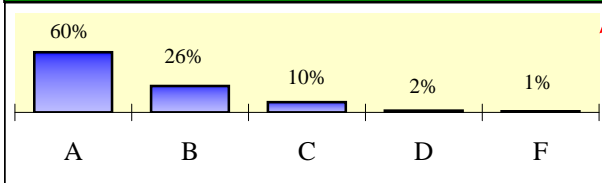


# OVERALL SATISFACTION MODELS



# OVERALL SATISFACTION MODEL: ELEMENTARY STUDENTS

**Elementary Students' Satisfaction Rating Distribution**

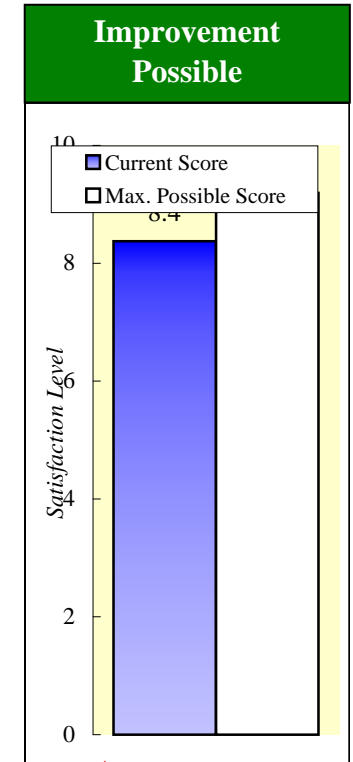


This graph shows the distribution of satisfaction scores elementary students provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

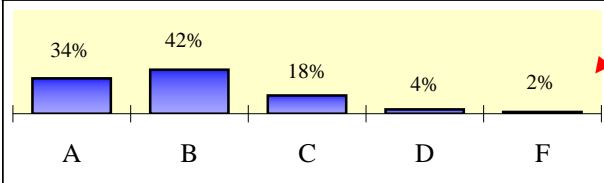
ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Are school computers available when you need them?	38%	1.5	76%
Main teacher: Help you want to learn?	10%	1.8	24%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: SECONDARY STUDENTS

**Secondary Students' Satisfaction Rating Distribution**

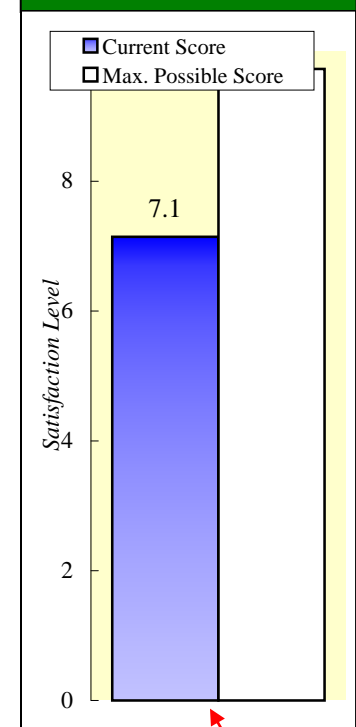


This graph shows the distribution of satisfaction scores secondary students provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

**Improvement Possible**

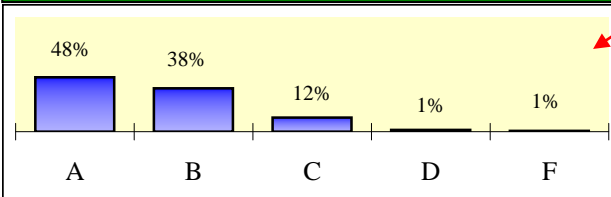


This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Do you like the food served in the lunch room?	55%	0.6	14%
Is gossip a serious problem at school?	60%	0.5	13%
Is there enough safe and accessible student parking?	50%	0.7	13%
Do you study with other students before or after school?	44%	0.6	11%
Are the rules at your school fair?	33%	0.8	11%
Math Teacher: You like what is taught in this class.	28%	0.8	9%
Is your school preparing you for the world of work?	32%	0.6	8%
Is your school preparing you for college?	22%	0.7	6%
Principal: Handle discipline fairly?	19%	0.8	6%
Does your school do a good job of preparing you for taking standardized tests?	17%	0.8	6%
Do you feel safe while in school?	5%	1.2	3%

