



Istituto Comprensivo "A.Maiuri"

- Scuola dell'Infanzia
- Scuola Primaria
- Scuola Secondaria di I grado



CUSTOMERY SATISFACTION 2017

A.S. 2016 / 2017

Dirigente Scolastico
Prof.^{ssa} Aurora Alfano

AUTOVALUTAZIONE DI ISTITUTO

- La normativa nazionale prevede per le istituzioni scolastiche un procedimento di Autovalutazione, che ha la finalità prioritaria di mettere a disposizione del Dirigente Scolastico e della comunità professionale, un sistema organico di dati per intraprendere e supportare gli aspetti organizzativi, nonché le linee d'indirizzo strategico. La valutazione esterna affiancherà in maniera complementare l'autovalutazione, al fine di completarne l'indagine interna. L'ottica è quella di aggiornare il Piano di Miglioramento, affinché si inneschi un processo a retroazione, in cui gli effetti vadano ad agire sulle cause che li producono, determinando un generale cambiamento in positivo.

QUESTIONARIO COMETAPLUS

Il questionario è stato somministrato a quattro componenti scolastiche(Docenti, Studenti, Genitori, ATA) e riprende l'articolazione di quello ministeriale MIZAR, proposto gli anni precedenti.

ANALISI DEI PROCESSI

L'analisi dei processi è stata svolta sulla base di un modello, che ha considerato il percorso formativo, attraverso una sequenza di quattro fasi:

1. la definizione dell'Offerta Formativa che caratterizza l'Istituto Comprensivo: la conoscenza del contesto nel quale la scuola opera; la definizione delle finalità della scuola; la scelta dei bisogni di formazione che si intende soddisfare in base alle proprie risorse; la pubblicizzazione e diffusione dell'offerta formativa;

ANALISI DEI PROCESSI

2. la progettazione dell'Offerta:

l'identificazione e progettazione dei percorsi formativi e delle attività ed esperienze che si ritengono più efficaci per far acquisire le competenze previste dal profilo di uscita; l'identificazione e la progettazione dei servizi necessari per garantire il successo formativo a tutti gli alunni; la progettazione dei criteri di valutazione;

ANALISI DEI PROCESSI

3. la progettazione dell'organizzazione per realizzare l'offerta: la progettazione dell'organizzazione complessiva del servizio scolastico per utilizzare le risorse personali e strumentali nel modo più efficace ed efficiente per il raggiungimento degli obiettivi stabiliti

ANALISI DEI PROCESSI

4. la valutazione dei risultati prodotti e la riprogettazione dell'offerta: l'analisi dei risultati prodotti, la rilevazione degli scostamenti dai risultati previsti; l'analisi delle cause dei problemi riscontrati; la progettazione dei miglioramenti e la riprogettazione dell'offerta.

ANALISI DEI RISULTATI

In questa sezione sono stati inseriti i dati, per valutare l'efficacia ed l'efficienza dell'istituto scolastico, considerando tre ambiti:

- le risorse in ingresso, definite in termini di dotazioni strutturali, finanziarie, tecnologiche ed umane
- i risultati prodotti per gli utenti (apprendimenti, inserimento nel mondo del lavoro e/o nel percorso formativo successivo)
- i rapporti con il territorio

ANALISI DEI RISULTATI

- **I fattori presi in considerazione, per tutte le categorie di intervistati, sono quattro.**
- **Gli indicatori, mediante opportune elaborazioni statistiche, vengono tutti misurati su una scala lineare nell'intervallo compreso fra 0 e 100.**

ANALISI SODDISFAZIONE

- La soddisfazione viene valutata prendendo come riferimento, per tutte le categorie di soggetti intervistati, sei fattori ognuno dei quali è definito da tre o più indicatori.
- In questo modo gli esiti di ogni categoria possono essere confrontati fra loro ed è così possibile avere chiara evidenza dei vari punti di vista dei soggetti che agiscono nella comunità scolastica.

ANALISI SODDISFAZIONE

Nello specifico, i fattori presi in considerazione, per tutte le categorie di intervistati, sono:

Soddisfazione	Studenti	Genitori	Docenti	Ata
Percorso Formativo				
Insegnamento				
Organizzazione				
Infrastrutture				
Clima relazionale				
Comunicazione				

ANALISI SODDISFAZIONE

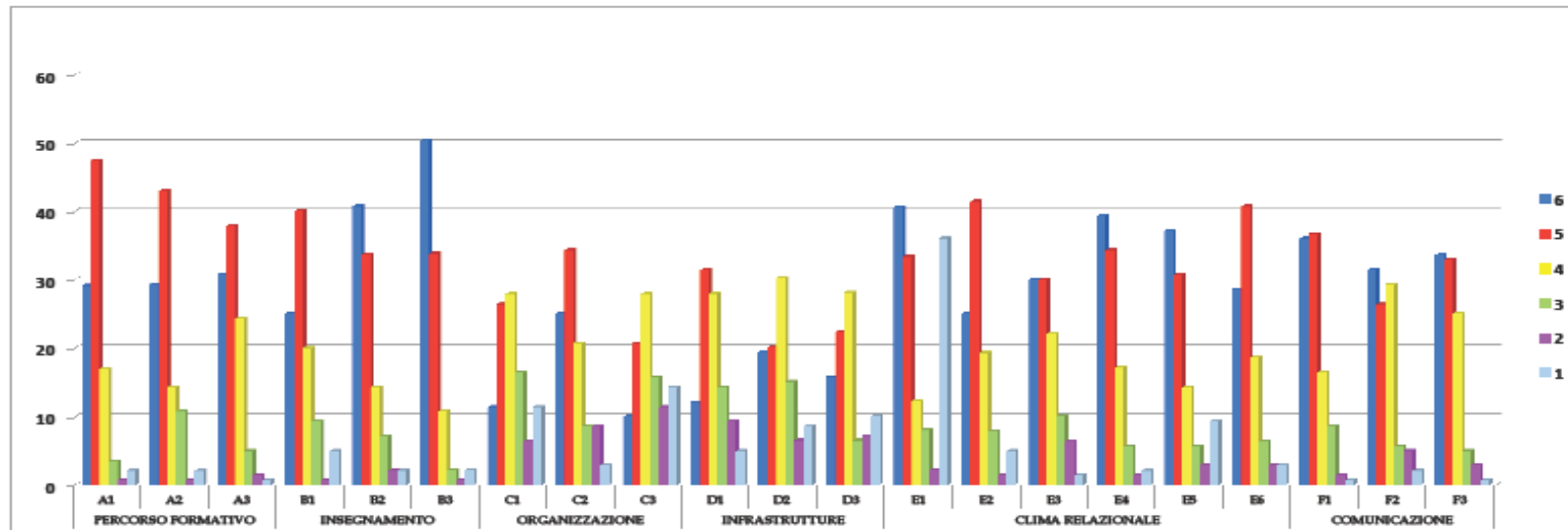
- I questionari contengono domande alle quali l'intervistato risponde dando la propria valutazione su una scala a 6 livelli (1: minimo accordo – 6: massimo accordo) .
- Ogni domanda è un indicatore che, aggregato ad altri, contribuisce a determinare il valore dei fattori che, a loro volta, forniranno il valore complessivo della soddisfazione del soggetto intervistato.
- Il valore di ogni indicatore da inserire in questa sezione è dato dalla percentuale di risposte positive (4, 5 e 6) sul totale dei questionari.

