

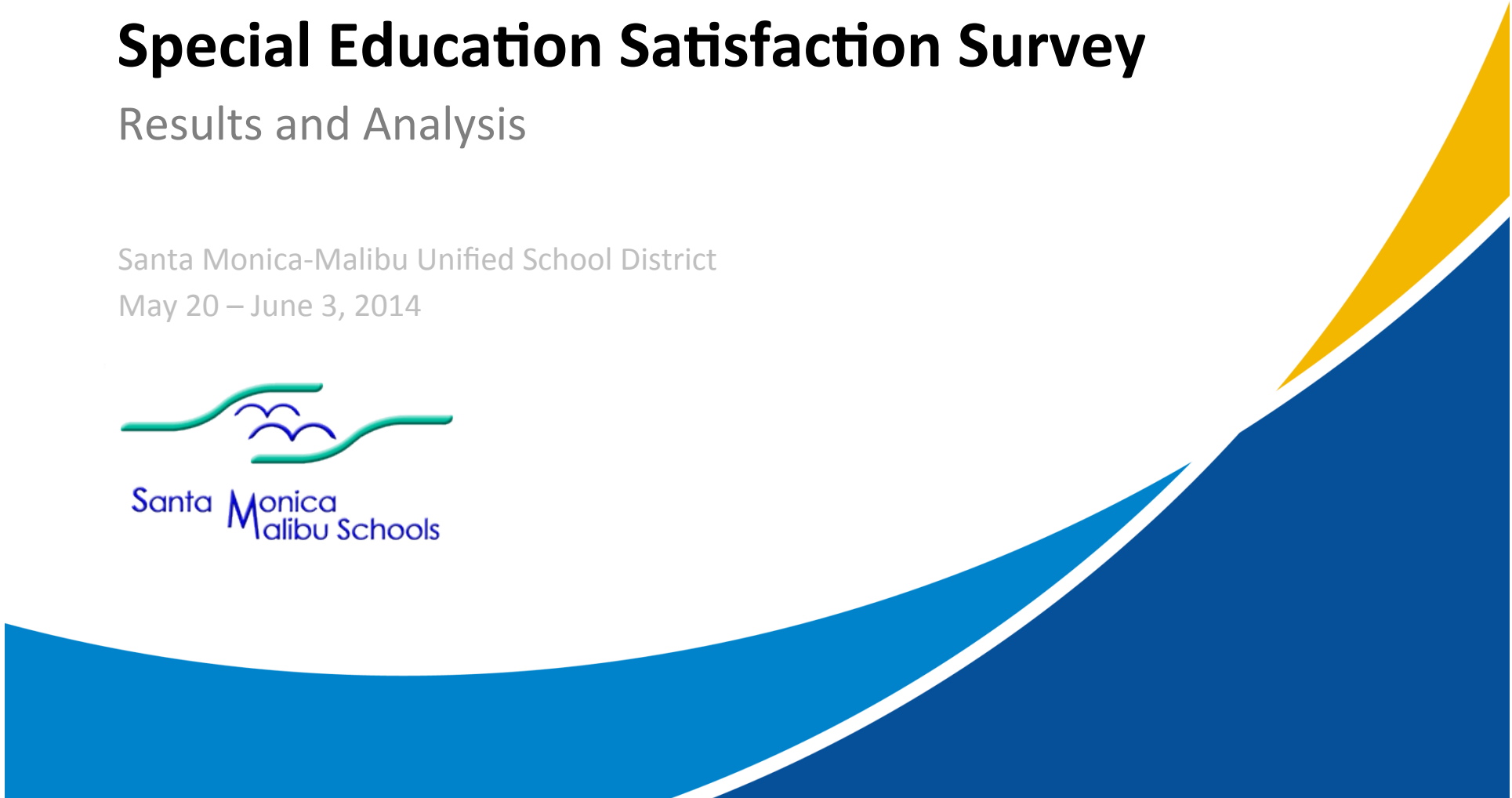
Special Education Satisfaction Survey

Results and Analysis

Santa Monica-Malibu Unified School District
May 20 – June 3, 2014



Santa **M**onica
Malibu Schools



Overview

Parents and guardians of special education students were invited to provide feedback about their satisfaction with the SMMUSD Special Education Program. A survey was open to participation May 20 – June 3, 2014.

Topics included:

- Parent Involvement and Relationships
- Communication
- Instruction, Expectation and Access
- Processes and Procedures
- Quality of Customer Service
- Program Quality

Parents were emailed invitations and could also take the survey on the district’s website.

This presentation provides a district-level overview of survey results. Survey findings lay the foundation for a more in-depth discussion on continuous program improvement. Segmentation reports (analysis by Elementary, Middle and High School) were also provided to the district, as well as a file that includes all open-ended feedback.

Technical Notes

Survey Development

- In order to increase content validity, survey questions were developed in collaboration with district staff and SMMUSD Special Education Parent Advisory members.
- All questions were voluntary.
- Most items use Likert scale response options.

Survey Deployment

- The survey was administered via a public URL and email invitation.
- The survey was available in Spanish.
- A press release was provided to the district for public dissemination.

Data Analysis and Reporting

- The findings for each item in the report exclude participants who did not answer the item.
- Data labels of 5% or less are not shown.
- Stacked bar charts show the full distribution of responses across all statements in each topic area.
- Not Applicable responses have been excluded from calculations.
- “**H**” identifies the item with the highest percentage of agreement (Agree + Strongly Agree) within the topic area.
- “**L**” indicates the item with the lowest percentage of agreement (Agree + Strongly Agree) within the topic area.
- This is a census survey administration. Results reflect the views of survey participants and do not necessarily represent the views of non-respondents.

Participation

Parents and Guardians were given the opportunity to take the survey online May 20 — June 3, 2014. Over 100 parents joined the conversation on the SMMUSD Special Education Program.