# OVERALL SATISFACTION MODEL: MIDDLE SCHOOL STUDENTS

**Middle School Students' Satisfaction Rating Distribution**

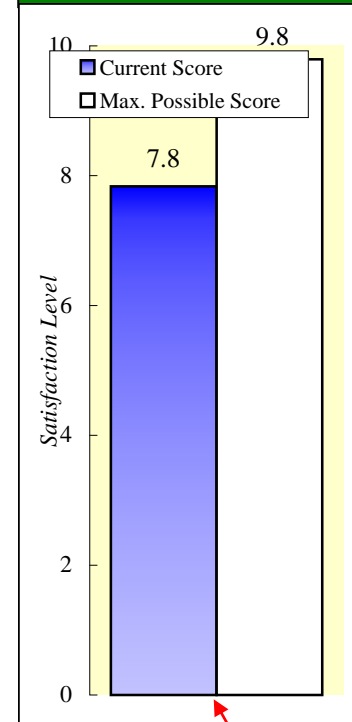


This graph shows the distribution of satisfaction scores middle school students provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

**Improvement Possible**

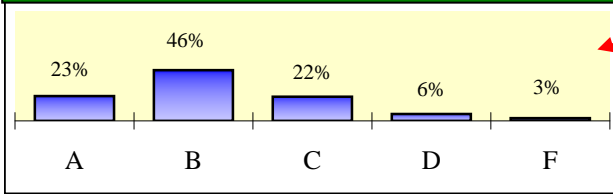


This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Do you like the food served in the lunch room?	46%	0.8	19%
Is gossip a serious problem at school?	49%	0.6	16%
Do you study with other students before or after school?	40%	0.7	14%
Principal: Handle discipline fairly?	26%	0.9	13%
Math Teacher: Provides helpful feedback on your work.	28%	0.7	11%
Is your school preparing you for college?	21%	0.9	10%
Math Teacher: You like what is taught in this class.	30%	0.6	9%
Does your school do a good job of preparing you for taking standardized tests?	9%	0.9	4%
Do school computers help you learn?	7%	1.0	4%

# OVERALL SATISFACTION MODEL: HIGH SCHOOL STUDENTS

High School Students' Satisfaction Rating Distribution

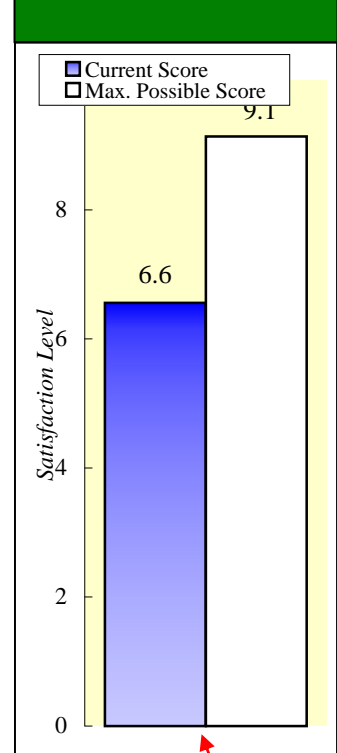


This graph shows the distribution of satisfaction scores high school students provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

