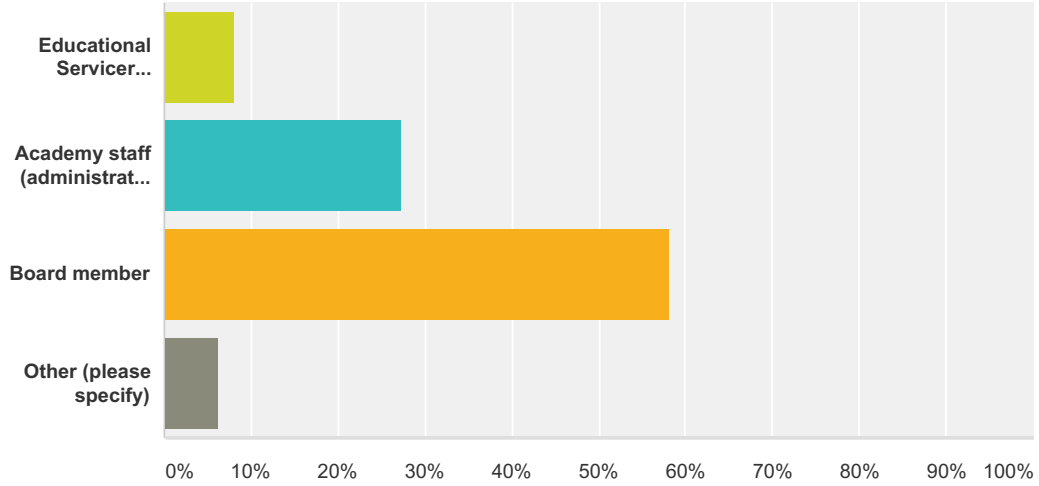


Stakeholder Satisfaction Survey

Q1 Please identify the category that best describes your relationship to the Charter Schools Office (CSO)

Answered: 110 Skipped: 0

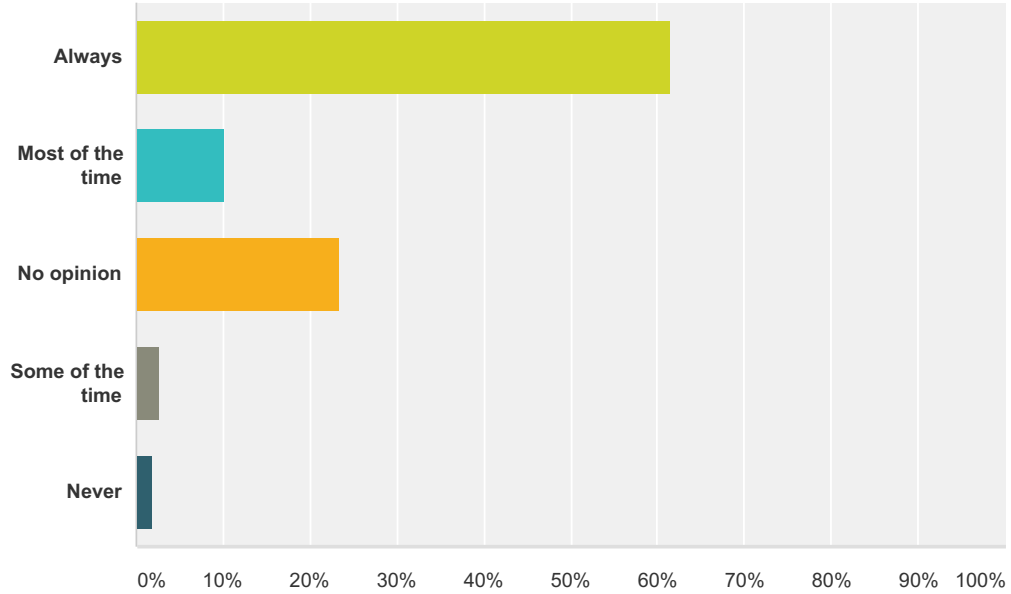


Answer Choices	Responses
Educational Servicer Provider (Management Company)	8.18% 9
Academy staff (administration, teaching staff, assessment, etc.)	27.27% 30
Board member	58.18% 64
Other (please specify)	6.36% 7
Total	110

Stakeholder Satisfaction Survey

Q2 Whenever I call the CSO, I talk to someone who is friendly, courteous, and attentive to my needs

