Quality

Teacher Quality questions averaged 90 percent based on ratings from parents and students. Both students' and parents' responses indicated overall communication with their teacher was excellent. Students rated teacher overall communication at 85.9 percent (+2.5 percent vs. prior year) and parents rating was 91.4 percent (+4.4 percent). Teachers were available for learning needs when needed. The highest scores of all questions on teacher quality from the surveys came from the two new questions: Willingness to Help (91.0 percent) and Teacher Focused on Success (91.1 percent). Average scores for students (89.5 percent) and parents (91.4 percent) indicate high level of care for student success.

Course Quality

Course quality scores were not as high as teacher quality, but averaged a high 82 percent across all questions. Overall, both students and parents indicated course materials helped to understand the subject matter and average scores increased over prior year by 0.8 percent and 2.9 percent respectively. Ease of finding their way through course lessons was also excellent at 85 percent. Students and parents also showed high agreement towards the course being set up in the way the student likes to learn; however the average score for students was a slight decrease from prior year (-1.6 percent). The students rated course materials a slight increase over prior year (+.9 percent) while resources being interesting and new scored lower than 2014-15 (-1.2 percent).

Reaction from Schools and Districts

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 more than sufficient. There is an opportunity for improvement with nearly 40 percent of school respondents unfamiliar with the Counselor Resources web page, and 30 percent unfamiliar with the Terms of Agreement. Even with these shortcomings, 80 percent said their primary FLVS contact has been in touch with someone at their school and 87 percent are satisfied with the level of service they receive.

Compared to prior year school level personnel indicated the quality of their experience with FLVS increased 3.0 percent to 76.8 percent for 2015-16 (full comparative data available in the appendix).

District contacts reported positive experiences with FLVS. Respondents on the district level rated FLVS performance 88.9 percent for receiving sufficient support from FLVS.

District Relations Manager Partnership

Both school and district personnel responded overwhelmingly positive to questions regarding their District Relations Manager (DRM) partnership.

School contacts reported having a strong partnership with FLVS DRMs with a near 100 percent rating. 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.

District contacts reported having a strong partnership with FLVS DRMs rating each of these questions at 100 percent. 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. FLVS schools also reported using administrative accounts to monitor student progress. Last year InMoment recommended that schools should focus on student information provided to them by FLVS to help monitor progress and this year's score has increased to 78.3 (up 4.3 percent from 2014-15).

District respondents indicated FLVS provided the information needed to monitor the progress of their district's FLVS students with a score of 69.4 percent. One area of improvement for district personnel would be their use of FLVS administrative accounts. Despite the active use of FLVS administrative accounts, almost 40 percent of district respondents do not strongly agree to using this resource.

Awareness and Participation

School contacts indicated there was a moderate to high level of awareness of the FLVS program. Fifty-six percent of the responding school contacts indicated more than 70 percent of their students are aware of FLVS. A positive signal in the data showed 70 percent of school respondents agree that they encourage enrollment with FLVS. Schools indicated that specific limitations are placed on students when scheduling FLVS courses with an average score of 57.1 percent. Encouragement and limitations are both up nearly 4 points from prior year.

District contacts indicated 100 percent awareness of the FLVS program among the high schools in their districts. All but one district contacts believe 70 percent or more of students are aware of FLVS in the districts.

Regarding student participation in FLVS, 75 percent of respondents agree that their school does not placing any limits on access to FLVS courses. Eighty-four percent of respondents indicated they specified policies related to FLVS participation in their Student Progression Plans. This number is up dramatically from prior year (+17.5 percent). The vast majority of respondents (84.2 percent) have used FLVS to accommodate unique student situations. A small group (36.8 percent +8.2 percent from prior year) indicated implementing specific strategies to encourage minority enrollment. This could be a result of the specific districts responding to the survey. There may be districts without a need for this kind of outreach based on their student ethnicity enrollment mix.

Quality and Benefits to Schools and Districts

There was strong agreement from school contacts that FLVS benefited both the schools and students. Higher ratings for the benefits FLVS provides students lifted the schools' average rating from 76.5 percent to 80.6 percent. The benefit to students and schools saw big increases over prior year scores. School respondents gave higher ratings than last year regarding FLVS as a key partner and for the quality of their experience with FLVS (up 7 points to 74.6 percent and up 3 points to 76.8 percent, respectively).

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. A minority (15 percent) of school respondents reported having technical problems with their courses. Respondents strongly indicated having little to no concerns about either FLVS courses or teachers.

The lack of technology at school reported to be a barrier increased slightly to 29.1 percent of the cases, while the lack of technology at home is a concern at 51.6 percent.

The district contacts believe the lack of technology is a barrier for students in both the schools and the home. They rated the lack of technology in the home at 55.6 percent, and the lack of technology in schools at 31.9 percent.

