

## Granada Hills Charter High School Staff, Parent, and Student Satisfaction Benchmarking Results

March 29, 2017

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## Introduction

Granada Hills Charter High School (GHCHS) is located in Granada Hills, California and was founded in 1960 as a traditional public school. In 2003, the school converted to charter status, serving students in 9<sup>th</sup> through 12<sup>th</sup> grade. In the 2016-2017 school year, GHCHS enrolled 4,410 students. GHCHS's mission is to provide a positive student-centered environment in which all students develop academic and practical skills, as well as the attitudes to enable them to be successful lifelong learners and productive, responsible citizens in a diverse society.

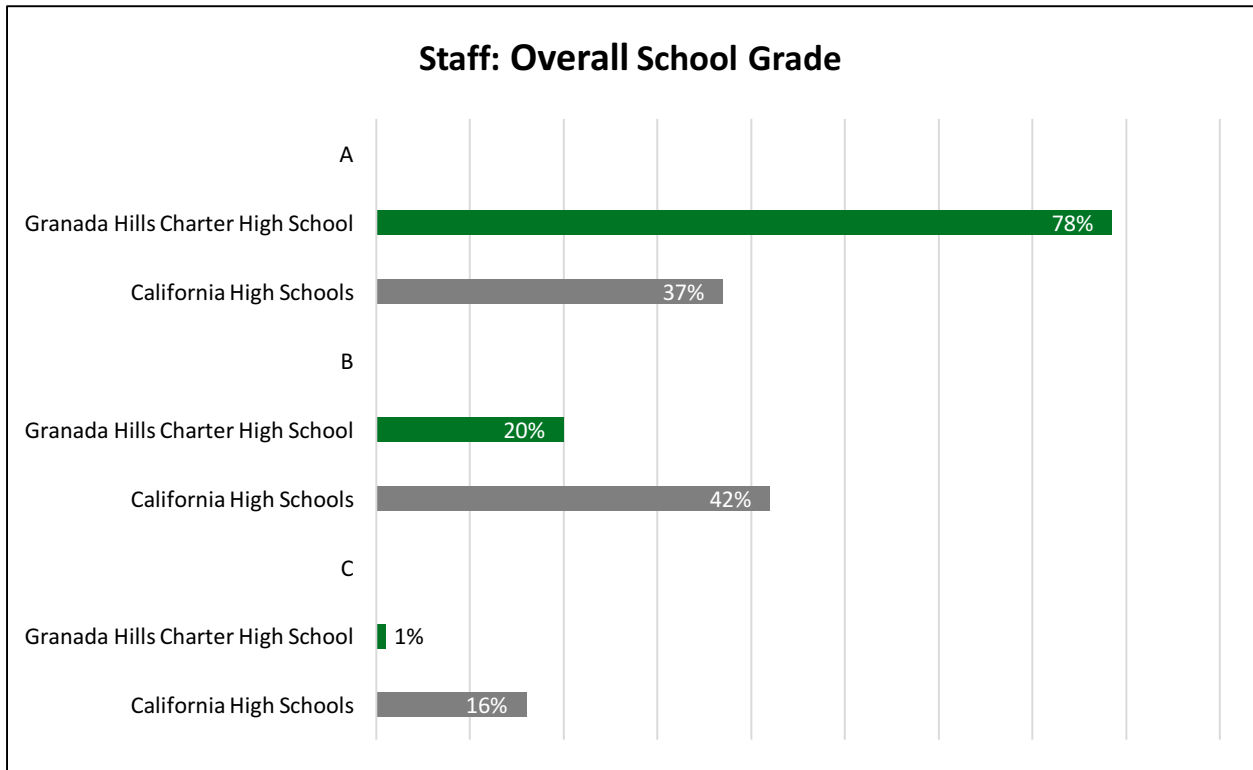
TC SRI generated this Benchmarking report to compare the survey results for Granada Hills Charter High School to the results for similar schools in California. The results for school staff provided insight into their satisfaction with their interpersonal relationships and the school environment and culture. The results for parents provided insight into their view of the staff and school environment, as well as the support their child receives. Additionally, student responses provided insight about the academic program and effectiveness of teachers and administrators. For comparison purposes, only responses of “agree” or “strongly agree” were used to produce benchmarking results. The only exception was the overall school rating item, for which school grades of A, B, and C were used. In all benchmarking charts, results for Granada Hills are presented in green, while results for comparison schools are presented in grey.

### Organization of the Report

This report is organized into four different sections. The overall school rating results are presented first, for staff. The following sections describe the benchmarking results for staff, parent and student respondents, with questions excluded as noted in the appendix. The final section offers a discussion of the results, highlighting important conclusions drawn from the data.