Answered: 107 Skipped: 3

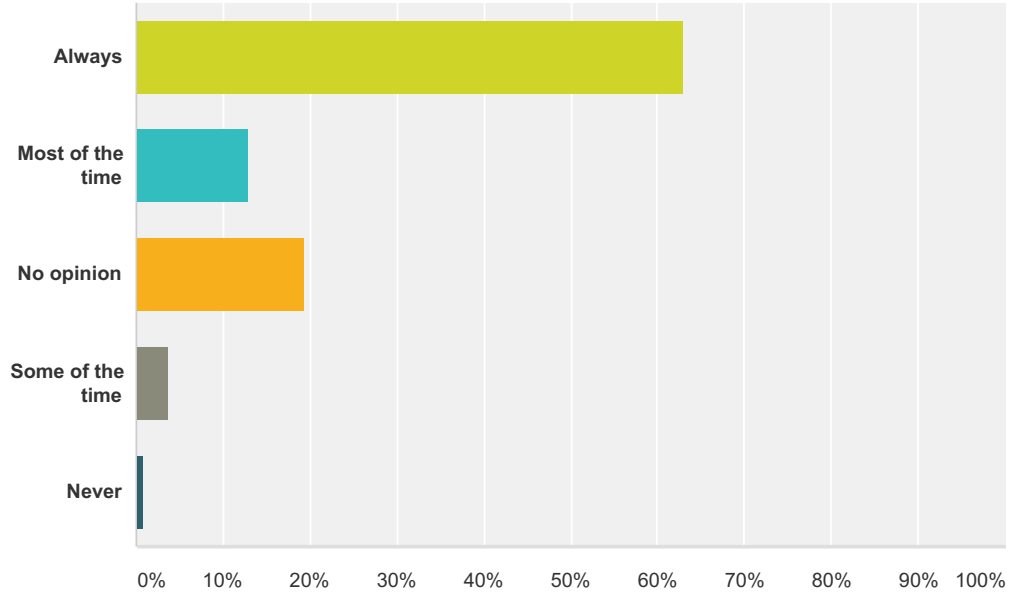


Answer Choices	Responses
Always	61.68% 66
Most of the time	10.28% 11
No opinion	23.36% 25
Some of the time	2.80% 3
Never	1.87% 2
Total	107

Stakeholder Satisfaction Survey

Q3 When I leave a message or e-mail, someone from the CSO gets back to me in a reasonable amount of time

Answered: 108 Skipped: 2

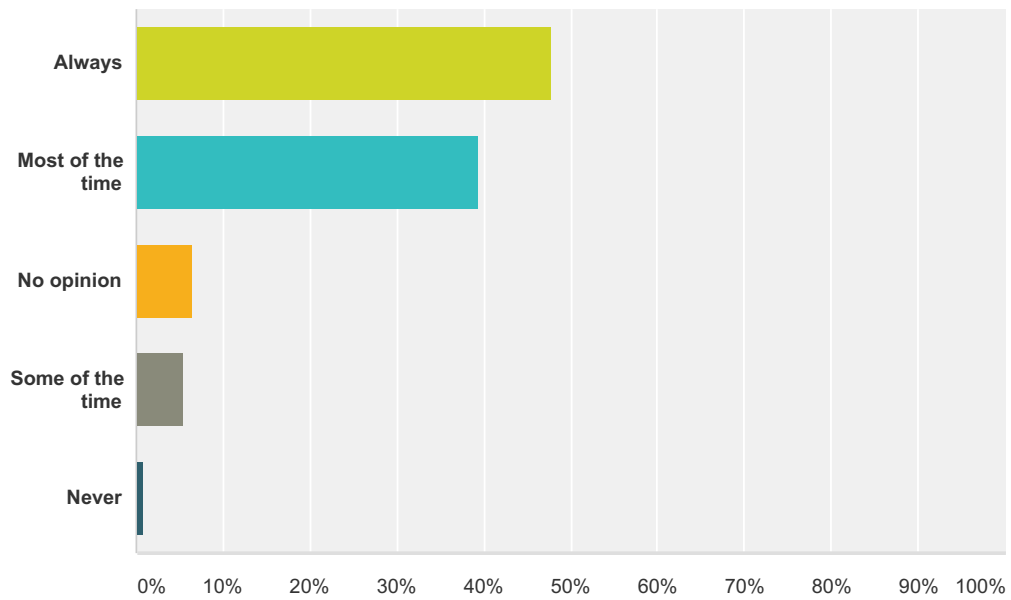


Answer Choices	Responses	Count
Always	62.96%	68
Most of the time	12.96%	14
No opinion	19.44%	21
Some of the time	3.70%	4
Never	0.93%	1
Total		108

