

## **INTERNAL MONITORING REPORT**

**May 9, 2011**

**Policy: 3.7 Treatment of Students, Their Families, and Community Members**

**Policy Category: Superintendent Limitations**

**Period Monitored: January 1, 2010 – May 1, 2011**

This is my monitoring report on the Board of Education's Superintendent Limitations policy "Treatment of Students, Their Families, and Community Members." **The report is being submitted outside the Board of Education's monitoring schedule with permission of the Board.** I certify that the information is true and complete. This report will monitor the policy starting at its more detailed provisions and end with the global provision.

795 Northview families responded to the surveys.

346 respondents were needed in order to be statistically significant with a 95% reliability level.

The 795 respondents clearly indicate the results of this survey have strong reliability and validity.

118 Northview students, grades 9-11 responded to a survey conducted by KISD on student voice during the 2010 school year.

113 respondents were needed in order to be statistically significant with a 95% reliability level.

The 118 respondents clearly indicate the results of this survey have strong reliability and validity.

- The survey data is statistically significant with a 95% reliability level.
- The 75% compliance level is baseline data. A benchmark goal of 85% is established based upon data collected from the National PTA.
- Note: Number of respondents per school: East Campus – 27, NHS – 168, Crossroads – 155, Highlands – 171, - East Oakview – 39, North Oakview – 130, - West Oakview – 105.

Michael F. Paskewicz  
Superintendent

Date: May 9, 2011

### **Policy Language 3.7.1**

Fail to provide reasonable, timely responses to inquiries and information to students and their families of what may be expected and what may not be expected from all services offered by the district, including academic courses and programs (especially specific course syllabi), sports and extracurricular programs, transportation and parking services, health and nutritional products and services, and special programs.

#### **Interpretation:**

1. 100% of schools distribute registration materials no later than August that include the Parent/Guardian/Student Handbook that defines expectations for students and parents, the consequences for inappropriate behavior, and the appeal process for disciplinary measures. All students and their families who arrive after the first four weeks of school are provided information on the methods of discipline. This is done individually.
2. 75% of parents/guardians agree they received an acceptable level of communication from their schools.
3. 75% of parents/guardians agree they receive an acceptable level of communication regarding the academic progress of their children.
4. 100% of teachers at the high school level distribute course expectations and requirements no later than the first full week of the start of the course. The principal conducts direct inspection of the course expectations.
5. 75% of families agree that principals, teachers, and office staff are accessible for questions and concerns and handle issues in a friendly and prompt manner.
6. School related questions not resolved at the school level and referred to the Office of the Superintendent, or the Board of Education are addressed within one week.

75% is an aggressive target given there are parents who do not pay attention to the information flow they receive. Common school based issues, questions, and concerns are answered within 24 to 48 hours and resolved within 1 to 3 days. More complex issues are responded to within 24 to 48 hours and resolved within one week. One week is reasonable as complex issues require the involvement of multiple persons that require the coordination of calendars and the collection of information from the respective parties prior to a decision being made.

#### **Data Reported:**

1. Direct inspection by the superintendent validates 100% of schools distributed the materials no later than September 2010.
2. 88.6% of parents surveyed state they agree/strongly agree they received an acceptable level of communication from their schools. Note: East Campus High School is at 74% and below the benchmark of 75%. All other schools met the baseline benchmark.
3. 91% of parents/guardians agree they receive an acceptable level of communication regarding the academic progress of their children.
4. 100% of teachers at the high school distributed course expectations within the first full week of school. Syllabi are on file at the high school.

5. 93.4% of families agree that principals, teachers, and office staff are accessible for questions and concerns and handle issues in a friendly and prompt manner.
6. Three issues were referred to the Office of the Superintendent during the monitoring time frame. All were resolved.

**Conclusion Statement:**

The organization met expectations.

**Policy Language 3.7.2**

Use any method of discipline for student behavior or dress that is unclear, untimely, or inconsistently applied.

**Interpretation:**

in response to a survey of families, I interpret “*use any method of discipline for student behavior or dress that is unclear, untimely, or inconsistently applied*” to mean:

1. 100% of schools discuss with students the methods of discipline for student behavior within the first 4 weeks of school. All students and families who arrive after the first four weeks of school are provided information about the methods of discipline. This is done individually or in small groups. This is evaluated by direct inspection of the school principal or designee.
2. 95% of school based disciplinary actions meet the time line for processing student disciplinary actions. This measure is evaluated by direct inspection of the school principal or designee.
3. 95% of the disciplinary actions referred to the Office of the Superintendent level are processed within the time line.
4. 75% of adult family members of the disciplined student who were surveyed state that their student was treated in a timely, clear and consistent manner.