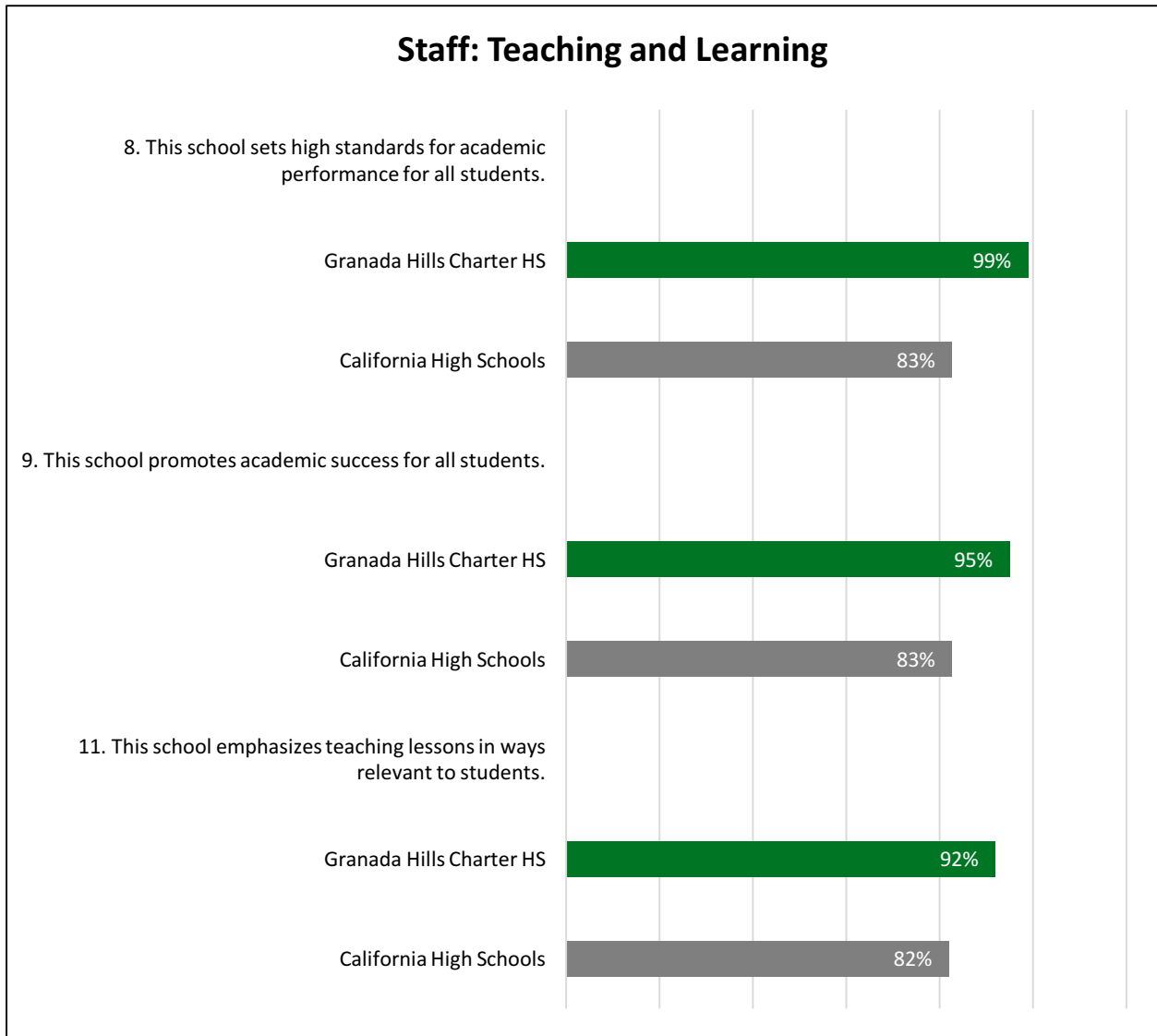
As a companion to this report, TC SRI prepared a second report (under separate cover) which analyzes survey responses from parents, students and staff from the current school year, 2016-2017.

