

ARLINGTON PUBLIC SCHOOLS
2016 COMMUNITY SATISFACTION SURVEY

HYBRID PAPER/ONLINE¹ SURVEY AMONG 2,130 APS STAFF MEMBERS

TOPLINE REPORT²

Field Dates: March 28 – May 6, 2016

Margin of Error: ±1.6%

	Total Completes	Sample Population	2016 Response Rates
A-Scale – Instructional Assistants	175	649	27%
C-Scale – Cafeteria	18	88	20%
D-Scale – Bus Drivers	158	186	85%
E-Scale – Technical and Administrative	113	202	56%
G-Scale – Clerical	111	267	42%
M-Scale – Maintenance and Custodial	213	321	66%
P-Scale – Principal and Administrative	77	142	54%
T-Scale – Teachers	1,240	2,635	47%
X-Scale – Extended Day	25	238	11%
OVERALL	2,130	4,728	45%

Mark only one answer for each question.

Using the letter grade scale, A, B, C, D, or F, what overall grade would you give the performance of each of the following? A is outstanding, B is very good, C is average, D is poor, and F is failing.

1. Arlington Public Schools

86% TOTAL A/B (NET)

35% A (OUTSTANDING)

51% B (VERY GOOD)

11% C (AVERAGE)

2% TOTAL D/F (NET)

2% D (POOR)

1% F (FAILING)

1% NO RESPONSE

¹ Staff members on the A-, E-, G-, P-, T-, and X-Scales received an online, English-language invitation to complete the CSS questionnaire. Staff members on the C-, D-, and M-Scales received paper surveys printed in both English and Spanish. Paper survey respondents placed their anonymous response in a pre-addressed envelope and for processing by tpc/WT.

² Percentages may not add to exactly 100% due to rounding.

2. [Staff_Location]

80% TOTAL A/B (NET)
41% A (OUTSTANDING)
39% B (VERY GOOD)

15% C (AVERAGE)

4% TOTAL D/F (NET)
3% D (POOR)
1% F (FAILING)

1% NO RESPONSE

3. The [teachers/staff] in your [school/department]

84% TOTAL A/B (NET)
43% A (OUTSTANDING)
41% B (VERY GOOD)

12% C (AVERAGE)

3% TOTAL D/F (NET)
2% D (POOR)
1% F (FAILING)

1% NO RESPONSE

4. The [principal/assistant superintendent] for your [school/department]

71% TOTAL A/B (NET)
41% A (OUTSTANDING)
31% B (VERY GOOD)

18% C (AVERAGE)

10% TOTAL D/F (NET)
7% D (POOR)
3% F (FAILING)

1% NO RESPONSE

5. The Superintendent

46% TOTAL A/B (NET)
16% A (OUTSTANDING)
30% B (VERY GOOD)

34% C (AVERAGE)

18% TOTAL D/F (NET)
14% D (POOR)
5% F (FAILING)

2% NO RESPONSE

To what extent do you agree or disagree with the following statements?

6. "My building is safe and secure."

81% TOTAL AGREE (NET)
44% STRONGLY AGREE
38% SOMEWHAT AGREE

6% NEITHER AGREE NOR DISAGREE

12% TOTAL DISAGREE (NET)
9% SOMEWHAT DISAGREE
4% STRONGLY DISAGREE

1% NO RESPONSE

7. "I feel respected as a professional in my [school/department]."

75% TOTAL AGREE (NET)
45% STRONGLY AGREE
30% SOMEWHAT AGREE

8% NEITHER AGREE NOR DISAGREE

16% TOTAL DISAGREE (NET)
11% SOMEWHAT DISAGREE
5% STRONGLY DISAGREE

1% NO RESPONSE

8. "During the current school year, I have received recognition or praise for doing good work."

68% TOTAL AGREE (NET)

38% STRONGLY AGREE
30% SOMEWHAT AGREE

12% NEITHER AGREE NOR DISAGREE

19% TOTAL DISAGREE (NET)

10% SOMEWHAT DISAGREE
8% STRONGLY DISAGREE

1% NO RESPONSE

9. "I like going to work."

84% TOTAL AGREE (NET)

56% STRONGLY AGREE
28% SOMEWHAT AGREE

8% NEITHER AGREE NOR DISAGREE

7% TOTAL DISAGREE (NET)

5% SOMEWHAT DISAGREE
2% STRONGLY DISAGREE

1% NO RESPONSE

10. "I have the materials and equipment I need to do my best work."

74% TOTAL AGREE (NET)

41% STRONGLY AGREE
34% SOMEWHAT AGREE

8% NEITHER AGREE NOR DISAGREE

17% TOTAL DISAGREE (NET)

13% SOMEWHAT DISAGREE
4% STRONGLY DISAGREE

1% NO RESPONSE

11. "My [school/department] colleagues are committed to doing quality work in support of the APS mission and goals."

