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2023 Insight Data for

Bowers-Whitley Career Center

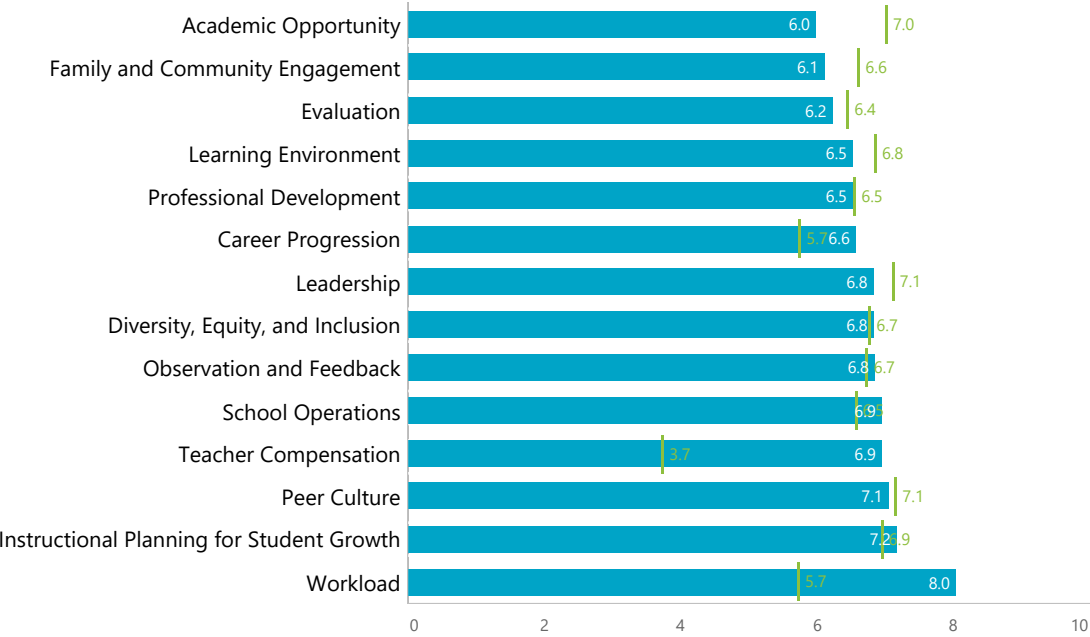
Index Scores

The Instructional Culture Index is a summary measure of a school's instructional culture. Schools with strong Index Scores generally have strong student outcomes and retain more of their most effective teachers. Your school's Index score and Index Percentile Rank are below.

School Index Score	Index Percentile Rank
8.8	81%

Domain Scores from the Teacher Survey

Questions in the Insight survey are grouped into topics called domains. Domain scores summarize your teachers' feedback about these topics. The blue bars show your school's domain scores and the green lines show the Hillsborough Top Quartile.



	2022	2023	Hillsborough Average	Hillsborough Top Quartile
Academic Opportunity	4.6	6.0	5.5	7.0
Family and Community Engagement		6.1	5.2	6.6
Evaluation	7.0	6.2	5.0	6.4
Learning Environment	5.1	6.5	5.2	6.8
Professional Development	5.2	6.5	5.3	6.5
Career Progression		6.6	4.7	5.7
Leadership	6.6	6.8	5.5	7.1
Diversity, Equity, and Inclusion	6.6	6.8	5.2	6.7
Observation and Feedback	5.0	6.8	5.3	6.7
School Operations		6.9	5.0	6.5
Teacher Compensation		6.9	3.2	3.7
Peer Culture	6.3	7.1	5.4	7.1
Instructional Planning for Student Growth	6.8	7.2	5.6	6.9
Workload		8.0	4.8	5.7

Insight Items from the Teacher Survey

Most questions in the Insight survey are asked on a 6-point scale, from “strongly disagree” to “strongly agree.” Unless otherwise specified, percents displayed in this report reflect the proportion of teachers selecting “agree” or “strongly agree.”