## Overall School Ratings

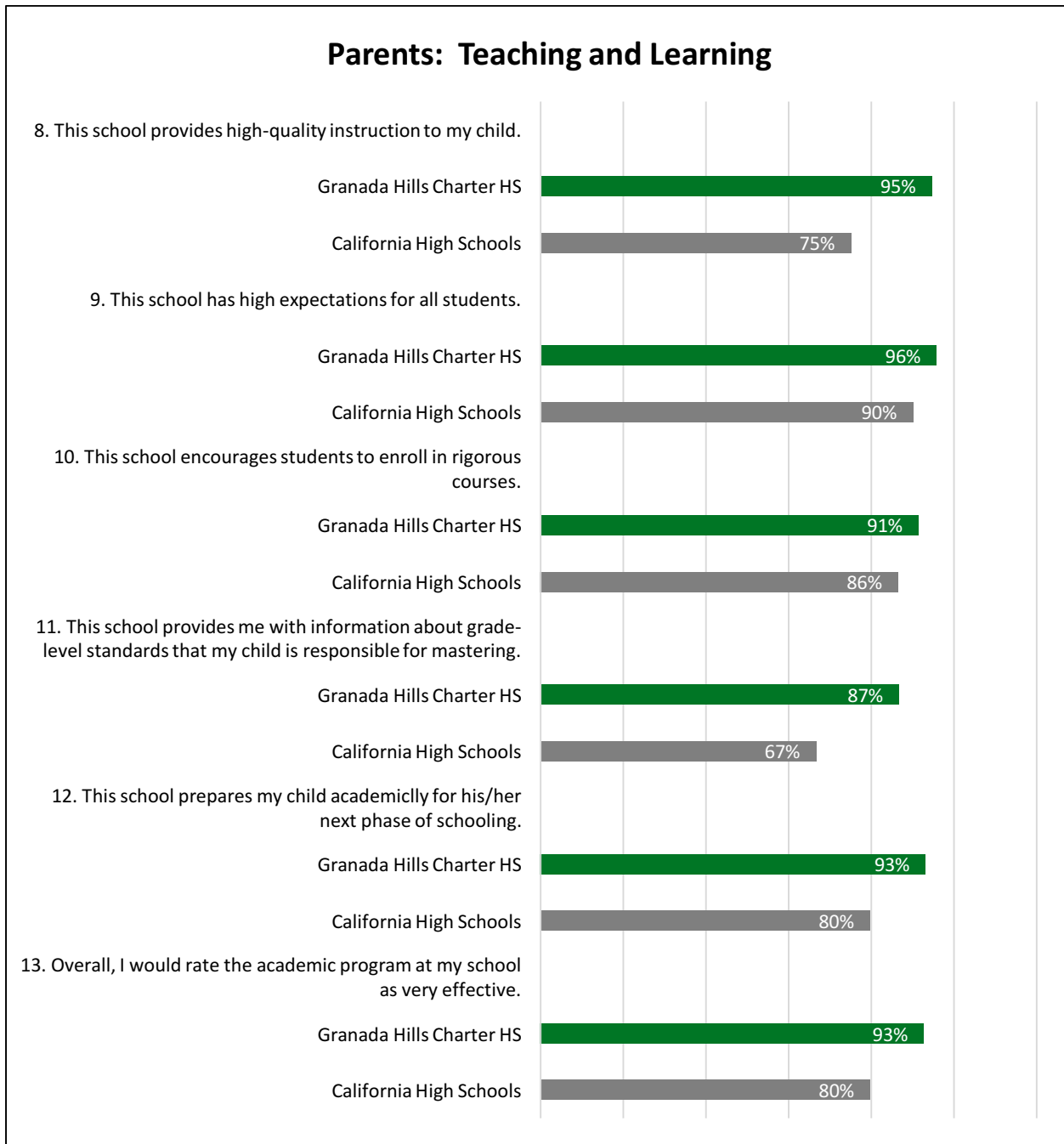


When compared with staff members at similar California schools, staff at Granada Hills Charter High School were much more likely to give the school a grade of “A” (78% compared to 37%). Staff at Granada Hills were less likely than staff in comparable schools to give the school a grade of “B” (20% compared to 42%). Additionally, Granada Hills staff were much less likely to give the school a grade of “C” (1% compared to 16%).

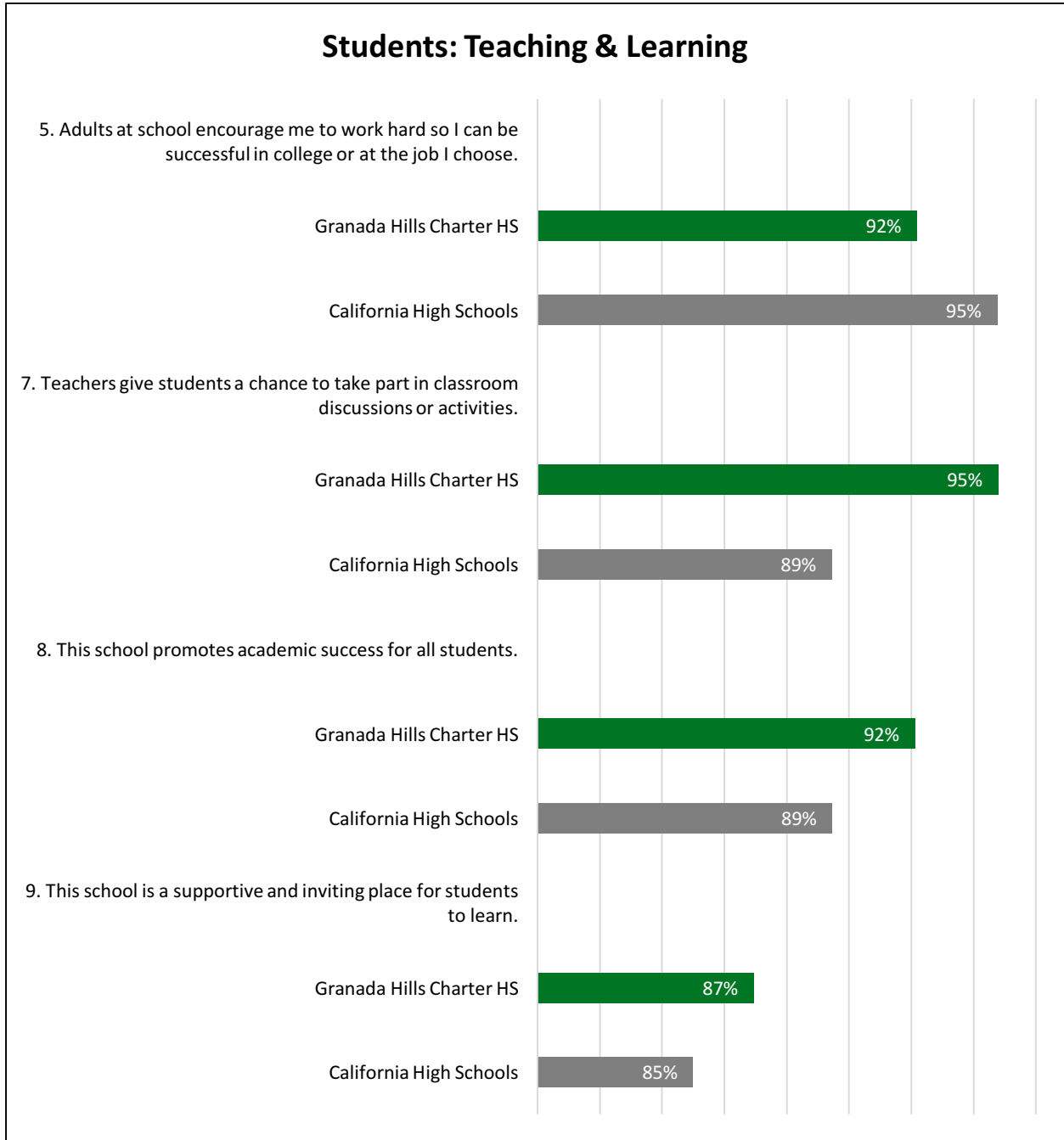
## Teaching & Learning



Overall, Granada Hills staff expressed more positive views of teaching and learning than staff at similar California high schools. More GHCHS staff felt that their school sets high standards for academic performance (99% compared to 83%). They were also more likely to feel that the school promotes academic success for all students (95% compared to 83%). Additionally, more Granada Hills staff felt that their school emphasizes teaching lessons in ways that are relevant to students (92% compared to 82%).