Improvement Possible

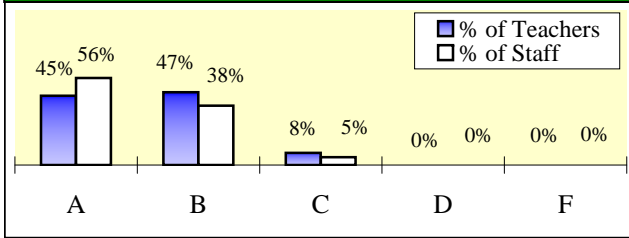


This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Is there enough safe and accessible student parking?	74%	0.9	27%
Are the rules at your school fair?	42%	0.8	14%
Are students well-behaved while in school?	32%	0.9	12%
Other than temperature, are classrooms comfortable?	31%	0.8	11%
Is your classroom teacher prepared to train you on the computer?	29%	0.8	10%
Does your school do a good job of preparing you for taking standardized tests?	24%	0.8	8%
Principal: Have time available for you?	20%	1.0	8%
Principal: Handle discipline fairly?	14%	0.9	5%
Foreign Language Teacher: Makes this class interesting.	12%	1.0	5%

# OVERALL SATISFACTION MODEL: TEACHERS/STAFF

Teachers'/Staff's Satisfaction Rating Distribution

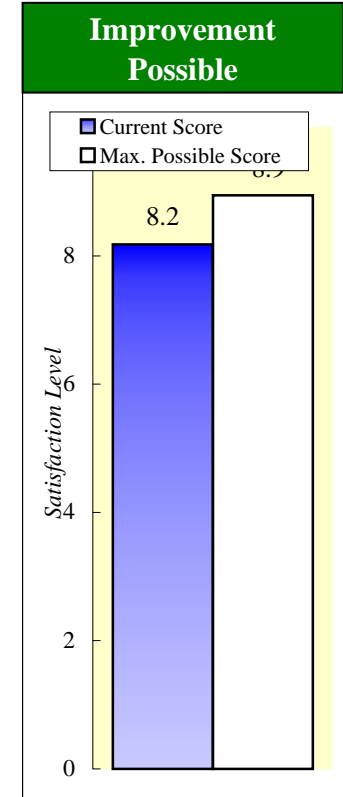


This graph shows the distribution of satisfaction scores teachers and staff provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

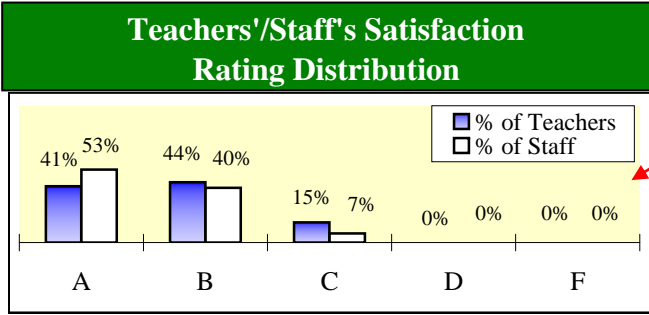
**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Policies that affect you?	34%	0.9	44%
Parental involvement in their child's education?	27%	0.8	32%
Has anyone in school gone out of their way to give you help?	15%	1.1	24%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: ELEMENTARY TEACHERS/STAFF

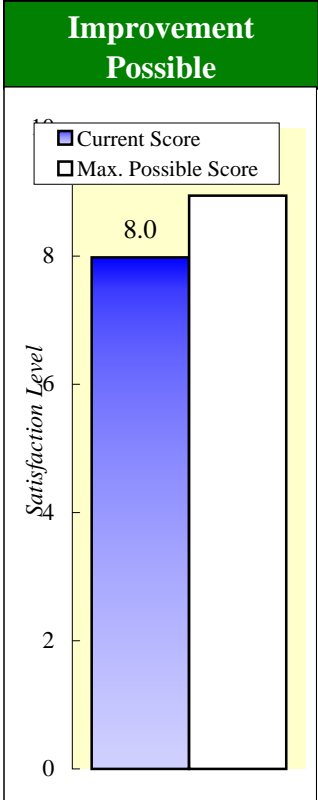


This graph shows the distribution of satisfaction scores elementary level teachers and staff provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