		2022	2023	Hillsborough h Average	Hillsborough h Top Quar tile
Academic Opportunity	At my school, I have seen someone model lessons where students are doing the majority of the thinking.	50%	71%	60%	71%
	At my school, there are many opportunities for students to have academic discussions where they build on each other's ideas.	50%	43%	73%	89%
	My school implements a rigorous academic curriculum.	50%	57%	76%	91%
	Students at my school can achieve the academic standards for their grade level.	100%	71%	67%	80%
	Students at my school support their answers and explain their thinking.	50%	57%	55%	74%
Evaluation	At my school, evaluation ratings are accurate reflections of teacher effectiveness.	75%	63%	57%	75%
	I agree with the criteria that will be used to evaluate my performance as a teacher.	75%	75%	54%	66%
	I know the criteria that will be used to evaluate my performance as a teacher.	100%	88%	77%	87%
	The person who evaluates my performance knows how much progress my students have made this year.	75%	75%	59%	77%
	The teacher evaluation process helps identify my strengths and weaknesses.	75%	63%	55%	69%
Instructional Planning for Student Growth	An instructional leader at my school or district regularly reviews student work from my classes.	100%	71%	46%	61%
	I am satisfied with the support I receive at my school for instructional planning.	100%	86%	69%	83%
	I collaborate at least weekly with teachers and leaders at my school to improve my instructional plans based on student responses to tasks.	100%	71%	73%	84%
	I have access to questions, tasks, and assessments that allow me to assess students' understanding of learning goals.	100%	86%	80%	90%
	I have ready access to content experts with deep subject-area knowledge to support my instructional planning.	100%	71%	69%	81%
	My school has dedicated time for me to analyze student work and/or assessments and plan future instruction based on my students' performance.	75%	100%	66%	82%
Leadership	I have the opportunity to provide input on key school decisions that affect me.	75%	88%	60%	77%
	Leaders at my school value my feedback.	100%	88%	64%	81%
	Leaders at my school work hard to retain effective teachers.	100%	88%	64%	84%
	My school leaders articulate a clear overarching vision that drives priorities, goals, and decision making within the school.	75%	88%	74%	91%
	My school leaders model the behavior they hope to see across the school community.	50%	88%	70%	86%
	The expectations for effective teaching are clearly defined at my school.	100%	88%	76%	92%
	When my school leadership commits to a program or priority, they follow through.	75%	88%	65%	84%

Insight Items from the Teacher Survey

		2022	2023	Hillsborough h Average	Hillsborough h Top Quar tile
Learning Environment	Across my school, there are consistent expectations and consequences for student behavior.	50%	86%	49%	68%
	Interactions between students and adults at my school demonstrate mutual care and respect.	75%	71%	64%	85%
	My school is a good place to teach and learn.	75%	86%	73%	91%
	My school is fun and joyful.	75%	86%	61%	83%
	School leaders promote a safe and productive learning environment in my school.	75%	86%	73%	91%
	School leaders provide me with the support I need to maintain high standards for student behavior in my classroom.	75%	86%	62%	81%
	Teachers and leaders at my school immediately address misbehavior in shared school spaces like hallways and the lunch room.	75%	86%	55%	74%
Peer Culture	At my school, teachers use a common vocabulary to discuss effective teaching practice.	100%	86%	72%	90%
	Teachers at my school share a common vision of what effective teaching looks like.	100%	86%	66%	86%
	The time I spend collaborating with my colleagues is productive.	100%	86%	72%	85%
	There is a low tolerance for ineffective teaching at my school.	100%	86%	61%	81%
Professional Development	Coaching and feedback at my school include demonstrations (either live or in video) of what effective teaching of rigorous content looks like.	50%	71%	57%	70%
	In the past six months, I have practiced teaching techniques with a peer or instructional expert outside my own classroom.	50%	71%	51%	60%
	In the past six months, someone at my school or district has helped me develop new skills or content knowledge that I was able to apply in my own classroom.	75%	71%	63%	74%
	My school is committed to improving my instructional practice.	100%	86%	75%	91%
	Professional development opportunities at my school help me improve my effectiveness as an educator.	75%	86%	65%	79%
Diversity, Equity, and Inclusion	Leaders at my school value all aspects of my identity.	75%	88%	78%	90%
	Leaders at my school value diverse opinions and ideas.	75%	88%	69%	85%
	My school's curriculum reflects the cultures, norms, and values of our students and families.	75%	88%	65%	80%
	My school's leaders have encouraged me to engage in learning around diversity, equity, and/or inclusion.	75%	88%	69%	83%
	Students at my school value each other's differences.	75%	100%	60%	76%
	Teachers and staff at my school discuss how our own identities influence the way we interact with students.	75%	88%	60%	72%
	The demographic makeup of teachers at my school reflects the demographic makeup of our student population.	75%	75%	55%	66%
Observation and Feedback	Each time I am observed, I get feedback that gives me specific actions to improve my teaching practice.	80%	86%	70%	84%
	I get enough feedback on my instructional practice.	80%	100%	73%	86%
	I regularly discuss feedback about my teaching with an instructional leader at my school.	60%	86%	57%	72%
	The feedback I get from being observed helps me improve student outcomes.	60%	86%	69%	83%
	When I am observed, I get feedback on what I am teaching (the content of the lesson) in addition to how I am teaching.	80%	71%	68%	84%
	When I get feedback after an observation, I receive support to implement those changes (e.g., someone models suggestions for me, I have time to practice outside of class).	80%	71%	58%	73%

