

West Des Moines Community Schools -- Community Survey -- Choices for the Future  
 Executive Summary -- Appendix B  
 Prepared by: Peter L. Groff, Agency-Wide Assessment Consultant  
 Heartland AEA 11 -- May 14, 2002

For each of the following programs and services, first rate how important it is to you and then your level of satisfaction.

*Variety of course offerings (math, science, language arts, social studies)*

**Importance**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Important   | 1213      | 70.0    | 73.2          | 73.2               |
|         | Important        | 387       | 22.3    | 23.4          | 96.6               |
|         | Unimportant      | 18        | 1.0     | 1.1           | 97.7               |
|         | Very Unimportant | 19        | 1.1     | 1.1           | 98.9               |
|         | Do Not Know      | 19        | 1.1     | 1.1           | 100.0              |
|         | Total            | 1656      | 95.5    | 100.0         |                    |
| Missing | System           | 78        | 4.5     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

**Satisfaction**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Satisfied   | 555       | 32.0    | 35.2          | 35.2               |
|         | Satisfied        | 565       | 32.6    | 35.9          | 71.1               |
|         | Unsatisfied      | 46        | 2.7     | 2.9           | 74.0               |
|         | Very Unsatisfied | 12        | .7      | .8            | 74.8               |
|         | Do Not Know      | 397       | 22.9    | 25.2          | 100.0              |
|         | Total            | 1575      | 90.8    | 100.0         |                    |
| Missing | System           | 159       | 9.2     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 456<br>40.8%   | 76<br>21.5%   | 2<br>11.8%   | 5<br>27.8%       |              | 539<br>35.3%   |
| Satisfied        | 336<br>30.0%   | 190<br>53.7%  | 6<br>35.3%   | 7<br>38.9%       | 1<br>5.6%    | 540<br>35.4%   |
| Unsatisfied      | 37<br>3.3%     | 4<br>1.1%     | 3<br>17.6%   | 1<br>5.6%        |              | 45<br>2.9%     |
| Very Unsatisfied | 8<br>.7%       |               | 1<br>5.9%    | 3<br>16.7%       |              | 12<br>.8%      |
| Do Not Know      | 282<br>25.2%   | 84<br>23.7%   | 5<br>29.4%   | 2<br>11.1%       | 17<br>94.4%  | 390<br>25.6%   |
| Total            | 1119<br>100.0% | 354<br>100.0% | 17<br>100.0% | 18<br>100.0%     | 18<br>100.0% | 1526<br>100.0% |

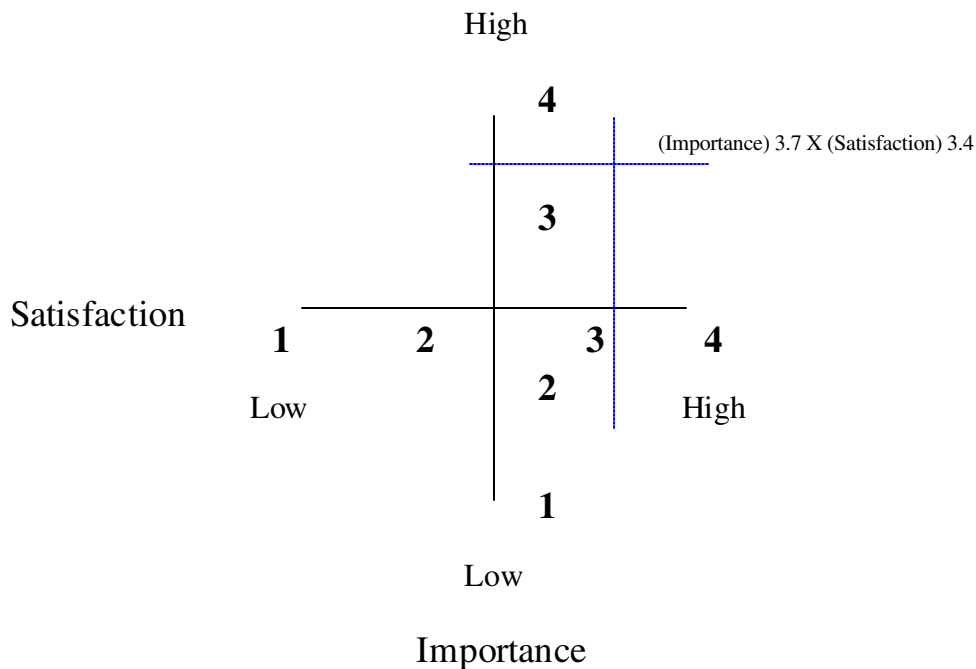
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**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 8         | .5      | .7            | .7                 |
|         | -2.00  | 38        | 2.2     | 3.3           | 4.0                |
|         | -1.00  | 342       | 19.7    | 30.1          | 34.1               |
|         | .00    | 653       | 37.7    | 57.4          | 91.5               |
|         | 1.00   | 83        | 4.8     | 7.3           | 98.8               |
|         | 2.00   | 9         | .5      | .8            | 99.6               |
|         | 3.00   | 5         | .3      | .4            | 100.0              |
|         | Total  | 1138      | 65.6    | 100.0         |                    |
| Missing | System | 596       | 34.4    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

**Mean Scores**

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1637 | 3.7068 | .5469          | .299     |
| Satisfaction       | 1178 | 3.4117 | .6179          | .382     |
| Valid N (listwise) | 1135 |        |                |          |



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*Variety of electives*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 639       | 36.9    | 38.7          | 38.7               |
| Important            | 846       | 48.8    | 51.3          | 90.0               |
| Unimportant          | 101       | 5.8     | 6.1           | 96.1               |
| Very Unimportant     | 32        | 1.8     | 1.9           | 98.1               |
| Do Not Know          | 32        | 1.8     | 1.9           | 100.0              |
| Total                | 1650      | 95.2    | 100.0         |                    |
| Missing System       | 84        | 4.8     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 464       | 26.8    | 29.6          | 29.6               |
| Satisfied            | 574       | 33.1    | 36.6          | 66.2               |
| Unsatisfied          | 64        | 3.7     | 4.1           | 70.2               |
| Very Unsatisfied     | 13        | .7      | .8            | 71.1               |
| Do Not Know          | 454       | 26.2    | 28.9          | 100.0              |
| Total                | 1569      | 90.5    | 100.0         |                    |
| Missing System       | 165       | 9.5     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 271<br>45.4%   | 168<br>21.7%  | 7<br>8.0%    | 5<br>19.2%       |              | 451<br>29.7%   |
| Satisfied        | 155<br>26.0%   | 345<br>44.5%  | 42<br>48.3%  | 7<br>26.9%       |              | 549<br>36.2%   |
| Unsatisfied      | 28<br>4.7%     | 21<br>2.7%    | 7<br>8.0%    | 2<br>7.7%        | 1<br>3.1%    | 59<br>3.9%     |
| Very Unsatisfied | 5<br>.8%       | 1<br>.1%      | 2<br>2.3%    | 5<br>19.2%       |              | 13<br>.9%      |
| Do Not Know      | 138<br>23.1%   | 240<br>31.0%  | 29<br>33.3%  | 7<br>26.9%       | 31<br>96.9%  | 445<br>29.3%   |
| Total            | 597<br>100.0%  | 775<br>100.0% | 87<br>100.0% | 26<br>100.0%     | 32<br>100.0% | 1517<br>100.0% |

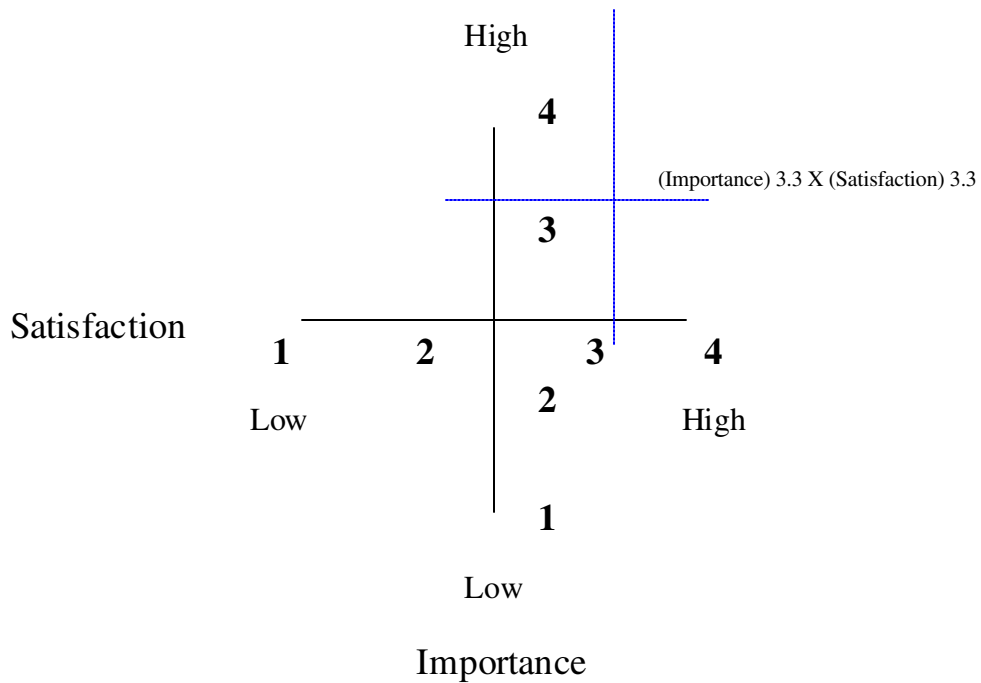
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**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 5         | .3      | .5            | .5                 |
|         | -2.00  | 29        | 1.7     | 2.7           | 3.2                |
|         | -1.00  | 178       | 10.3    | 16.6          | 19.8               |
|         | .00    | 628       | 36.2    | 58.6          | 78.4               |
|         | 1.00   | 212       | 12.2    | 19.8          | 98.2               |
|         | 2.00   | 14        | .8      | 1.3           | 99.5               |
|         | 3.00   | 5         | .3      | .5            | 100.0              |
|         | Total  | 1071      | 61.8    | 100.0         |                    |
| Missing | System | 663       | 38.2    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

