Florida Virtual School

Stakeholder Surveys

2018-19 Executive Summary

FLORIDA VIRTUAL
SCHOOL

TABLE OF CONTENTS

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 student population at grades Kindergarten through 12.

FLVS has an ongoing process for conducting surveys of the various student and parent 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 two separate annual reports (Flex and District Virtual Schools for 2018–19).

This report provides an executive summary of the major findings from these combined surveys. A detailed three-year comparison summarizing survey results is in the appendix. Table 1 summarizes the total responses collected.[1]

Table 1. FLVS Student-Parent Responses Collected

	Student	Parent
Survey	**Response Count**	**Response Count**
Midcourse	72,317	7,921
End of Course	46,275	6,560

---

[1] Counts include student and parent responses captured for FLVS Flex and District Virtual Schools.

INTRODUCTION

Florida Virtual School (FLVS) surveys students and their parents to monitor key aspects of its virtual education program. The results are summarized annually in this report, which provides results segmented by completed student and parent surveys.

FLVS administers these surveys online to enrolled students via email to evaluate two phases within each student's FLVS course:

Midcourse: Upon approximately 45 percent completion of the course, students receive a survey addressing 10 topics.

End of Course: Upon 90 percent course completion, students receive a survey addressing the same 10 topics and five additional items related to overall satisfaction with the course and teacher (15 items total).

All surveys were composed of fixed-choice items, with one open-ended question soliciting suggestions on how to improve the course. The majority of the fixed-choice items included a rating scale from 5 to 1, anchored by the values of Excellent to Poor, Strongly Agree to Strongly Disagree, Very High to Very Low, or Highly Likely to Highly Unlikely.

This report summarizes all student and parent response data captured between July 2018 - June 2019.

STUDENT AND PARENT REPSONSES

Overall Satisfaction

For the second year in a row, all student scores increased for overall satisfaction items. Some scores for parents dropped slightly shifting that average from 91.9 last year to 91.1 this year (see appendix). The item with the largest year-over-year increase for students was for the best learning experience (up +1.5 points to 75.7 from 2017-18). Both student and parent scores had increases for teacher satisfaction (students up +1.3 points to 91.3, parents up +0.5 points to 94.6) and for taking another course with the teacher (students up +1.4 points to 85.4, parents up +0.5 points to 93.6). Parent scores decreased on three items this year: course satisfaction (down -1.6 points to 89.9), best learning experience (down -2.1 points to 84.3), and making a teacher recommendation (down -1.1 points to 93.2).

Teacher Quality

Year-over-year scores have all increased for the second year in a row for both student and parent (see appendix). Students had the largest year-over-year increases, in part due to scores for parents already being so high. The score for students on communication with teachers had the highest increase for students (up +1.3 points to 88.5; parents up +0.6 points to 94.3). Teacher willingness to help garnered year-over-year increases for both parents and students (students up +1.1 points to 92.7; parents up +0.7 points to 95.2). Finally, scores rose again this year when rating the teacher as being focused on student success (students +1.2 points to 92.7; parents up +0.5 points to 94.9).
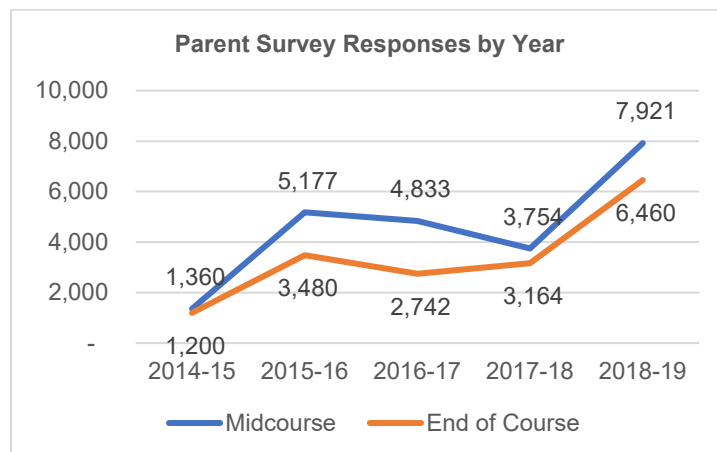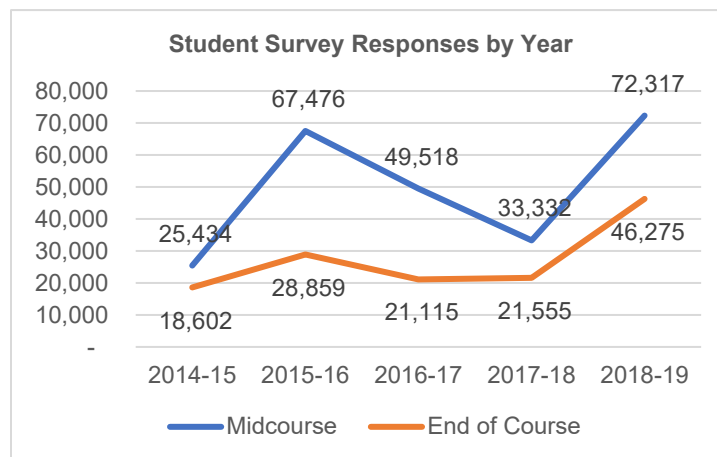
Course Quality

