

# 2017 WSD Parent Satisfaction Survey

*Providing our stake holders with the opportunity to provide valuable feedback...*



# Parent Satisfaction Survey

The Parent Satisfaction Survey was a battery of 45 questions in seven categories designed to provide a picture of parental opinions about our schools.

The PS Survey is administered every two years and this is the second time we have comparison data since the first PS Survey was done in 2013.

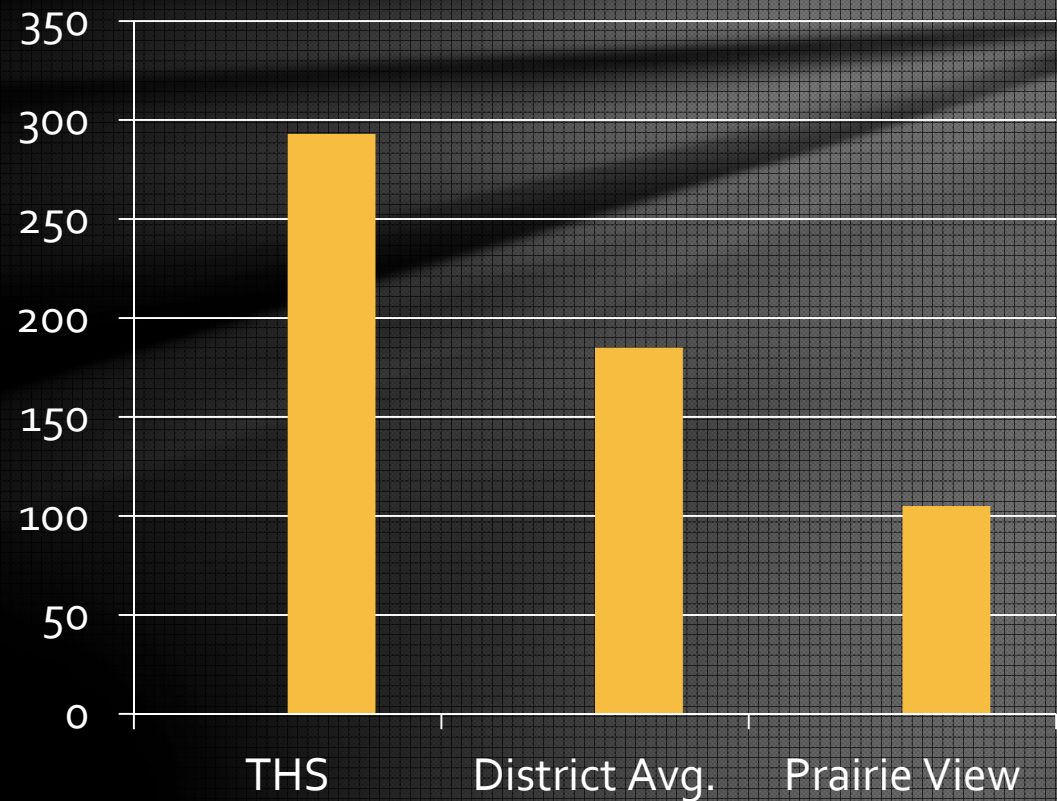


# Who Responded...

During the months of April and May, the survey was emailed and texted to parents, posted on the District website, District Facebook page, Tweeted out and included in both the District and Employee eNews.

We had 3,151 responses (compared to 3,000 in 2015 and 2,500 in 2013).

# of Survey Respondents



# Survey Topic areas

Parents with children at multiple buildings were able to answer the survey more than once to provide feedback on individual schools. Questions were broken down into seven categories:

1. Instruction
2. School Safety,  
Discipline, and Character
3. School Culture
4. Administration
5. Communication
6. Support Services
7. Shift to K-6