This is reasonable because students receive written and verbal information regarding the disciplinary process and consequences for unacceptable behavior within the first four weeks of school. Parents receive written information regarding the disciplinary process within the first week of school (measured in 3.7.1).

The 95% compliance level for meeting timelines of school and District based disciplinary actions is reasonable because it allows for some flexibility of scheduling problems when parents/guardians are required to be at the disciplinary hearings. We recognize that there may be a difference in student responses from the parent responses, as there will always be a percentage of students who have been disciplined that feel it was not fair.

### **Data Reported:**

1. 100% of schools discuss the consequences of inappropriate behavior with students.
2. 100% of school based disciplinary actions met the time line for processing student disciplinary actions as validated by direct inspection by principals.
3. 100% of the disciplinary actions referred to the Office of the Superintendent were resolved within the required timelines.
4. 82% of surveyed adult family members of a disciplined student state their student was treated in a fair, clear, and consistent manner.

### **Conclusion Statement:**

The organization met expectations.

### **Policy Language 3.7.3**

Fail to operate facilities safely and with equitable internal and external accessibility to students, their families, and community members.

**Interpretation: The interpretation has changed since the last monitoring report. Change is from 2% of student population to 5% as it is closer to the WMRMT guidelines.**

I interpret *fail to operate facilities safely* to mean that individuals using district facilities are aware of and implement district safety policies and procedures.

1. 100% of all district facilities have policies and procedures available, and all outside individuals and groups complete a Building Use contract.
2. We recognize that accidents occur, however, the number of student ***injuries do not exceed 5% of the student population in any given monitoring cycle.***
3. Liability claims, as measured by Experience Modification Factor (percent of \$1.00 expended for coverage), do not exceed the West Michigan Risk Management Trust pool average cost by more than .10.

This is reasonable because written guidelines and requirements are present in all buildings and inside and outside groups are made aware of the policies and practices before they use the sites. Student injuries that number less than 5% of the enrollment is reasonable as it demonstrates that we are not at “risk” of placing the district in a position of litigation due to taking reasonable steps to prevent accidents in our facilities. Being within .10 of the West Michigan Risk Management Trust (WMRMT) pool average cost is reasonable as it is common best business practice as defined by WMRMT.

### **Data Reported:**

1. 100% of district facilities have policies and procedures available to all outside groups. Outside groups completed a “Building Use” contract.
2. 97 student accidents occurred. This is 2.83% of the student population.

3. The cost of liability claims for 2009/10 is measured at .83. The cost of liability claims for 2010/11 to date is .82. The WMRMT average is measured at .90 for 2009/10 and is at .89 for 2010/11 to date. Our rate is less than the WMRMT pool average.

**Conclusion Statement:**

The organization met expectations.

**Interpretation:**

I interpret *equitable internal and external accessibility* to mean:

1. The measure of this interpretation is that 95% of all internal and external requests for access to district facilities will be accommodated.

This is reasonable because it is not possible for all outside requestors for use of our facilities will be capable of meeting the conditions for use. Specifically, outside groups must present proof that they are fully insured before they use the facility. Some groups are not able to secure the needed insurance. If a group were to use the facility without insurance that would place the district at risk of litigation should an accident happen during their use of the facility.

**Data Reported:**

1. 540 building or grounds use requests were submitted. 10 requests were denied. The 10 denials were due to the date and/or facility already being used.

**Conclusion Statement:**

The organization met expectations.

### **Policy Language 3.7.4**

Retaliate against any student, family member, or community member for non-disruptive expression of dissent or concern.

#### **Interpretation:**

I interpret *retaliation for non-disruptive expression of dissent* to mean:

1. Fewer than 5 complaints from students (.001% of student population) report to the Office of the Superintendent or the Board of Education, that they have faced retaliation by district staff for non-disruptive expression of disagreement or concern.
2. Fewer than 5 complaints from families (.001% of the population) report that they have faced retaliation by district staff for non-disruptive expression of disagreement or concern.

#### **Data Reported:**

There are not reports of complaints from students or families regarding retaliation by district staff for non-disruptive expression of disagreement or concern.

#### **Conclusion Statement:**

The organization met expectations.

