



Stakeholder Feedback Diagnostic

Jones-Wheat Elementary

Decatur County Board of Education

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Introduction

The Stakeholder Feedback Diagnostic is designed to analyze the institution's survey results in terms of areas of achievement and areas that need improvement. Further, the diagnostic is essential to the accreditation and continuous improvement processes in that it provides the institution with a comprehensive view of the aggregate scores of the surveys administered, and the actual total of respondents for each survey type to derive a single score for this diagnostic. The performance level score computed at the completion of the diagnostic is used to broaden and enhance the external review team's understanding of the stakeholder's perceptions of the institution; the diagnostic should be used in the same manner by the institution as it engages in improvement planning.

Criteria for Assessing Stakeholder Feedback

Statement or Question	Response	Evidence	Rating
Select the rubric level obtained from the Stakeholder Feedback Worksheet.	Level 4: Minimum response rate was met. Two or more of the stakeholder surveys had average item values of 4.30 or higher (on a 5.0 scale). All surveys had an average item value of 3.20 or above (on a 5.0 scale).	<ul style="list-style-type: none">•Evidence of survey responses•Evidence of survey response rates	Level 4

Areas of Notable Achievement

Which area(s) indicate the overall highest level of satisfaction or approval?

The results of the SACS survey scored by parents/community and faculty members indicated the overall highest level of satisfaction was with standard one "Purpose and Direction". The staff surveys showed 100% of staff members agreed the school's purpose statement was clearly focused on student success. The parent surveys indicated 97% of parents also agreed with indicator 1.1 concerning the school's purpose statement being clearly focused on student success. Indicator 1.3 also showed 97% of parents agreed that Jones-Wheat established goals and a plan for improving student learning.

Which area(s) show a trend toward increasing stakeholder satisfaction or approval?

The past two years Jones-Wheat completed surveys to help collect data for the yearly balanced scorecards. The findings in the parent and staff surveys indicated an increase in stakeholder satisfaction. The JWE Parent Perception Surveys indicated an 11% increase in satisfaction with the school providing high quality programs for special needs students. In 2011, 83% of Jones-Wheat parents agreed the school provided high quality special needs programs and in 2012, 94% agreed.

The surveys also indicated an increase in stakeholder satisfaction according to the employee ratings. There was a 30% increase in employee satisfaction with students showing an acceptable degree of responsibility toward their school assignments. In 2011, only 61% of employees agreed students showed responsibility toward assignments and 91% agreed in 2012. There was also a 23% increase in employee satisfaction with teachers and students showing an attitude of mutual trust and respect. In 2011, only 63% of employees agreed teachers and students showed an attitude of trust and respect and 86% agreed in 2012. The Employee Perception Survey indicated a 27% increase in satisfaction with the administration treating all staff members equally without showing bias to a particular group. In 2011, only 53% of employees agreed the administration treated staff members equally and 80% agreed in 2012.

Which of the above reported findings are consistent with findings from other stakeholder feedback sources?

All of the above reported findings are consistent with other stakeholder feedback sources. Jones-Wheat only conducted the SACS survey for one year, but the findings concur with the 2012 Balanced Scorecard Perception Surveys. Trend data was established by using the 2011 and 2012 data from the Balanced Scorecard Surveys.

Areas in Need of Improvement

Which area(s) indicate the overall lowest level of satisfaction or approval?

All areas on the SACS surveys indicated high levels of satisfaction. The lowest average score on the surveys was on the staff survey with standard four "Resources and Support Systems". The average score for this area was 3.93. When reviewing the results further, 14% of staff members strongly agreed the school provided opportunities for students to participate in activities that interested them and 40% agreed. Staff members who were neutral included 30% and 14% disagreed. When meeting with staff members, it was determined most staff members believed the school should offer art classes. Art was cut due to budget constraints. It was also determined many staff members believed music class should offer more innovative and movement activities that are grade appropriate.

Which area(s) show a trend toward decreasing stakeholder satisfaction or approval?

According to the employee survey results from the JWE Balanced Scorecard, there was a decreasing satisfaction with school buildings being kept neat and clean. In 2011, only 59% of employees agreed the facility was kept neat and clean and the number dropped to 57% in 2012.

What are the implications for these stakeholder perceptions?

After meeting with staff members to review 2011-12 survey results, it was determined staff members were not satisfied with the cleanliness of the school facility with emphasis on the restrooms.

Which of the above reported findings are consistent with findings from other stakeholder feedback sources?

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