Stakeholder Satisfaction Survey

Q4 The CSO has timelines and requests for information that are realistic and fair

Answered: 109 Skipped: 1

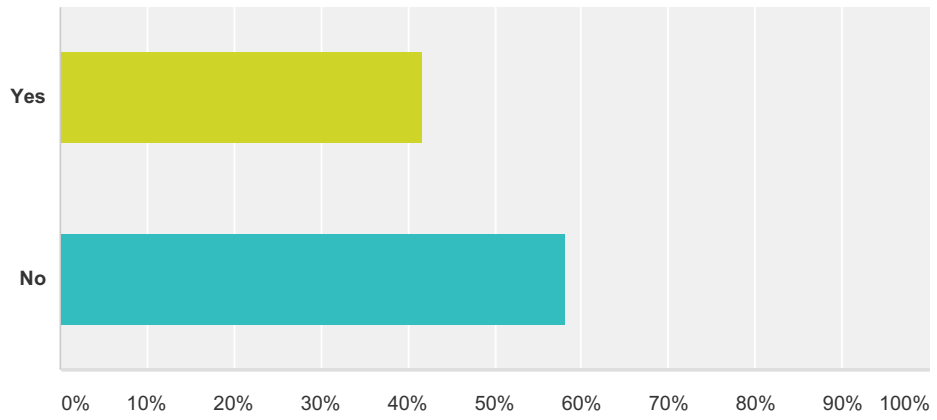


Answer Choices	Responses
Always	47.71% 52
Most of the time	39.45% 43
No opinion	6.42% 7
Some of the time	5.50% 6
Never	0.92% 1
Total	109

Stakeholder Satisfaction Survey

Q5 Do you work in one of the FSU-authorized academies?

Answered: 110 Skipped: 0

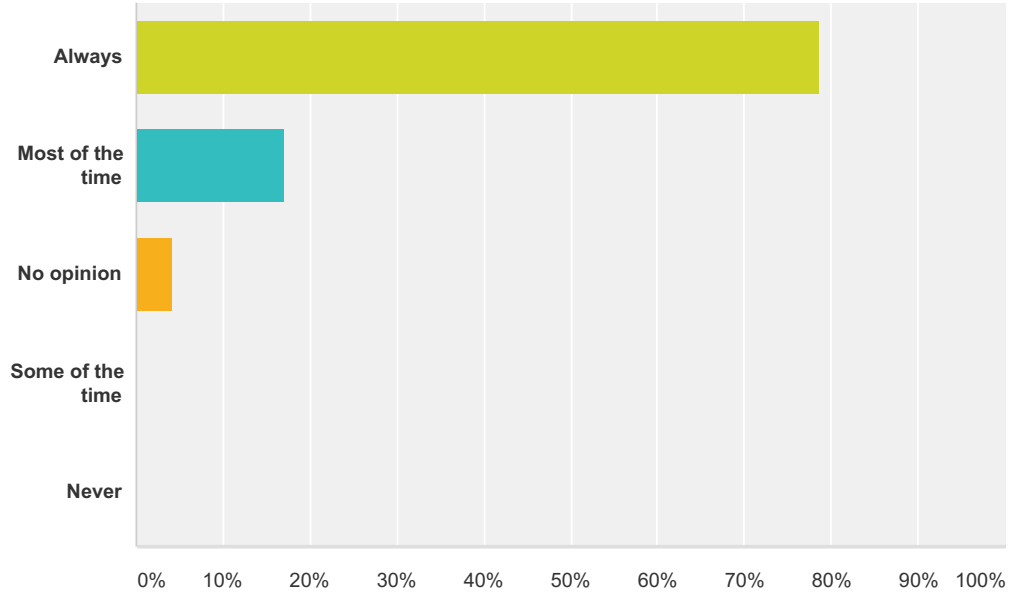


Answer Choices	Responses
Yes	41.82% 46
No	58.18% 64
Total	110

Stakeholder Satisfaction Survey

Q6 When CSO personnel are in our academy, they are respectful and courteous to staff, students, and parents