**Mean Scores**

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1618 | 3.2930 | .6715          | .451     |
| Satisfaction       | 1115 | 3.3354 | .6388          | .408     |
| Valid N (listwise) | 1071 |        |                |          |



*Opportunities for student involvement in athletics*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 445       | 25.7    | 26.9          | 26.9               |
| Important            | 960       | 55.4    | 58.0          | 84.9               |
| Unimportant          | 146       | 8.4     | 8.8           | 93.7               |
| Very Unimportant     | 77        | 4.4     | 4.7           | 98.4               |
| Do Not Know          | 27        | 1.6     | 1.6           | 100.0              |
| Total                | 1655      | 95.4    | 100.0         |                    |
| Missing System       | 79        | 4.6     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 216       | 12.5    | 13.7          | 13.7               |
| Satisfied            | 438       | 25.3    | 27.8          | 41.5               |
| Unsatisfied          | 310       | 17.9    | 19.7          | 61.2               |
| Very Unsatisfied     | 226       | 13.0    | 14.3          | 75.6               |
| Do Not Know          | 385       | 22.2    | 24.4          | 100.0              |
| Total                | 1575      | 90.8    | 100.0         |                    |
| Missing System       | 159       | 9.2     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |               |                  |              | Total          |
|------------------|----------------|---------------|---------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant   | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 62<br>15.0%    | 124<br>14.0%  | 16<br>12.2%   | 11<br>16.2%      |              | 213<br>14.0%   |
| Satisfied        | 66<br>15.9%    | 283<br>32.0%  | 56<br>42.7%   | 14<br>20.6%      | 2<br>7.7%    | 421<br>27.6%   |
| Unsatisfied      | 88<br>21.3%    | 179<br>20.2%  | 25<br>19.1%   | 11<br>16.2%      |              | 303<br>19.9%   |
| Very Unsatisfied | 115<br>27.8%   | 82<br>9.3%    | 2<br>1.5%     | 12<br>17.6%      |              | 211<br>13.8%   |
| Do Not Know      | 83<br>20.0%    | 217<br>24.5%  | 32<br>24.4%   | 20<br>29.4%      | 24<br>92.3%  | 376<br>24.7%   |
| Total            | 414<br>100.0%  | 885<br>100.0% | 131<br>100.0% | 68<br>100.0%     | 26<br>100.0% | 1524<br>100.0% |

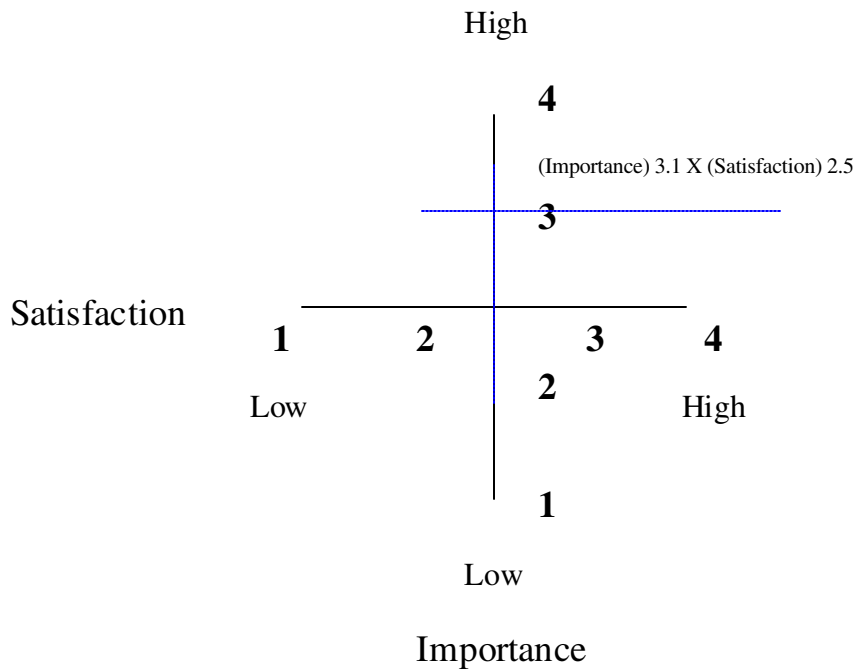
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Satisfaction - Importance = Gap Score

|                |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-------|-----------|---------|---------------|--------------------|
| Valid          | -3.00 | 115       | 6.6     | 10.0          | 10.0               |
|                | -2.00 | 170       | 9.8     | 14.8          | 24.9               |
|                | -1.00 | 247       | 14.2    | 21.6          | 46.4               |
|                | .00   | 382       | 22.0    | 33.3          | 79.8               |
|                | 1.00  | 191       | 11.0    | 16.7          | 96.4               |
|                | 2.00  | 30        | 1.7     | 2.6           | 99.0               |
|                | 3.00  | 11        | .6      | 1.0           | 100.0              |
|                | Total | 1146      | 66.1    | 100.0         |                    |
| Missing System |       | 588       | 33.9    |               |                    |
| Total          |       | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1628 | 3.0891 | .7380          | .545     |
| Satisfaction       | 1190 | 2.5412 | .9960          | .992     |
| Valid N (listwise) | 1146 |        |                |          |



*Opportunities for student involvement in the arts*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 579       | 33.4    | 35.2          | 35.2               |
| Important            | 939       | 54.2    | 57.1          | 92.3               |
| Unimportant          | 67        | 3.9     | 4.1           | 96.4               |
| Very Unimportant     | 28        | 1.6     | 1.7           | 98.1               |
| Do Not Know          | 32        | 1.8     | 1.9           | 100.0              |
| Total                | 1645      | 94.9    | 100.0         |                    |
| Missing System       | 89        | 5.1     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 267       | 15.4    | 17.0          | 17.0               |
| Satisfied            | 539       | 31.1    | 34.4          | 51.4               |
| Unsatisfied          | 210       | 12.1    | 13.4          | 64.8               |
| Very Unsatisfied     | 127       | 7.3     | 8.1           | 72.9               |
| Do Not Know          | 424       | 24.5    | 27.1          | 100.0              |
| Total                | 1567      | 90.4    | 100.0         |                    |
| Missing System       | 167       | 9.6     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
| Very Satisfied   | 136<br>25.6%   | 115<br>13.3%  | 5<br>8.6%    | 5<br>20.0%       |              | 261<br>17.3%   |
| Satisfied        | 136<br>25.6%   | 344<br>39.8%  | 24<br>41.4%  | 9<br>36.0%       | 1<br>3.2%    | 514<br>34.1%   |
| Unsatisfied      | 84<br>15.8%    | 108<br>12.5%  | 9<br>15.5%   | 1<br>4.0%        |              | 202<br>13.4%   |
| Very Unsatisfied | 61<br>11.5%    | 51<br>5.9%    | 1<br>1.7%    | 4<br>16.0%       | 1<br>3.2%    | 118<br>7.8%    |
| Do Not Know      | 114<br>21.5%   | 246<br>28.5%  | 19<br>32.8%  | 6<br>24.0%       | 29<br>93.5%  | 414<br>27.4%   |
| Total            | 531<br>100.0%  | 864<br>100.0% | 58<br>100.0% | 25<br>100.0%     | 31<br>100.0% | 1509<br>100.0% |

Crosstabulation: Satisfaction by Importance

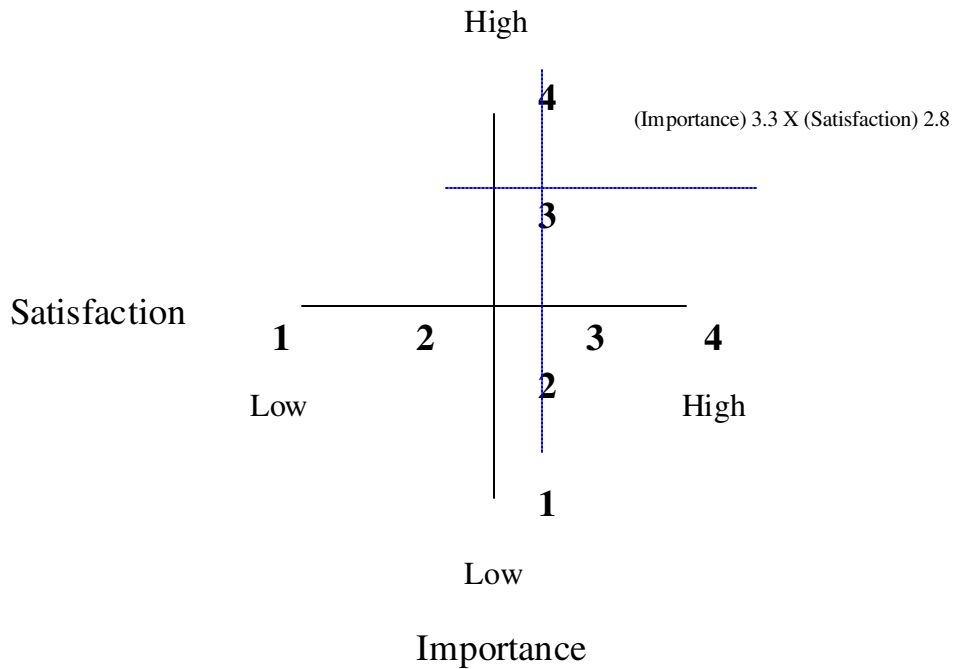
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Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 61        | 3.5     | 5.6           | 5.6                |
|         | -2.00  | 135       | 7.8     | 12.4          | 17.9               |
|         | -1.00  | 245       | 14.1    | 22.4          | 40.3               |
|         | .00    | 493       | 28.4    | 45.1          | 85.5               |
|         | 1.00   | 140       | 8.1     | 12.8          | 98.3               |
|         | 2.00   | 14        | .8      | 1.3           | 99.5               |
|         | 3.00   | 5         | .3      | .5            | 100.0              |
|         | Total  | 1093      | 63.0    | 100.0         |                    |
| Missing | System | 641       | 37.0    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1613 | 3.2827 | .6247          | .390     |
| Satisfaction       | 1143 | 2.8276 | .9126          | .833     |
| Valid N (listwise) | 1093 |        |                |          |