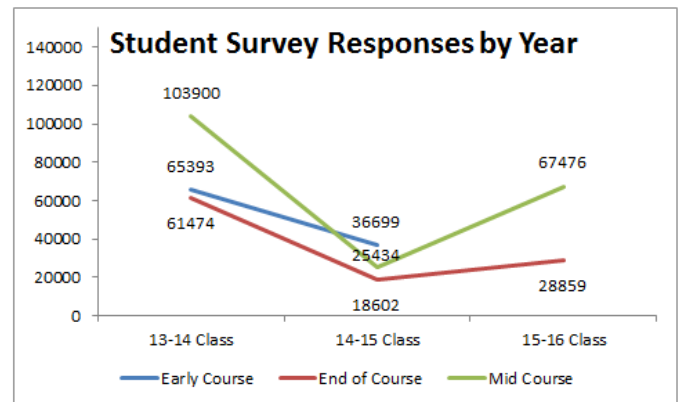
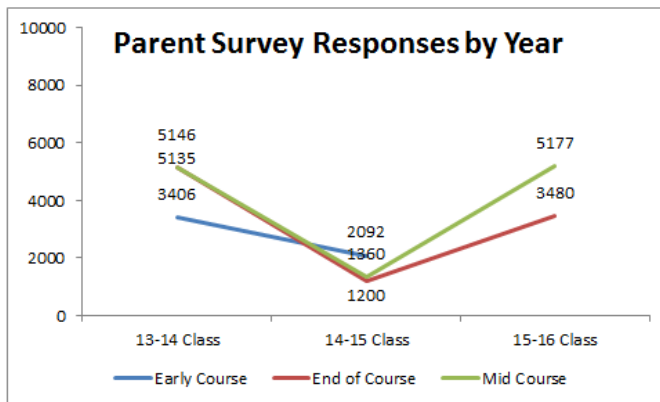
Appendix. Year-To-Year Comparison

Surveys and Response Rates

Student and Parent Surveys

Each year, Florida Virtual School (FLVS) 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 ten topics.
- **End of Course:** Upon 90 percent course completion, students receive a survey addressing the same ten topics as the midcourse survey. This survey also asked 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 2016.

Student and Parent Surveys

All Respondents

Below presents the average score for each rating question year over year segmented by all student and parent responses.

Overall Satisfaction

	Parent or Student	School Year		
		2013-14	2014-15	2015-16
OSAT - Course	Parent	83.6	85.2	88.1
	Student	79.7	81.8	81.4
OSAT - Teacher	Parent	88.3	87.3	91.9
	Student	87.5	87.0	89.4
Best Learning Experience	Parent	74.1	79.3	79.6
	Student	71.1	74.9	72.3
Take Another Course	Parent	86.0	86.6	89.5
	Student	80.1	82.7	82.5
Recommend	Parent	87.3	88.4	90.9
	Student	81.0	81.1	79.2

Teacher Quality

	Parent or Student	School Year		
		2013-14	2014-15	2015-16
Quality of Communication	Parent	87.2	87.0	91.4
	Student	82.4	83.4	85.9
Wait Time	Parent	86.9	87.3	90.3
	Student	84.6	84.9	87.4
Learning Needs Assistance	Parent	87.7	87.2	91.0
	Student	87.0	86.8	88.9
Level of Care	Parent	88.3	87.8	91.4
	Student	87.8	87.3	89.5
Willingness to Help	Parent			92.9
	Student			91.1
Teacher Focused on Success	Parent			92.6
	Student			91.0

Course Quality

		School Year		
		2013-14	2014-15	2015-16
Course Materials	Parent or Student			
	Parent	81.8	83.9	86.8
	Student	79.2	80.2	81.1
Ease of Use	Parent	82.8	85.5	87.8
	Student	82.6	84.4	84.9
Course Set Up	Parent	77.2	83.3	83.4
	Student	73.6	77.1	75.5
Innovative Resources	Parent	78.3	83.0	83.5
	Student	74.4	77.2	76.0

Annual Surveys

School

Question	Score 2014-15	Score 2015-16
Are you familiar with the Counselor Resource page of the FLVS website? (Yes/No) Percentages indicating “Yes”	64.8	61.5
Are you familiar with the “Terms of Agreement” between your district and FLVS? (Yes/No) Percentages indicating “Yes”	69.2	70.2
Have you or other school personnel been in touch with your primary FLVS contact? (Yes/No) Percentages indicating “Yes”	70.3	80.2
You are satisfied with level of service you receive from your primary FLVS contact. (Strongly Agree to Strongly Disagree 5 point rating scale)	79.9	86.1
Do you receive FLVS information from the FLVS District Contact person in your district? (Yes/No) Administrator Percentages indicating “Yes”	81.1	85.4
Do you feel the District Relations Manager (DRM) is accessible to help you resolve concerns regarding your FLVS needs? (Yes/No) Percentages indicating “Yes”	98.9	99.6
Do you find the DRM to be responsive regarding your inquiries regarding FLVS questions? (Yes/No) Percentages indicating “Yes”	98.4	99.6
Do you believe the DRM provides support as it relates to FLVS information? (Yes/No) Percentages indicating “Yes”	99.5	98.8
Considering your overall experience with FLVS, do you see the DRM as a valuable support? (Yes/No) Percentages indicating “Yes”	98.9	98.8