Insight Items from the Teacher Survey

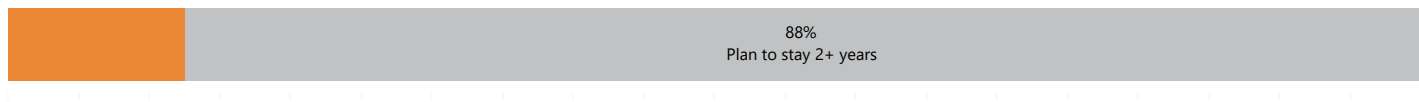
		2022	2023	Hillsborough Average	Hillsborough Top Quartile
Career Progression	I have a specific development goal or project for the coming school year that excites me.		88%	52%	60%
	Someone at my school is thinking about my career progression.		50%	37%	48%
	The teachers who deserve leadership positions at my school are the most likely to get them.		75%	55%	71%
	There are opportunities for me to advance at my school.		50%	42%	51%
Family and Community Engagement	Families at my school regularly receive useful updates about their student's progress.		88%	79%	91%
	Leaders at my school set clear expectations for family and community engagement.		88%	66%	84%
	My school encourages and helps families to support student learning at home.		75%	67%	85%
	My school has established systems that make it easy for me to communicate with families.		75%	72%	85%
	My school regularly seeks input from students' families.		88%	64%	81%
Hiring Process	After I accepted my current position, there was enough time to get ready before school started.				
	I applied for a position at this school rather than being 'placed' here.				
	The hiring process was efficient.				
	The onboarding and/or orientation process set accurate expectations for what I have experience..				
	Throughout the hiring process I had clear information about next steps.				
School Operations	Day-to-day operations for my school run smoothly.		88%	67%	87%
	My school building is clean and well maintained.		100%	58%	66%
	My school's systems track student information (e.g., grading, attendance, testing) in a way that is..		88%	73%	89%
	Non-academic services for students (such as buses and school meals) are well managed.		88%	69%	84%
	Procedures at my school maximize the time students spend learning.		88%	66%	86%
	When I need something at my school, I know who to ask.		88%	79%	92%
Teacher Compensation	I am compensated fairly for the work that I do.		63%	14%	18%
	I am confident that I earn as much or more teaching at my school than I could at another school ..		63%	38%	44%
	I understand the criteria that are used to determine my compensation.		63%	42%	45%
	My school's approach to compensation makes sure that great teachers are paid well.		50%	19%	25%
Workload	I can consistently accomplish essential work during my regular planning time.		75%	31%	37%
	My schedule is structured in a way that helps me to meet the expectations of my job as a teacher.		88%	41%	48%
	Over the long term, my workload as a teacher is sustainable.		88%	28%	33%
	Teachers at my school have the opportunity to provide input on their work schedules.		75%	41%	51%
	When I am asked to do work outside of my core instructional responsibilities, leaders clearly expl..		75%	48%	64%
Custom Hillsborough	I know how to report racial harassment or racial discrimination.	75%	100%	88%	92%
	I know how to report sexually inappropriate behavior.	75%	100%	89%	92%
	I respect staff and students even if they are different from me (e.g., gender, race, sexual orientati..	100%	100%	99%	99%
	I would report racial harassment or racial discrimination if it happened to me.	75%	88%	90%	93%
	I would report racial harassment or racial discrimination if it happened to someone I know.	75%	88%	92%	95%
	I would report sexually inappropriate behavior if it happened to me.	100%	100%	94%	97%
	I would report sexually inappropriate behavior if it happened to someone I know.	75%	100%	94%	95%
	In the past year, I have experienced racial harassment or racial discrimination at my work site.	0%	25%	16%	15%
	Reports of racial harassment or racial discrimination are taken seriously at my work site.	100%	88%	86%	94%
	Reports of sexually inappropriate behavior are taken seriously at my work site.	100%	88%	89%	95%