*Opportunities for student involvement in other school sponsored activities*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 466       | 26.9    | 28.4          | 28.4               |
| Important            | 999       | 57.6    | 60.9          | 89.3               |
| Unimportant          | 108       | 6.2     | 6.6           | 95.9               |
| Very Unimportant     | 30        | 1.7     | 1.8           | 97.7               |
| Do Not Know          | 38        | 2.2     | 2.3           | 100.0              |
| Total                | 1641      | 94.6    | 100.0         |                    |
| Missing System       | 93        | 5.4     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 213       | 12.3    | 13.6          | 13.6               |
| Satisfied            | 520       | 30.0    | 33.2          | 46.8               |
| Unsatisfied          | 236       | 13.6    | 15.1          | 61.9               |
| Very Unsatisfied     | 134       | 7.7     | 8.6           | 70.5               |
| Do Not Know          | 462       | 26.6    | 29.5          | 100.0              |
| Total                | 1565      | 90.3    | 100.0         |                    |
| Missing System       | 169       | 9.7     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 88<br>20.5%    | 106<br>11.5%  | 10<br>11.0%  | 5<br>20.8%       |              | 209<br>13.9%   |
| Satisfied        | 91<br>21.2%    | 361<br>39.2%  | 39<br>42.9%  | 7<br>29.2%       | 1<br>2.6%    | 499<br>33.2%   |
| Unsatisfied      | 86<br>20.0%    | 127<br>13.8%  | 12<br>13.2%  | 1<br>4.2%        |              | 226<br>15.0%   |
| Very Unsatisfied | 65<br>15.2%    | 49<br>5.3%    | 3<br>3.3%    | 4<br>16.7%       |              | 121<br>8.0%    |
| Do Not Know      | 99<br>23.1%    | 279<br>30.3%  | 27<br>29.7%  | 7<br>29.2%       | 37<br>97.4%  | 449<br>29.9%   |
| Total            | 429<br>100.0%  | 922<br>100.0% | 91<br>100.0% | 24<br>100.0%     | 38<br>100.0% | 1504<br>100.0% |

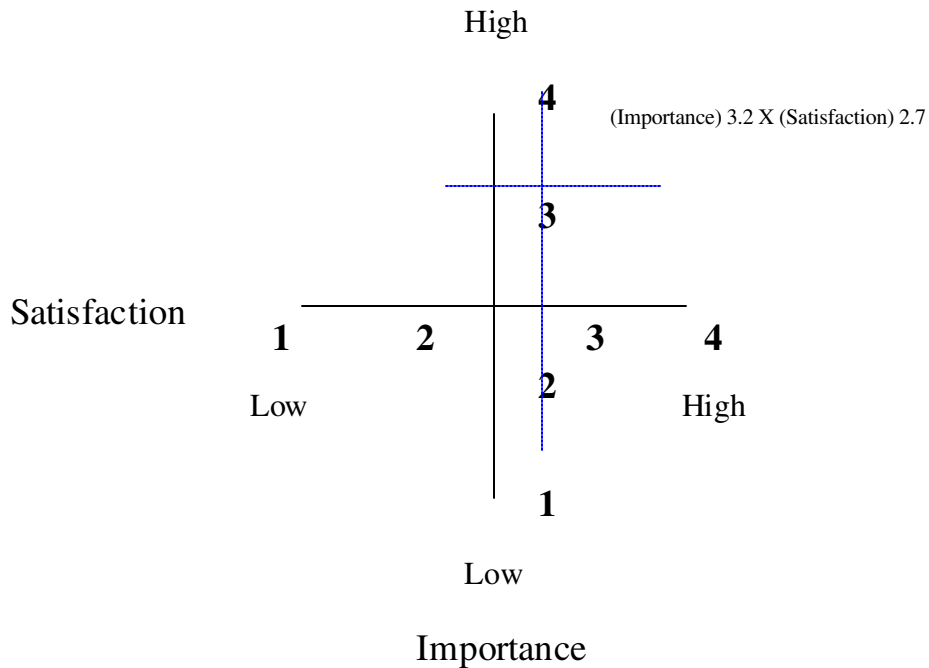
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Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 65        | 3.7     | 6.2           | 6.2                |
|         | -2.00  | 135       | 7.8     | 12.8          | 19.0               |
|         | -1.00  | 221       | 12.7    | 21.0          | 39.9               |
|         | .00    | 465       | 26.8    | 44.1          | 84.1               |
|         | 1.00   | 146       | 8.4     | 13.9          | 97.9               |
|         | 2.00   | 17        | 1.0     | 1.6           | 99.5               |
|         | 3.00   | 5         | .3      | .5            | 100.0              |
|         | Total  | 1054      | 60.8    | 100.0         |                    |
| Missing | System | 680       | 39.2    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1603 | 3.1859 | .6314          | .399     |
| Satisfaction       | 1103 | 2.7362 | .9078          | .824     |
| Valid N (listwise) | 1054 |        |                |          |



*Preparation of students for post-secondary education*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 1316      | 75.9    | 79.4          | 79.4               |
| Important            | 293       | 16.9    | 17.7          | 97.1               |
| Unimportant          | 8         | .5      | .5            | 97.6               |
| Very Unimportant     | 15        | .9      | .9            | 98.5               |
| Do Not Know          | 25        | 1.4     | 1.5           | 100.0              |
| Total                | 1657      | 95.6    | 100.0         |                    |
| Missing System       | 77        | 4.4     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 458       | 26.4    | 29.1          | 29.1               |
| Satisfied            | 566       | 32.6    | 36.0          | 65.1               |
| Unsatisfied          | 97        | 5.6     | 6.2           | 71.3               |
| Very Unsatisfied     | 38        | 2.2     | 2.4           | 73.7               |
| Do Not Know          | 414       | 23.9    | 26.3          | 100.0              |
| Total                | 1573      | 90.7    | 100.0         |                    |
| Missing System       | 161       | 9.3     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |             |                  |              | Total          |
|------------------|----------------|---------------|-------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 412<br>33.9%   | 33<br>12.5%   |             | 2<br>15.4%       | 1<br>4.0%    | 448<br>29.4%   |
| Satisfied        | 403<br>33.2%   | 129<br>48.7%  | 3<br>60.0%  | 5<br>38.5%       | 2<br>8.0%    | 542<br>35.6%   |
| Unsatisfied      | 72<br>5.9%     | 18<br>6.8%    | 1<br>20.0%  | 2<br>15.4%       |              | 93<br>6.1%     |
| Very Unsatisfied | 28<br>2.3%     | 5<br>1.9%     |             | 2<br>15.4%       |              | 35<br>2.3%     |
| Do Not Know      | 299<br>24.6%   | 80<br>30.2%   | 1<br>20.0%  | 2<br>15.4%       | 22<br>88.0%  | 404<br>26.5%   |
| Total            | 1214<br>100.0% | 265<br>100.0% | 5<br>100.0% | 13<br>100.0%     | 25<br>100.0% | 1522<br>100.0% |

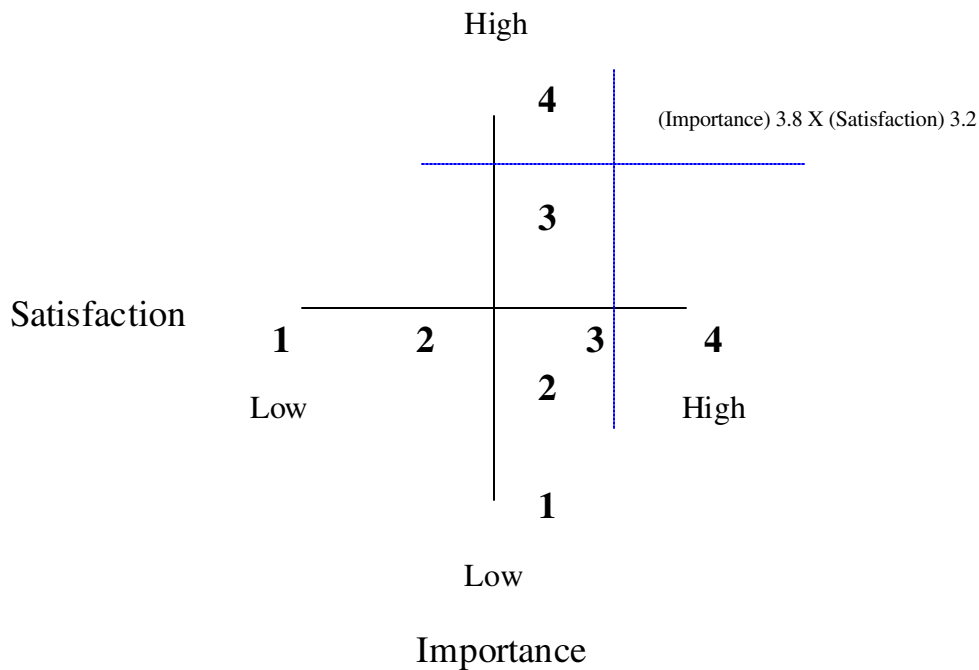
West Des Moines Community Schools -- Community Survey -- Choices for the Future  
 Executive Summary -- Appendix B  
 Prepared by: Peter L. Groff, Agency-Wide Assessment Consultant  
 Heartland AEA 11 -- May 14, 2002

Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 28        | 1.6     | 2.5           | 2.5                |
|         | -2.00  | 77        | 4.4     | 6.9           | 9.4                |
|         | -1.00  | 421       | 24.3    | 37.8          | 47.2               |
|         | .00    | 544       | 31.4    | 48.8          | 96.0               |
|         | 1.00   | 38        | 2.2     | 3.4           | 99.4               |
|         | 2.00   | 5         | .3      | .4            | 99.8               |
|         | 3.00   | 2         | .1      | .2            | 100.0              |
|         | Total  | 1115      | 64.3    | 100.0         |                    |
| Missing | System | 619       | 35.7    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1632 | 3.7831 | .4847          | .235     |
| Satisfaction       | 1159 | 3.2459 | .7416          | .550     |
| Valid N (listwise) | 1115 |        |                |          |



*Preparation of students for the workplace*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 931       | 53.7    | 56.3          | 56.3               |
| Important            | 618       | 35.6    | 37.4          | 93.7               |
| Unimportant          | 58        | 3.3     | 3.5           | 97.2               |
| Very Unimportant     | 21        | 1.2     | 1.3           | 98.4               |
| Do Not Know          | 26        | 1.5     | 1.6           | 100.0              |
| Total                | 1654      | 95.4    | 100.0         |                    |
| Missing System       | 80        | 4.6     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 149       | 8.6     | 9.5           | 9.5                |
| Satisfied            | 549       | 31.7    | 34.9          | 44.4               |
| Unsatisfied          | 220       | 12.7    | 14.0          | 58.4               |
| Very Unsatisfied     | 73        | 4.2     | 4.6           | 63.1               |
| Do Not Know          | 580       | 33.4    | 36.9          | 100.0              |
| Total                | 1571      | 90.6    | 100.0         |                    |
| Missing System       | 163       | 9.4     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 108<br>12.5%   | 33<br>5.9%    | 2<br>3.8%    | 2<br>12.5%       |              | 145<br>9.6%    |
| Satisfied        | 283<br>32.8%   | 218<br>38.8%  | 16<br>30.8%  | 5<br>31.3%       | 1<br>4.0%    | 523<br>34.5%   |
| Unsatisfied      | 144<br>16.7%   | 62<br>11.0%   | 5<br>9.6%    | 2<br>12.5%       |              | 213<br>14.0%   |
| Very Unsatisfied | 52<br>6.0%     | 13<br>2.3%    |              | 2<br>12.5%       |              | 67<br>4.4%     |
| Do Not Know      | 275<br>31.9%   | 236<br>42.0%  | 29<br>55.8%  | 5<br>31.3%       | 24<br>96.0%  | 569<br>37.5%   |
| Total            | 862<br>100.0%  | 562<br>100.0% | 52<br>100.0% | 16<br>100.0%     | 25<br>100.0% | 1517<br>100.0% |

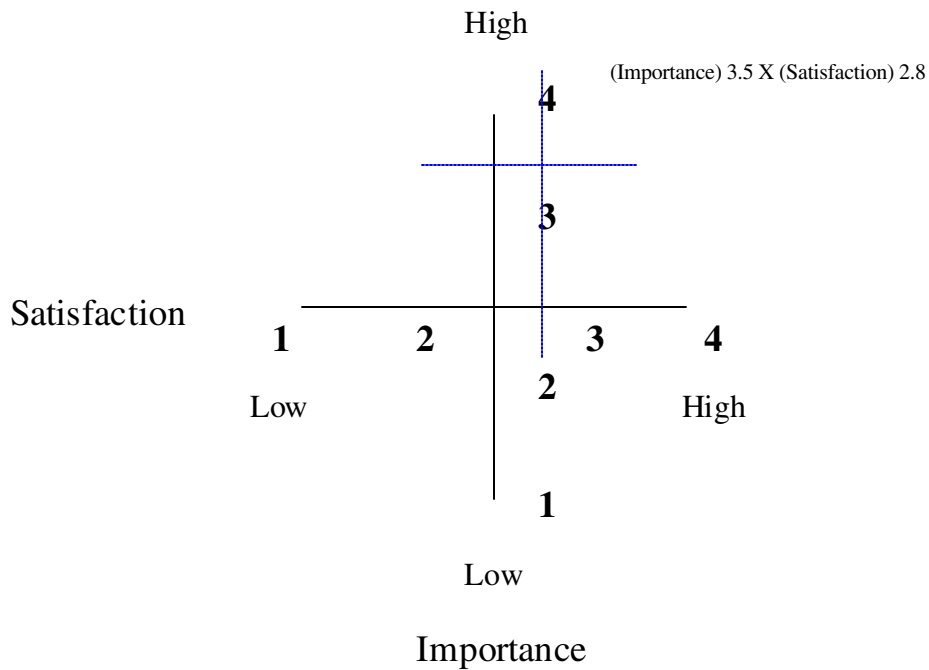
West Des Moines Community Schools -- Community Survey -- Choices for the Future  
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Satisfaction - Importance = Gap Score

|                | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid -3.00    | 52        | 3.0     | 5.5           | 5.5                |
| -2.00          | 157       | 9.1     | 16.6          | 22.1               |
| -1.00          | 345       | 19.9    | 36.4          | 58.5               |
| .00            | 333       | 19.2    | 35.2          | 93.7               |
| 1.00           | 51        | 2.9     | 5.4           | 99.0               |
| 2.00           | 7         | .4      | .7            | 99.8               |
| 3.00           | 2         | .1      | .2            | 100.0              |
| Total          | 947       | 54.6    | 100.0         |                    |
| Missing System | 787       | 45.4    |               |                    |
| Total          | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1628 | 3.5104 | .6315          | .399     |
| Satisfaction       | 991  | 2.7810 | .7872          | .620     |
| Valid N (listwise) | 947  |        |                |          |



***Skilled professional staff***

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 1247      | 71.9    | 75.5          | 75.5               |
| Important            | 360       | 20.8    | 21.8          | 97.3               |
| Unimportant          | 8         | .5      | .5            | 97.8               |
| Very Unimportant     | 13        | .7      | .8            | 98.5               |
| Do Not Know          | 24        | 1.4     | 1.5           | 100.0              |
| Total                | 1652      | 95.3    | 100.0         |                    |
| Missing System       | 82        | 4.7     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 273       | 15.7    | 17.5          | 17.5               |
| Satisfied            | 716       | 41.3    | 45.8          | 63.3               |
| Unsatisfied          | 152       | 8.8     | 9.7           | 73.0               |
| Very Unsatisfied     | 38        | 2.2     | 2.4           | 75.5               |
| Do Not Know          | 383       | 22.1    | 24.5          | 100.0              |
| Total                | 1562      | 90.1    | 100.0         |                    |
| Missing System       | 172       | 9.9     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |             |                  |              | Total          |
|------------------|----------------|---------------|-------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 246<br>21.6%   | 20<br>6.0%    |             | 1<br>8.3%        |              | 267<br>17.7%   |
| Satisfied        | 480<br>42.2%   | 196<br>59.2%  | 3<br>42.9%  | 5<br>41.7%       | 1<br>4.3%    | 685<br>45.4%   |
| Unsatisfied      | 111<br>9.8%    | 34<br>10.3%   | 2<br>28.6%  | 1<br>8.3%        | 1<br>4.3%    | 149<br>9.9%    |
| Very Unsatisfied | 25<br>2.2%     | 6<br>1.8%     |             | 3<br>25.0%       | 1<br>4.3%    | 35<br>2.3%     |
| Do Not Know      | 275<br>24.2%   | 75<br>22.7%   | 2<br>28.6%  | 2<br>16.7%       | 20<br>87.0%  | 374<br>24.8%   |
| Total            | 1137<br>100.0% | 331<br>100.0% | 7<br>100.0% | 12<br>100.0%     | 23<br>100.0% | 1510<br>100.0% |