Responding Group	Number of Responses via Emailed Invitation	Number of Responses via District Website	Total Number of Responses
Parents	102	13	115

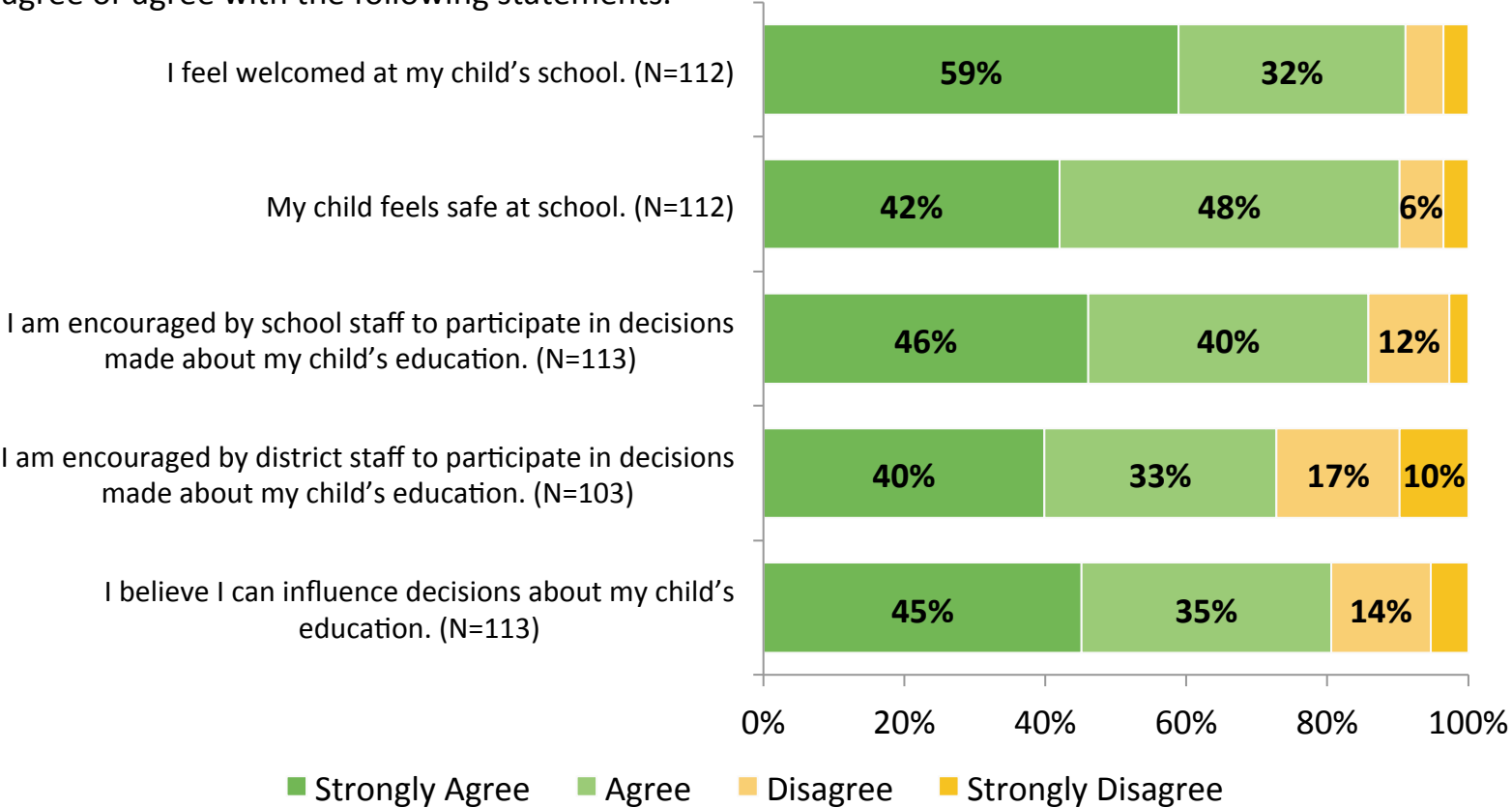
1 Spanish survey was returned.

Reminder emails were sent to non-participants 5/27 and 6/2.