CHIAVE DI LETTURA GRAFICI

- **Istogramma componente scolastica dati complessivi**
- **Grafici grado di soddisfazione - dettaglio/totale:**
(la % in arancione rappresenta il grado di soddisfazione positivo)
- **Per ciascuna componente scolastica è stata effettuata la comparazione tra il report dell'anno 2015/2016 e il report 2016/2017**

CUSTOMERY SATISFACTION - ALUNNI

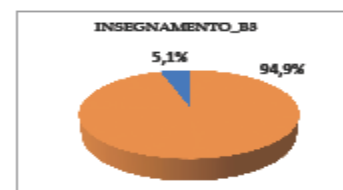
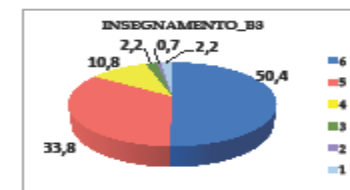
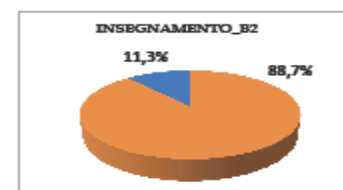
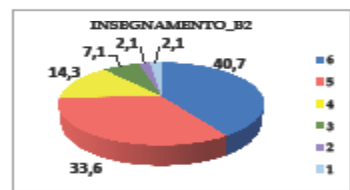
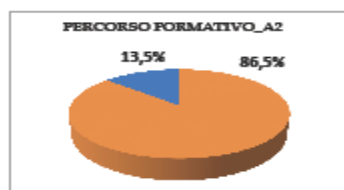
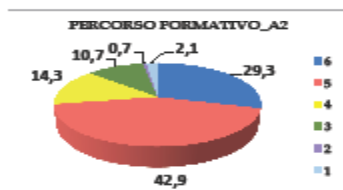
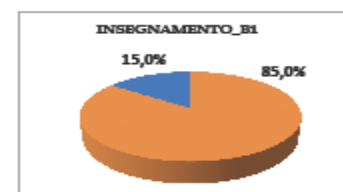
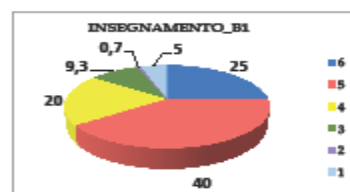
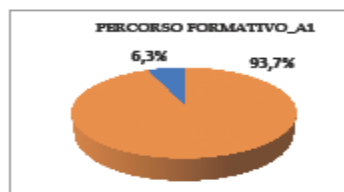
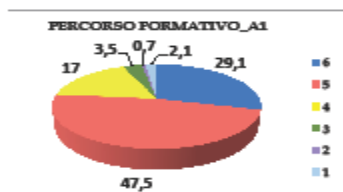
CUSTOMERY SATISFACTION_ALUNNI- A.S. 2016/17



ALUNNI DETTAGLIO – GRADO DI SODDISFAZIONE

(item percorso formativo /insegnamento)

CUSTOMERY SATISFACTION_ALUNNI - A.S. 2016/17



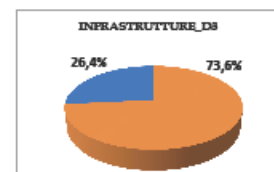
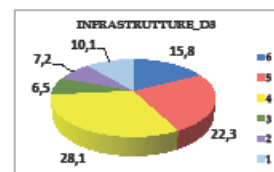
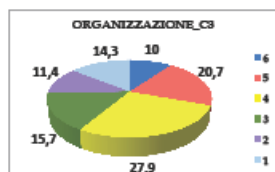
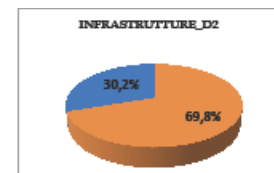
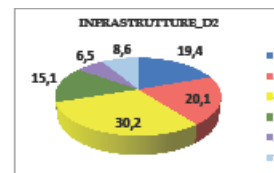
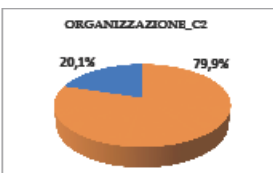
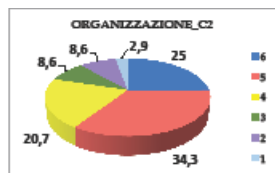
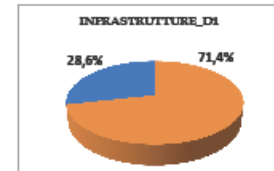
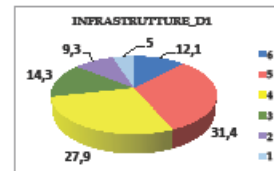
A1. Possibilità per il futuro fornite dalla scuola
 A2. Benessere in classe
 A3. Soddisfazione dei risultati ottenuti

B1. Risponderza ai bisogni dello studente
 B2. Coinvolgimento dello studente
 B3. Preparazione dei docenti

ALUNNI DETTAGLIO – GRADO DI SODDISFAZIONE

(item per organizzazione/infrastrutture)

CUSTOMERY SATISFACTION_ALUNNI - A.S. 2016/17

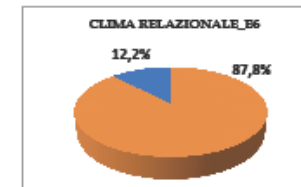
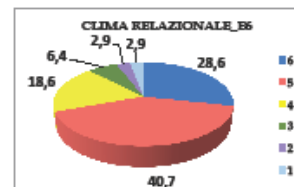
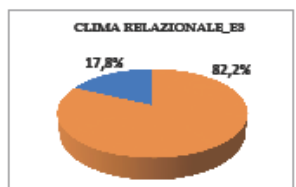
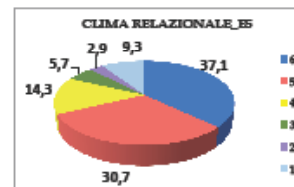
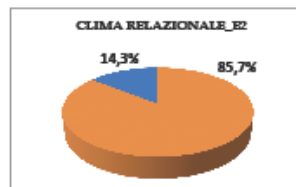
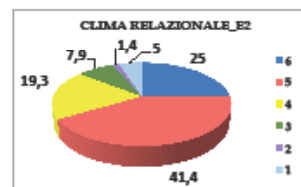
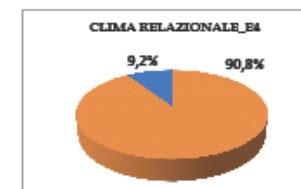
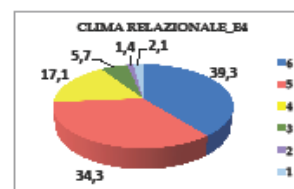
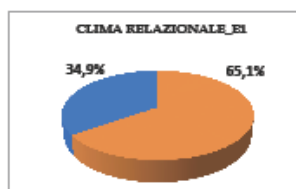
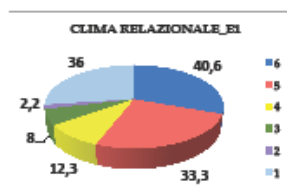


C1. Adeguatezza degli orari e del calendario
 C2. Adeguatezza servizi amministrativi e di segreteria
 C3. Pulizia e sorveglianza della sede

D1. Sicurezza dei laboratori
 D2. Utilizzo dei laboratori
 D3. Adeguatezza delle apparecchiature

ALUNNI DETTAGLIO – GRADO DI SODDISFAZIONE (item clima relazionale)

CUSTOMERY SATISFACTION_ALUNNI - A.S. 2016/17

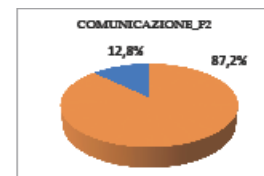
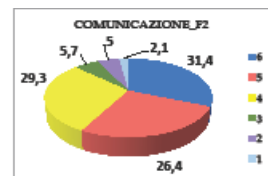


E1. Rapporti con gli studenti
E2. Rapporti con i docenti
E3. Rapporti con il Personale ATA

E4. Rapporti con i genitori
E5. Rapporto con il Dirigente Scolastico
E6. Rapporti con gli Enti territoriali

ALUNNI DETTAGLIO – GRADO DI SODDISFAZIONE (item comunicazione)

CUSTOMERY SATISFACTION_ALUNNI - A.S. 2016/17



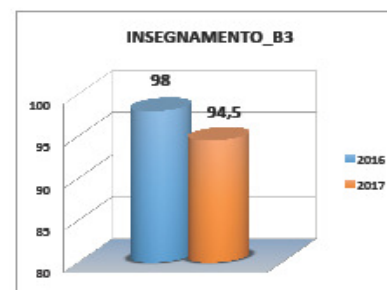
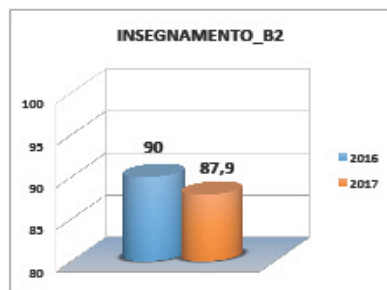
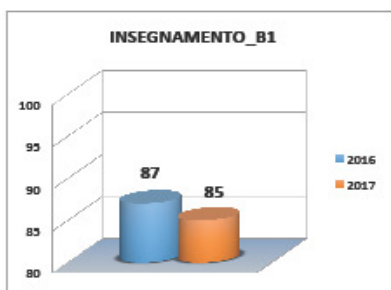
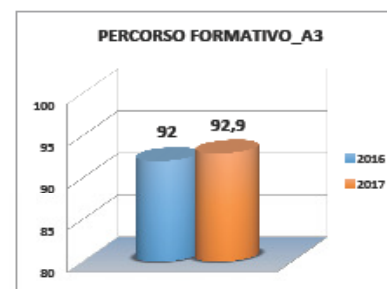
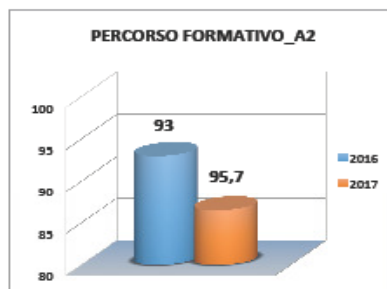
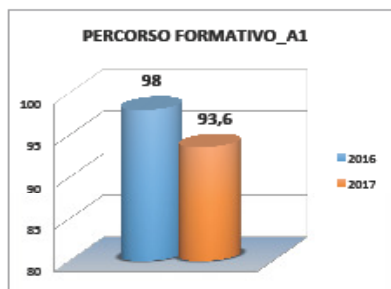
F1. Chiarezza e trasparenza
F2. Tempestività della comunicazione
F3. Accesso alle informazioni