Course quality scores for students increased for the second year in a row (see appendix). High scores from parents last year averaged 89.8 and dropped slightly this year to 87.7. Student scores had the largest increase for quality content for understanding and that the course is set up for learning (each up +1.3 points to 84.0 and 78.9, respectively). The course being interesting and new had a similar increase over last year's student score (up +1.2 points to 79.2). Parent scores shifted slightly lower but remain high. The largest decreases in parent scores were for course navigation (down -2.4 points to 89.2), quality content for understanding (down -2.2 points to 88.5), and the course being set up for learning (down -2.1 points to 86.2).

APPENDIX

Surveys and Response Rates

Each year, Florida Virtual School conducts surveys of its students and their parents to learn more about the strengths and weaknesses of its online 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 10 topics.
- **End of Course**: Upon 90 percent course completion, students receive a survey addressing the same 10 topics as the previous survey. This survey also asks five additional items related to overall satisfaction with the course and teacher (15 items total).

Student Survey Responses by Year

Parent Survey Responses by Year

Year Over Year

Overall Satisfaction

	Student or Parent	School Year			Year-Over-Year Change
		2016-17	2017-18	2018-19	
Teacher Satisfaction	Student	89.2	90.0	91.3	+1.3
	Parent	93.2	94.1	94.6	+0.5
Take Another Course w/Teacher	Student	82.0	84.0	85.4	+1.4
	Parent	91.3	93.1	93.6	+0.5
Course Satisfaction	Student	81.1	82.9	84.2	+1.3
	Parent	90.0	91.5	89.9	-1.6
Best Learning Experience	Student	71.4	74.2	75.7	+1.5
	Parent	82.5	86.4	84.3	-2.1
Recommend	Student	79.6	81.5	82.3	+0.8
	Parent	93.2	94.3	93.2	-1.1

Teacher Quality

	Student or Parent	School Year			Year-Over-Year Change
		2016-17	2017-18	2018-19	
Communication	Student	85.7	87.2	88.5	+1.3
	Parent	92.6	93.7	94.3	+0.6
Willingness to Help	Student	90.8	91.6	92.7	+1.1
	Parent	93.7	94.5	95.2	+0.7
Focused on Student Success	Student	90.9	91.5	92.7	+1.2
	Parent	93.6	94.4	94.9	+0.5

Course Quality

	Student or Parent	School Year			Year-Over-Year Change
		2016-17	2017-18	2018-19	
Course Navigation	Student	84.9	86.1	86.9	+0.8
	Parent	89.5	91.6	89.2	-2.4
Quality Content for Understanding	Student	81.1	82.7	84.0	+1.3
	Parent	88.9	90.7	88.5	-2.2
Interesting and New	Student	75.2	78.0	79.2	+1.2
	Parent	85.6	88.5	87.0	-1.5
Set Up for Learning	Student	74.7	77.6	78.9	+1.3
	Parent	85.1	88.3	86.2	-2.1