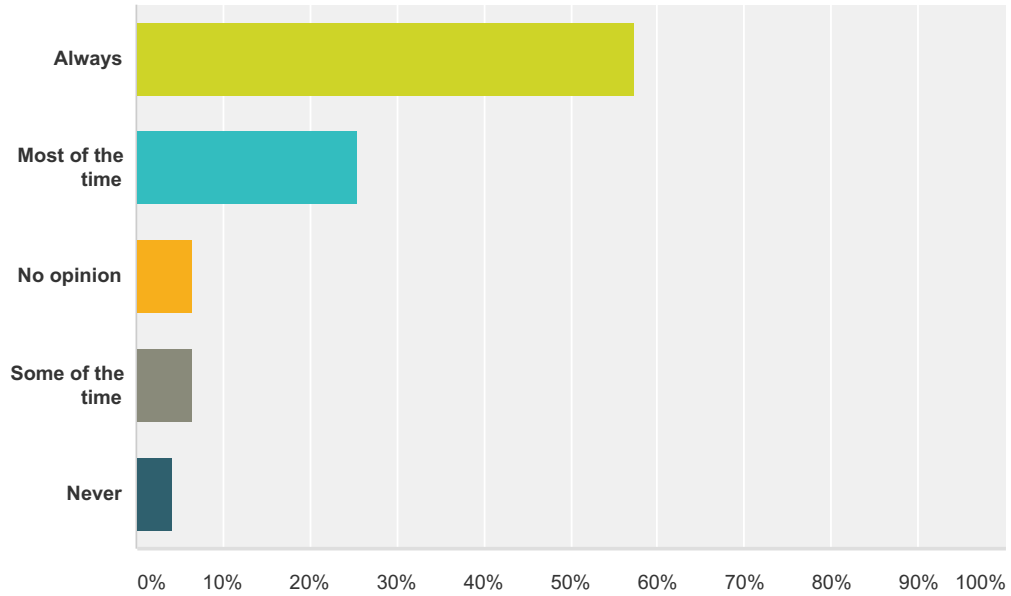
Answered: 47 Skipped: 63



Answer Choices	Responses	
Always	78.72%	37
Most of the time	17.02%	8
No opinion	4.26%	2
Some of the time	0.00%	0
Never	0.00%	0
Total		47

Q7 Our assigned CSO Field Representative is visible in the school and well known in our academy

Answered: 47 Skipped: 63

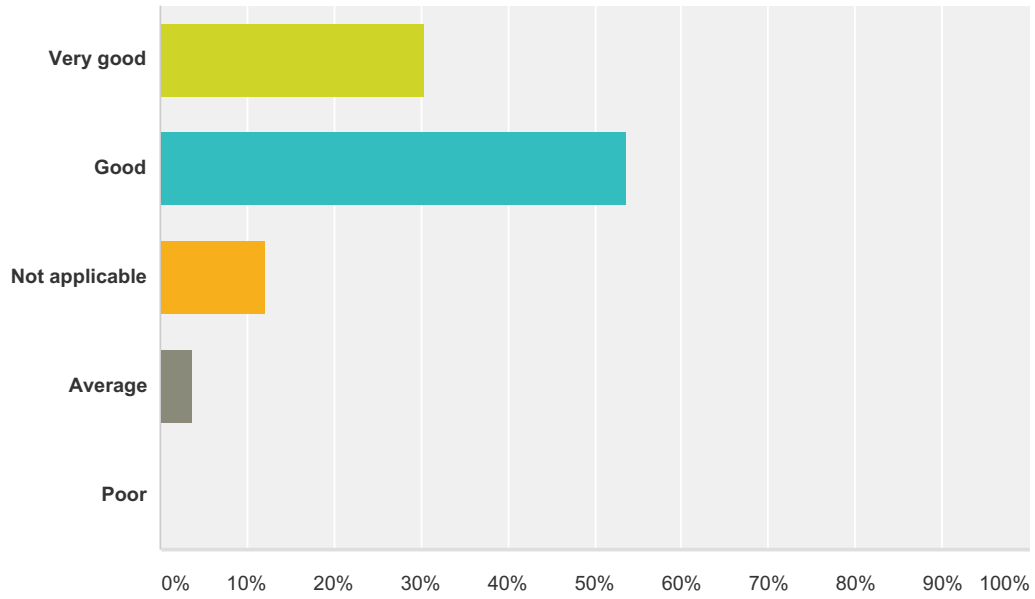


Answer Choices	Responses
Always	57.45% 27
Most of the time	25.53% 12
No opinion	6.38% 3
Some of the time	6.38% 3
Never	4.26% 2
Total	47