Parent Involvement and Relationships

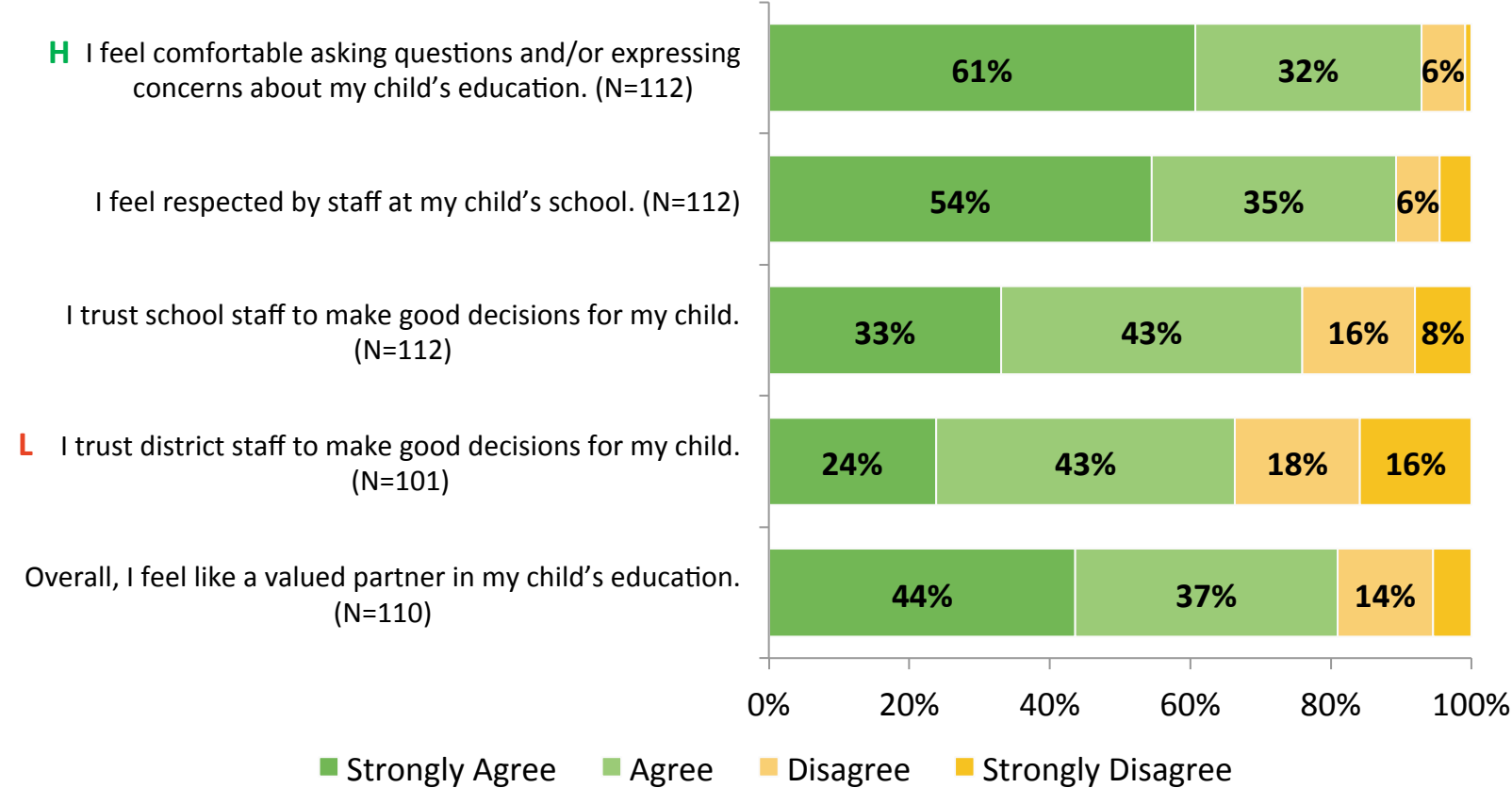
Agreement rates (Strongly Agree + Agree) ranged between 67% and 93%.

Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



Parent Involvement and Relationships (Continued)

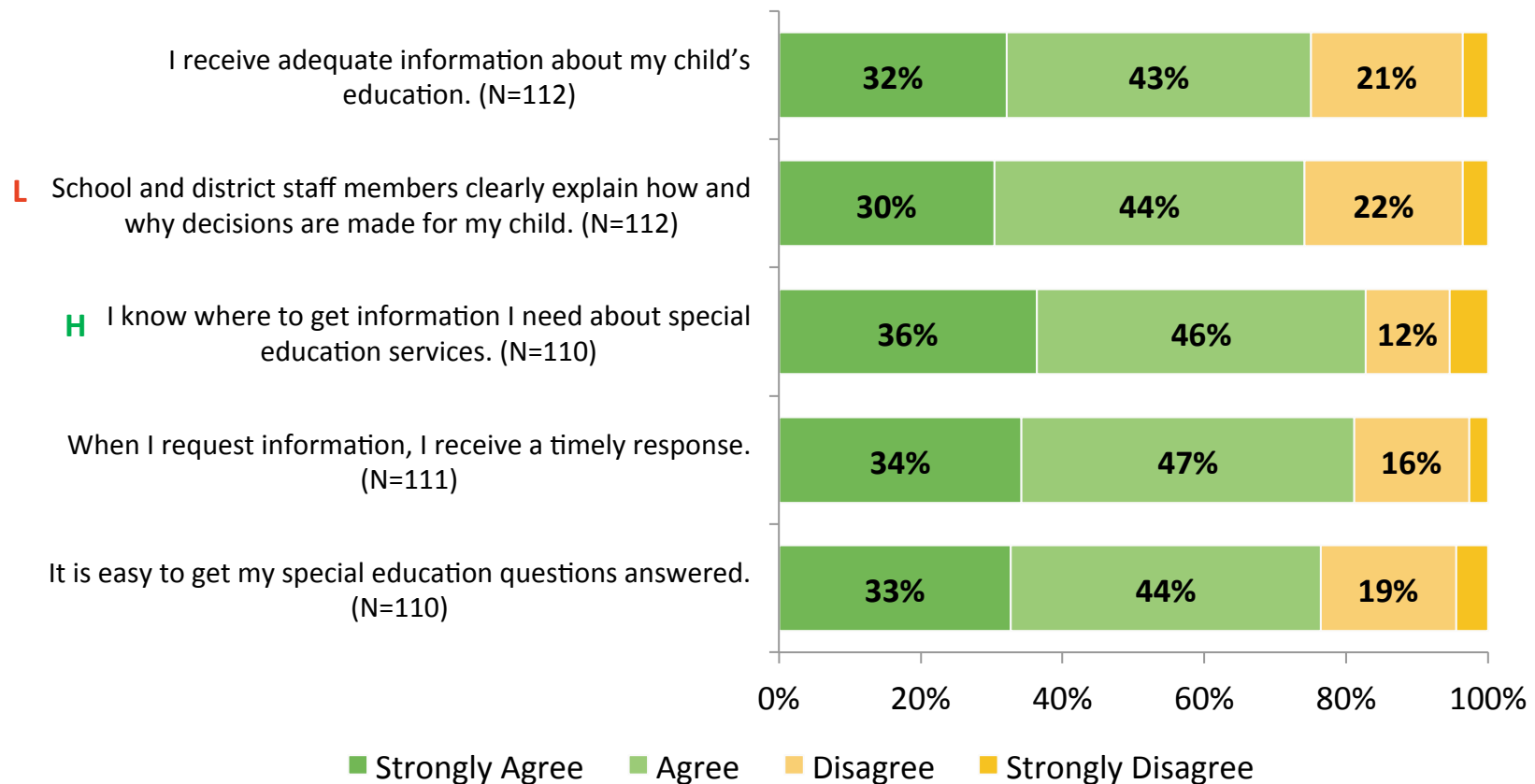
Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



Communication

Agreement rates (Strongly Agree + Agree) ranged between 74% and 82%.