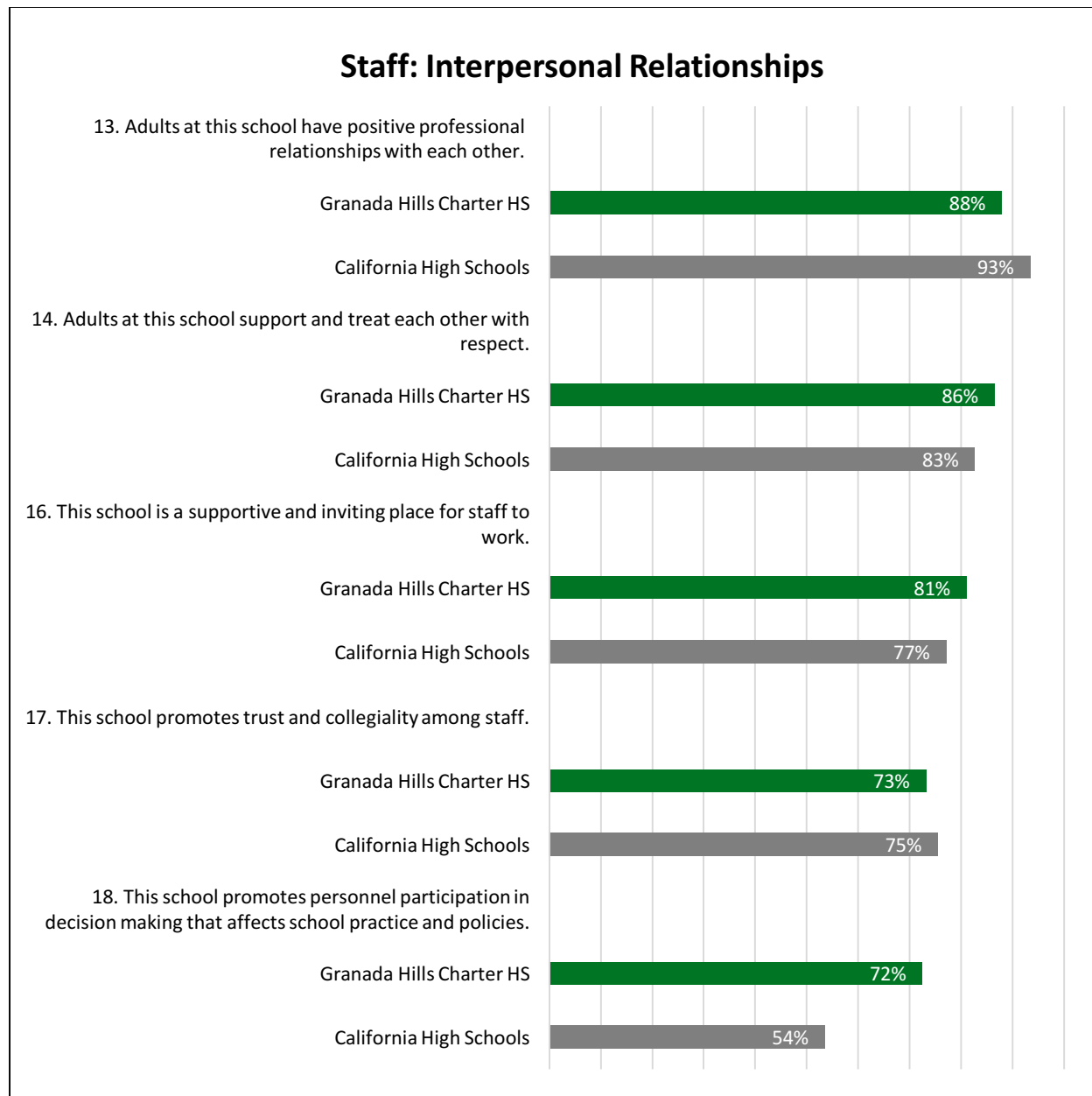


Overall, parents at Granada Hills held more favorable views of the academic program at their school than parents at comparable California high schools. Ninety-three percent of GHCHS parents rated the academic program as very effective, compared to only 80% at other schools. Also, more parents at GHCHS felt that the school provides high-quality instruction to their child (95% compared to 75%). Eighty-seven percent of parents felt the school provides adequate information about grade-level standards, compared to only 67% of parents in other schools. Finally, parents were more likely to rate the academic program at Granada Hills as very effective (93% compared to 80%).