Retention Strategies from the Teacher Survey

Percentage of teachers who report a leader at their school used the following strategies in the past year:

		2022	2023	Hillsborough Average	Hillsborough Top Quartile
Retention	Identified opportunities for me to pursue teacher leadership roles	25%	0%	23%	26%
	Put me in charge of something important	50%	13%	31%	36%
	Provided me with access to additional resources for my classroom	75%	50%	38%	46%
	Encouraged me to continue teaching at my school next year	25%	25%	43%	49%
	Informed me that I am high-performing	50%	50%	30%	34%
	Recognized my accomplishments publicly	75%	50%	53%	68%
	Provided me with regular, positive feedback	75%	75%	16%	9%
	None of the above	25%	13%	38%	44%

Teacher Plans for 2023



Top Reasons for Planning to Leave

for teachers planning to leave this year or next year

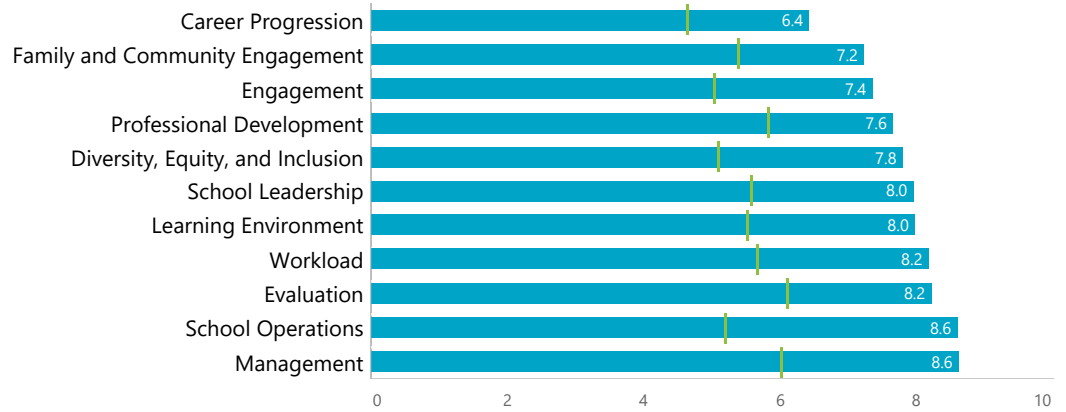
Top Reasons for Planning to Stay

for teachers planning to stay for three or more years

Ability to have a positive impact on student outcomes	1 teachers
My school is in a convenient location; I have an easy commute	1 teachers
Positive school culture and learning environment	1 teachers
Retirement benefits	1 teachers
Staff collegiality and collaboration/relationships with staff	1 teachers

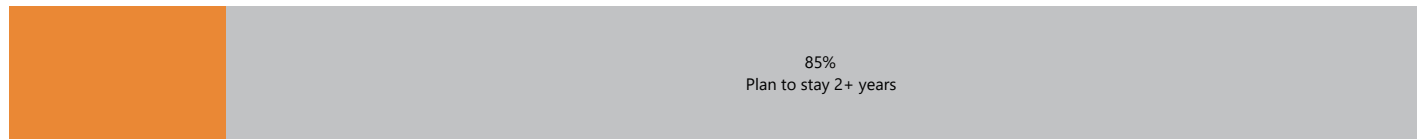
Domain Scores from the Support Staff Survey

Questions in the Insight survey are grouped into topics called domains. Domain scores summarize your staff's feedback about these topics. The blue bars show your school's domain scores and the green lines show the Hillsborough County Public Schools Average.