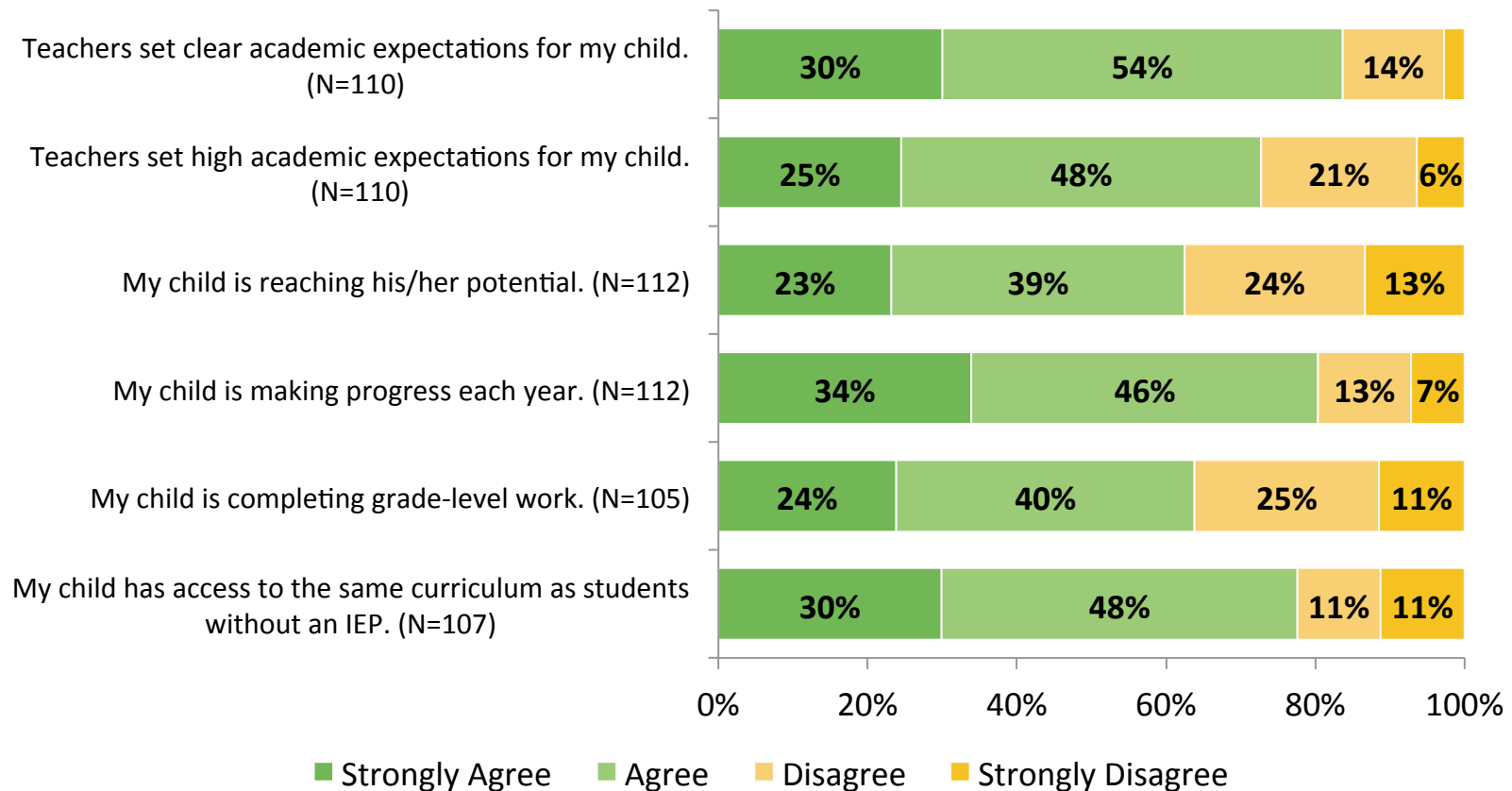
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Instruction, Expectations and Access