Stakeholder Satisfaction Survey

Q8 CSO Newsletter

Answered: 108 Skipped: 2

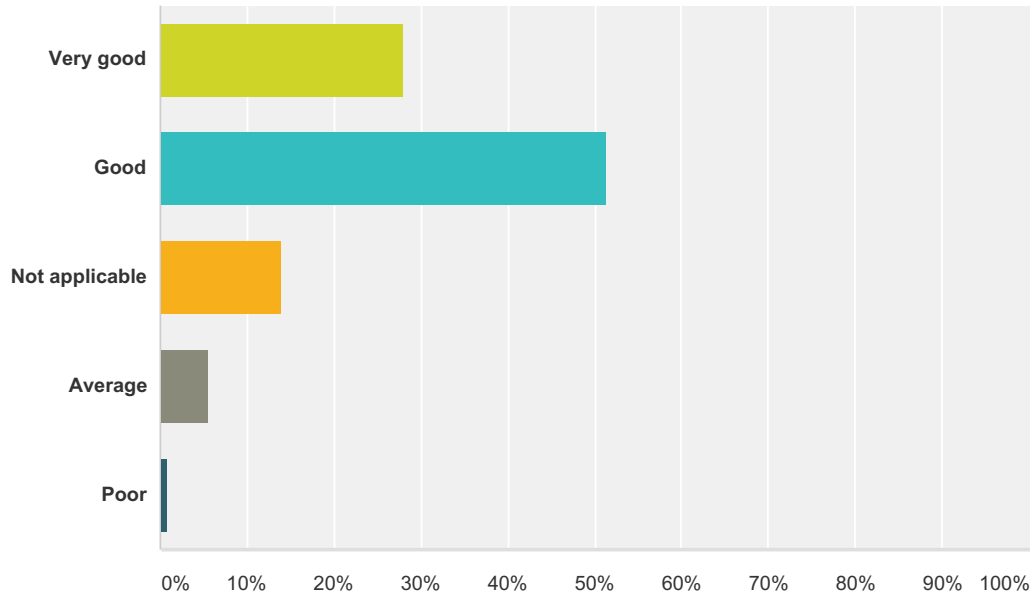


Answer Choices	Responses	
Very good	30.56%	33
Good	53.70%	58
Not applicable	12.04%	13
Average	3.70%	4
Poor	0.00%	0
Total		108

Stakeholder Satisfaction Survey

Q9 CSO Website

Answered: 107 Skipped: 3

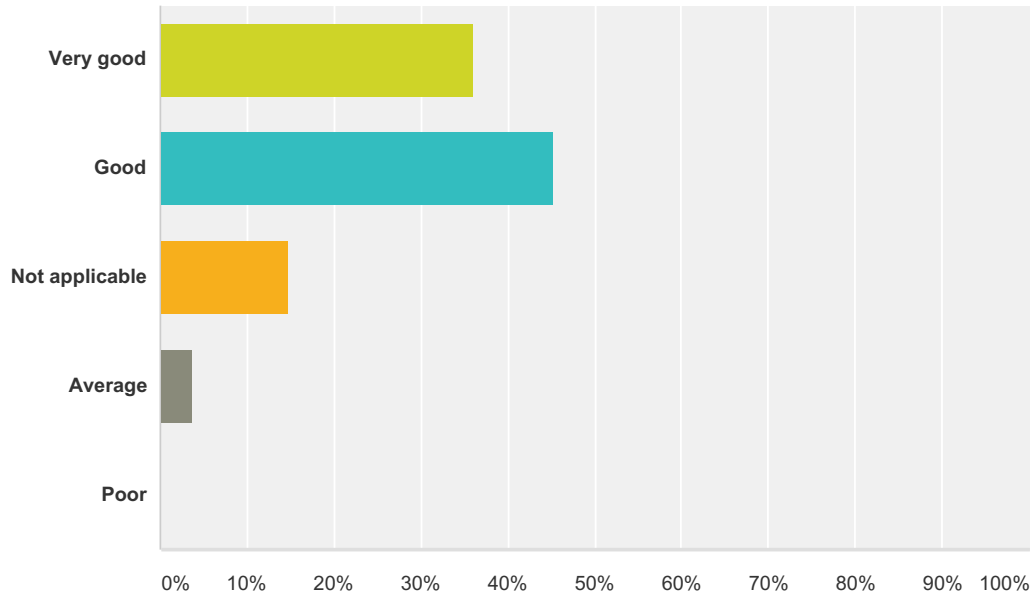


Answer Choices	Responses	
Very good	28.04%	30
Good	51.40%	55
Not applicable	14.02%	15
Average	5.61%	6
Poor	0.93%	1
Total		107