CUSTOMERY SATISFACTION – COMPARAZIONE / ALUNNI

(percorso formativo/insegnamento)

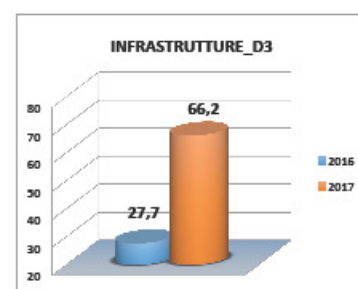
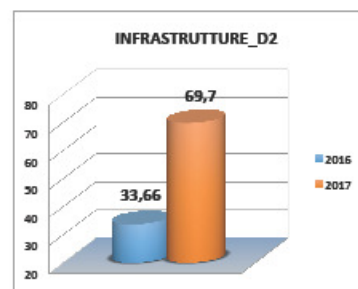
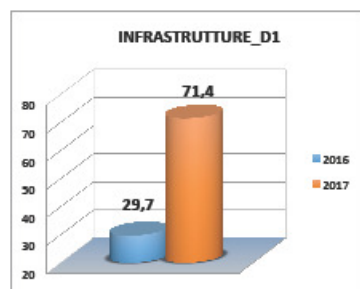
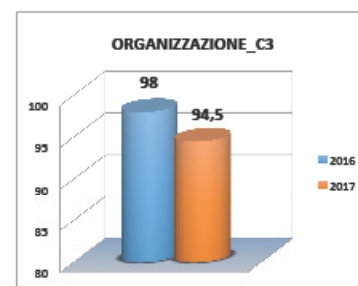
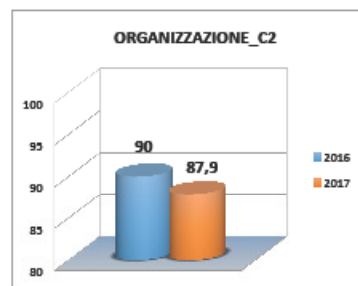
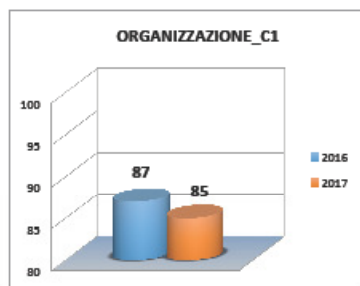
anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ALUNNI_COMPARAZIONE 2016 - 2017



CUSTOMERY COMPARAZIONE / ALUNNI (organizzazione/infrastrutture) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ALUNNI_COMPARAZIONE 2016 - 2017

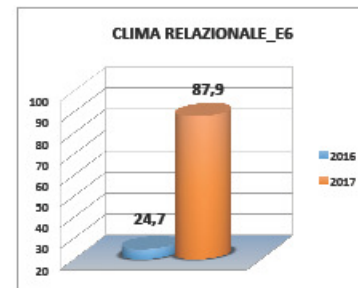
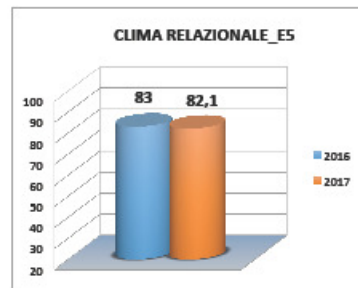
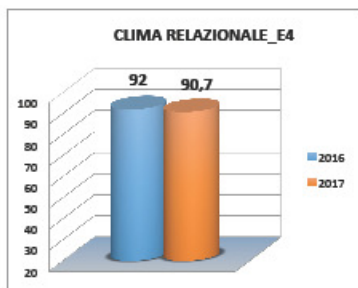
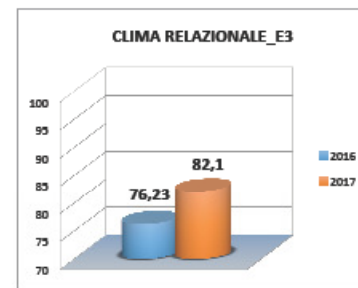
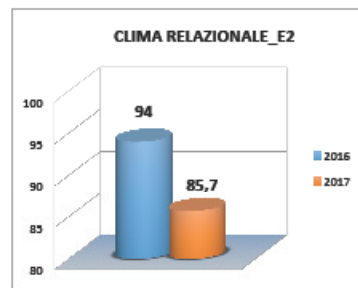
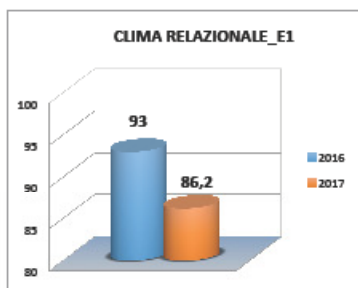


CUSTOMERY COMPARAZIONE / ALUNNI

(clima relazionale)

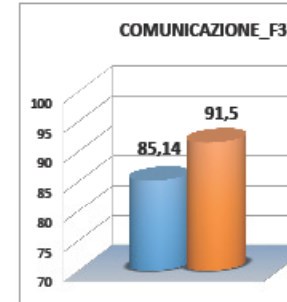
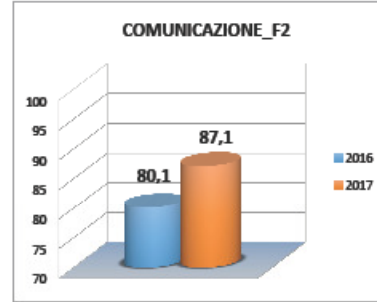
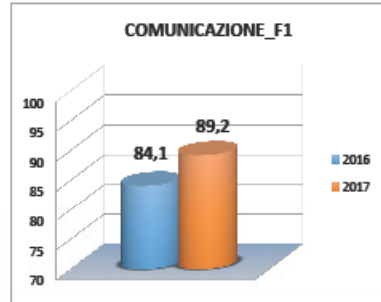
anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ALUNNI_COMPARAZIONE 2016 - 2017



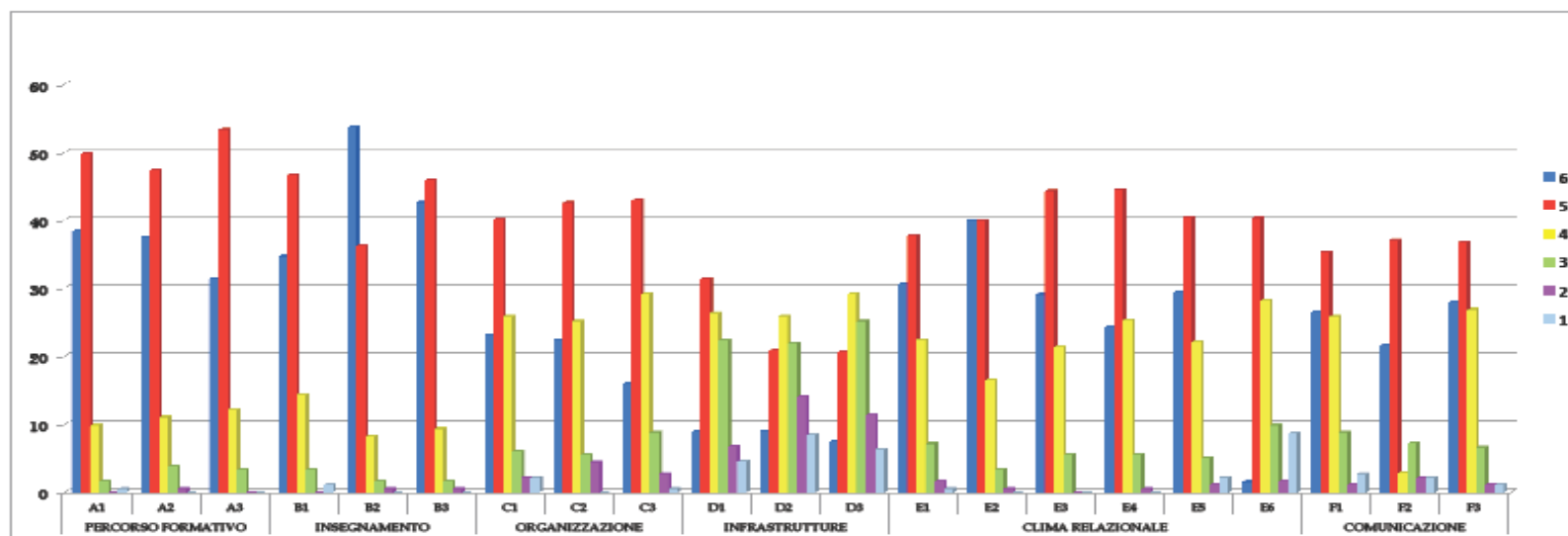
CUSTOMERY COMPARAZIONE / ALUNNI (comunicazione) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ALUNNI_COMPARAZIONE 2016 - 2017