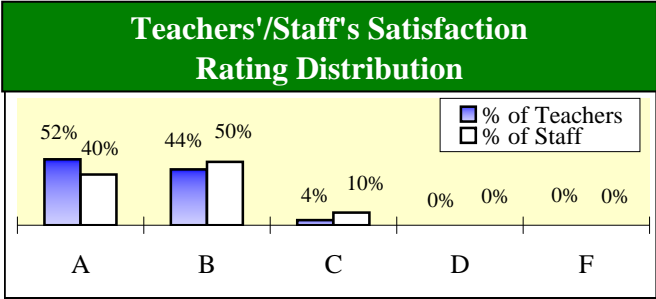
**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Policies that affect you?	39%	0.9	59%
Parental involvement in their child's education?	18%	0.8	26%
Has anyone in school gone out of their way to give you help?	8%	1.1	15%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: MIDDLE SCHOOL TEACHERS/STAFF

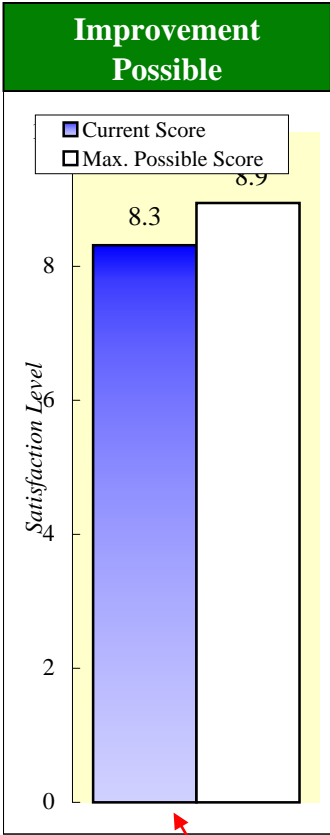


This graph shows the distribution of satisfaction scores middle school level teachers and staff provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

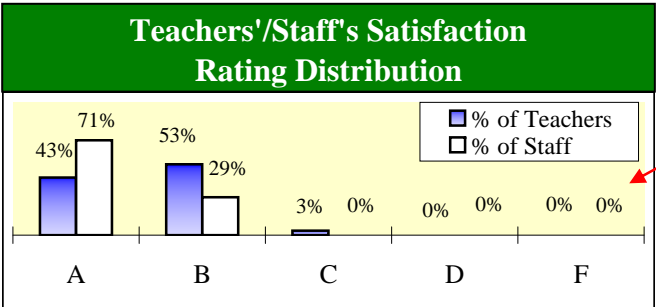
**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Parental involvement in their child's education?	34%	0.8	35%
Policies that affect you?	31%	0.9	34%
Has anyone in school gone out of their way to give you help?	23%	1.1	31%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: HIGH SCHOOL TEACHERS/STAFF

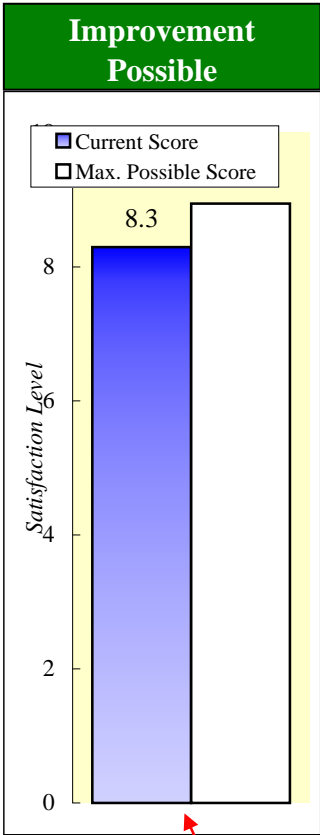


This graph shows the distribution of satisfaction scores high school level teachers and staff provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

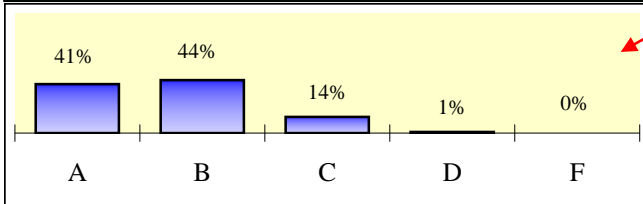
ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Policies that affect you?	32%	0.9	40%
Parental involvement in their child's education?	30%	0.8	35%
Has anyone in school gone out of their way to give you help?	16%	1.1	25%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: PARENTS