Stakeholder Satisfaction Survey

Q10 Academic Performance Report

Answered: 108 Skipped: 2

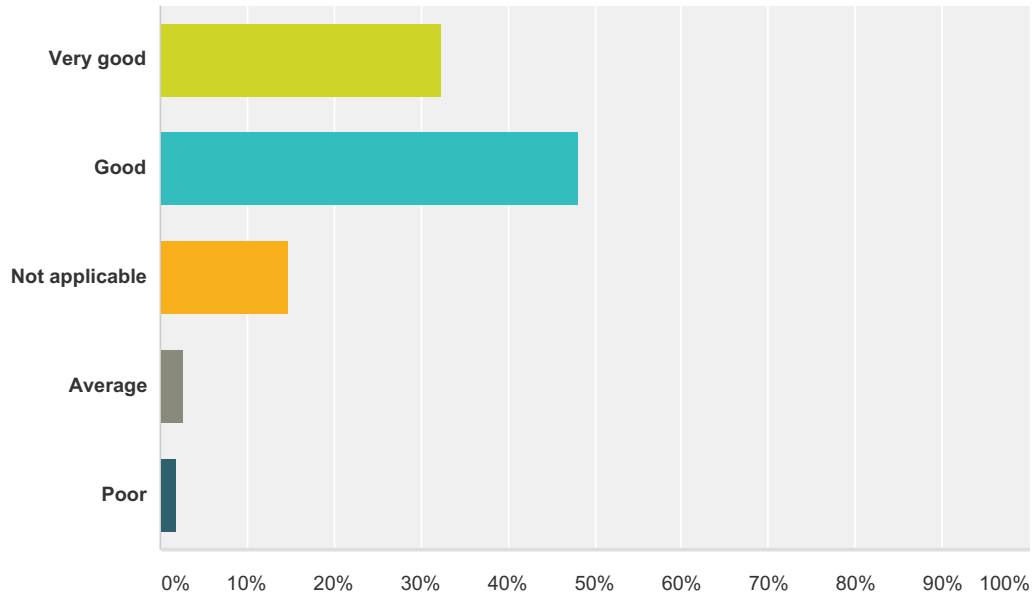


Answer Choices	Responses	
Very good	36.11%	39
Good	45.37%	49
Not applicable	14.81%	16
Average	3.70%	4
Poor	0.00%	0
Total		108