CUSTOMERY SATISFACTION - GENITORI

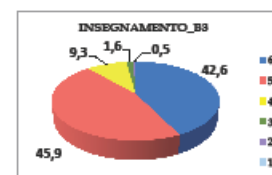
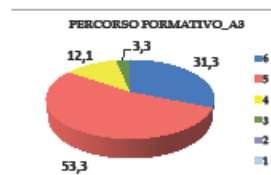
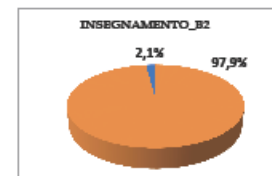
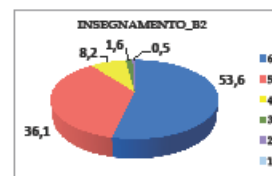
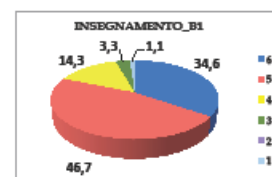
CUSTOMERY SATISFACTION_GENITORI- A.S. 2016/17



GENITORI - DETTAGLIO/GRADO DI SODDISFAZIONE

(item percorso formativo/insegnamento)

CUSTOMERY SATISFACTION_GENITORI - A.S. 2016/17

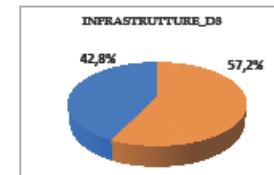
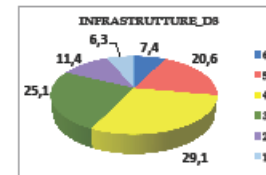
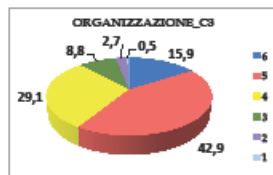
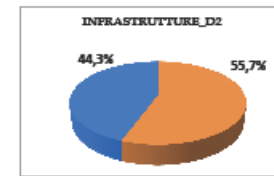
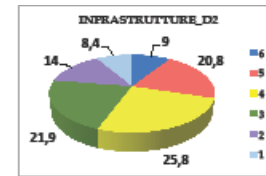
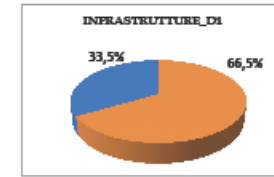
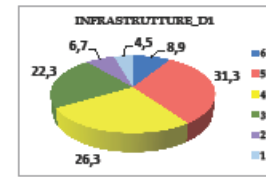


A1. Possibilità per il futuro fornite dalla scuola
 A2. Benessere in classe
 A3. Soddisfazione dei risultati ottenuti

B1. Risponderza ai bisogni dello studente
 B2. Coinvolgimento dello studente
 B3. Preparazione dei docenti

GENITORI - DETTAGLIO/GRADO DI SODDISFAZIONE (item organizzazione/infrastrutture)

CUSTOMERY SATISFACTION_GENITORI - A.S. 2016/17

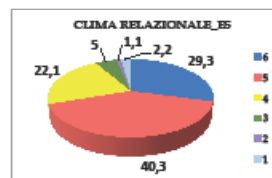
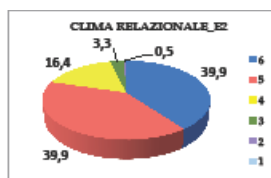
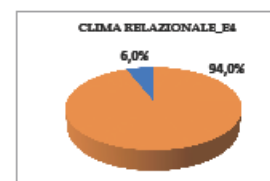
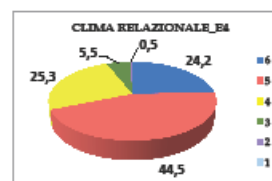
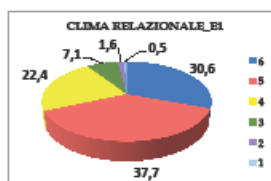


C1. Adeguatezza degli orari e del calendario
C2. Adeguatezza servizi amministrativi e di segreteria
C3. Pulizia e sorveglianza della sede

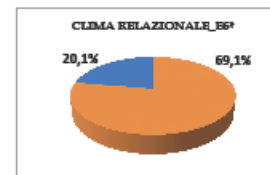
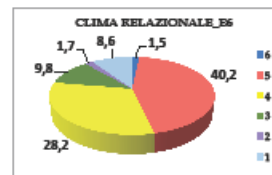
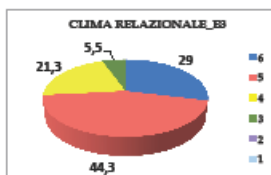
D1. Sicurezza dei laboratori
D2. Utilizzo dei laboratori
D3. Adeguatezza delle apparecchiature

GENITORI - DETTAGLIO/GRADO DI SODDISFAZIONE (clima relazionale)

CUSTOMERY SATISFACTION_GENITORI - A.S. 2016/17



* Il 2% del campione non ha fornito risposta



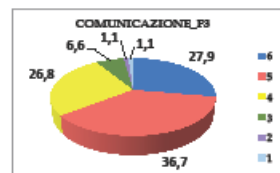
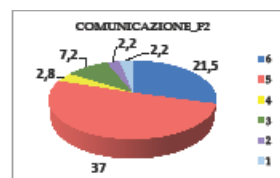
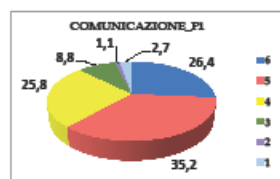
* Il 10% del campione non ha fornito risposta

E1. Rapporti con gli studenti
E2. Rapporti con i docenti
E3. Rapporti con il Personale ATA

E4. Rapporti con i genitori
E5. Rapporto con il Dirigente Scolastico
E6. Rapporti con gli Enti territoriali

GENITORI - DETTAGLIO/GRADO DI SODDISFAZIONE (comunicazione)

CUSTOMERY SATISFACTION_GENITORI - A.S. 2016/17

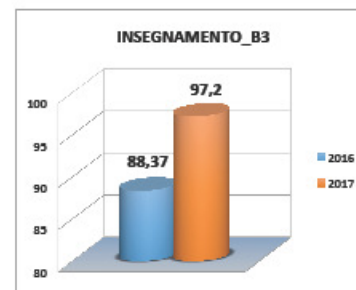
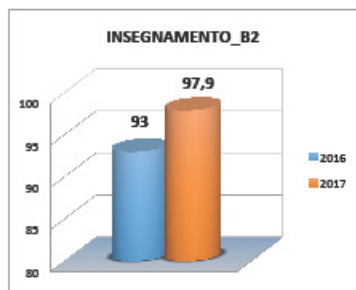
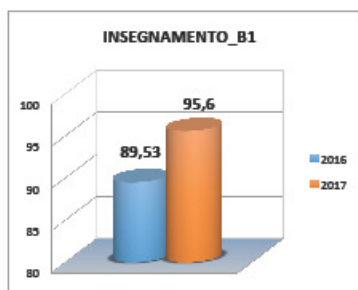
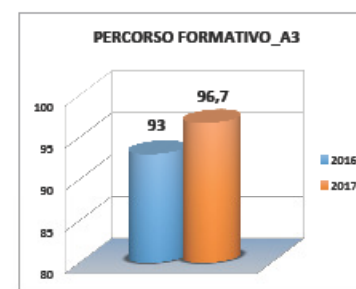
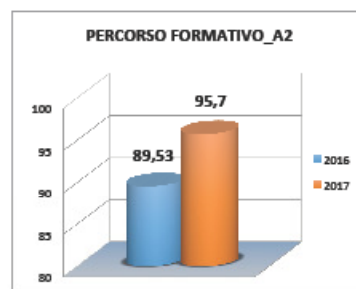
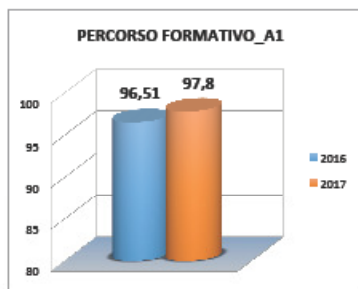