**Parents' Satisfaction Rating Distribution**

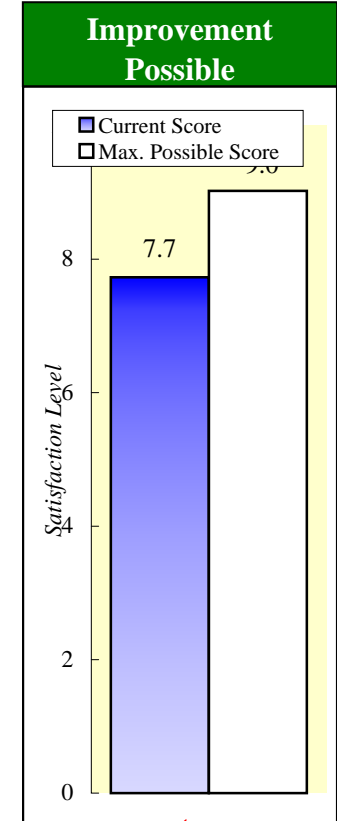


This graph shows the distribution of satisfaction scores parents provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

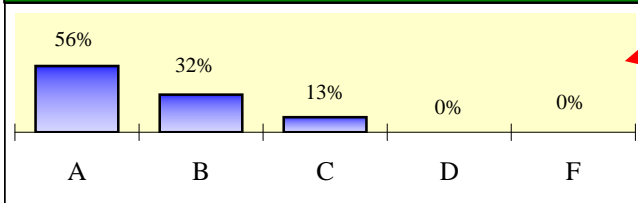
ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Including parents' views when making decisions?	34%	1.1	27%
Are you getting enough feedback on your child's performance?	30%	1.0	22%
Keeping you informed about school activities?	26%	1.0	20%
Preparation of students for college?	29%	0.8	19%
Have you ever tried to have your child assigned to a different teacher?	15%	1.0	12%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: ELEMENTARY PARENTS

**Parents' Satisfaction Rating Distribution**

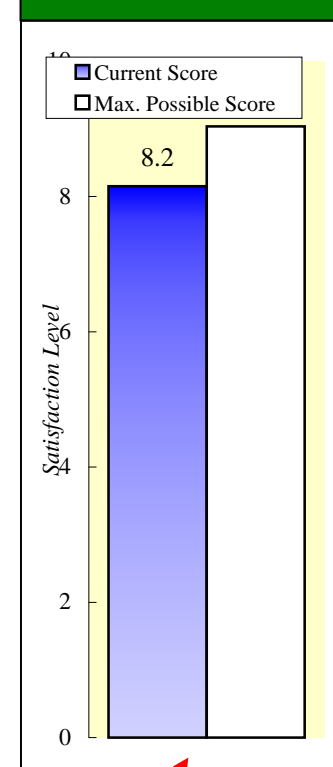


This graph shows the distribution of satisfaction scores elementary parents provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

**Improvement Possible**

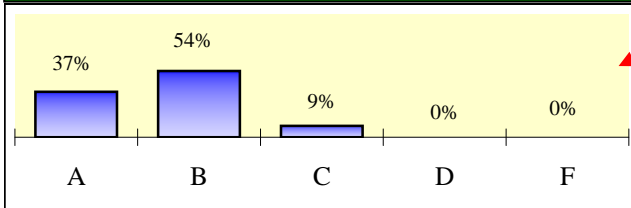


This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Do you communicate enough with your child's teachers?	14%	1.7	34%
Preparation of students for taking standardized tests?	14%	1.8	34%
(Super./Central) Providing opportunities for parental involvement?	15%	1.5	32%