Stakeholder Satisfaction Survey

Q11 CSO Annual Report

Answered: 108 Skipped: 2

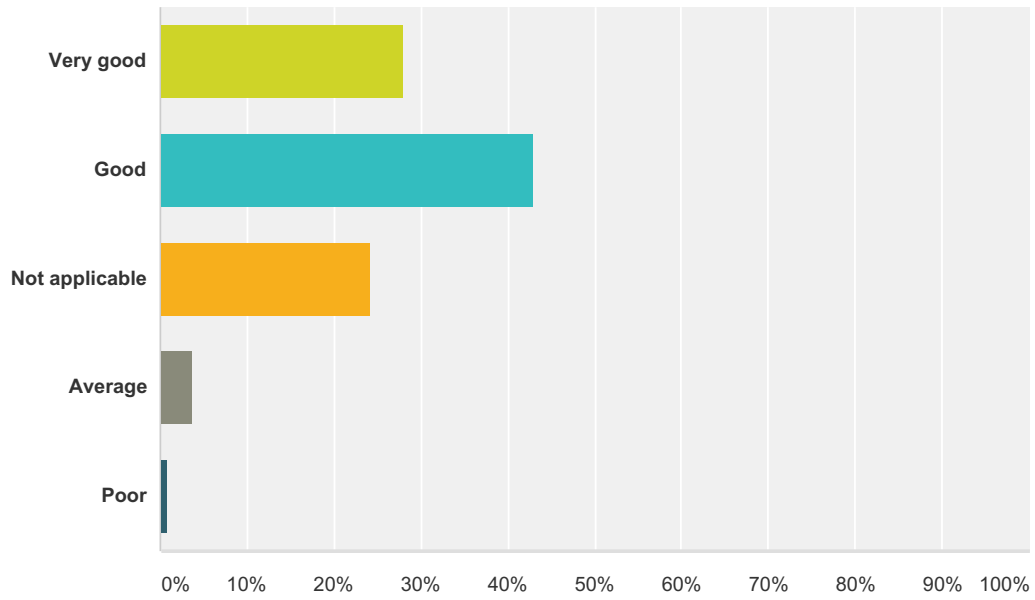


Answer Choices	Responses	
Very good	32.41%	35
Good	48.15%	52
Not applicable	14.81%	16
Average	2.78%	3
Poor	1.85%	2
Total		108

Stakeholder Satisfaction Survey

Q12 Mid-Contract or Reauthorization Visitation Review Report

Answered: 107 Skipped: 3

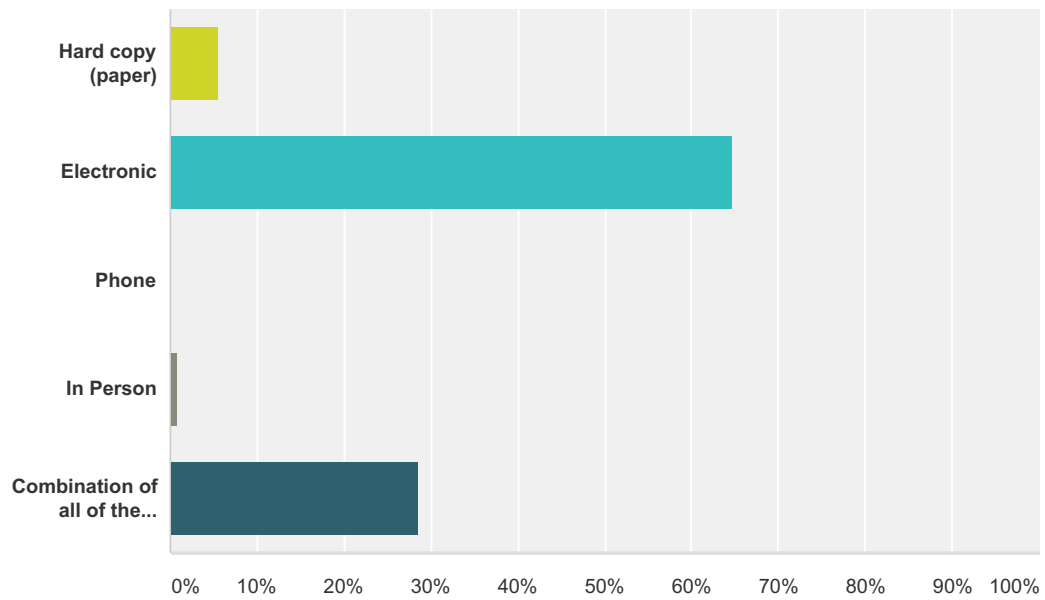


Answer Choices	Responses
Very good	28.04% 30
Good	42.99% 46
Not applicable	24.30% 26
Average	3.74% 4
Poor	0.93% 1
Total	107

Stakeholder Satisfaction Survey

Q13 What is your preferred way to receive information from the CSO?