F1. Chiarezza e trasparenza
F2. Tempestività della comunicazione
F3. Accesso alle informazioni

CUSTOMERY SATISFACTION – COMPARAZIONE / GENITORI

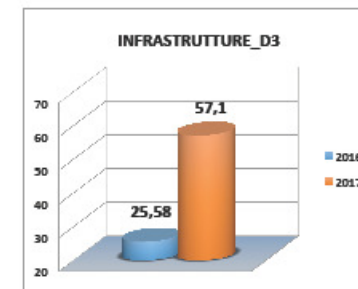
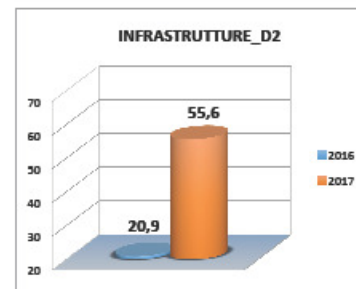
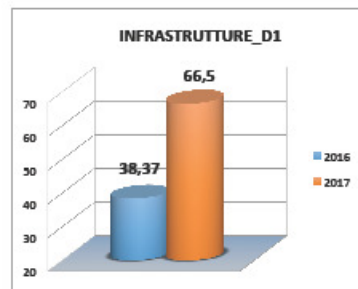
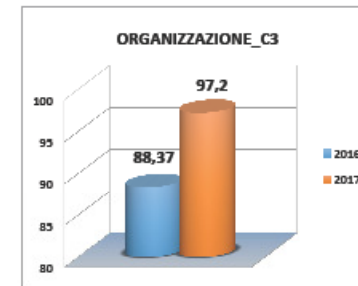
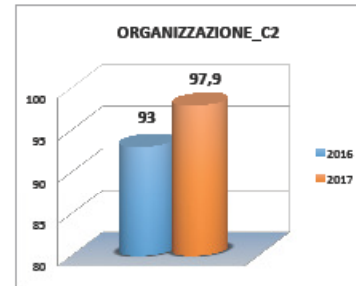
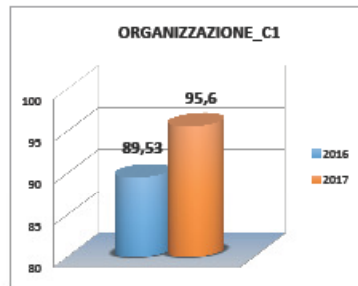
(percorso formativo/insegnamento)
anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_GENITORI_COMPARAZIONE 2016 - 2017



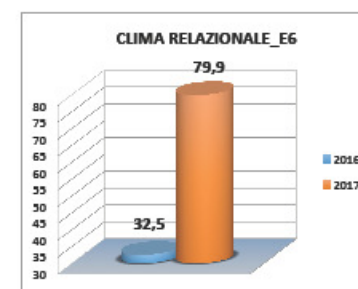
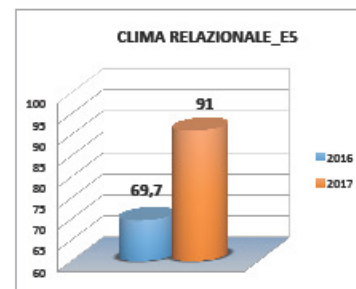
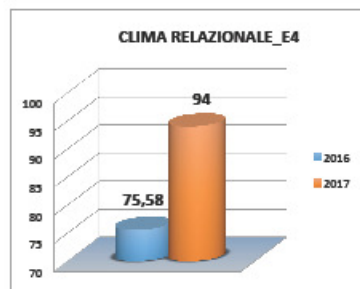
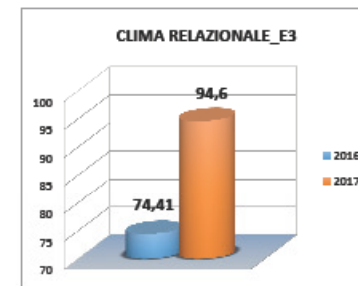
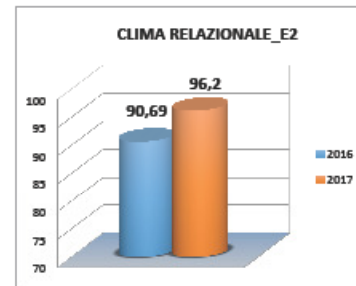
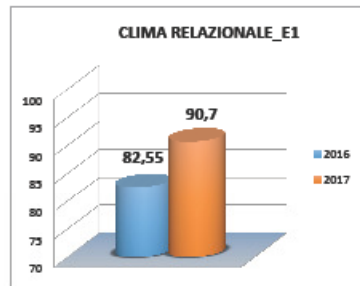
CUSTOMERY SATISFACTION – COMPARAZIONE /GENITORI (organizzazione/infrastrutture) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_GENITORI_COMPARAZIONE 2016 - 2017



CUSTOMERY SATISFACTION – COMPARAZIONE / GENITORI (clima relazionale) anni scolastici: 2015/2016 – 2016 /2017

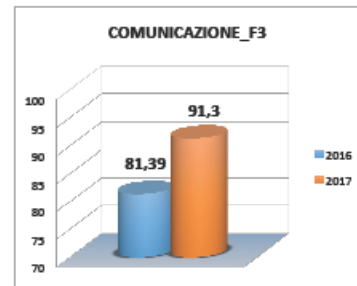
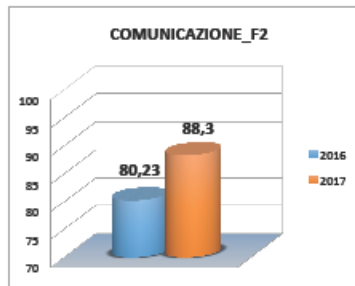
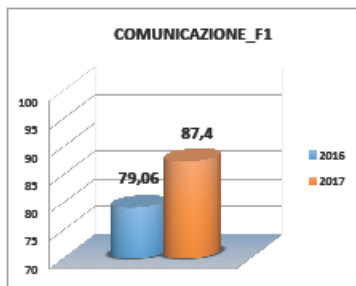
CUSTOMERY SATISFACTION_GENITORI_COMPARAZIONE 2016 - 2017



CUSTOMERY SATISFACTION – COMPARAZIONE / ALUNNI (comunicazione)

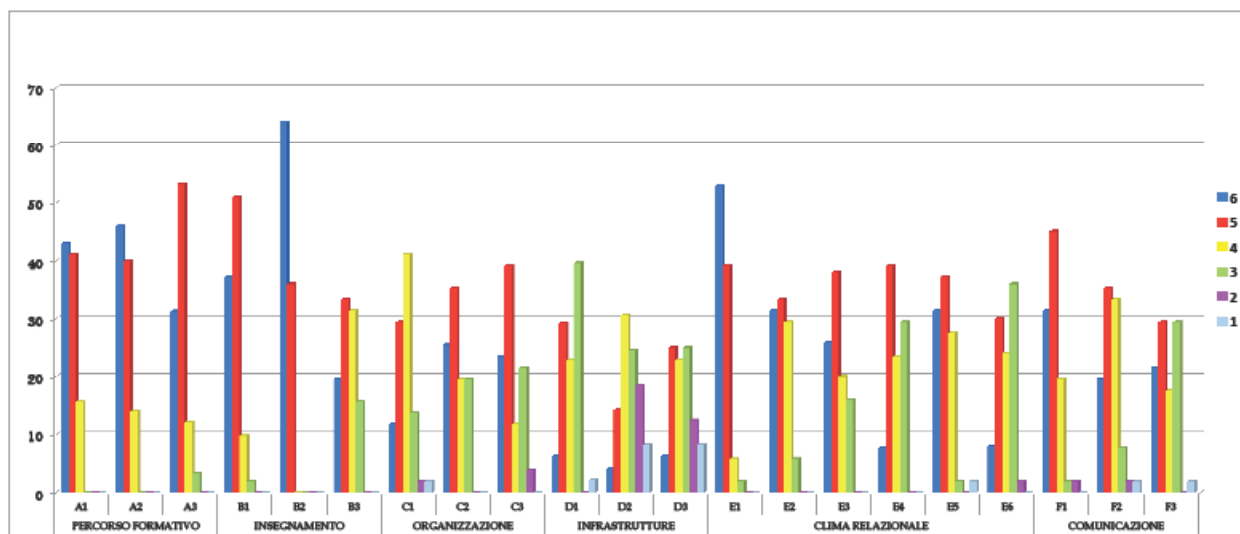
anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_GENITORI_COMPARAZIONE 2016 - 2017