# OVERALL SATISFACTION MODEL: MIDDLE SCHOOL PARENTS

**Parents' Satisfaction Rating Distribution**

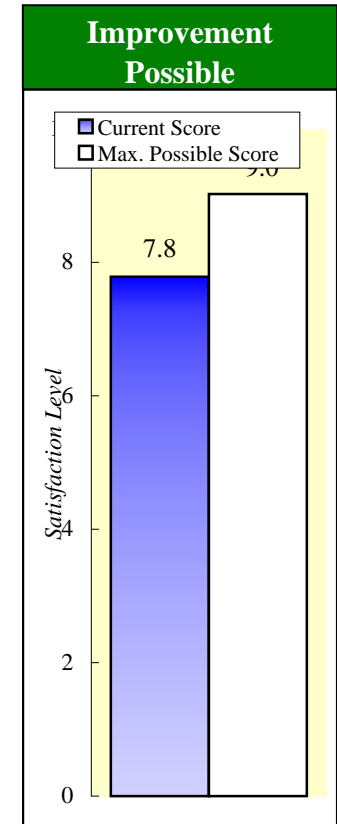


This graph shows the distribution of satisfaction scores middle school parents provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

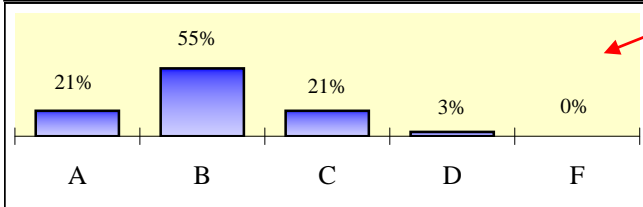
ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Are you getting enough feedback on your child's performance?	34%	1.0	30%
Including parents' views when making decisions?	30%	1.1	28%
Keeping you informed about school activities?	22%	1.0	19%
Have you ever tried to have your child assigned to a different teacher?	14%	1.0	13%
Preparation of students for college?	14%	0.8	10%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.

# OVERALL SATISFACTION MODEL: HIGH SCHOOL PARENTS

**Parents' Satisfaction Rating Distribution**

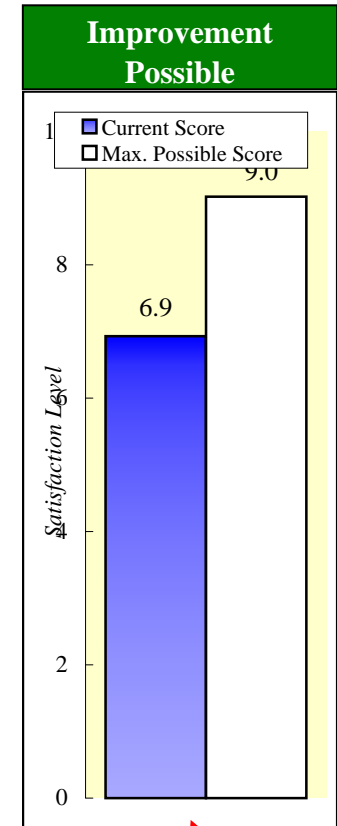


This graph shows the distribution of satisfaction scores high school parents provided for the overall satisfaction question.

**Impact Index** is a combination of the penalty and the % reporting the problem. It represents the percent of **potential improvement**, from the current score to the maximum possible score, that can be realized if the occurrence of the problem is reduced to zero.

**Penalty** for each issue is the difference between the mean satisfaction scores of those who reported that an issue was a problem and those who reported that the same issue was not a problem. The larger the penalty, the larger the effect of the problem is on satisfaction for those people who have experienced the issue.

ISSUES INFLUENCING OVERALL SATISFACTION	% with Problem	Penalty	IMPACT INDEX
Including parents' views when making decisions?	48%	1.1	25%
Keeping you informed about school activities?	46%	1.0	22%
Preparation of students for college?	52%	0.8	21%
Are you getting enough feedback on your child's performance?	43%	1.0	20%
Have you ever tried to have your child assigned to a different teacher?	23%	1.0	12%



This graph shows the current overall satisfaction mean rating with the **maximum possible score**.