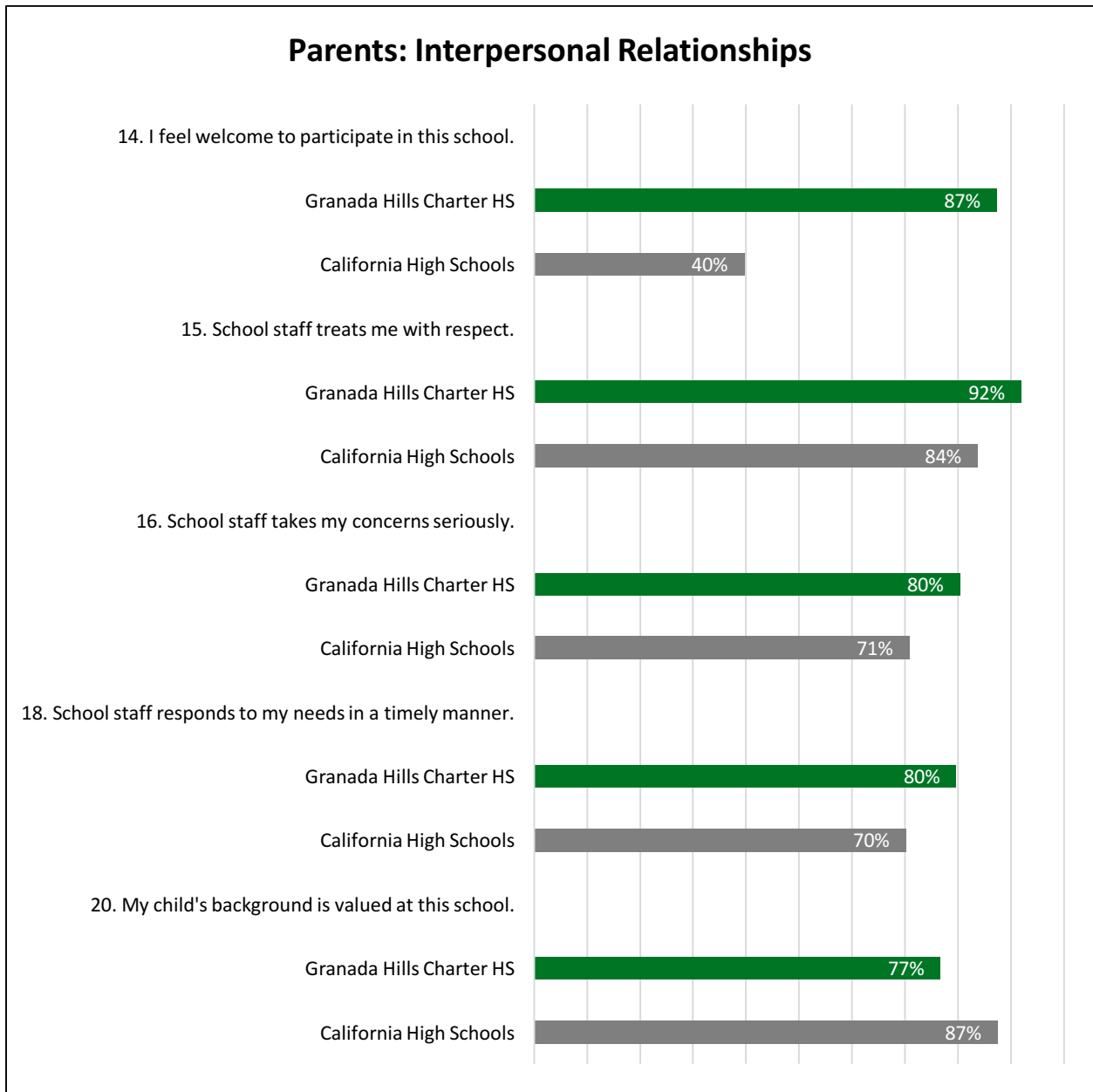
Overall, students at Granada Hills held comparable views of teaching and learning when compared to students at similar California high schools. More students at Granada felt that teachers provide opportunities to participate in classroom discussions and activities (95% compared to 89%) and that the school promotes academic success for all students (92% compared to 89%). Additionally, slightly more students at Granada Hills felt the school is a supportive and inviting place for students to learn (87% compared to 85%). In contrast, fewer students felt the school encourages them to work hard so they can be successful in college and career (92% compared to 95%).

## Interpersonal Relationships

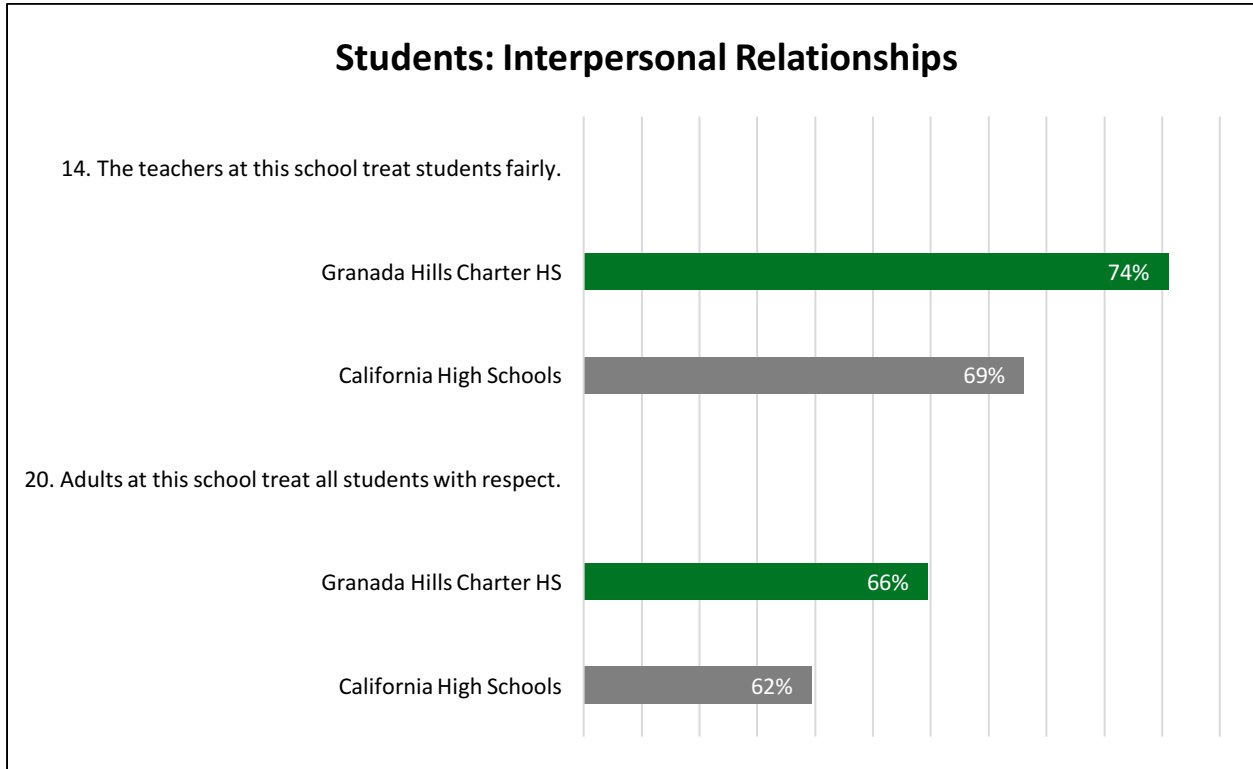


Staff at Granada Hills and comparable California high schools felt similarly about their interpersonal relationships: Slightly fewer Granada Hills staff felt that the adults have positive professional relationships with each other (88% compared to 93%). More Granada Hills staff felt that adults support and treat each other with respect (86% compared to 83%). Additionally, staff at GHCHS were more likely to feel that their school is a supportive and inviting place to work (81% compared to 77%). In contrast, Granada Hills staff were slightly less likely to feel that the school promotes trust and collegiality among staff (73% compared to 75%). Finally, a higher percentage of staff at Granada Hills felt that the school promotes personnel participation in decision making that affects practice and policies (72% compared to 54%).