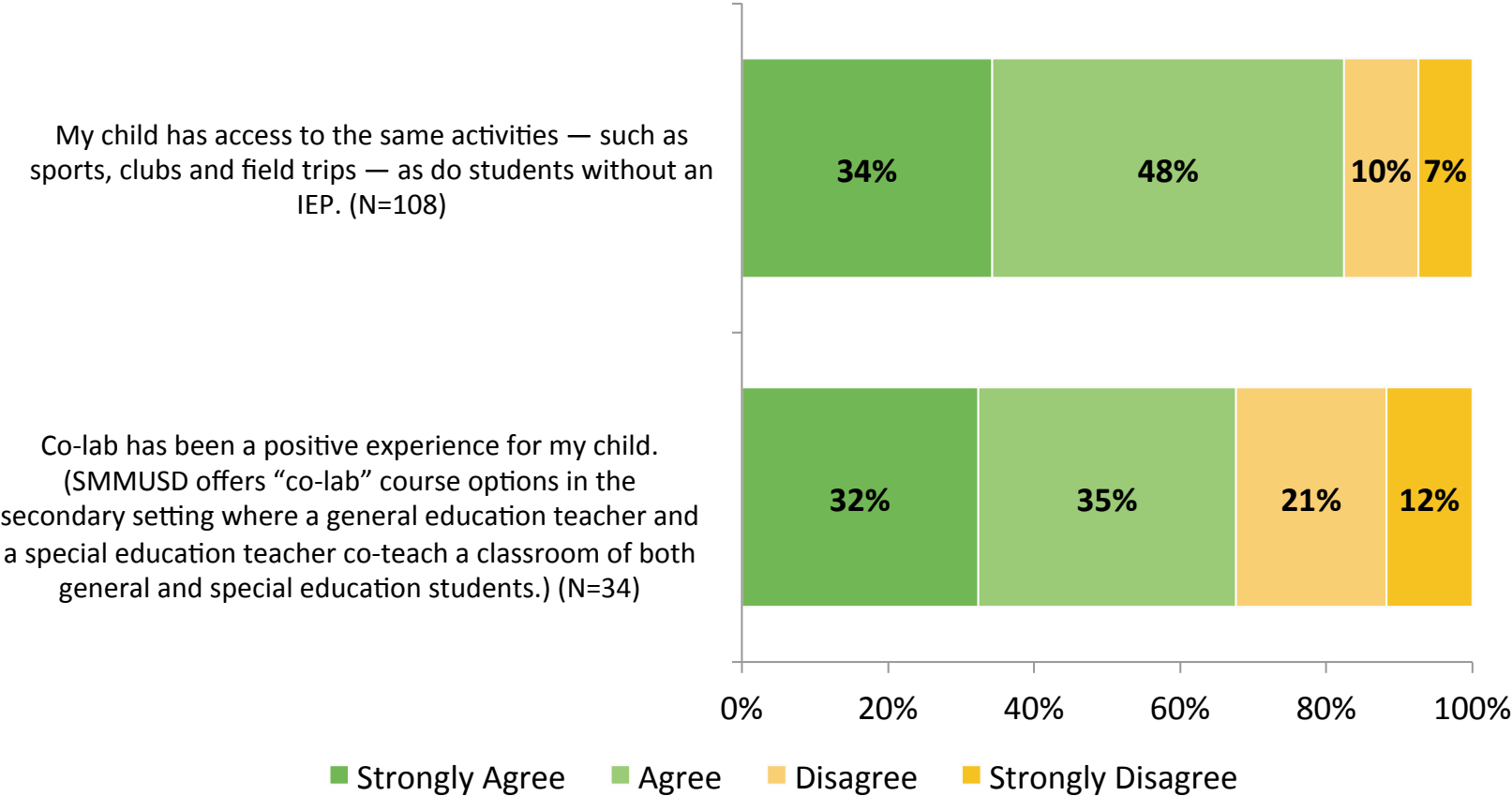
Agreement rates (Strongly Agree + Agree) ranged between 42% and 89%.

Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



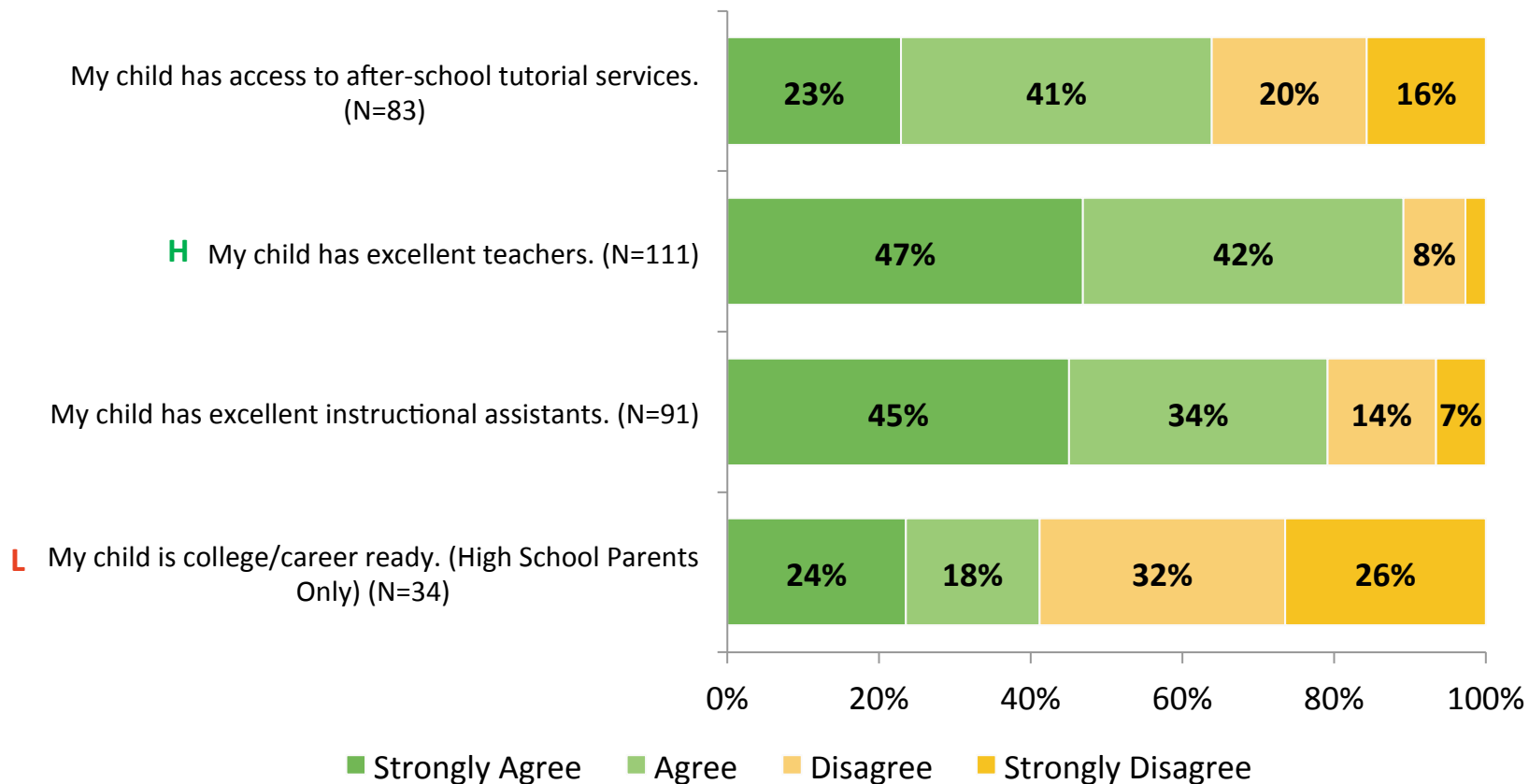
Instruction, Expectations and Access (Continued)

Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



Instruction, Expectations and Access (Continued)

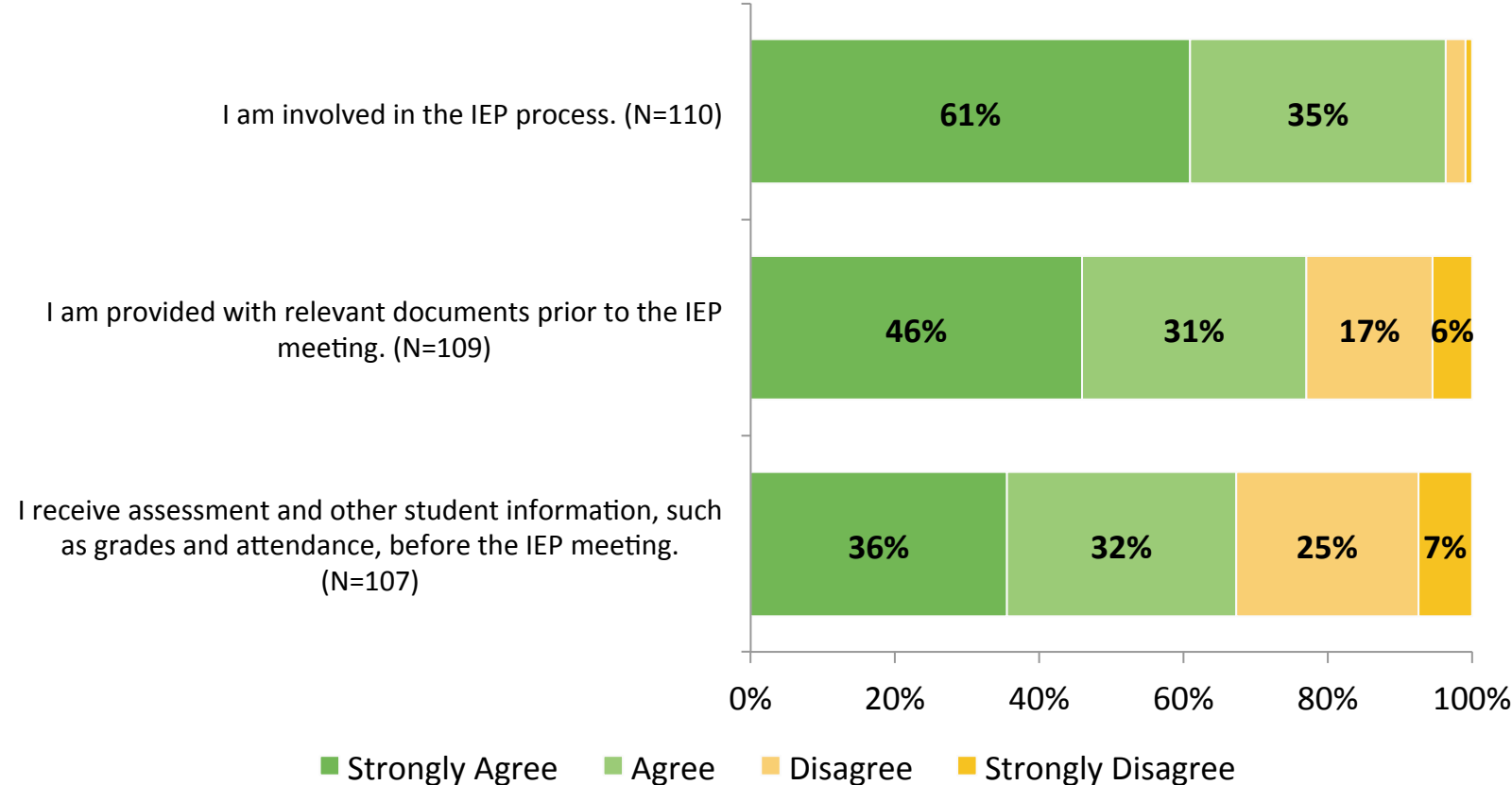
Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



Processes and Procedures

Agreement rates (Strongly Agree + Agree) ranged between 68% and 96%.