	2022	2023	Hillsborough Average	National Average
Career Progression		6.4	4.6	5.0
Family and Community Engagement		7.2	5.4	5.0
Engagement		7.4	5.0	5.0
Professional Development	5.4	7.6	5.8	5.0
Diversity, Equity, and Inclusion	6.5	7.8	5.1	5.0
School Leadership	6.2	8.0	5.6	5.0
Learning Environment	7.0	8.0	5.5	5.0
Workload		8.2	5.6	5.0
Evaluation		8.2	6.1	5.0
School Operations		8.6	5.2	5.0
Management	6.4	8.6	6.0	5.0

Support Staff Plans for 2023



Top Reasons for Planning to Leave for Support Staff planning to leave this year or next year

Top Reasons for Planning to Stay for Support Staff planning to stay for three or more years

Ability to have a positive impact on student outcomes	2 Support Staff
Job security	2 Support Staff
Recognition and respect	2 Support Staff
I feel safe and supported bringing my authentic self to work	1 Support Staff
Opportunities for advancement or career progression	1 Support Staff
Retirement benefits	1 Support Staff
Staff collegiality and collaboration/relationships with staff	1 Support Staff

Survey Items from the Support Staff Survey

Most questions in the survey are asked on a 6-point scale, from “strongly disagree” to “strongly agree.” Unless otherwise specified, percents displayed in this report reflect the proportion of staff selecting “agree” or “strongly agree.”

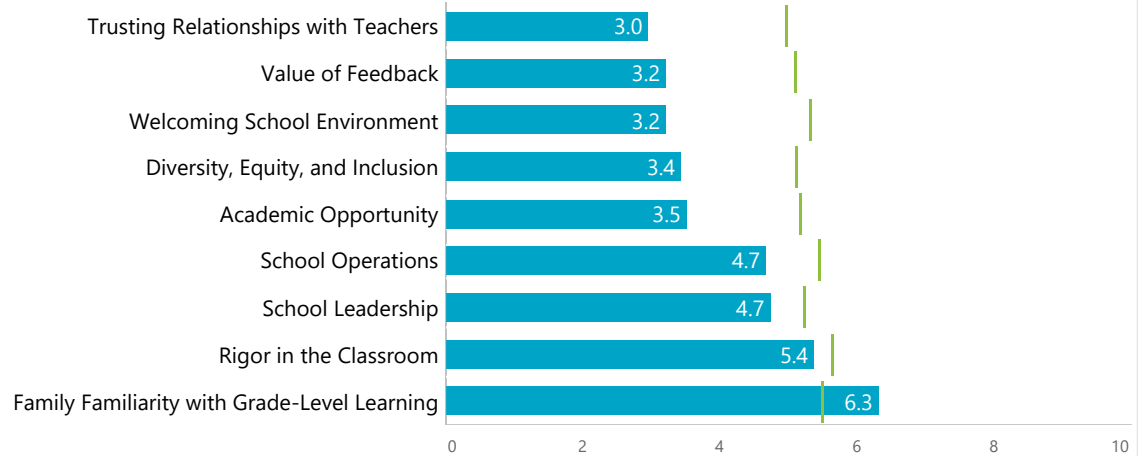
		2022	2023	Hillsborough Average	National Average
Diversity, Equity, and Inclusion	Leaders at my school value all aspects of my identity.	87%	100%	79%	79%
	Leaders at my school value diverse opinions and ideas.	82%	100%	74%	72%
	My school's leaders have encouraged me to engage in learning around diversity, equity, and/or inclusion.	87%	92%	70%	76%
	Students at my school value each other's differences.	79%	92%	58%	68%
	Teachers and staff at my school discuss how our own identities influence the way we interact with students.	91%	85%	63%	70%
	The demographic makeup of staff at my school reflects the demographic makeup of our student population.	74%	85%	61%	66%
Learning Environment	Across my school, there are consistent expectations and consequences for student behavior.	83%	92%	64%	58%
	Interactions between students and adults at my school demonstrate mutual care and respect.	88%	100%	69%	68%
	My school is a good place to teach and learn.	96%	100%	79%	79%
	My school is fun and joyful.	83%	100%	72%	68%
	School leaders promote a safe and productive learning environment in my school.	92%	100%	81%	81%
	Staff at my school immediately address student misbehavior in shared school spaces like hallways and the lunch room.	88%	92%	70%	66%
	Teachers and staff at this school are committed to helping students achieve in school and life.	96%	100%	82%	81%
Management	My manager actively supports my growth and development.*		100%	79%	
	My manager provides me with regular, actionable feedback.	75%	100%	76%	72%
	My manager supports me in prioritizing the most essential aspects of my work.*		100%	77%	
	The expectations for my role are clearly defined.	88%	100%	81%	72%
	When I get feedback, I receive support to implement those changes.	79%	100%	75%	70%
Professional Development	In the past six months, I have developed new skills that I was able to apply in my role.	68%	92%	70%	68%
	Professional development opportunities for my team are well planned and facilitated.	72%	92%	66%	61%
	There are opportunities for professional growth in my role.	58%	85%	69%	60%
School Leadership	I have the opportunity to provide input on key school decisions that affect me.	58%	92%	67%	60%
	Leaders at my school value my feedback.	63%	100%	71%	71%
	My school leaders articulate a clear overarching vision that drives priorities, goals, and decision making within the school.	92%	100%	76%	76%
	My school leaders model the behavior they hope to see across the school community.	83%	92%	78%	77%
	When my school leadership commits to a program or priority, they follow through.	92%	100%	74%	72%

