

# Florida Virtual School Stakeholder Surveys: Executive Summary 2016-17



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 2016-17).

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	49,518	4,833
End of Course	21,115	2,742

**Table 2. FLVS Annual Survey Response Rates, 2016-17**

Survey	Total Sent	Number Returned	Response Rate
School	632,345	57,821	9.1%
District	242,027	20,387	8.4%

<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 have increased since last year and scores from students slightly decreased (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 (+1.3 points since 2015-16). For students, teacher satisfaction decreased slightly year-over-year (-0.2 points) but is still higher than in the 2014-15 school year. 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 (82.0 points for students and 91.2 for parents) as well as recommend FLVS to a friend (79.6 points for students and 93.2 for parents). The average score for best learning experience from students was 71.4 (down 0.9 points year-over-year) and from parents was 82.5 (up 3.0 points).

### Teacher Quality

Again, parents' scores have all increased since 2015-16, whereas students' scores have slightly decreased. Students gave teacher overall communication a score of 85.7 (down 0.2 points year-over-year) and parents rating was 92.6 (up 1.2 points). Parents' scores were even higher for willingness to help (93.7 points, up 0.8 year-over-year) and teacher focused on success (93.6 points, up 1.1). Average scores for students were still high, at 90.8 on willingness to help (down 0.3) and 90.9 on teacher focused on success (down 0.1 points).

### Course Quality

Course quality scores were not as high as teacher quality, but averaged about 83 points across all questions. Overall, parent scores increased about 2 points and student scores stayed consistent or decreased slightly. Course navigation received the highest rating among the course quality questions, at 89.5 for parents and 84.9 for students. Parents' scores are between 5 and 10 points higher than students' scores. Course materials quality and course materials and resources both improved by 2.1 points compared to the 2015-16 school year for parents. Student scores decreased by 0.9 and 0.8 points year-over-year on the course materials and resources and course set up questions, respectively.

## Reaction from Schools (N = 661) and Districts (N = 9)

### 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 35 percent of school respondents unfamiliar with the counselor resources web page, and 25 percent unfamiliar with the terms of agreement. Even with these shortcomings, 84 percent said their primary FLVS contact has been in touch with someone at their school (which has increased 4 percentage points year-over-year) and 87 percent are satisfied with the level of service they receive (consistent with last year).

Compared to last year, school-level personnel indicated the quality of their experience with FLVS increased 4 percentage points to 81 percent for 2016-17, which had already increased 3 percentage points since 2015-16.

District contacts reported positive experiences with FLVS. Although the sample size is small, respondents from the district level resulted in a score of 94 points on Receiving Sufficient Support from FLVS (which is up 5 points since last 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 near 100 percent rating, similar to 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.

District contacts reported having a strong partnership with FLVS DRMs, with all nine respondents answering 'Yes' to these questions (resulting in a score of 100 for the second year in a row). 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 improvement for district personnel would be their use of FLVS administrative accounts, as only 3 of the 8 district respondents strongly agreed to use this resource.

### **Awareness and Participation**

School contacts indicated there was a moderate to high level of awareness of the FLVS program. Fifty-five percent of the responding school contacts indicated more than 70 percent of their students are aware of FLVS. About 67 percent of school respondents agree or strongly agree that they encourage enrollment with FLVS. About the same number of schools as last year indicated that specific limitations are placed on students when scheduling FLVS courses (with a score of 58).

Seven of the eight districts indicated 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 (same as last year).

Regarding student participation in FLVS, the number of school respondents who agree that their school places specific limitations on students when scheduling FLVS courses has increased by one since last year. This year, all district respondents indicated they specified policies related to FLVS participation in their Student Progression Plans. This number has increased for the second year in a row to include all nine respondents this year. All but one of the district respondents used FLVS to accommodate students with extraordinary circumstances. The number of respondents who are implementing specific strategies to encourage minority enrollment has increased for the second year in a row. Although these scores for the districts are generally improving, it is important to remember that this is likely a result of the specific districts who responded to the survey since the sample size is so small.

### **Quality and Benefits to Schools and Districts**

There was strong agreement from school contacts that FLVS benefited both the schools and students. Higher ratings from both schools and districts on the benefits FLVS provides students lifted scores for the second year in a row, from a score of 81 last year to 84 this year. School respondents gave slightly higher ratings than last year regarding FLVS as a key partner and for the quality of their experience with FLVS (up 1 point to 76 and up 4 points to 81, respectively). District scores for considering FLVS as a key partner has also increased since last 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. About 14 percent of school respondents reported having technical problems with their courses and about 15 percent indicated having concerns about either FLVS courses or teachers.

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.