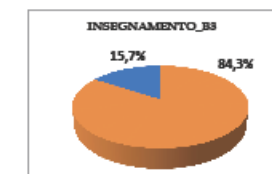
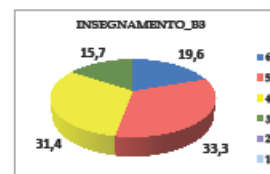
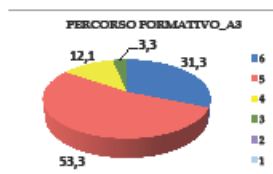
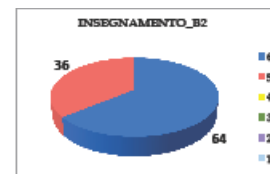
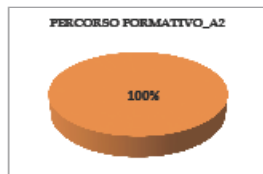
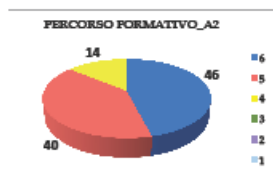
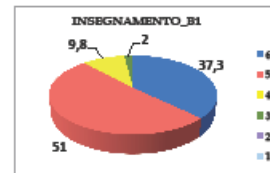
CUSTOMERY SATISFACTION - DOCENTI

CUSTOMERY SATISFACTION_DOCENTI- A.S. 2016/17



DOCENTI DETTAGLIO – GRADO DI SODDISFAZIONE (item percorso formativo /insegnamento)

CUSTOMERY SATISFACTION_DOCENTI - A.S. 2016/17

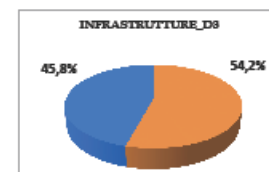
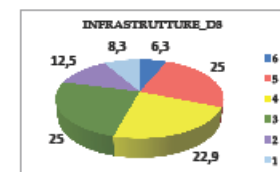
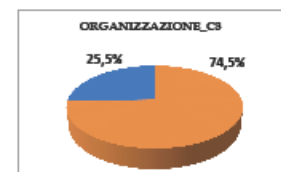
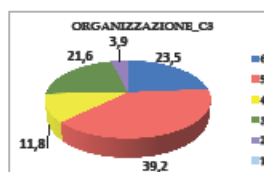
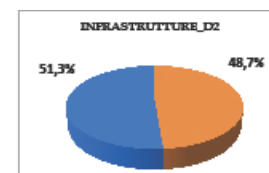
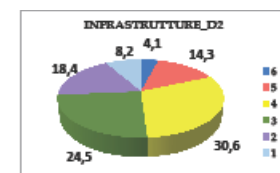
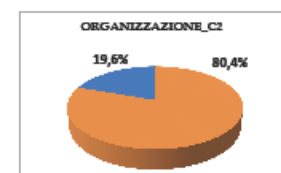
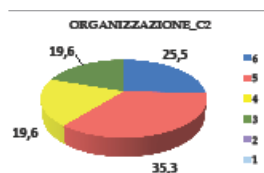
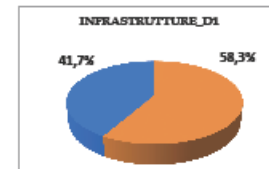
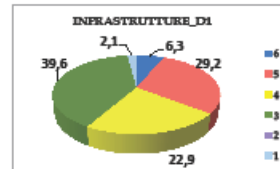
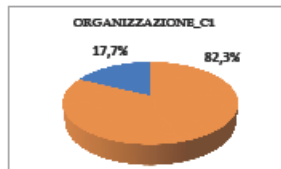
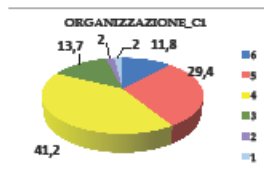


A1. Possibilità per il futuro fornite dalla scuola
A2. Benessere in classe
A3. Soddisfazione dei risultati ottenuti

B1. Rispondenza ai bisogni dello studente
B2. Coinvolgimento dello studente
B3. Preparazione dei docenti

DOCENTI DETTAGLIO – GRADO DI SODDISFAZIONE (item organizzazione/infrastrutture)

CUSTOMERY SATISFACTION_DOCENTI - A.S. 2016/17

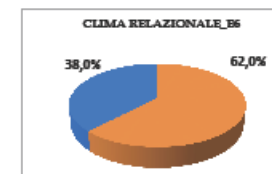
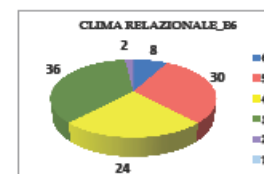
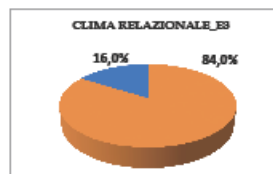
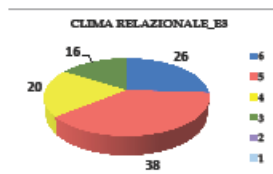
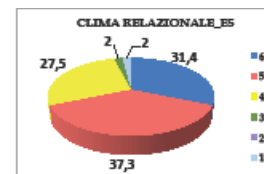
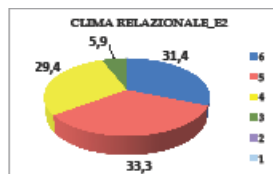
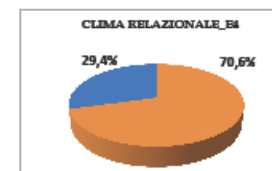
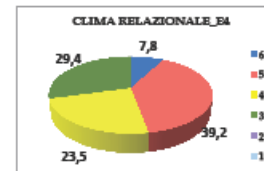
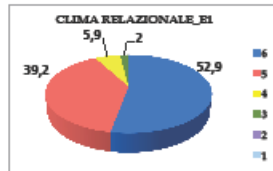


C1. Adeguatezza degli orari e del calendario
C2. Adeguatezza servizi amministrativi e di segreteria
C3. Pulizia e sorveglianza della sede

D1. Sicurezza dei laboratori
D2. Utilizzo dei laboratori
D3. Adeguatezza delle apparecchiature

DOCENTI DETTAGLIO – GRADO DI SODDISFAZIONE (item clima relazionale)

CUSTOMERY SATISFACTION_DOCENTI - A.S. 2016/17

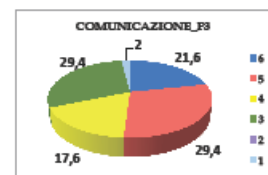
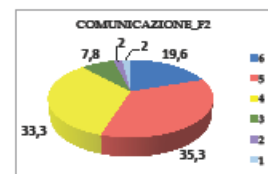


E1. Rapporti con gli studenti
E2. Rapporti con i docenti
E3. Rapporti con il Personale ATA

E4. Rapporti con i genitori
E5. Rapporto con il Dirigente Scolastico
E6. Rapporti con gli Enti territoriali

DOCENTI DETTAGLIO – GRADO DI SODDISFAZIONE (item comunicazione)

CUSTOMERY SATISFACTION_DOCENTI - A.S. 2016/17



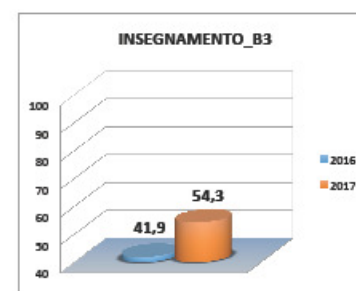
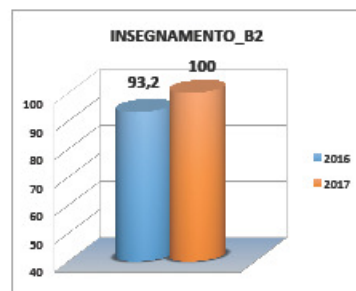
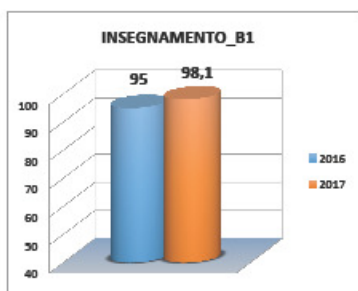
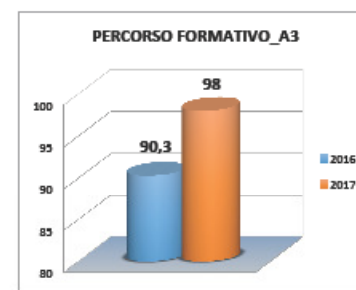
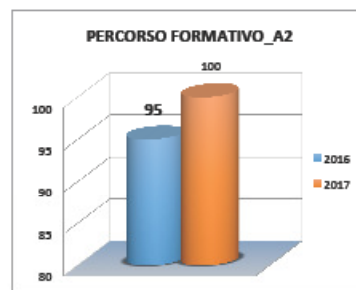
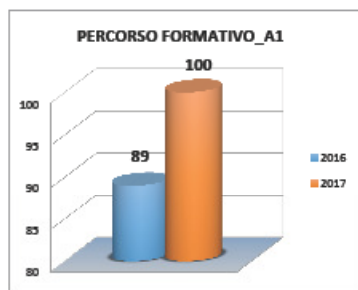
F1. Chiarezza e trasparenza
F2. Tempestività della comunicazione
F3. Accesso alle informazioni