Answered: 108 Skipped: 2

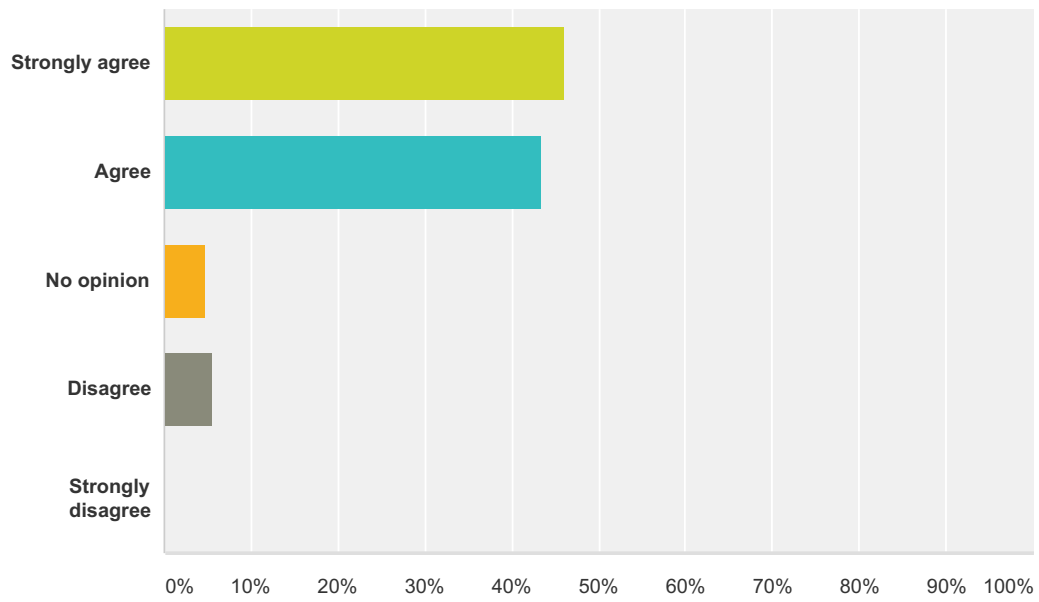


Answer Choices	Responses
Hard copy (paper)	5.56% 6
Electronic	64.81% 70
Phone	0.00% 0
In Person	0.93% 1
Combination of all of the above	28.70% 31
Total	108

Stakeholder Satisfaction Survey

Q14 The CSO has made its academic expectations for our academy clear

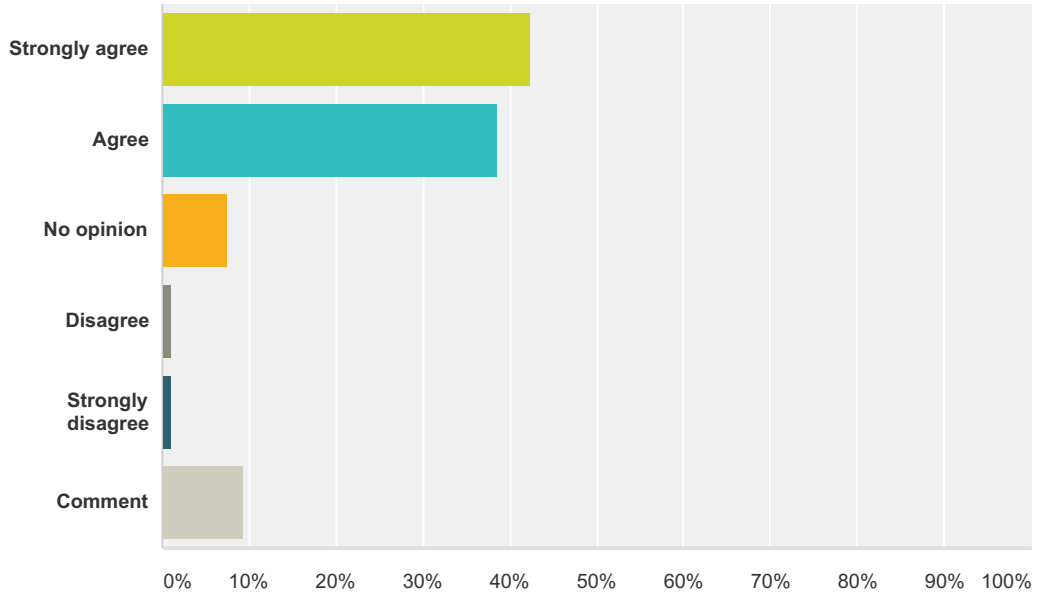
Answered: 106 Skipped: 4



Answer Choices	Responses	Count
Strongly agree	46.23%	49
Agree	43.40%	46
No opinion	4.72%	5
Disagree	5.66%	6
Strongly disagree	0.00%	0
Total		106

Q15 The CSO has provided support for our academic success through professional development, publications, and other programs

Answered: 106 Skipped: 4



Answer Choices	Responses	
Strongly agree	42.45%	45
Agree	38.68%	41
No opinion	7.55%	8
Disagree	0.94%	1
Strongly disagree	0.94%	1
Comment	9.43%	10
Total		106

Stakeholder Satisfaction Survey

Q16 This space is provided for you to let us know how the CSO can best support you and your academy in the future. Please provide any additional comments here regarding professional development, expectations, etc.

Answered: 27 Skipped: 83