***Communication between school and home***

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 1079      | 62.2    | 65.4          | 65.4               |
| Important            | 516       | 29.8    | 31.3          | 96.7               |
| Unimportant          | 10        | .6      | .6            | 97.3               |
| Very Unimportant     | 15        | .9      | .9            | 98.2               |
| Do Not Know          | 29        | 1.7     | 1.8           | 100.0              |
| Total                | 1649      | 95.1    | 100.0         |                    |
| Missing System       | 85        | 4.9     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 1079      | 62.2    | 65.4          | 65.4               |
| Important            | 516       | 29.8    | 31.3          | 96.7               |
| Unimportant          | 10        | .6      | .6            | 97.3               |
| Very Unimportant     | 15        | .9      | .9            | 98.2               |
| Do Not Know          | 29        | 1.7     | 1.8           | 100.0              |
| Total                | 1649      | 95.1    | 100.0         |                    |
| Missing System       | 85        | 4.9     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |             |                  |              | Total          |
|------------------|----------------|---------------|-------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 158<br>15.9%   | 40<br>8.6%    |             | 1<br>7.1%        |              | 199<br>13.2%   |
| Satisfied        | 290<br>29.2%   | 200<br>42.8%  | 5<br>55.6%  | 3<br>21.4%       |              | 498<br>33.0%   |
| Unsatisfied      | 156<br>15.7%   | 74<br>15.8%   | 1<br>11.1%  | 3<br>21.4%       | 1<br>3.7%    | 235<br>15.6%   |
| Very Unsatisfied | 84<br>8.5%     | 23<br>4.9%    |             | 4<br>28.6%       |              | 111<br>7.4%    |
| Do Not Know      | 304<br>30.6%   | 130<br>27.8%  | 3<br>33.3%  | 3<br>21.4%       | 26<br>96.3%  | 466<br>30.9%   |
| Total            | 992<br>100.0%  | 467<br>100.0% | 9<br>100.0% | 14<br>100.0%     | 27<br>100.0% | 1509<br>100.0% |

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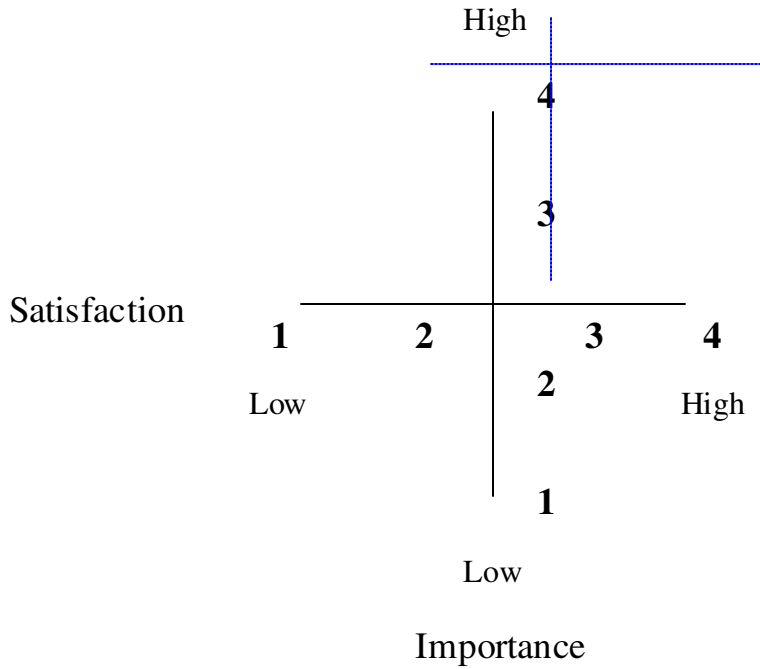
**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 84        | 4.8     | 8.1           | 8.1                |
|         | -2.00  | 179       | 10.3    | 17.2          | 25.2               |
|         | -1.00  | 364       | 21.0    | 34.9          | 60.2               |
|         | .00    | 363       | 20.9    | 34.8          | 95.0               |
|         | 1.00   | 48        | 2.8     | 4.6           | 99.6               |
|         | 2.00   | 3         | .2      | .3            | 99.9               |
|         | 3.00   | 1         | .1      | .1            | 100.0              |
|         | Total  |           | 1042    | 60.1          | 100.0              |
| Missing | System | 692       | 39.9    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1620 | 3.6414 | .5460          | .298     |
| Satisfaction       | 1085 | 2.7493 | .8833          | .780     |
| Valid N (listwise) | 1042 |        |                |          |

(Importance) 3.6 X (Satisfaction) 2.7



***Quality of the building***

**Importance**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Important   | 301       | 17.4    | 18.3          | 18.3               |
|         | Important        | 1136      | 65.5    | 69.0          | 87.3               |
|         | Unimportant      | 161       | 9.3     | 9.8           | 97.1               |
|         | Very Unimportant | 30        | 1.7     | 1.8           | 98.9               |
|         | Do Not Know      | 18        | 1.0     | 1.1           | 100.0              |
|         | Total            | 1646      | 94.9    | 100.0         |                    |
| Missing | System           | 88        | 5.1     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

**Satisfaction**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Satisfied   | 226       | 13.0    | 14.4          | 14.4               |
|         | Satisfied        | 750       | 43.3    | 47.9          | 62.3               |
|         | Unsatisfied      | 185       | 10.7    | 11.8          | 74.1               |
|         | Very Unsatisfied | 88        | 5.1     | 5.6           | 79.7               |
|         | Do Not Know      | 318       | 18.3    | 20.3          | 100.0              |
|         | Total            | 1567      | 90.4    | 100.0         |                    |
| Missing | System           | 167       | 9.6     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |                |               |                  |              | Total          |
|------------------|----------------|----------------|---------------|------------------|--------------|----------------|
|                  | Very Important | Important      | Unimportant   | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 65<br>22.7%    | 124<br>11.9%   | 21<br>14.8%   | 9<br>34.6%       | 1<br>6.7%    | 220<br>14.6%   |
| Satisfied        | 98<br>34.3%    | 540<br>51.9%   | 75<br>52.8%   | 9<br>34.6%       | 3<br>20.0%   | 725<br>48.0%   |
| Unsatisfied      | 51<br>17.8%    | 113<br>10.9%   | 11<br>7.7%    | 2<br>7.7%        |              | 177<br>11.7%   |
| Very Unsatisfied | 34<br>11.9%    | 43<br>4.1%     | 4<br>2.8%     | 2<br>7.7%        |              | 83<br>5.5%     |
| Do Not Know      | 38<br>13.3%    | 221<br>21.2%   | 31<br>21.8%   | 4<br>15.4%       | 11<br>73.3%  | 305<br>20.2%   |
| Total            | 286<br>100.0%  | 1041<br>100.0% | 142<br>100.0% | 26<br>100.0%     | 15<br>100.0% | 1510<br>100.0% |

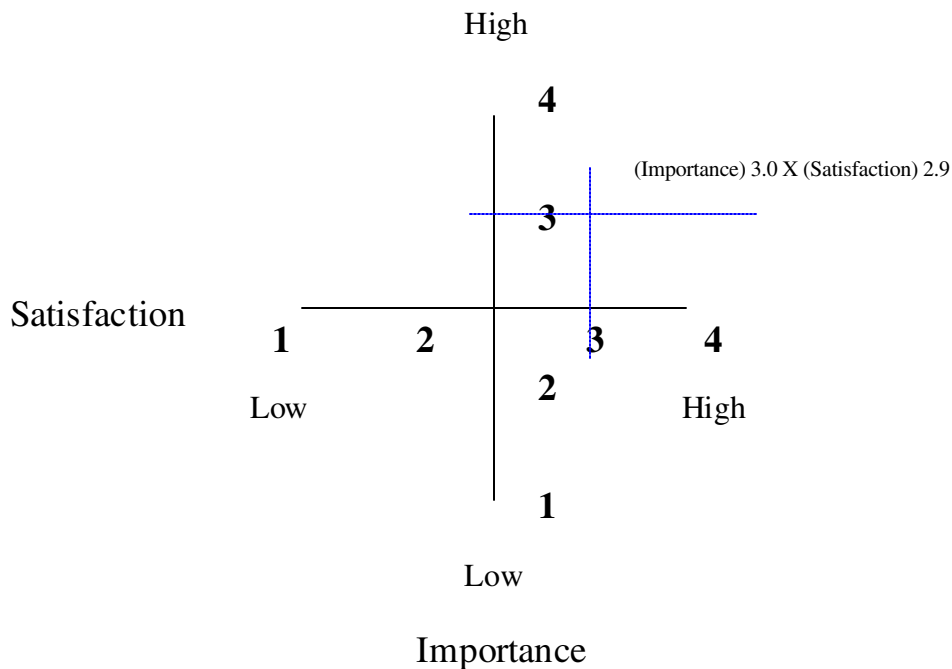
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Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 34        | 2.0     | 2.8           | 2.8                |
|         | -2.00  | 94        | 5.4     | 7.8           | 10.7               |
|         | -1.00  | 215       | 12.4    | 17.9          | 28.6               |
|         | .00    | 618       | 35.6    | 51.5          | 80.0               |
|         | 1.00   | 201       | 11.6    | 16.7          | 96.8               |
|         | 2.00   | 30        | 1.7     | 2.5           | 99.3               |
|         | 3.00   | 9         | .5      | .7            | 100.0              |
|         | Total  | 1201      | 69.3    | 100.0         |                    |
| Missing | System | 533       | 30.7    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1628 | 3.0491 | .5961          | .355     |
| Satisfaction       | 1249 | 2.8919 | .7744          | .600     |
| Valid N (listwise) | 1201 |        |                |          |



*Number of students in the building*

**Importance**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Important   | 618       | 35.6    | 37.4          | 37.4               |
|         | Important        | 736       | 42.4    | 44.6          | 82.0               |
|         | Unimportant      | 223       | 12.9    | 13.5          | 95.5               |
|         | Very Unimportant | 48        | 2.8     | 2.9           | 98.4               |
|         | Do Not Know      | 26        | 1.5     | 1.6           | 100.0              |
| Total   |                  | 1651      | 95.2    | 100.0         |                    |
| Missing | System           | 83        | 4.8     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