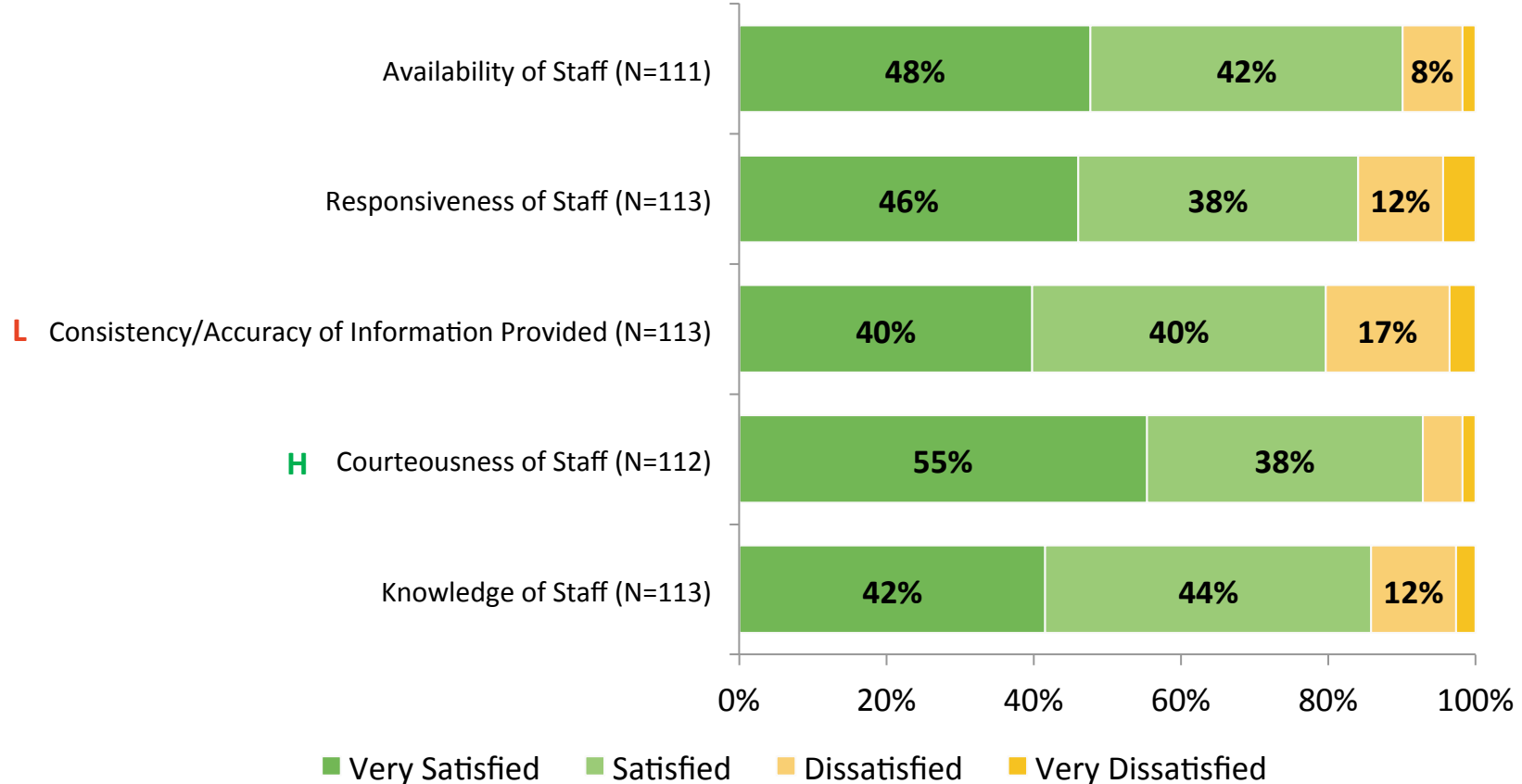
Reflecting on your experiences during the 2013-2014 school year, please indicate how strongly you disagree or agree with the following statements.



Quality of Service

Agreement rates (Strongly Agree + Agree) ranged between 80% and 93%.

Thinking about your overall experience with the service provided by district and school-based staff members, how satisfied are you with the following?



Program Quality

Over half of participants gave a rating of 8, 9 or 10 for each item below.

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Mean Score
On a scale of 1-10, how would you rate the quality of Special Education support your child receives? (N=112)	4%	4%	3%	4%	9%	4%	13%	13%	18%	31%	7.6
On a scale of 1-10, how would you rate the quality of the Special Education program at your child's school? (N=109)	2%	5%	5%	5%	8%	6%	8%	17%	14%	32%	7.5
On a scale of 1-10, how would you rate the quality of the district's Special Education program? (N=111)	7%	6%	4%	3%	8%	5%	15%	13%	15%	23%	6.9

Likelihood of Recommendation

Over 60% of participants gave a rating of 8, 9 or 10. The mean score was 7.7 (on a scale of 1-10).

	Very Unlikely 1	2	3	4	5	6	7	8	9	Very Likely 10	Mean Score
On a scale of 1-10, how likely would you be to recommend SMMUSD to a friend or family member relocating to the Los Angeles area? (N=109)	8%	3%	4%	1%	6%	2%	13%	10%	8%	46%	7.7

Participant Profile

School Site

School Site of Child (N=110)

School	Count (N)	Percentage (%)
Edison Language Academy	0	0%
Franklin Elementary	12	11%
Grant Elementary	8	7%
John Muir Elementary	8	7%
Juan Cabrillo Elementary	5	5%
McKinley Elementary	5	5%
Roosevelt Elementary	5	5%
SMASH Alternative School	2	2%
Webster Elementary	3	3%
Will Rogers Learning Communing	6	5%
John Adams Middle School	12	11%
Lincoln Middle School	13	12%
Malibu Middle School	3	3%
Malibu High School	7	6%
Olympic High School	2	2%
Santa Monica High School	19	17%

