

Case Study Satisfaction Survey Results

Description:

The EPP wanted to determine the level of satisfaction among the completers and principals that participated in the case study. To accomplish this, participants were given a satisfaction survey to complete, which is the same one created and used by the state Department of Education where the EPP resides. The results of those surveys are provided in Table 1 below.

Table 1.

Case Study Principal and Completer Satisfaction Responses

Principal			Completer		
The EPP did an outstanding job of preparing this teacher to...	Completer 2	Completer 1	Marian University prepared me for:	Completer 2	Completer 1
1. ...understand how students learn and develop at the grade level they are teaching.	Agree	Agree	1. understanding how learners/students develop and grow.	Strongly Agree	Strongly Agree
2. ...meet expectations of a beginning teacher for content preparation and knowledge.	Agree	Agree	2. meeting the content preparation and knowledge level expected of a beginning teacher.	Agree	Strongly Agree
3. ...adhere to the ethical requirements of the teaching profession.	Agree	Agree	3. adhering to the ethical requirements of the teaching profession.	Strongly Agree	Strongly Agree
4. ...adhere to the legal requirements of the teaching profession.	Agree	Agree	4. adhering to the legal requirements of the teaching profession.	Strongly Agree	Strongly Agree
			5. recognizing the importance of continued professional development.	Strongly Agree	Strongly Agree
5. ...provide an appropriate and challenging learning experience.	Agree	Agree	6. providing appropriate and challenging learning experiences.	Strongly Agree	Strongly Agree
6. ...provide an inclusive learning environment.	Agree	Agree	7. providing an inclusive learning environment.	Strongly Agree	Strongly Agree
7. ...provide a rigorous learning environment.	Agree	Agree	8. providing a rigorous learning environment.	Strongly Agree	Strongly Agree
8. ...use a variety of assessment methods to guide, adjust, and improve instruction.	Agree	Agree	9. working collaboratively with school leaders and/or colleagues to promote safe and positive learning environments.	Strongly Agree	Strongly Agree

9. ...develop content specific assessments to test for student understanding of the lesson objectives.	Agree	Agree	10. differentiating instruction to meet all students' learning needs.	Agree	Agree
10. ...differentiate instruction to meet all students' learning needs.	Agree	Agree	11. working effectively with students with all exceptionalities.	Agree	Strongly Agree
11. ...work effectively with students with all exceptionalities.	Agree	Agree	12. developing quality assessments to test for student understanding of lessons.	Agree	Strongly Agree
12. ...analyze student assessment data to improve classroom instruction.	Agree	Agree	13. analyzing student assessment data to improve classroom instruction.	Agree	Strongly Agree
13. ...use effective strategies to manage the learning environment.	Agree	Agree	14. using appropriate strategies to effectively manage learning environments.	Strongly Agree	Strongly Agree
14. ...integrate technological tools as appropriate to advance student learning.	Agree	Agree	15. integrating technological tools as appropriate to advance student learning.	Agree	Strongly Agree
15. ...openly accept suggestions/constructive feedback.	Agree	Agree	16. openly accepting suggestions/constructive feedback.	Strongly Agree	Strongly Agree
16. ...exhibit ethical practice expected of educators.	Agree	Agree	17. exhibiting ethical practice.	Strongly Agree	Strongly Agree
17. ...work effectively with other professionals.	Agree	Agree	18. working effectively with other professionals.	Strongly Agree	Strongly Agree
18. ...work effectively with parents/guardians.	Agree	Agree	19. working effectively with parents/guardians.	Strongly Agree	Strongly Agree
19. ...work effectively with school leaders.	Agree	Agree	20. working effectively with school leaders.	Strongly Agree	Strongly Agree
20. ...work effectively within the school culture.	Agree	Strongly Agree	21. working effectively within the school culture.	Strongly Agree	Strongly Agree
Overall, how satisfied are you with the training this teacher received from this EPP?	Satisfied	Satisfied	Indicate your overall assessment of how well you were prepared to teach by Marian University:	Very Satisfied	Very Satisfied

Analysis:

- Completer #1's principal selected "Strongly Agree" for her preparation in working effectively within the school culture
- All selections by both completers and principals were either "Agree" or "Strongly Agree"
- Completer #1 chose "Strongly Agree" for all statements
- Completer #2 chose "Strongly Agree" for all but six of the statements
- Principals selected "Satisfied" and completers selected "Very Satisfied" for their overall satisfaction for the completers' preparation

Interpretation:

The results of the satisfaction survey are somewhat surprising only because in the state administered version of the survey, principals generally indicated higher satisfaction with completer preparation than the completers themselves did. In this case, the completers indicated a higher level of satisfaction overall.

Action:

The purpose of using a targeted satisfaction survey for the case study was to provide context to the process. While the state-administered satisfaction survey gathers a larger sample, it does not allow for granular review aligned with actual evidence of the completers' work. In the case study the EPP was able to consider how well the principals and completers felt they were prepared in the context of the unit plan, the unit assessments, and the impact on student learning data. The completers in the case study offered solid evidence of their work and, in most cases, positive evidence of their impact on student learning so it isn't surprising that the satisfaction responses were high overall. Next steps regarding this data is to engage both of these principals and completers in the development of a process to gather more targeted data related to preparation satisfaction.