**Satisfaction**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Satisfied   | 192       | 11.1    | 12.2          | 12.2               |
|         | Satisfied        | 500       | 28.8    | 31.8          | 44.0               |
|         | Unsatisfied      | 266       | 15.3    | 16.9          | 61.0               |
|         | Very Unsatisfied | 303       | 17.5    | 19.3          | 80.3               |
|         | Do Not Know      | 310       | 17.9    | 19.7          | 100.0              |
| Total   |                  | 1571      | 90.6    | 100.0         |                    |
| Missing | System           | 163       | 9.4     |               |                    |
| Total   |                  | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |               |                  |              | Total          |
|------------------|----------------|---------------|---------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant   | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 59<br>10.3%    | 64<br>9.6%    | 45<br>21.6%   | 21<br>45.7%      |              | 189<br>12.4%   |
| Satisfied        | 62<br>10.8%    | 287<br>42.9%  | 119<br>57.2%  | 12<br>26.1%      | 4<br>16.0%   | 484<br>31.8%   |
| Unsatisfied      | 125<br>21.8%   | 122<br>18.2%  | 9<br>4.3%     | 3<br>6.5%        | 2<br>8.0%    | 261<br>17.2%   |
| Very Unsatisfied | 230<br>40.1%   | 50<br>7.5%    | 2<br>1.0%     | 4<br>8.7%        |              | 286<br>18.8%   |
| Do Not Know      | 97<br>16.9%    | 146<br>21.8%  | 33<br>15.9%   | 6<br>13.0%       | 19<br>76.0%  | 301<br>19.8%   |
| Total            | 573<br>100.0%  | 669<br>100.0% | 208<br>100.0% | 46<br>100.0%     | 25<br>100.0% | 1521<br>100.0% |

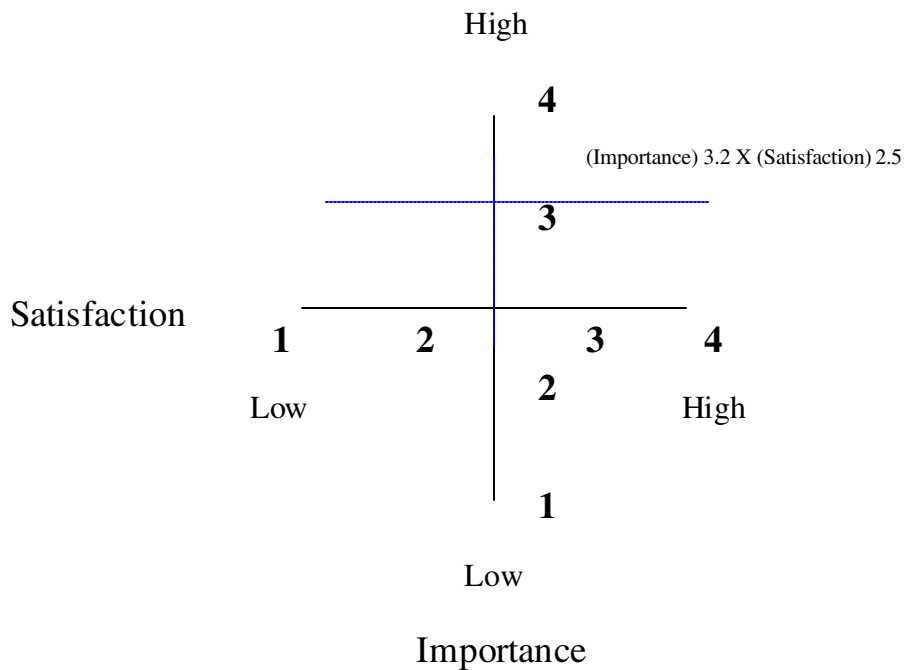
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**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 230       | 13.3    | 18.9          | 18.9               |
|         | -2.00  | 175       | 10.1    | 14.4          | 33.4               |
|         | -1.00  | 186       | 10.7    | 15.3          | 48.7               |
|         | .00    | 359       | 20.7    | 29.6          | 78.3               |
|         | 1.00   | 186       | 10.7    | 15.3          | 93.6               |
|         | 2.00   | 57        | 3.3     | 4.7           | 98.3               |
|         | 3.00   | 21        | 1.2     | 1.7           | 100.0              |
|         | Total  | 1214      | 70.0    | 100.0         |                    |
| Missing | System | 520       | 30.0    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

**Mean Scores**

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1625 | 3.1840 | .7760          | .602     |
| Satisfaction       | 1261 | 2.4607 | 1.0170         | 1.034    |
| Valid N (listwise) | 1214 |        |                |          |



***Student/teacher classroom ratios***

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 984       | 56.7    | 59.5          | 59.5               |
| Important            | 590       | 34.0    | 35.6          | 95.1               |
| Unimportant          | 39        | 2.2     | 2.4           | 97.5               |
| Very Unimportant     | 18        | 1.0     | 1.1           | 98.5               |
| Do Not Know          | 24        | 1.4     | 1.5           | 100.0              |
| Total                | 1655      | 95.4    | 100.0         |                    |
| Missing System       | 79        | 4.6     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 237       | 13.7    | 15.2          | 15.2               |
| Satisfied            | 599       | 34.5    | 38.3          | 53.5               |
| Unsatisfied          | 214       | 12.3    | 13.7          | 67.2               |
| Very Unsatisfied     | 126       | 7.3     | 8.1           | 75.2               |
| Do Not Know          | 387       | 22.3    | 24.8          | 100.0              |
| Total                | 1563      | 90.1    | 100.0         |                    |
| Missing System       | 171       | 9.9     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Crosstabulation: Satisfaction by Importance**

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 158<br>17.4%   | 62<br>11.7%   | 8<br>22.2%   | 4<br>25.0%       |              | 232<br>15.3%   |
| Satisfied        | 269<br>29.7%   | 282<br>53.0%  | 21<br>58.3%  | 4<br>25.0%       | 1<br>4.3%    | 577<br>38.1%   |
| Unsatisfied      | 166<br>18.3%   | 40<br>7.5%    | 1<br>2.8%    | 2<br>12.5%       |              | 209<br>13.8%   |
| Very Unsatisfied | 102<br>11.3%   | 13<br>2.4%    |              | 4<br>25.0%       |              | 119<br>7.9%    |
| Do Not Know      | 211<br>23.3%   | 135<br>25.4%  | 6<br>16.7%   | 2<br>12.5%       | 22<br>95.7%  | 376<br>24.9%   |
| Total            | 906<br>100.0%  | 532<br>100.0% | 36<br>100.0% | 16<br>100.0%     | 23<br>100.0% | 1513<br>100.0% |

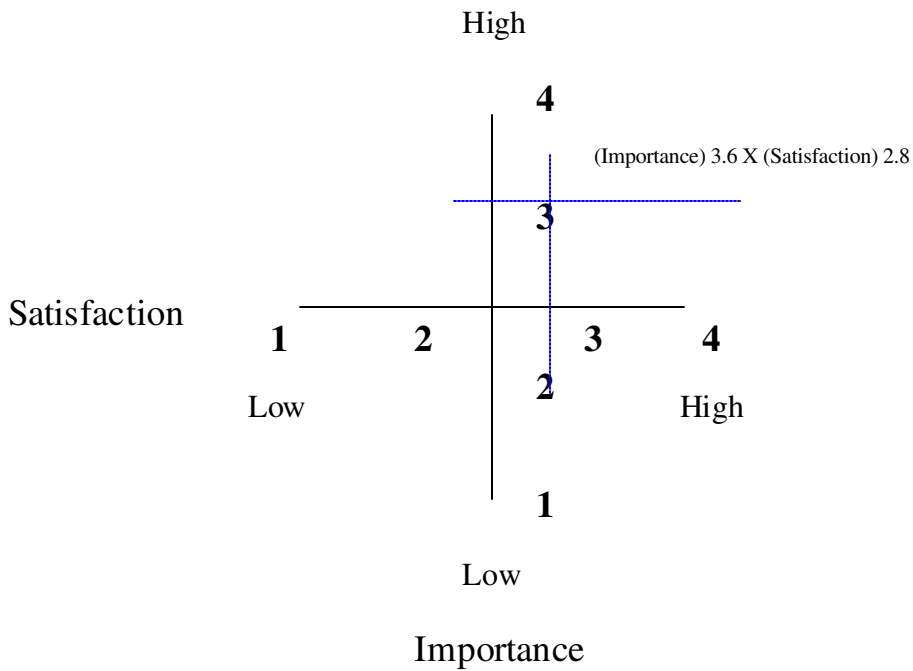
West Des Moines Community Schools -- Community Survey -- Choices for the Future  
 Executive Summary -- Appendix B  
 Prepared by: Peter L. Groff, Agency-Wide Assessment Consultant  
 Heartland AEA 11 -- May 14, 2002

**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 102       | 5.9     | 9.0           | 9.0                |
|         | -2.00  | 179       | 10.3    | 15.8          | 24.7               |
|         | -1.00  | 309       | 17.8    | 27.2          | 51.9               |
|         | .00    | 445       | 25.7    | 39.2          | 91.1               |
|         | 1.00   | 85        | 4.9     | 7.5           | 98.6               |
|         | 2.00   | 12        | .7      | 1.1           | 99.6               |
|         | 3.00   | 4         | .2      | .4            | 100.0              |
|         | Total  | 1136      | 65.5    | 100.0         |                    |
| Missing | System | 598       | 34.5    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