FLVS provides you with the information you needed to monitor the progress of your FLVS student. (Strongly Agree to Strongly Disagree 5 point rating scale)	74.0	78.9
You or school personnel use FLVS administrative accounts to monitor student progress over the web. (Strongly Agree to Strongly Disagree 5 point rating scale)	75.6	80.3
Your school encourages enrollment in FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	71.0	74.9
Your school places specific limitations on students when scheduling FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	53.6	57.1
You are satisfied with quality of your school's experience with FLVS. (Strongly Agree to Strongly Disagree 5 point rating scale)	73.8	76.8
Florida Virtual School benefits your students. (Strongly Agree to Strongly Disagree 5 point rating scale)	76.5	80.6
Florida Virtual School benefits your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	71.3	76.6
You consider Florida Virtual School to be a key partner to your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	67.5	74.6
Your students experience little to no technical or technical problems in their FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	58.3	61.0
The lack of school technology has been a barrier for some students to access Florida Virtual School courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	28.1	29.1
The lack of home technology has been a barrier for some students to access Florida Virtual School courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	53.0	51.6
Have you had any concerns about FLVS courses this past school year? (Yes/No) Percentages indicating "Yes"	19.5	13.3
Have you had any concerns about FLVS teachers this past school year? (Yes/No) Percentages indicating "Yes"	18.8	18.0

District

Question	Score 2014-15	Score 2015-16
FLVS policies and procedures are clearly communicated to the affiliated districts. (Strongly Agree to Strongly Disagree 5 point rating scale)	75.0	76.4
You receive sufficient support from your primary FLVS contact. (Strongly Agree to Strongly Disagree 5 point rating scale)	82.5	88.9
Have you or other school personnel been in touch with your primary FLVS contact? (Yes/No) Percentages indicating "Yes"	90.5	89.5
FLVS provides you with the information needed to monitor the progress of your district's FLVS students. (Strongly Agree to Strongly Disagree 5 point rating scale)	66.7	69.4
District personnel use FLVS administrative accounts to monitor student progress over the Web. (Strongly Agree to Strongly Disagree 5 point rating scale)	66.7	69.4
Do you feel the District Relations Manager (DRM) is accessible to help you resolve concerns regarding your FLVS needs? (Yes/No) Percentages indicating "Yes"	100	100
Do you find the DRM to be responsive regarding your inquiries regarding FLVS questions? (Yes/No) Percentages indicating "Yes"	100	100
Do you believe the DRM provides support as it relates to FLVS information? (Yes/No) Percentages indicating "Yes"	100	100
Considering your overall experience with FLVS, do you see the DRM as a valuable support? (Yes/No) Percentages indicating "Yes"	100	100
What percentage of high schools in your district are aware of FLVS? <i>Awareness greater than 70%</i>	100	100
Are high school students in your district aware of FLVS? <i>Awareness greater than 70%</i>	62.0	84.2
What percentage of your schools students are aware of FLVS? <i>Awareness greater than 70%</i>	54.0	56.8
Your district places specific limitations on students when scheduling FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	38.9	25.0
Your district ensures all students have access to FLVS courses if needed. (Strongly Agree to Strongly Disagree 5 point rating scale)	81.9	73.6
Does your district Student Progression Plan specify policies regarding students' participation in FLVS courses? (Yes/No)	66.7	84.2
Does your district implement any specific strategies to encourage minority enrollment in FLVS? (Yes/No)	28.6	36.8

Has your district utilized FLVS to accommodate students with extraordinary circumstances? (Yes/No) Percentages indicating “Yes”	90.5	84.2
Florida Virtual School benefits your students. (Strongly Agree to Strongly Disagree 5 point rating scale)	80.0	77.8
Florida Virtual School benefits your district. (Strongly Agree to Strongly Disagree 5 point rating scale)	76.3	75.0
You consider Florida Virtual School to be a key partner to your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	78.8	75.0
The lack of school technology has been a barrier for some students in accessing FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	36.1	31.9
The lack of home technology has been a barrier for some students in accessing FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	51.4	55.6
Have you had any concerns about FLVS courses this past school year? (Yes/No) Percentages indicating “Yes”	22.2	16.7
Have you had any concerns about FLVS teachers this past school year? (Yes/No) Percentages indicating “Yes”	16.7	5.6



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