

An Executive Summary of the 2020 Employer Satisfaction Survey

The purpose of this Executive Summary is to present the findings from the 2020 College of Education's Employer Satisfaction Survey, seeking input from employers of FAU 2018-19 completers. As required by the Florida Department of Education, this annual survey was conducted during the Spring 2020 semester.

Participants: School Principals in Broward and Palm Beach counties responded to the survey (n=13).

Methods: The Office of Academic and Student Services provided a list of employment data for FAU College of Education graduates between Fall 2018 - Summer 2019 employed in the state of Florida between Spring 2019 - Fall 2019. A Qualtrics survey was emailed to the program completers' employer (n=114), requesting their participation in an online survey. On a scale of 0-10 (0 being the lowest; 10 being the highest), the 8 question Likert-designed survey asked employers to evaluate how well the graduates of our state-certified teacher preparation programs are performing in their school and reflect their perception of the knowledge, skills, and dispositions of the FAU College of Education graduates as it applies in their practice. The survey includes an overall rating, as well as a qualitative response to add additional comments or suggestions. The survey was conducted in April-September 2020. There were 13 respondents, that equated to a 11% response rate.

Data Analysis: The survey yielded both quantitative and qualitative data. For quantitative data, descriptive statistics were employed for rates on individual questions as well as overall satisfaction. For qualitative data, patterns in answers to the open-ended question were coded, where appropriate.

Findings: The overall findings portray overall satisfaction among employers with FAU graduates. The specifics for these findings are presented in the following tables and summaries. Aggregate data and descriptive statistics tables follow these findings.

· **Who responded?** Participants were asked to identify the level of students they serve. The responses (n=13) revealed:

- 12 elementary education
- 1 secondary education

Palm Beach County reported 30.77% (n=4) of the responses and Broward County reported 69.23% (n=9) of the data respondents.

Likert Survey Findings

Table 1 displays the overall respondents (n), the highest rating and number of times selected, the lowest rating and the number of times that was selected, and the mean rating for the question.

	n	High Ratings/ # selected	Low Ratings/ # selected	Mean Rating
Apply Concepts from Human Development and Learning Theories in Instructional Design and Lesson Planning	13	10/2	6/1	8.54
Maintain a Student-Centered Learning Environment that is safe, organized, equitable, flexible, inclusive, and collaborative.	13	10/3	6/1	8.62

Utilize a deep and comprehensive knowledge of the subject taught to deliver and facilitate instruction.	13	10/3	6/1	8.54
Apply assessment practices to monitor, interpret, diagnose, accommodate and inform instruction.	13	10/2	6/1	8.46
Engage in Continuous Professional Improvement Practices.	13	10/3	6/1	8.70
Adhere to the Code of Ethics and Principles of Professional Conduct of the Education of the Profession.	13	10/4	6/1	9.00
Planning for the use of Technology in Lesson Delivery	13	10/3	6/1	8.46
Implementing Appropriate Technology in the Classroom	13	10/3	6/1	8.46

Discussion

Of the Eight response areas, respondents responded with scores an average score between 8.46% (*Apply assessment practices to monitor, interpret, diagnose, accommodate and inform instruction; Planning for the use of Technology in Lesson Delivery; and Implementing Appropriate Technology in the Classroom*) and 9.00% (*Adhere to the Code of Ethics and Principles of Professional Conduct of the Education of the Profession*). Because the range between the highest average score and lowest average was .54%, we are quite pleased with Principals ratings of our 2018-2019 completers. Additionally, the range of scores were from ten to six. In further analysis, the score of six was across the board for one student, so the majority of scores were between seven-ten.

Overall Satisfaction

Table 2 displays the overall respondents (n=13) overall satisfaction with the completers.

N	Excellent/!	Very Good/!	Average/!	Fair/!	Poor/!
13	10/77%	3/23%	0/0%	0/0%	0/0%

Discussion

One-hundred percent of our completers scored at either Excellent (77%) or Very Good (23%). Although the *n* is quite small (13), we are still pleased with the overall satisfaction of our completers.

Comments from Participants

The survey offered participants the opportunity to add comments. Analysis was done on the comments rendered by five of the thirteen participants (38%). Two comments were written with a satisfied tone and three comments offered

suggestions in the spirit of improvement.

- **Satisfaction:** 40% of the comments were positive. The comments were:
“I love the fact that FAU graduates come out with Reading Endorsement & ESOL certifications.”
“I am also impressed with the fact that students are accustomed to the iObservation tool.”
- **Improvement:** Sixty percent of respondents provided feedback on how the program can be improved. The comments were:
“Please continue to stay current with the DOE and FLDOE certification, reading endorsement, ESE endorsements, ASD endorsements, and ESOL endorsements requirements.”
“Continuing to ensure they have the knowledge of current to standards and practice through internships at our schools make a world of a difference for their success.”
“It would be helpful to have the names of specific graduates and an explanation of the rating scale rather than assuming that 10 is most positive.”

Discussion

The satisfactory postings can be attributed to the program change that Elementary Education went through in 2015. It was then we added the Reading Endorsement and put more time and energy in the program to introduce and reinforce students to I-Observation.

Improvement ratings has to do with completers understanding of external resources from the state (endorsements, certification, standards) and the survey design.

Conclusion

The survey was completed by thirteen principals in Broward and Palm Beach County. From the survey findings, we can conclude that the principals are happy with our completers, and our program. However, they do want them to stay abreast of state policy, endorsement, and certification requirements. The obvious limitation is the low number of respondents. This is something that we will be looking at in hopes to raise the respondent rate. Overall, we are pleased with the findings.