87% TOTAL AGREE (NET)

56% STRONGLY AGREE

31% SOMEWHAT AGREE

7% NEITHER AGREE NOR DISAGREE

6% TOTAL DISAGREE (NET)

4% SOMEWHAT DISAGREE

2% STRONGLY DISAGREE

1% NO RESPONSE

To what extent do you agree or disagree with the following statements?

12. "The mission/purpose of APS makes me feel that my job is important."

77% TOTAL AGREE (NET)

43% STRONGLY AGREE

34% SOMEWHAT AGREE

14% NEITHER AGREE NOR DISAGREE

9% TOTAL DISAGREE (NET)

6% SOMEWHAT DISAGREE

3% STRONGLY DISAGREE

* NO RESPONSE

13. "The [principal/assistant superintendent] is responsive to the concerns of [parents and the community/schools and student needs]."

82% TOTAL AGREE (NET)

57% STRONGLY AGREE

25% SOMEWHAT AGREE

11% NEITHER AGREE NOR DISAGREE

7% TOTAL DISAGREE (NET)

4% SOMEWHAT DISAGREE

2% STRONGLY DISAGREE

1% NO RESPONSE

14. "During the current school year, my evaluator has encouraged my development."

71% TOTAL AGREE (NET)

46% STRONGLY AGREE
25% SOMEWHAT AGREE

16% NEITHER AGREE NOR DISAGREE

13% TOTAL DISAGREE (NET)

8% SOMEWHAT DISAGREE
5% STRONGLY DISAGREE

1% NO RESPONSE

15. "There is an atmosphere of open communication in my [school/department]."

65% TOTAL AGREE (NET)

36% STRONGLY AGREE
29% SOMEWHAT AGREE

10% NEITHER AGREE NOR DISAGREE

23% TOTAL DISAGREE (NET)

14% SOMEWHAT DISAGREE
10% STRONGLY DISAGREE

1% NO RESPONSE

16. "My [principal/assistant superintendent] is responsive to staff."

70% TOTAL AGREE (NET)

44% STRONGLY AGREE
26% SOMEWHAT AGREE

13% NEITHER AGREE NOR DISAGREE

17% TOTAL DISAGREE (NET)

10% SOMEWHAT DISAGREE
6% STRONGLY DISAGREE

1% NO RESPONSE

17. "My evaluator gives me performance feedback and conducts thorough, accurate evaluations of my work."

71% TOTAL AGREE (NET)

46% STRONGLY AGREE

26% SOMEWHAT AGREE

14% NEITHER AGREE NOR DISAGREE

14% TOTAL DISAGREE (NET)

9% SOMEWHAT DISAGREE

6% STRONGLY DISAGREE

1% NO RESPONSE

18. To what extent are you satisfied with your ability to influence the policies that affect you?

44% TOTAL SATISFIED (NET)

15% VERY SATISFIED

29% SOMEWHAT SATISFIED

18% NEITHER SATISFIED NOR DISSATISFIED

34% TOTAL DISSATISFIED (NET)

31% SOMEWHAT DISSATISFIED

2% VERY DISSATISFIED

4% NOT APPLICABLE / NO BASIS TO JUDGE

1% NO RESPONSE

19. **[CSS – Teachers Only³]** "The Arlington Public Schools curricula are challenging for all students."

85% TOTAL AGREE (NET)

45% STRONGLY AGREE

40% SOMEWHAT AGREE

6% NEITHER AGREE NOR DISAGREE

8% TOTAL DISAGREE (NET)

6% SOMEWHAT DISAGREE

6% STRONGLY DISAGREE

1% NOT APPLICABLE / NO BASIS TO JUDGE

³ n=1240 T-Scale respondents.

20. **[CSS – Teachers Only]** “I have enough planning time.”

43% TOTAL AGREE (NET)

15% STRONGLY AGREE
28% SOMEWHAT AGREE

8% NEITHER AGREE NOR DISAGREE

47% TOTAL DISAGREE (NET)

21% SOMEWHAT DISAGREE
26% STRONGLY DISAGREE

2% NOT APPLICABLE / NO BASIS TO JUDGE

21. **[CSS – Teachers Only]** “The central office staff (supervisors and specialists) for my instructional programs are accessible to me.”

83% TOTAL ALWAYS/SOMETIMES (NET)

46% ALWAYS
37% SOMETIMES

8% TOTAL RARELY/NEVER (NET)

6% RARELY
2% NEVER

5% UNSURE
3% NOT APPLICABLE / NO BASIS TO JUDGE

22. **[CSS – Teachers Only]** “My school does a good job of getting important school information to parents.”