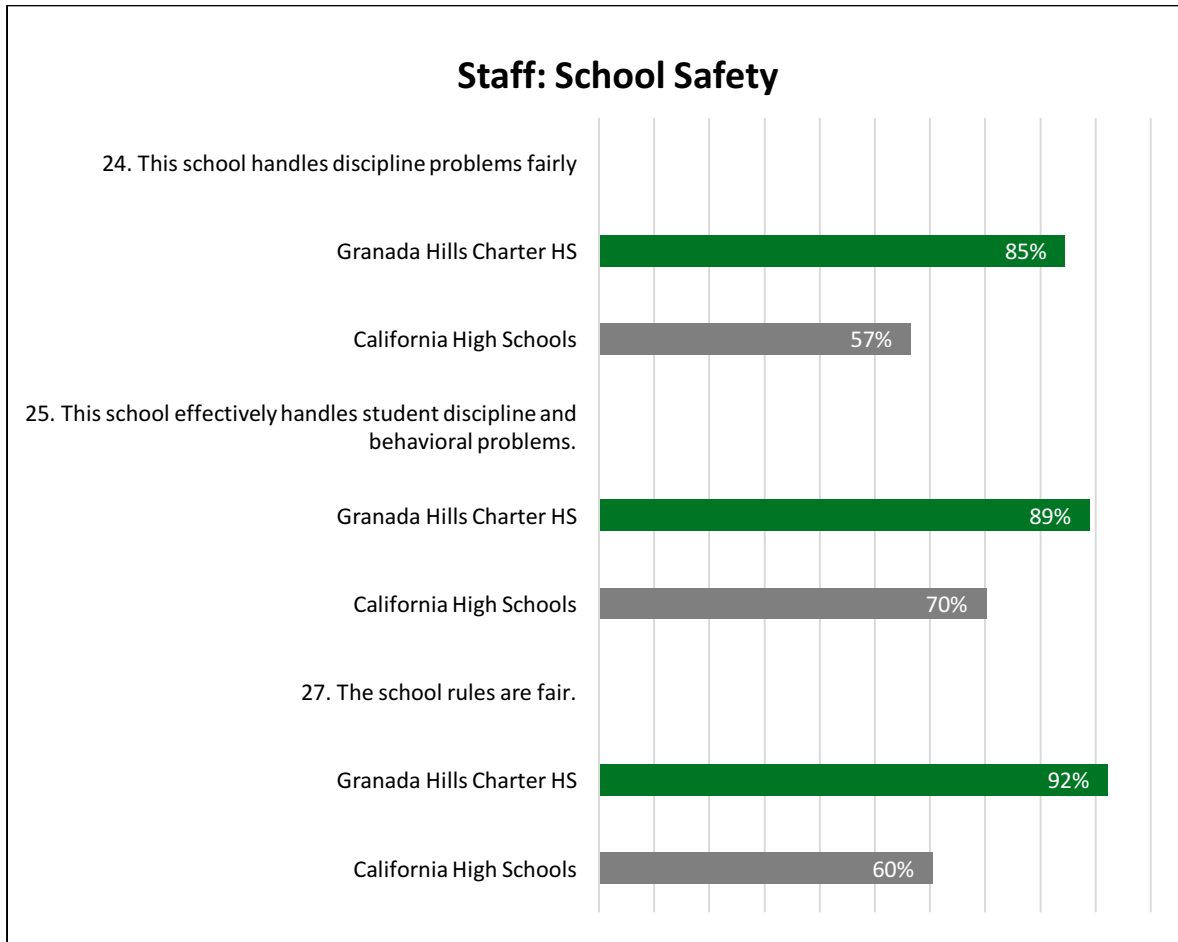


Parents at Granada Hills held more favorable views of the interpersonal relationships at their child’s school than parents at similar schools. Eighty-seven percent reported feeling welcome to participate, compared to only 40% at other schools. Ninety-two percent of parents felt that the school staff treated them with respect, compared to 84% at other schools. More parents at Granada Hills also felt that the staff took their concerns seriously (80% compared to 71%) and responded to their needs in a timely manner (80% compared to 70%). On the other hand, fewer parents felt that their child’s background was valued at the school (77% compared to 87%).