CUSTOMERY SATISFACTION – COMPARAZIONE / DOCENTI

(percorso formativo/insegnamento)

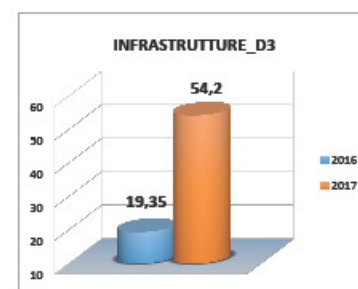
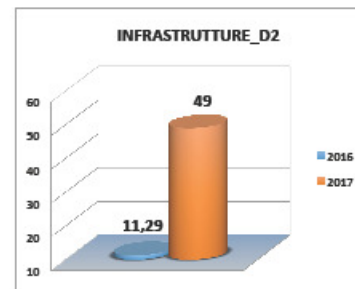
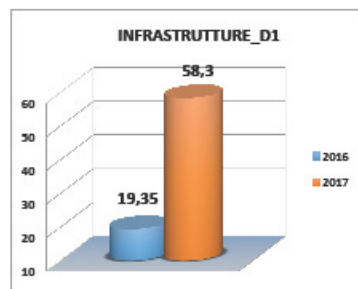
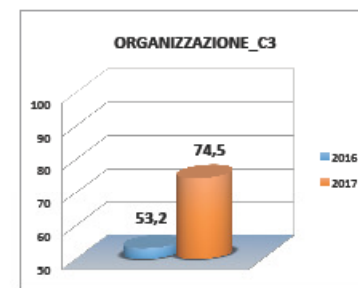
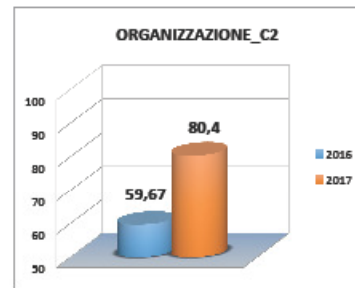
anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_DOCENTI_COMPARAZIONE 2016 - 2017



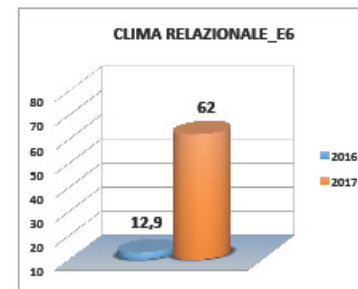
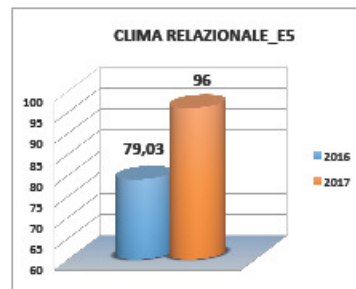
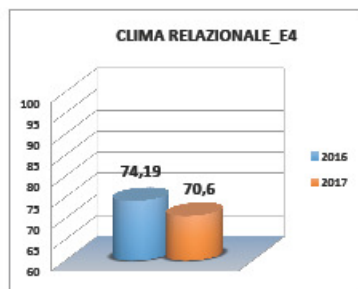
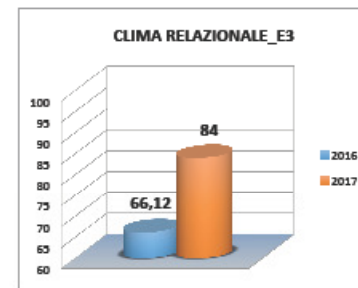
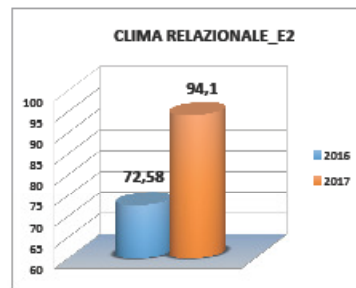
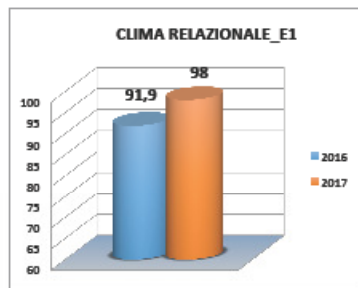
CUSTOMERY SATISFACTION – COMPARAZIONE / DOCENTI (organizzazione/infrastrutture) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_DOCENTI_COMPARAZIONE 2016 - 2017



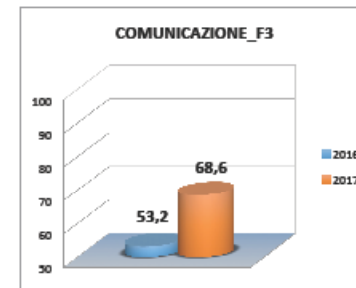
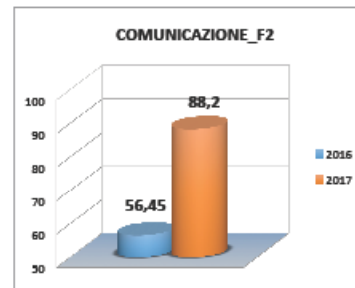
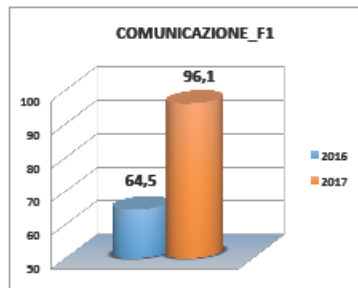
CUSTOMERY SATISFACTION – COMPARAZIONE / DOCENTI (clima relazionale) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_DOCENTI_COMPARAZIONE 2016 - 2017



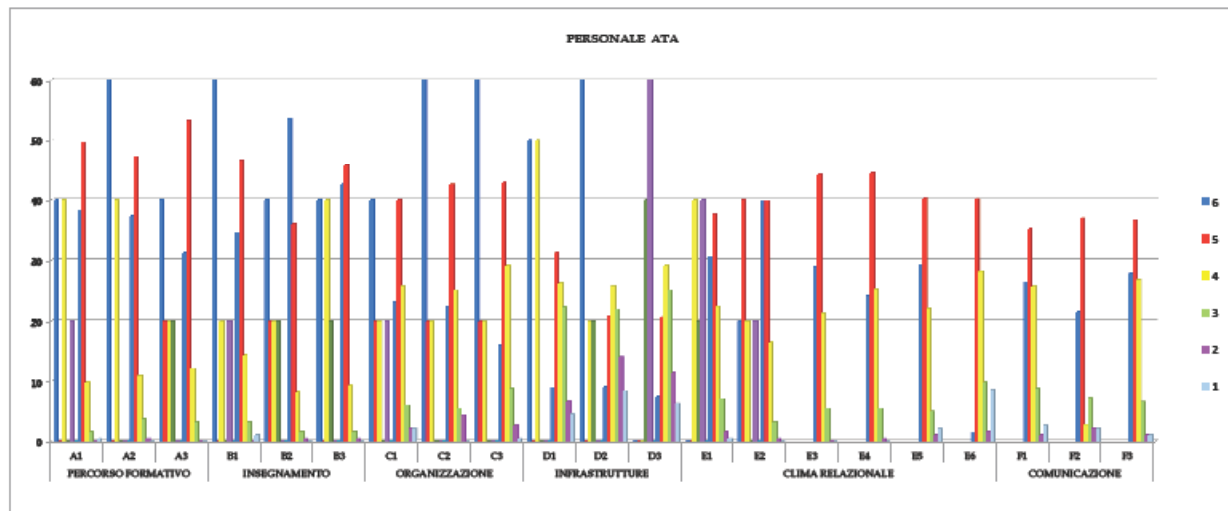
CUSTOMERY SATISFACTION – COMPARAZIONE / DOCENTI (comunicazione) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_DOCENTI_COMPARAZIONE 2016 - 2017