Survey Items from the Support Staff Survey

		2022	2023	Hillsborough Average	National Average
Career Progression	I have a specific development goal or project for the coming school year that excites me.		85%	62%	63%
	Someone at my school or in the district is thinking about my career progression.		54%	43%	43%
	There are opportunities for me to advance at my school or within the district.		62%	57%	51%
Engagement	I am compensated fairly for the work that I do.		54%	30%	45%
	My day-to-day work is clearly relevant to school or district goals.		100%	86%	83%
	My day-to-day work makes good use of my strengths.		92%	84%	79%
Evaluation	I agree with the criteria that will be used to evaluate my performance.		85%	74%	66%
	I know the criteria that will be used to evaluate my performance.		100%	84%	70%
	In my district, performance evaluation ratings are accurate reflections of staff effectiveness.		69%	63%	
	The performance evaluation process helps identify my strengths and weaknesses.*		85%	68%	
	The person who evaluates my performance has a clear understanding of my role and responsibilities.		100%	78%	73%
Family and Community Engagement	All staff at my school actively work to establish positive, trusting relationships with students.		92%	71%	77%
	Families at my school regularly receive useful updates about their student's progress.		85%	78%	77%
	Leaders at my school set clear expectations for family and community engagement.		92%	75%	72%
	My school encourages and helps families to support student learning at home.		85%	77%	77%
	My school has established systems that ensure families are well informed about the school.		92%	80%	79%
	My school regularly seeks input from students' families.		77%	69%	68%
School Operations	Day-to-day operations at my school run smoothly.		100%	72%	72%
	My school building is clean and well maintained.		100%	70%	77%
	My school's systems track student information (e.g., grading, attendance, testing) in a way that is efficient.		100%	80%	80%
	Non-academic services for students (such as buses and school meals) are well managed.		85%	76%	77%
	Procedures at my school maximize the time students spend learning.		100%	76%	76%
	When I need something at my school, I know who to ask.		100%	86%	84%
Workload	I can consistently accomplish essential work during my standard work hours.		100%	66%	62%
	Most of my work time is spent on tasks that are best suited for my role (not someone else's).		100%	70%	64%
	My responsibilities are structured in a way that helps me meet the core expectations of my role.		100%	74%	65%
	Over the long term, my workload is sustainable.		92%	66%	64%
Custom Hillsborough	I know how to report racial harassment or racial discrimination.	95%	100%	90%	
	I know how to report sexually inappropriate behavior.	95%	100%	90%	
	I respect staff and students even if they are different from me (e.g., gender, race, sexual orientation).	100%	100%	99%	
	I would report racial harassment or racial discrimination if it happened to me.	95%	85%	91%	
	I would report racial harassment or racial discrimination if it happened to someone I know.	95%	100%	92%	
	I would report sexually inappropriate behavior if it happened to me.	100%	100%	96%	
	I would report sexually inappropriate behavior if it happened to someone I know.	90%	100%	94%	
	In the past year, I have experienced racial harassment or racial discrimination at my work site.	20%	46%	19%	
	Reports of racial harassment or racial discrimination are taken seriously at my work site.	90%	100%	88%	
	Reports of sexually inappropriate behavior are taken seriously at my work site.	95%	100%	92%	