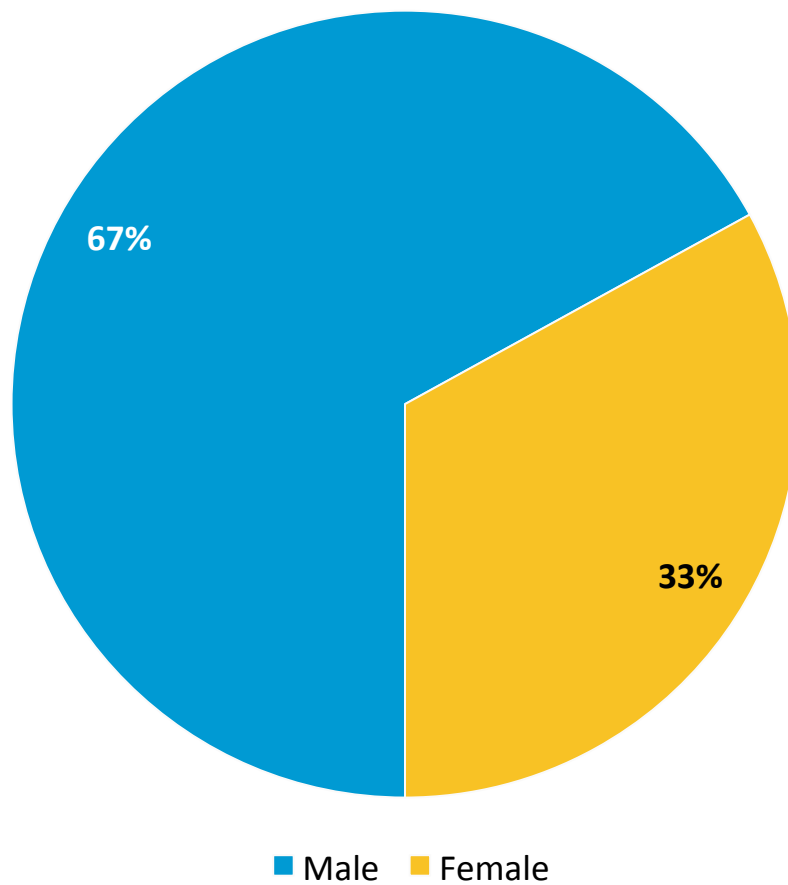
Grade Level

Grade Level of Child (N=104)

School	Count (N)	Percentage (%)
Kindergarten	1	1%
Grade 1	8	8%
Grade 2	12	12%
Grade 3	8	8%
Grade 4	10	10%
Grade 5	9	9%
Grade 6	10	10%
Grade 7	7	7%
Grade 8	8	8%
Grade 9	9	9%
Grade 10	8	8%
Grade 11	9	9%
Grade 12	5	5%

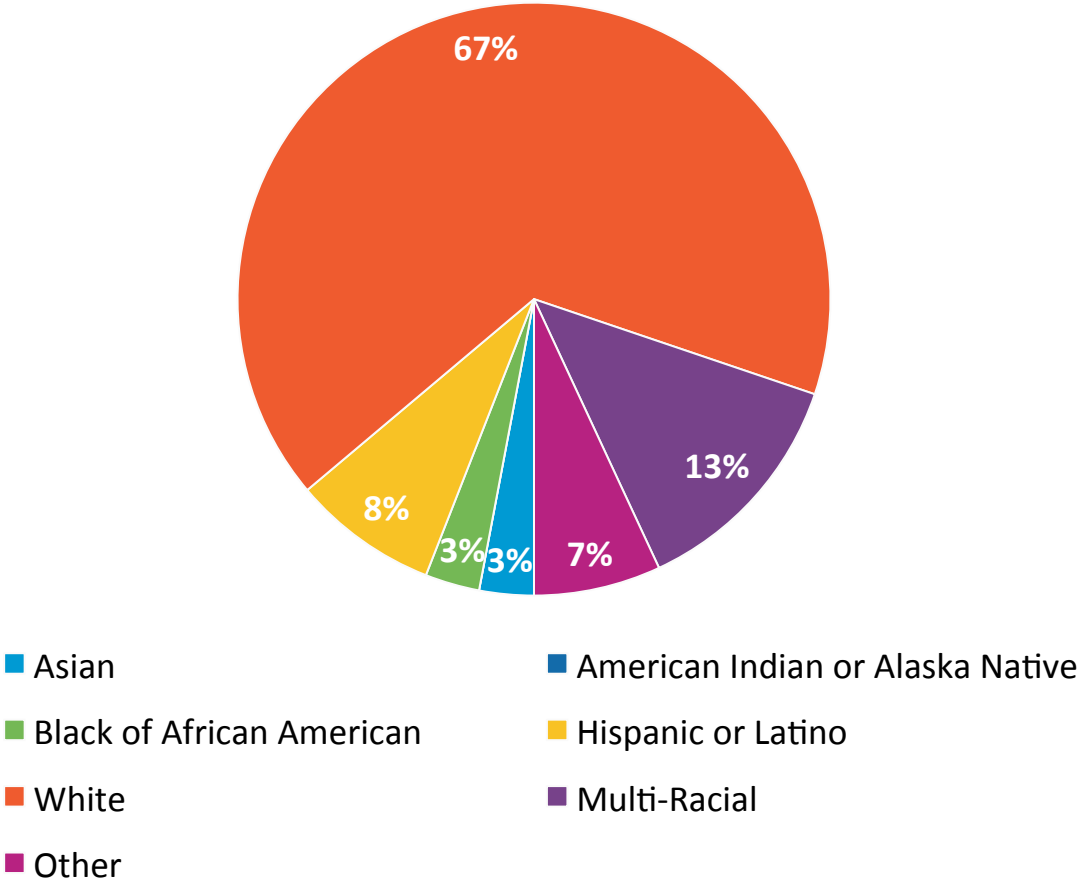
Gender

Gender of Child (N=103)



Race/Ethnicity

Race/Ethnicity of Child (N=105)



Conclusions

Highlights

- This survey was a collaborative project between the Special Education District Advisory Council (SEDAC) and district staff.
- Generally, most parents are satisfied with parent involvement and relationships between families and staff.
- Most parents were satisfied with communication topics although a significant percentage are unclear on how decisions for their child are made.
- A significant number of parents believe their children make annual progress but they don't believe children are reaching their potential.
- More than half of parents believe their high school students are not college and/or career ready.
- About one-third of parents do not receive adequate information about their children in advance of IEP meetings.

Next Steps

- Results will be posted to the district website.
- Results will be shared with the Board of Education and the Superintendent.
- Data will be shared with the following groups for the purpose of improvement in Special Education programs and services:
 - Principals
 - Co-administrators
 - Counsellors /Advisors
 - Special Education Administrators
 - Special Education Teachers
 - Paraprofessional staff
 - Psychologists
 - OTs, SLPs and other Special Education Staff
 - SEDAC
- District staff and SEDAC will collaborate to increase participation in the 2014-15 Special Education Satisfaction Survey.



K12 *Insight* is a technology-based research and communications firm that helps school district leadership better engage in conversations with parents, teachers, staff, students and the general public on critical district issues.

K12 *Insight's* approach results in greater transparency and collaborative decision-making.

Watch our [Candid Conversations video](#), at <http://bit.ly/12m6z4x>, to learn more about how we work.