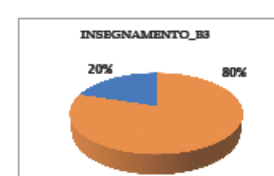
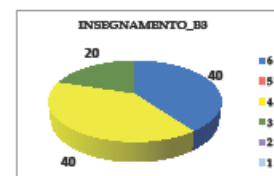
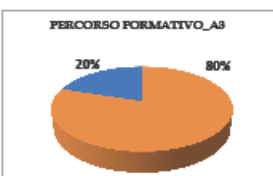
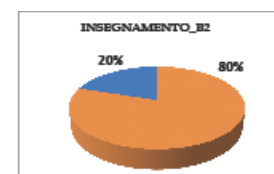
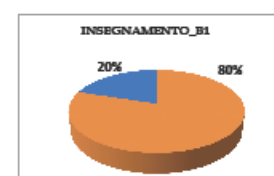
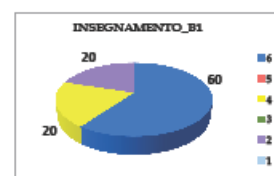
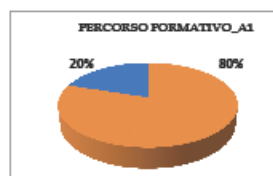
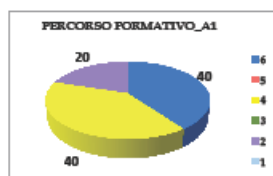
CUSTOMERY SATISFACTION – ATA

CUSTOMERY SATISFACTION_ATA- A.S. 2016/17



ATA DETTAGLIO – GRADO DI SODDISFAZIONE (item percorso formativo /insegnamento)

CUSTOMERY SATISFACTION_ATA - A.S. 2016/17

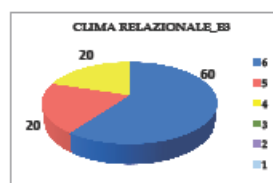
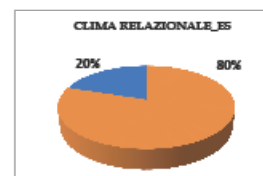
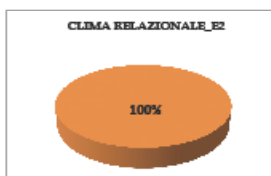
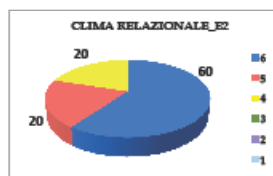
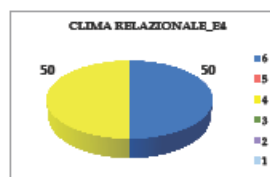
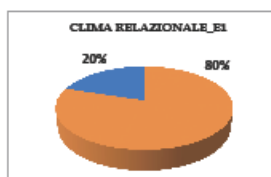
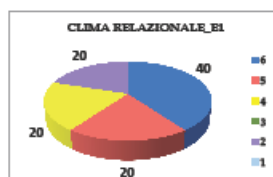


A1. Possibilità per il futuro fornite dalla scuola
A2. Benessere in classe
A3. Soddisfazione dei risultati ottenuti

B1. Risponderza ai bisogni dello studente
B2. Coinvolgimento dello studente
B3. Preparazione dei docenti

ATA DETTAGLIO – GRADO DI SODDISFAZIONE (item clima relazionale)

CUSTOMERY SATISFACTION_ATA - A.S. 2016/17



- E1. Rapporti con gli studenti
- E2. Rapporti con i docenti
- E3. Rapporti con il Personale ATA
- E4. Rapporti con i genitori
- E5. Rapporto con il Dirigente Scolastico

ATA DETTAGLIO – GRADO DI SODDISFAZIONE (item comunicazione)

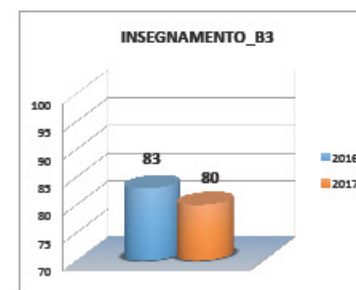
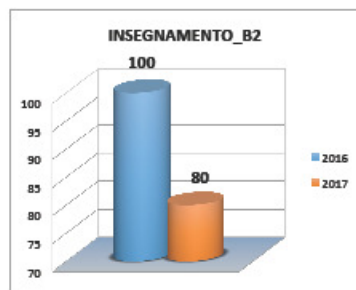
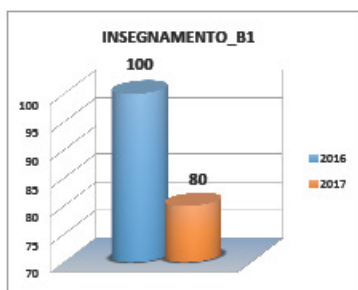
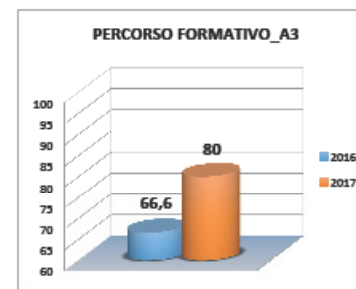
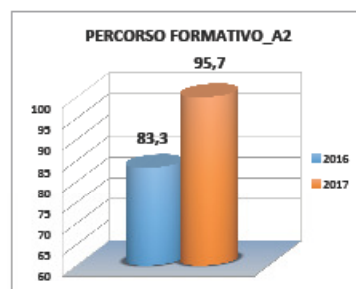
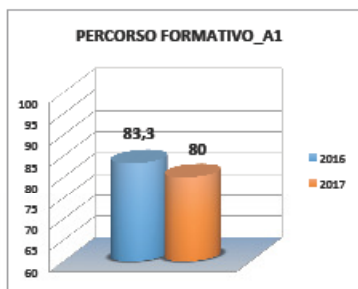
CUSTOMERY SATISFACTION_ATA - A.S. 2016/17



F1. Chiarezza e trasparenza
F2. Tempestività della comunicazione
F3. Accesso alle informazioni

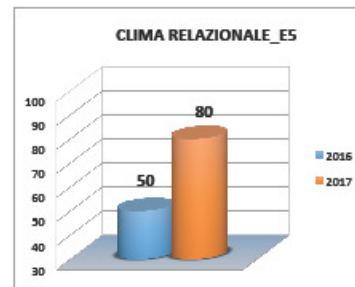
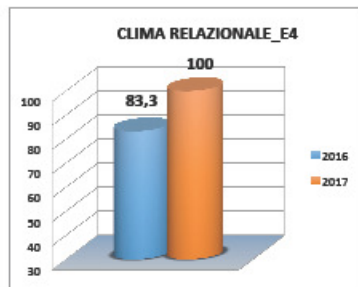
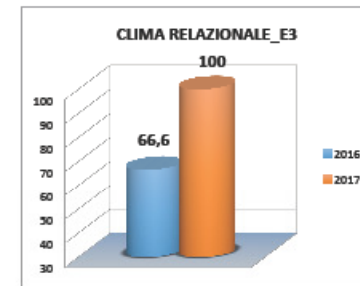
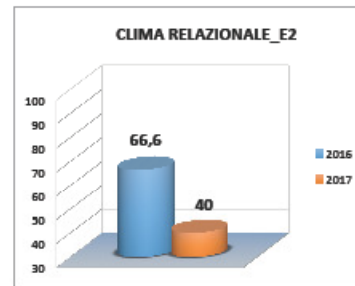
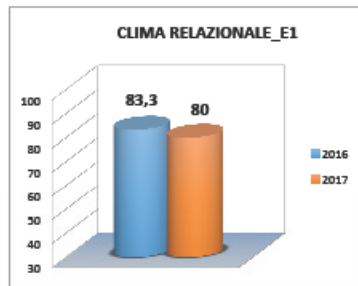
CUSTOMERY SATISFACTION – COMPARAZIONE / ATA (percorso formativo/insegnamento) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ATA_COMPARAZIONE 2016 - 2017



CUSTOMERY SATISFACTION – COMPARAZIONE / DOCENTI (clima relazionale) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ATA_COMPARAZIONE 2016 - 2017



CUSTOMERY SATISFACTION – COMPARAZIONE / ATA (comunicazione) anni scolastici: 2015/2016 – 2016 /2017

CUSTOMERY SATISFACTION_ATA_COMPARAZIONE 2016 - 2017