**Mean Scores**

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1631 | 3.5573 | .6008          | .361     |
| Satisfaction       | 1176 | 2.8053 | .8802          | .775     |
| Valid N (listwise) | 1136 |        |                |          |



*Meeting the social and emotional needs of students*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 695       | 40.1    | 42.2          | 42.2               |
| Important            | 772       | 44.5    | 46.9          | 89.1               |
| Unimportant          | 108       | 6.2     | 6.6           | 95.6               |
| Very Unimportant     | 36        | 2.1     | 2.2           | 97.8               |
| Do Not Know          | 36        | 2.1     | 2.2           | 100.0              |
| Total                | 1647      | 95.0    | 100.0         |                    |
| Missing System       | 87        | 5.0     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 150       | 8.7     | 9.6           | 9.6                |
| Satisfied            | 522       | 30.1    | 33.5          | 43.1               |
| Unsatisfied          | 278       | 16.0    | 17.8          | 60.9               |
| Very Unsatisfied     | 140       | 8.1     | 9.0           | 69.9               |
| Do Not Know          | 469       | 27.0    | 30.1          | 100.0              |
| Total                | 1559      | 89.9    | 100.0         |                    |
| Missing System       | 175       | 10.1    |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 82<br>12.6%    | 49<br>7.0%    | 13<br>14.0%  | 3<br>10.0%       | 1<br>3.7%    | 148<br>9.8%    |
| Satisfied        | 165<br>25.4%   | 291<br>41.3%  | 39<br>41.9%  | 6<br>20.0%       |              | 501<br>33.3%   |
| Unsatisfied      | 149<br>22.9%   | 100<br>14.2%  | 14<br>15.1%  | 4<br>13.3%       | 1<br>3.7%    | 268<br>17.8%   |
| Very Unsatisfied | 96<br>14.8%    | 28<br>4.0%    | 2<br>2.2%    | 7<br>23.3%       |              | 133<br>8.8%    |
| Do Not Know      | 158<br>24.3%   | 237<br>33.6%  | 25<br>26.9%  | 10<br>33.3%      | 25<br>92.6%  | 455<br>30.2%   |
| Total            | 650<br>100.0%  | 705<br>100.0% | 93<br>100.0% | 30<br>100.0%     | 27<br>100.0% | 1505<br>100.0% |

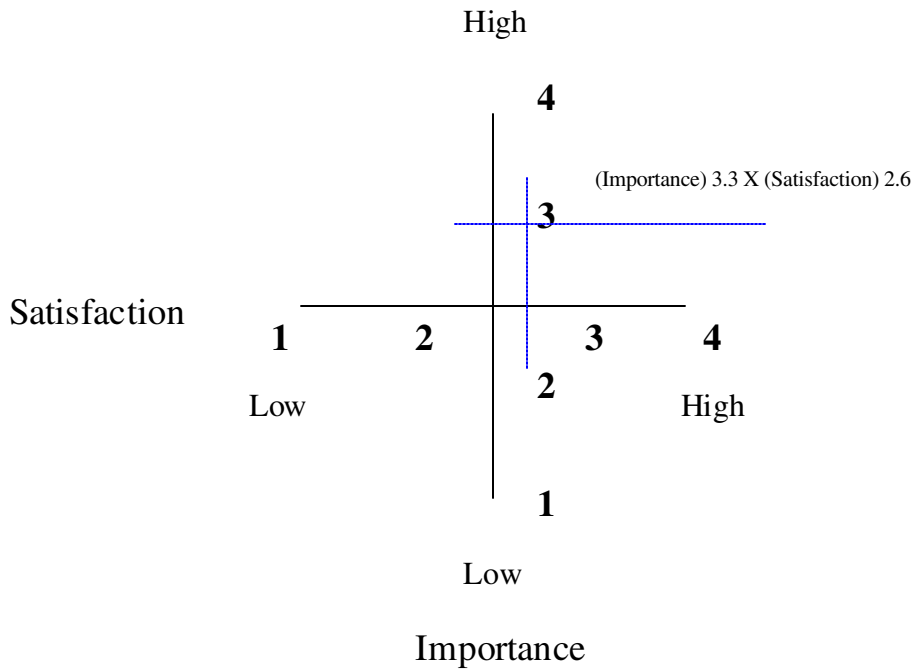
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 Heartland AEA 11 -- May 14, 2002

Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 96        | 5.5     | 9.2           | 9.2                |
|         | -2.00  | 177       | 10.2    | 16.9          | 26.0               |
|         | -1.00  | 267       | 15.4    | 25.5          | 51.5               |
|         | .00    | 394       | 22.7    | 37.6          | 89.1               |
|         | 1.00   | 92        | 5.3     | 8.8           | 97.9               |
|         | 2.00   | 19        | 1.1     | 1.8           | 99.7               |
|         | 3.00   | 3         | .2      | .3            | 100.0              |
| Total   |        | 1048      | 60.4    | 100.0         |                    |
| Missing | System | 686       | 39.6    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1611 | 3.3197 | .6971          | .486     |
| Satisfaction       | 1090 | 2.6257 | .8758          | .767     |
| Valid N (listwise) | 1048 |        |                |          |



*A caring environment for students*

**Importance**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Important   | 833       | 48.0    | 50.4          | 50.4               |
|         | Important        | 714       | 41.2    | 43.2          | 93.6               |
|         | Unimportant      | 54        | 3.1     | 3.3           | 96.9               |
|         | Very Unimportant | 29        | 1.7     | 1.8           | 98.7               |
|         | Do Not Know      | 22        | 1.3     | 1.3           | 100.0              |
|         | Total            | 1652      | 95.3    | 100.0         |                    |
| Missing | System           | 82        | 4.7     |               |                    |
|         | Total            | 1734      | 100.0   |               |                    |

**Satisfaction**

|         |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------|-----------|---------|---------------|--------------------|
| Valid   | Very Satisfied   | 170       | 9.8     | 11.0          | 11.0               |
|         | Satisfied        | 563       | 32.5    | 36.3          | 47.3               |
|         | Unsatisfied      | 231       | 13.3    | 14.9          | 62.2               |
|         | Very Unsatisfied | 129       | 7.4     | 8.3           | 70.5               |
|         | Do Not Know      | 458       | 26.4    | 29.5          | 100.0              |
|         | Total            | 1551      | 89.4    | 100.0         |                    |
| Missing | System           | 183       | 10.6    |               |                    |
|         | Total            | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 115<br>15.0%   | 43<br>6.7%    | 6<br>12.8%   | 2<br>9.1%        |              | 166<br>11.1%   |
| Satisfied        | 222<br>29.0%   | 301<br>46.6%  | 18<br>38.3%  | 4<br>18.2%       | 1<br>5.3%    | 546<br>36.4%   |
| Unsatisfied      | 132<br>17.3%   | 79<br>12.2%   | 6<br>12.8%   | 3<br>13.6%       |              | 220<br>14.7%   |
| Very Unsatisfied | 95<br>12.4%    | 19<br>2.9%    | 1<br>2.1%    | 7<br>31.8%       |              | 122<br>8.1%    |
| Do Not Know      | 201<br>26.3%   | 204<br>31.6%  | 16<br>34.0%  | 6<br>27.3%       | 18<br>94.7%  | 445<br>29.7%   |
| Total            | 765<br>100.0%  | 646<br>100.0% | 47<br>100.0% | 22<br>100.0%     | 19<br>100.0% | 1499<br>100.0% |

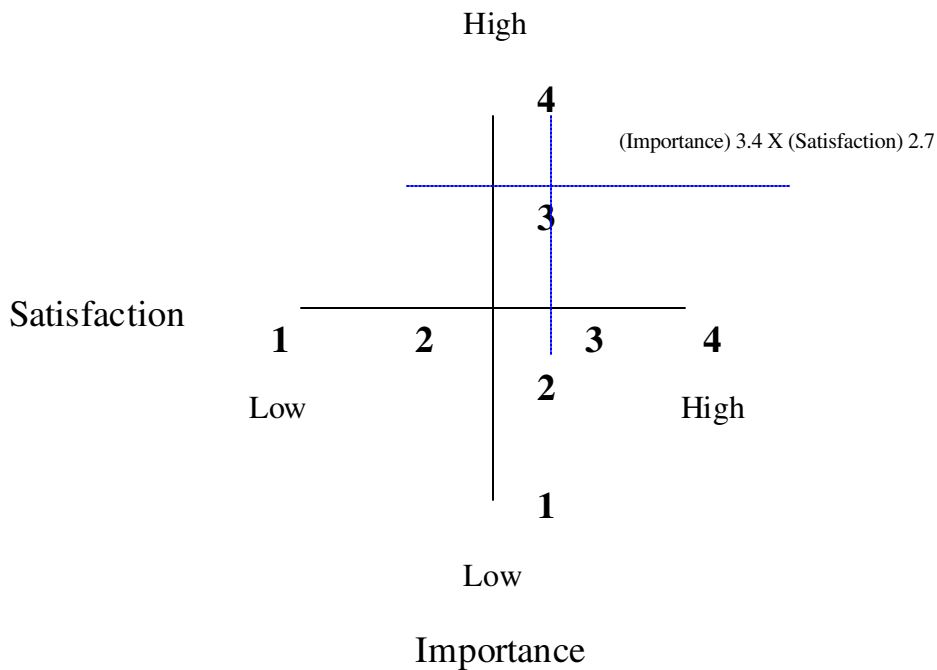
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 Heartland AEA 11 -- May 14, 2002

Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 95        | 5.5     | 9.0           | 9.0                |
|         | -2.00  | 151       | 8.7     | 14.3          | 23.4               |
|         | -1.00  | 302       | 17.4    | 28.7          | 52.0               |
|         | .00    | 429       | 24.7    | 40.7          | 92.8               |
|         | 1.00   | 64        | 3.7     | 6.1           | 98.9               |
|         | 2.00   | 10        | .6      | .9            | 99.8               |
|         | 3.00   | 2         | .1      | .2            | 100.0              |
| Total   |        | 1053      | 60.7    | 100.0         |                    |
| Missing | System | 681       | 39.3    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1630 | 3.4423 | .6480          | .420     |
| Satisfaction       | 1093 | 2.7081 | .8686          | .754     |
| Valid N (listwise) | 1053 |        |                |          |



*A flexible approach to accommodate different learning styles*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 676       | 39.0    | 40.8          | 40.8               |
| Important            | 745       | 43.0    | 45.0          | 85.8               |
| Unimportant          | 136       | 7.8     | 8.2           | 94.0               |
| Very Unimportant     | 36        | 2.1     | 2.2           | 96.2               |
| Do Not Know          | 63        | 3.6     | 3.8           | 100.0              |
| Total                | 1656      | 95.5    | 100.0         |                    |
| Missing System       | 78        | 4.5     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 147       | 8.5     | 9.4           | 9.4                |
| Satisfied            | 470       | 27.1    | 30.1          | 39.6               |
| Unsatisfied          | 231       | 13.3    | 14.8          | 54.4               |
| Very Unsatisfied     | 139       | 8.0     | 8.9           | 63.3               |
| Do Not Know          | 572       | 33.0    | 36.7          | 100.0              |
| Total                | 1559      | 89.9    | 100.0         |                    |
| Missing System       | 175       | 10.1    |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |               |                  |              | Total          |
|------------------|----------------|---------------|---------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant   | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 83<br>13.2%    | 49<br>7.2%    | 6<br>5.1%     | 3<br>9.4%        | 2<br>3.6%    | 143<br>9.5%    |
| Satisfied        | 157<br>25.0%   | 246<br>36.3%  | 40<br>34.2%   | 8<br>25.0%       | 3<br>5.4%    | 454<br>30.0%   |
| Unsatisfied      | 133<br>21.1%   | 77<br>11.4%   | 10<br>8.5%    | 2<br>6.3%        | 1<br>1.8%    | 223<br>14.7%   |
| Very Unsatisfied | 90<br>14.3%    | 32<br>4.7%    | 1<br>.9%      | 8<br>25.0%       |              | 131<br>8.7%    |
| Do Not Know      | 166<br>26.4%   | 274<br>40.4%  | 60<br>51.3%   | 11<br>34.4%      | 50<br>89.3%  | 561<br>37.1%   |
| Total            | 629<br>100.0%  | 678<br>100.0% | 117<br>100.0% | 32<br>100.0%     | 56<br>100.0% | 1512<br>100.0% |

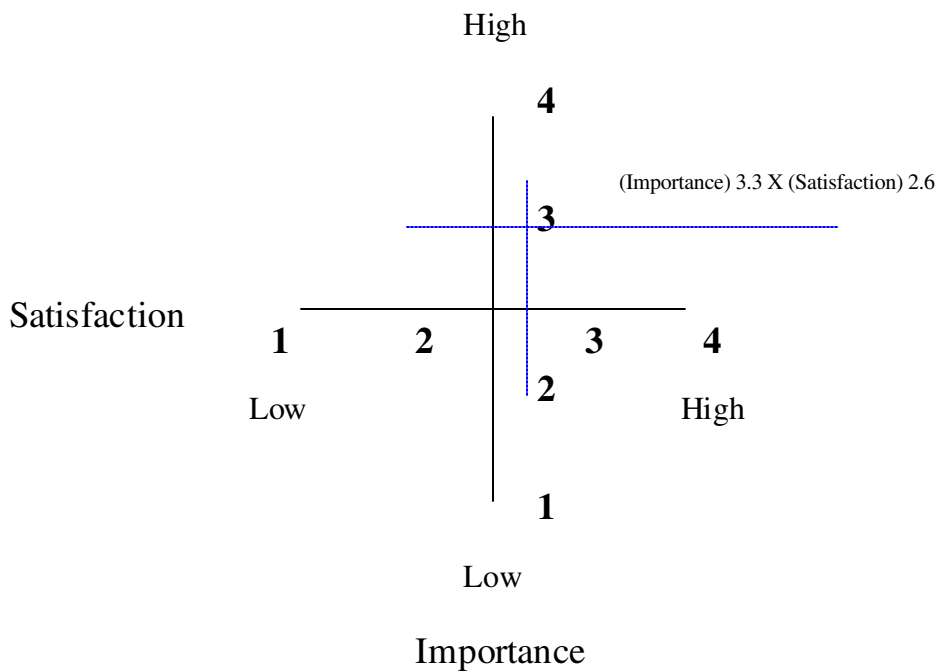
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 Heartland AEA 11 -- May 14, 2002

**Satisfaction - Importance = Gap Score**

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 90        | 5.2     | 9.5           | 9.5                |
|         | -2.00  | 165       | 9.5     | 17.5          | 27.0               |
|         | -1.00  | 235       | 13.6    | 24.9          | 51.9               |
|         | .00    | 347       | 20.0    | 36.7          | 88.6               |
|         | 1.00   | 91        | 5.2     | 9.6           | 98.2               |
|         | 2.00   | 14        | .8      | 1.5           | 99.7               |
|         | 3.00   | 3         | .2      | .3            | 100.0              |
|         | Total  | 945       | 54.5    | 100.0         |                    |
| Missing | System | 789       | 45.5    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1593 | 3.2938 | .7170          | .514     |
| Satisfaction       | 987  | 2.6332 | .9014          | .813     |
| Valid N (listwise) | 945  |        |                |          |



*An environment that promotes learning*

**Importance**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Important | 1182      | 68.2    | 71.5          | 71.5               |
| Important            | 425       | 24.5    | 25.7          | 97.2               |
| Unimportant          | 13        | .7      | .8            | 98.0               |
| Very Unimportant     | 16        | .9      | 1.0           | 99.0               |
| Do Not Know          | 17        | 1.0     | 1.0           | 100.0              |
| Total                | 1653      | 95.3    | 100.0         |                    |
| Missing System       | 81        | 4.7     |               |                    |
| Total                | 1734      | 100.0   |               |                    |

**Satisfaction**

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Very Satisfied | 247       | 14.2    | 15.8          | 15.8               |
| Satisfied            | 653       | 37.7    | 41.9          | 57.7               |
| Unsatisfied          | 180       | 10.4    | 11.5          | 69.2               |
| Very Unsatisfied     | 68        | 3.9     | 4.4           | 73.6               |
| Do Not Know          | 412       | 23.8    | 26.4          | 100.0              |
| Total                | 1560      | 90.0    | 100.0         |                    |
| Missing System       | 174       | 10.0    |               |                    |
| Total                | 1734      | 100.0   |               |                    |

Crosstabulation: Satisfaction by Importance

|                  |                |               |              |                  |              | Total          |
|------------------|----------------|---------------|--------------|------------------|--------------|----------------|
|                  | Very Important | Important     | Unimportant  | Very Unimportant | Do Not Know  |                |
| Very Satisfied   | 211<br>19.5%   | 26<br>6.7%    |              | 1<br>6.7%        | 1<br>6.7%    | 239<br>15.8%   |
| Satisfied        | 425<br>39.3%   | 199<br>51.4%  | 5<br>41.7%   | 3<br>20.0%       | 1<br>6.7%    | 633<br>41.9%   |
| Unsatisfied      | 134<br>12.4%   | 35<br>9.0%    | 1<br>8.3%    | 3<br>20.0%       |              | 173<br>11.5%   |
| Very Unsatisfied | 52<br>4.8%     | 7<br>1.8%     | 1<br>8.3%    | 5<br>33.3%       |              | 65<br>4.3%     |
| Do Not Know      | 259<br>24.0%   | 120<br>31.0%  | 5<br>41.7%   | 3<br>20.0%       | 13<br>86.7%  | 400<br>26.5%   |
| Total            | 1081<br>100.0% | 387<br>100.0% | 12<br>100.0% | 15<br>100.0%     | 15<br>100.0% | 1510<br>100.0% |

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Satisfaction - Importance = Gap Score

|         |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid   | -3.00  | 52        | 3.0     | 4.7           | 4.7                |
|         | -2.00  | 141       | 8.1     | 12.7          | 17.4               |
|         | -1.00  | 461       | 26.6    | 41.6          | 59.0               |
|         | .00    | 416       | 24.0    | 37.5          | 96.6               |
|         | 1.00   | 34        | 2.0     | 3.1           | 99.6               |
|         | 2.00   | 3         | .2      | .3            | 99.9               |
|         | 3.00   | 1         | .1      | .1            | 100.0              |
|         | Total  | 1108      | 63.9    | 100.0         |                    |
| Missing | System | 626       | 36.1    |               |                    |
| Total   |        | 1734      | 100.0   |               |                    |

Mean Scores

|                    | N    | Mean   | Std. Deviation | Variance |
|--------------------|------|--------|----------------|----------|
| Importance         | 1636 | 3.6950 | .5355          | .287     |
| Satisfaction       | 1148 | 2.9399 | .7783          | .606     |
| Valid N (listwise) | 1108 |        |                |          |