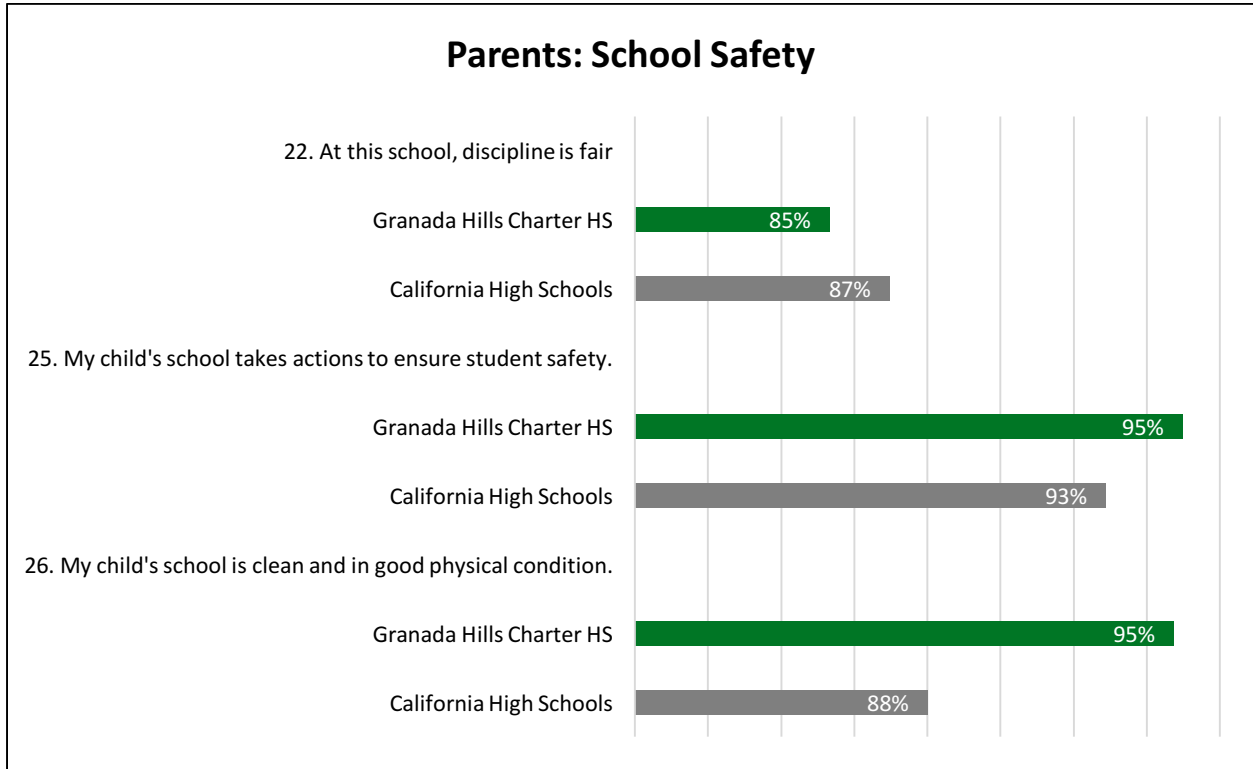


Students at Granada Hills Charter High School had more favorable views of interpersonal relationships when compared to students at other schools. More students at Granada agreed that teachers treat students fairly (74% compared to 69%). Additionally, more students felt adults treat all students with respect (66% versus 62%).

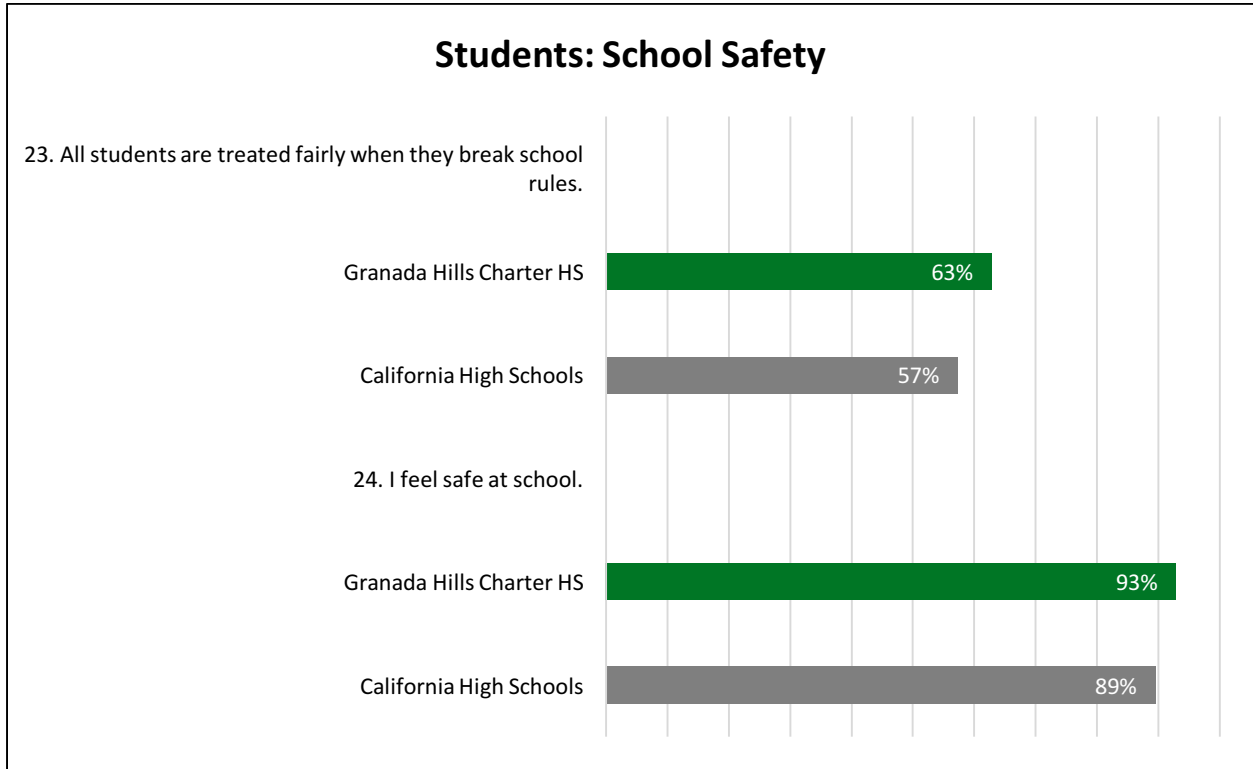
## School Safety



Overall, Granada Hills staff held more positive views of school safety when compared to staff at similar California high schools. More parents at Granada Hills felt that their school handled discipline problems fairly (85% compared to 57%) and effectively (89% compared to 70%). Likewise, more parents felt the school rules were fair (92% compared to 60%).