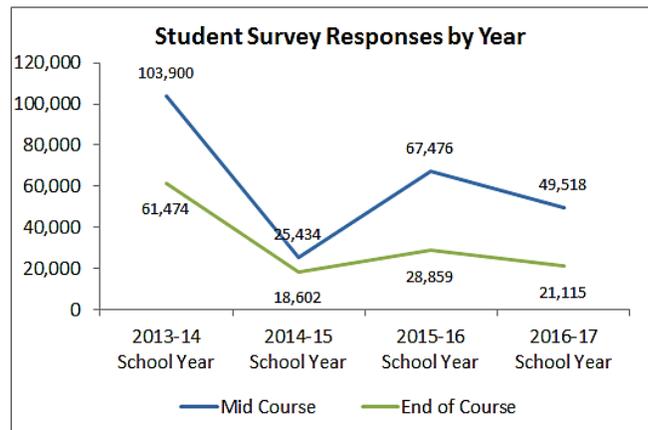
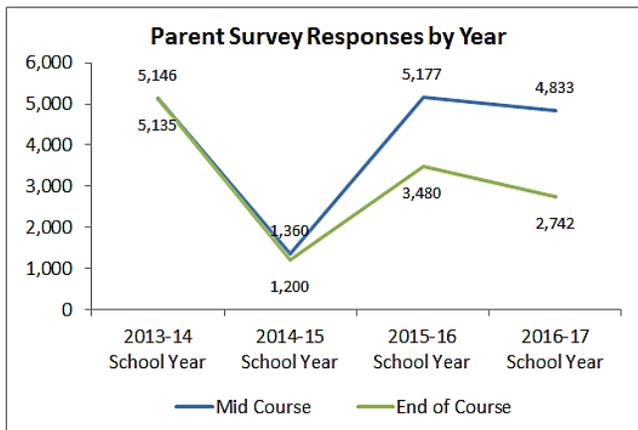
## Appendix. Year-To-Year Comparison

### Surveys and Response Rates

#### Student and Parent Surveys

Each year, Florida Virtual School (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 the same topics (using the same items) as the early-course survey (12 items).
- **End of Course:** Upon 90 percent course completion, students receive a survey addressing the same topics (repeating the same 12 questions) as the midcourse survey. This survey also asked six additional items related to overall satisfaction with the course and teacher (18 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 2017. There were 661 school surveys were completed and nine district surveys were completed. The district scores should be interpreted with the small sample size in mind.

## 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 or Student	School Year			Year-Over-Year Change
		2014-15	2015-16	2016-17	
Teacher Satisfaction	Parent	87.3	91.9	93.2	+1.3
	Student	87.0	89.4	89.2	-0.2
Course Satisfaction	Parent	85.2	88.1	90.0	+1.9
	Student	81.8	81.4	81.1	-0.3
Recommend	Parent	88.4	90.9	93.2	+2.3
	Student	81.1	79.2	79.6	+0.4
Take Another Course	Parent	86.6	89.5	91.2	+1.7
	Student	82.7	82.5	82.0	-0.5
Best Learning Experience	Parent	79.3	79.5	82.5	+3.0
	Student	74.9	72.3	71.4	-0.9

### Teacher Quality

	Parent or Student	School Year			Year-Over-Year Change
		2014-15	2015-16	2016-17	
Level of Care	Parent	87.7	91.3		
	Student	87.3	89.4		
Learning Needs Assistance	Parent	87.2	90.9		
	Student	86.7	88.9		
Response Time Satisfaction	Parent	87.3	90.2		
	Student	84.9	87.4		
Overall Communication	Parent	87.0	91.4	92.6	+1.2
	Student	83.3	85.9	85.7	-0.2
Willingness to Help	Parent		92.9	93.7	+0.8
	Student		91.1	90.8	-0.3
Teacher Focused on Success	Parent		92.5	93.6	+1.1
	Student		91.0	90.9	-0.1

## Course Quality

	Parent or Student	School Year			Year-Over-Year Change
		2014-15	2015-16	2016-17	
Course Navigation	Parent	85.5	87.8	89.5	+1.7
	Student	84.4	84.9	84.9	±0.0
Course Materials Quality	Parent	83.9	86.8	88.9	+2.1
	Student	80.2	81.1	81.1	±0.0
Course Materials & Resources	Parent	83.0	83.5	85.6	+2.1
	Student	77.2	76.1	75.2	-0.9
Course Set Up	Parent	83.3	83.4	85.1	+1.7
	Student	77.2	75.5	74.7	-0.8