### **Policy Language 3.7.5**

Prevent students, families, or community members from being heard by the Board when internal hearing procedures have been exhausted and the person alleges that Board policy has been violated to his or her detriment.

#### **Interpretation:**

I interpret this to mean:

1. The number of issues appealed directly to the Board of Education does not exceed 4 in any one year.

Four is a base-line number because it is double the number of actual appeals to the Board reported in the 2008/09 monitoring report and does not exceed the number of appeals heard by the Board since the adoption of the Policy Governance process.

**Data Reported:**

1. One (1) issue was appealed directly to the Board of Education.

**Conclusion Statement:**

The organization met expectations.

**3.7.6**

The Superintendent shall not fail to acquaint students and parents/guardians with their rights.

**Interpretation:**

1. 75% of parents and students agree they received an acceptable level of communication regarding courses, transportation, parking, food served by the system, health services, clubs and other extra-curricular activities, sports and their rights and responsibilities, expected behaviors, and discipline at or prior to registration.

**Data Reported:**

1. 89.8% of families indicated they received an acceptable level of communication. Note: East Campus High School was at 74% in overall communication which is below the 75% benchmark.

**Conclusion Statement:**

The organization met expectations.

**Policy Language 3.7 Global**

With respect to interactions with students, those applying to be students, their families, and community members, the Superintendent shall not cause or allow conditions, practices, procedures, activities, or decisions, which are unsafe, undignified, uncaring, or unnecessarily intrusive or restrictive. The Superintendent shall not:

**Interpretation:**

I submit the global policy language has been comprehensively interpreted and the data support the conclusions except for the following:

I interpret *unsafe, undignified, and uncaring, or unnecessarily intrusive or restrictive* to mean:

Parents/Guardians:

1. 75% of surveyed parents/guardians report their children are safe at school.
2. 75% of surveyed parents/guardians report that discipline is clear and fair.
3. 75% of surveyed parents/guardians report there are opportunities to be involved at their child's school.
4. 75% of surveyed parents/guardians report their child is being prepared for life's next step.
5. 75% of surveyed parents/guardians report they would recommend Northview Public Schools to others.

Students (Grades 9 – 11):

6. 75% of surveyed students are satisfied with their total high school experience.
7. 75% of the surveyed students state the graduation requirements are "Too Demanding/Just Right."
8. 75% of the surveyed students state they have the opportunity to take classes that are interesting.
9. 75% of the surveyed students state they have plenty of opportunities to participate in extracurricular activities.
10. 75% of surveyed students state teachers provide the level of support I need to be successful in my courses
11. 75% of surveyed students state teachers spend enough time with them to "help me succeed."
12. 75% of surveyed students state teachers help me when I have difficulty with my course work.
13. 75% of surveyed students state there is at least one adult in their school who cares about me and knows me well.
14. 75% of surveyed students state they are responsible for their education.

**Data Reported:**

Parents/Guardians:

1. 91.6% of surveyed parents/guardians report their children are safe at school.
2. 82% of surveyed parents/guardians report that discipline is clear and fair. Note: Northview HS is at 70% and below the benchmark of 75%.
3. 80.4% of surveyed parents/guardians report there are opportunities to be involved at their child's school. Note: East Campus HS is at 47.7% and below the benchmark of 75%.
4. 88.1% of surveyed parents/guardians report their child is being prepared for life's next step.
5. 97.8% of surveyed parents/guardians report they would recommend Northview Public Schools to others.

Students:

6. 87.9% of surveyed students are satisfied with their total high school experience.
7. 91.9% of the surveyed students state the graduation requirements are "Too Demanding/Just Right."

8. 94.6% of the surveyed students state they have the opportunity to take classes that are interesting.
9. 88.6% of the surveyed students state they have plenty of opportunities to participate in extracurricular activities.
10. 84.6% of surveyed students state teachers provide the level of support I need to be successful in my courses
11. 77.3% of surveyed students state teachers spend enough time with them to "help me succeed."
12. 79.9% of surveyed students state teachers help me when I have difficulty with my course work.
13. 74.6% of surveyed students state there is at least one adult in their school who cares about me and knows me well.
14. 93.3% of surveyed students state they are responsible for their education.

**Conclusion Statement:**

The organization met expectations in all areas except one:

#13 – 74.6% of surveyed students stated there is at least one adult in their school who cares about me and knows me well.

Compliance in #13 expected by April 2012.

APPROVED: May 9, 2011