Parents at Granada Hills and other schools held comparable views regarding the safety of their schools. Eighty-five percent of parents felt that discipline was fair, compared to 87% at other schools. Ninety-five percent of parents at Granada Hills also agreed that the school took actions to ensure student safety, compared to 93% of parents at other schools. Finally, more parents at Granada Hills felt that the school was clean and in good physical condition (95% compared to 88%).



Students at Granada generally had more favorable view of school safety than students at other California high schools. More students felt safe at Granada (93% compared to 89%) and that all students are treated fairly when they break school rules (63% versus 57%).

## Conclusion: Comparing Benchmarking Results

Overall, staff at Granada Hills Charter High School (GHCHS) who took the survey expressed more favorable views of their school than staff at comparison schools in California, especially regarding the teaching and learning environment and school safety. Their feelings are reflected in the overall school rating responses: Far more staff at Granada Hills gave the school a grade of “A” than staff at comparable schools, and far fewer staff at Granada gave a grade of “C.” Parent respondents also expressed more favorable views of Granada Hills than parents at similar schools. In particular, parents were happier with the teaching and learning environment and interpersonal relationships on campus than were parents in similar schools. Students at GHCHS were also relatively pleased with their school, especially concerning interpersonal relationships.

### Teaching & Learning

Regarding teaching and learning, staff, students, and parents at Granada Hills responded quite positively compared to respondents at similar California schools. The only item that suggested an area for improvement was the relationship between teachers and students. Students at Granada Hills felt slightly less encouraged by adults to work hard than did students at similar schools throughout the state. Student participation in classroom discussions and activities was by far the strongest area, with 95% of Granada Hills students feeling included, compared to 89% of students in similar schools.

### Interpersonal Relationships

Benchmarking results for Granada Hills highlighted key areas where stakeholders were more satisfied with the school than respondents at comparison schools. Staff responses were comparable to those of staff in similar California schools. Interestingly, Granada Hills staff indicated that they are included in important decision making on campus more often than staff at similar schools. In addition, when asked about campus visits, GHCHS parents were far more likely to feel welcomed in the school than parents at other California schools. In contrast, parents were *less* likely to feel that their child’s background is valued at Granada Hills. Students also indicated that they are happy with their interpersonal relationships at Granada. They reported feeling much more respected by teachers at Granada Hills than students in other schools.

## School Safety

Granada Hills stakeholder responses about school safety were generally more positive than those of stakeholders at similar California schools. The staff at Granada were much more likely to feel that the school rules are fair. Granada Hills parents also felt more positively than parents at other schools when asked about how the school ensures students' safety and the cleanliness of the school. However, they were slightly less likely than other parents to agree that the school handles discipline fairly. Granada Hills students, on the other hand, were more likely to feel that the school handles discipline fairly than students at similar California schools.

## Moving Forward

The Benchmarking results presented here suggest that staff, parents, and students at Granada Hills were more satisfied with their schooling experiences than stakeholders at similar schools in California. Additionally, the Granada Hills survey results, presented in a separate report, show that all stakeholders held a positive view of the school. Moving forward, Granada Hills may want to investigate what practices are particularly effective to ensure that stakeholders continue to report positively on the school climate. Results presented here may also be used to benchmark future surveys and develop a longitudinal picture of stakeholder satisfaction.

## Appendix A: Excluded Questions

Benchmarking analysis requires comparison data from other schools similar to Granada Hills. The following questions were excluded from the analysis because they lacked sufficient comparison data. That is, no comparison schools used these items in their surveys.

### **Excluded Staff Survey Items:**

- 7. This school is a supportive and inviting place for students to learn.
- 10. this school emphasizes helping students academically.
- 12. This school encourages students to enroll in rigorous courses (such as honors and AP) regardless of their race, ethnicity, or nationality.
- 15. Adults at this school feel a responsibility to improve this school.
- 19. This school clearly communicates to students the consequences of breaking school rules.
- 20. Rules in this school are made clear to students.
- 21. Students know how they are expected to act.
- 22. Students know what the rules are.
- 23. This school makes it clear how students are expected to act.
- 26. Adults at this school treat all students with respect.

### **Excluded Parent Survey Items:**

- 17. School staff welcomes my suggestions.
- 19. School staff is helpful.
- 21. This school clearly informs students what would happen if they break school rules.
- 23. My child is safe in the neighborhood around the school.
- 24. My child is safe on school grounds.

### **Excluded Student Survey Items:**

- 6. My teachers work hard to help me with my schoolwork when I need it.
- 10. Teachers go out of their way to help students.
- 11. I feel close to people at this school.
- 12. I am happy to be at this school.
- 13. I feel like I am part of this school.
- 15. This school clearly informs students what would happen if they break school rules.
- 16. Rules in this school are made clear to students.
- 17. Students know how they are expected to act.
- 18. Student know what the rules are.
- 19. This school makes it clear how students are expected to act.
- 21. Students treat teachers with respect.
- 22. The school rules are fair.
- 25. During the past 12 months, how many times on school property have you been pushed, shoved, slapped, hit or kicked by someone who wasn't just kidding around?



26. During the past 12 months, how many times on school property have you been afraid of being beaten up?
27. During the past 12 months, how many times on school property have you had mean rumors or lies spread about you?
28. During the past 12 months, how many times on school property have you had sexual jokes, comments, or gestures made at you?
29. During the past 12 months, how many times on school property have you been made fun of because of your looks or the way you talk?
30. During the past 12 months, how many times on school property have you had your property stolen, or deliberately damaged, such as your car, clothes, or books?