87% TOTAL AGREE (NET)

59% STRONGLY AGREE
28% SOMEWHAT AGREE

8% NEITHER AGREE NOR DISAGREE

4% TOTAL DISAGREE (NET)

3% SOMEWHAT DISAGREE
1% STRONGLY DISAGREE

23. **[CSS – Teachers Only]** “My students have enough information to complete their homework by themselves.”

79% TOTAL AGREE (NET)

52% STRONGLY AGREE
27% SOMEWHAT AGREE

18% NEITHER AGREE NOR DISAGREE

3% TOTAL DISAGREE (NET)

3% SOMEWHAT DISAGREE
1% STRONGLY DISAGREE

24. **[CSS – Teachers Only]** “My students’ schoolwork develops life skills, such as teamwork, collaboration, time management, goal setting, community service, and arts appreciation.”

83% TOTAL AGREE (NET)

48% STRONGLY AGREE
35% SOMEWHAT AGREE

12% NEITHER AGREE NOR DISAGREE

5% TOTAL DISAGREE (NET)

4% SOMEWHAT DISAGREE
1% STRONGLY DISAGREE

25. **[CSS – Teachers Only]** How do you feel about the amount of time your students spend on homework?

48% MY STUDENTS SPEND AN APPROPRIATE AMOUNT OF THEIR AFTER-SCHOOL TIME ON HOMEWORK

15% MY STUDENTS SPEND TOO MUCH OF THEIR AFTER-SCHOOL TIME ON HOMEWORK

14% MY STUDENTS SPEND TOO LITTLE OF THEIR AFTER-SCHOOL TIME ON HOMEWORK

24% I DON'T KNOW

Please mark one answer for each of the following statements.

26. My [school/department] is respectful of **cultural differences**.

91% TOTAL SOMETIMES/ALWAYS (NET)

63% ALWAYS
29% SOMETIMES

6% TOTAL RARELY/NEVER (NET)

4% RARELY
2% NEVER

1% NOT APPLICABLE / NO BASIS TO JUDGE
2% UNSURE / DON'T KNOW

1% NO RESPONSE

27. My [school/department] is respectful of **language differences**.

90% TOTAL SOMETIMES/ALWAYS (NET)

61% ALWAYS
29% SOMETIMES

5% TOTAL RARELY/NEVER (NET)

3% RARELY
2% NEVER

2% NOT APPLICABLE / NO BASIS TO JUDGE
1% UNSURE / DON'T KNOW

2% NO RESPONSE

28. My [school/department] is respectful of **racial/ethnic differences**.

89% TOTAL SOMETIMES/ALWAYS (NET)

61% ALWAYS
29% SOMETIMES

6% TOTAL RARELY/NEVER (NET)

4% RARELY
2% NEVER

1% NOT APPLICABLE / NO BASIS TO JUDGE
2% UNSURE / DON'T KNOW

2% NO RESPONSE

29. In your opinion, how important do you think it is to close the academic achievement gap between White students and Black and Hispanic students?

90% TOTAL IMPORTANT (NET)

73% VERY IMPORTANT
17% SOMEWHAT IMPORTANT

5% TOTAL UNIMPORTANT (NET)

3% SOMEWHAT UNIMPORTANT
2% VERY UNIMPORTANT

4% I DON'T KNOW

1% NO RESPONSE

30. Do you believe that the achievement gap can be narrowed substantially while maintaining high standards for all children?

74% YES
9% NO

16% UNSURE / I DON'T KNOW

1% NO RESPONSE

31. In your opinion, is it the responsibility of the public schools to close the achievement gap between white students and black and Hispanic students?

65% YES
14% NO

21% UNSURE / I DON'T KNOW

1% NO RESPONSE

Please rate your level of satisfaction or dissatisfaction with the following items.

32. Your **annual salary**, meaning pay excluding medical benefits and other perks

69% TOTAL SATISFIED (NET)

25% VERY SATISFIED
43% SOMEWHAT SATISFIED

30% TOTAL DISSATISFIED (NET)

17% SOMEWHAT DISSATISFIED
12% VERY DISSATISFIED

1% UNSURE / DON'T KNOW

1% NO RESPONSE

33. Your **benefits package**, such as medical benefits, supplemental retirement savings program, and scholarships.

67% TOTAL SATISFIED (NET)

22% VERY SATISFIED
45% SOMEWHAT SATISFIED

27% TOTAL DISSATISFIED (NET)

18% SOMEWHAT DISSATISFIED
8% VERY DISSATISFIED

4% UNSURE / DON'T KNOW

2% NO RESPONSE

34. How likely would you be to recommend that a friend apply for a position with APS?

86% TOTAL LIKELY (NET)

56% VERY LIKELY
29% SOMEWHAT LIKELY

11% TOTAL UNLIKELY (NET)

6% SOMEWHAT UNLIKELY
5% VERY UNLIKELY

3% I DON'T KNOW/UNSURE

1% NO RESPONSE