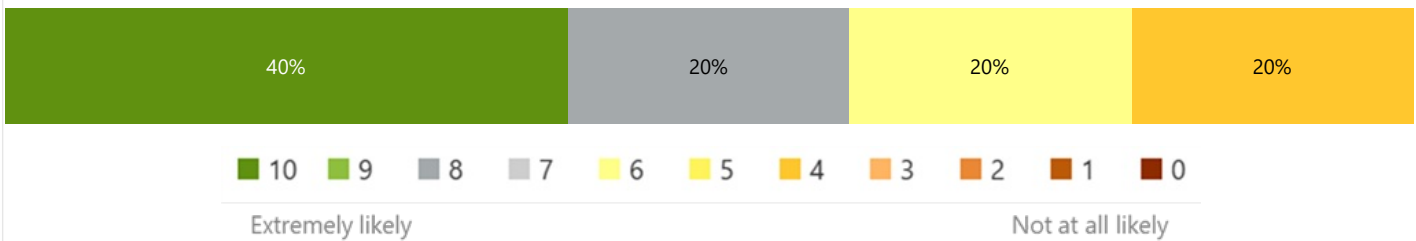
Domain Scores from the Family Survey

Questions in the Family Survey are grouped into topics called domains. Domain scores summarize your families' feedback about these topics. The blue bars show your school's current domain scores and the green lines show the Hillsborough County Public Schools Average.



	2022	2023	Hillsborough Average	National Average
Trusting Relationships with Teachers	6.8	3.0	5.0	5.0
Value of Feedback	7.4	3.2	5.1	5.0
Welcoming School Environment	5.6	3.2	5.3	5.0
Diversity, Equity, and Inclusion	6.8	3.4	5.1	5.0
Academic Opportunity	6.9	3.5	5.2	5.0
School Operations		4.7	5.4	5.0
School Leadership	6.2	4.7	5.2	5.0
Rigor in the Classroom		5.4	5.6	5.0
Family Familiarity with Grade-Level Learning		6.3	5.5	5.0

How likely are you to recommend this school to other families?



If I could send my child to another school, I would.**

For this question, lower levels of agreement suggest families are more satisfied with the school



Insight Items from the Family Survey

Most questions in the Insight survey are asked on a 6-point scale, from “strongly disagree” to “strongly agree.” Unless otherwise specified, percents displayed in this report reflect the proportion of families selecting “agree” or “strongly agree.”