## Annual Surveys

### School (N = 661 total responses)

Question	Score 2015-16	Score 2016-17	Year-Over-Year Change
Are you familiar with the Counselor Resource page of the FLVS website? (Yes/No) Score indicates percent of “Yes”	62	65	+3
Are you familiar with the “Terms of Agreement” between your district and FLVS? (Yes/No) Score indicates percent of “Yes”	70	75	+5
Have you or other school personnel been in touch with your primary FLVS contact? (Yes/No) Score indicates percent of “Yes”	80	84	+4
You are satisfied with level of service you receive from your primary FLVS contact. (Strongly Agree to Strongly Disagree 5 point rating scale)	86	87	+1
Do you receive FLVS information from the FLVS District Contact person in your district? (Yes/No) Score indicates percent of “Yes”	85	87	+2
Do you feel the District Relations Manager (DRM) is accessible to help you resolve concerns regarding your FLVS needs? (Yes/No) Score indicates percent of “Yes”	99	99	±0
Do you find the DRM to be responsive regarding your inquiries regarding FLVS questions? (Yes/No) Score indicates percent of “Yes”	99	99	±0
Do you believe the DRM provides support as it relates to FLVS information? (Yes/No) Score indicates percent of “Yes”	99	99	±0

Considering your overall experience with FLVS, do you see the DRM as a valuable support? (Yes/No) Score indicates percent of “Yes”	99	99	±0
What percentage of your school’s students are aware of FLVS? <i>Awareness greater than 70%</i>	57	55	-2
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)	79	79	±0
You or school personnel use FLVS administrative accounts to monitor student progress over the web. (Strongly Agree to Strongly Disagree 5 point rating scale)	80	81	+1
Your school encourages enrollment in FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	75	74	-1
Your school places specific limitations on students when scheduling FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	57	58	+1
You are satisfied with quality of your school's experience with FLVS. (Strongly Agree to Strongly Disagree 5 point rating scale)	77	81	+4
Florida Virtual School benefits your students. (Strongly Agree to Strongly Disagree 5 point rating scale)	81	84	+3
Florida Virtual School benefits your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	77	80	+3
You consider Florida Virtual School to be a key partner to your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	75	76	+1
Your students experience little to no technical of technical problems in their FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	61	64	+3
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)	29	27	-2
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)	52	51	-1
Have you had any concerns about FLVS courses this past school year? (Yes/No) Score indicates percent of “Yes”	13	15	+2
Have you had any concerns about FLVS teachers this past school year? (Yes/No) Score indicates percent of “Yes”	18	14	-4

**District (N = 9 total responses)**

Question	Score 2015-16	Score 2016-17	Year-Over-Year Change
FLVS policies and procedures are clearly communicated to the affiliated districts. (Strongly Agree to Strongly Disagree 5 point rating scale)	76	84	+8
You receive sufficient support from your primary FLVS contact. (Strongly Agree to Strongly Disagree 5 point rating scale)	89	94	+5
Have you or other school personnel been in touch with your primary FLVS contact? (Yes/No) Score indicates percent of "Yes"	90	100	+10
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)	69	78	+9
District personnel use FLVS administrative accounts to monitor student progress over the Web. (Strongly Agree to Strongly Disagree 5 point rating scale)	69	59	+10
Do you feel the District Relations Manager (DRM) is accessible to help you resolve concerns regarding your FLVS needs? (Yes/No) Score indicates percent of "Yes"	100	100	±0
Do you find the DRM to be responsive regarding your inquiries regarding FLVS questions? (Yes/No) Score indicates percent of "Yes"	100	100	±0
Do you believe the DRM provides support as it relates to FLVS information? (Yes/No) Score indicates percent of "Yes"	100	100	±0
Considering your overall experience with FLVS, do you see the DRM as a valuable support? (Yes/No) Score indicates percent of "Yes"	100	100	±0
What percentage of high schools in your district are aware of FLVS? <i>Awareness greater than 70%</i>	100	89	-11
What percentage of high school students in your district are aware of FLVS? <i>Awareness greater than 70%</i>	84	89	+5
Your district places specific limitations on students when scheduling FLVS courses. (Strongly Agree to Strongly Disagree 5 point rating scale)	25	22	-3
Your district ensures all students have access to FLVS courses if needed. (Strongly Agree to Strongly Disagree 5 point rating scale)	74	91	+17
Does your district Student Progression Plan specify policies regarding students' participation in FLVS courses? (Yes/No) Score indicates percent of "Yes"	84	100	+16
Does your district implement any specific strategies to encourage minority enrollment in FLVS? (Yes/No) Score indicates percent of "Yes"	37	56	+19

Has your district utilized FLVS to accommodate students with extraordinary circumstances? (Yes/No) Score indicates percent of “Yes”	84	89	+5
Florida Virtual School benefits your students. (Strongly Agree to Strongly Disagree 5 point rating scale)	78	84	+6
Florida Virtual School benefits your district. (Strongly Agree to Strongly Disagree 5 point rating scale)	75	81	+6
You consider Florida Virtual School to be a key partner to your school. (Strongly Agree to Strongly Disagree 5 point rating scale)	75	81	+6
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)	32	22	-10
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)	56	47	-9
Have you had any concerns about FLVS courses this past school year? (Yes/No) Score indicates percent of “Yes”	17	13	-4
Have you had any concerns about FLVS teachers this past school year? (Yes/No) Score indicates percent of “Yes”	6	0	-6



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