		2022	2023	Hillsborough Average	National Average
Diversity, Equity, and Inclusion	All students and families at my child's school are treated fairly.	86%	25%	72%	73%
	My child's school believes that all students can achieve.	86%	60%	80%	81%
	My child's school is welcoming to students and families of all identities.	86%	80%	81%	82%
	People at my child's school value all aspects of my child.	86%	60%	69%	76%
	The curriculum at my child's school reflects the cultures, norms, and values of students and families.	86%	40%	69%	72%
	The norms and values at my child's school align with my norms and values.	86%	40%	68%	75%
Academic Opportunity	My child receives enough support from their teachers to master what is being taught.	86%	40%	65%	69%
	My child's experiences in the school will ensure they are as prepared as possible for their future.	86%	40%	65%	68%
	My child's teachers challenge my child to do their best work.	86%	40%	74%	75%
	The work my child completes for school is challenging enough for my child.	86%	40%	74%	73%
Family Familiarity with Grade-Level Learning	My child's school has let me know what my child should be learning at their grade level.		80%	66%	68%
	My child's school has let me know what my child should be working on to continue to progress.		75%	65%	68%
	My child's school has let me know whether my child is performing above, at, or below grade level.		80%	74%	72%
Rigor in the Classroom	My child completes writing assignments in multiple subjects (not just in Language Arts).			75%	73%
	My child is asked to use evidence from readings to explain their answers on assignments.		50%	81%	82%
	My child really has to think to do their math work - not just memorize facts or use problem-solving.		80%	81%	79%
	My child's assignments usually include reading.		80%	82%	83%
School Leadership	I trust that my child's school is providing the best possible educational experience for my child.	67%	60%	67%	69%
	My child's school is focused on the right priorities.	83%	60%	69%	68%
	School leaders care about my child's success.	83%	60%	71%	72%
	School leaders follow through on programs and initiatives.	100%	50%	72%	71%
School Operations	I receive timely communications from my child's school.		80%	76%	77%
	My child's school is clean and well maintained.		60%	77%	87%
	My child's school keeps me informed of school initiatives.		60%	76%	81%
	My child's school schedules events at times that are convenient.	86%	40%	73%	72%
	Non-academic services at my child's school, such as buses and school meals, are well managed.		50%	67%	74%
Trusting Relationships with Teachers	I receive enough communication from my child's teachers about my child's progress.	83%	40%	60%	65%
	My child's teachers have suggested ways I can support my child's learning at home.	83%	40%	59%	64%
	My child's teachers listen to my suggestions about how to best support my child.	86%	25%	62%	70%
	My child's teachers work hard to build a trusting relationship with me.	67%	40%	60%	66%
Value of Feedback	I have a voice in key decisions that affect my child's school experiences.	100%	40%	54%	61%
	Leaders at my child's school value my feedback.	86%	40%	61%	64%
	There is someone at my child's school with whom I feel comfortable sharing my concerns.	71%	40%	66%	70%
Welcoming School Environment	I feel welcome at my child's school.	86%	80%	75%	74%
	My child enjoys going to school.	43%	0%	72%	72%
	My child's school is a safe place.	86%	60%	72%	77%
	My child's school is fun and joyful.*		25%	66%	

Appendix

Explains the methodology used throughout this Insight Dashboard

Index Scores

Index scores summarize teachers' agreement to three questions that, taken together, summarize a school's overall instructional culture—which matters for improving student outcomes and retaining effective teachers. Index scores are calculated based on the percentage of teachers who agree or strongly agree with the following statements and reported on a scale of 1-10:

- The expectations for effective teaching are clearly defined at my school.
- Teachers at my school share a common vision of what effective teaching looks like in practice.
- My school is committed to improving my instructional practice.

The Index Percentile Rank is based on a ranked order of school Index scores within Hillsborough County Public Schools, where 0% indicates the school with the lowest Index score and 100% indicates the school with the highest Index score.

School Quartiles

Throughout this dashboard, you'll see comparisons to "Top Quartile Schools." These are schools with Index Scores in the top 25% of Hillsborough County Public Schools in the year selected. These schools' Index Scores suggest that they may be using best practices in instructional leadership. Mouse over the Instructional Culture Index chart on the Retention and Index tab to see your school's Index percentile.

National Benchmarks

Throughout this dashboard, you'll see comparisons to National Average and National Top Quartile schools, which are calculated from our national dataset of over 2000 schools. The National Top Quartile is based on schools with Index Scores in the top 25% of our national database; these schools' Index Scores suggest that they may be using best practices in instructional leadership. National benchmarks may not be available for new survey questions.

Domain Scores

Questions in the Insight survey are grouped into topics called domains. Domain scores summarize your teachers' feedback on these topics and are based on the average ratings of Likert items in that domain. When we report on individual questions, we usually share the percentage of respondents who agree or strongly agree. Because domain scores consider the full answer scale, they also capture the strength of agreement or disagreement with statements in that domain. We summarize the average ratings and then place the calculation on a 0–10 scale. For each domain, a score of 5 represents the national average for the domain. A score of 7 is one standard deviation above average; a score of 3 is one standard deviation below average.

Survey Notes

- *Survey items with an asterisk are not included in the domain score for that domain
- **Survey items with a double asterisk are reverse-coded because for these items lower agreement is a better result

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