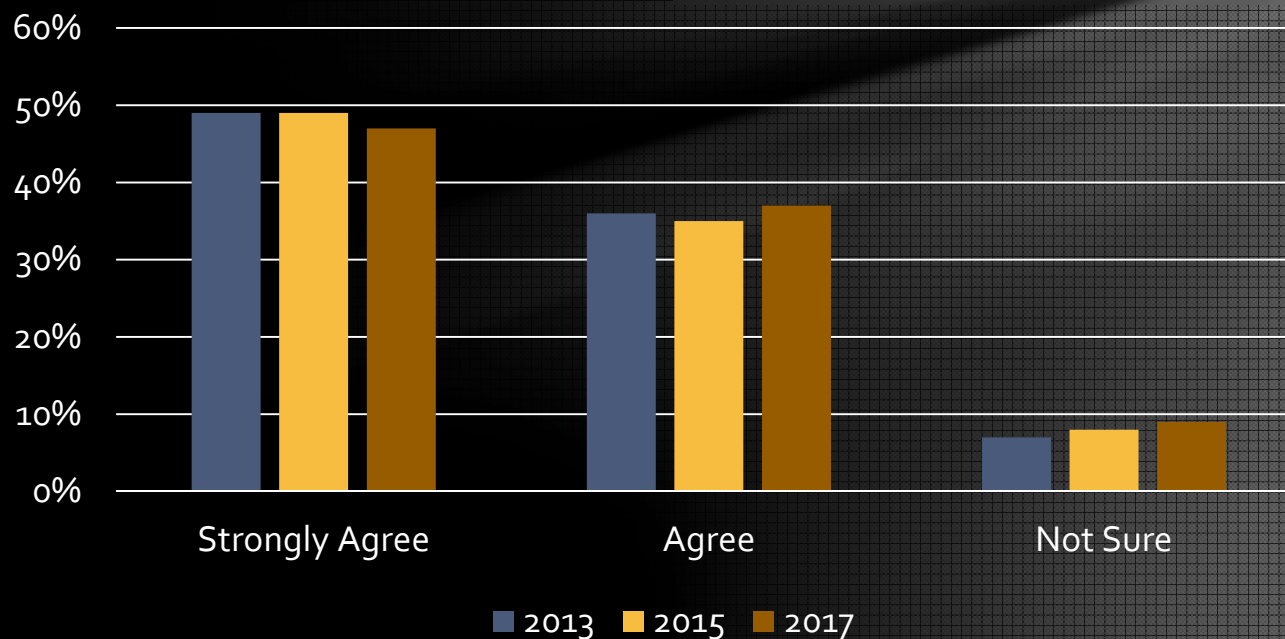
# Instruction

I feel my student's teacher cares about my student's success.

**Strongly Agree 47%**

Agree 37%

Not Sure 9%



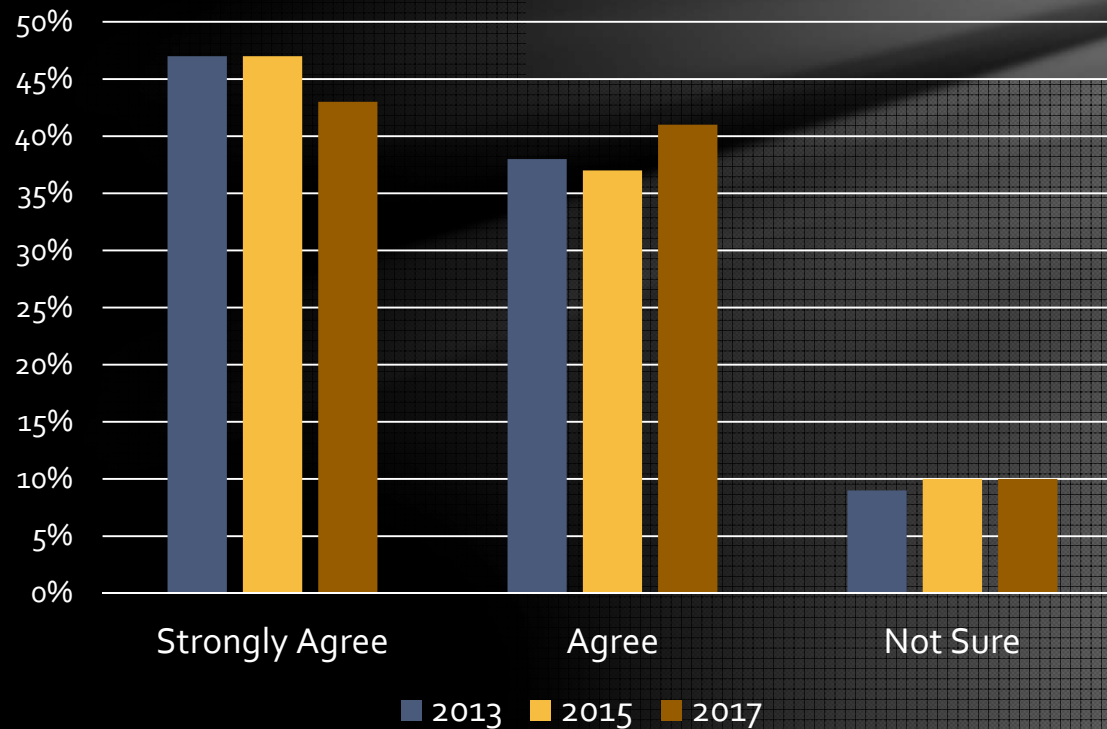
# Instruction

I feel my student's teacher has high expectations for learning achievement.

**Strongly Agree 43%**

Agree 41%

Not Sure 10%



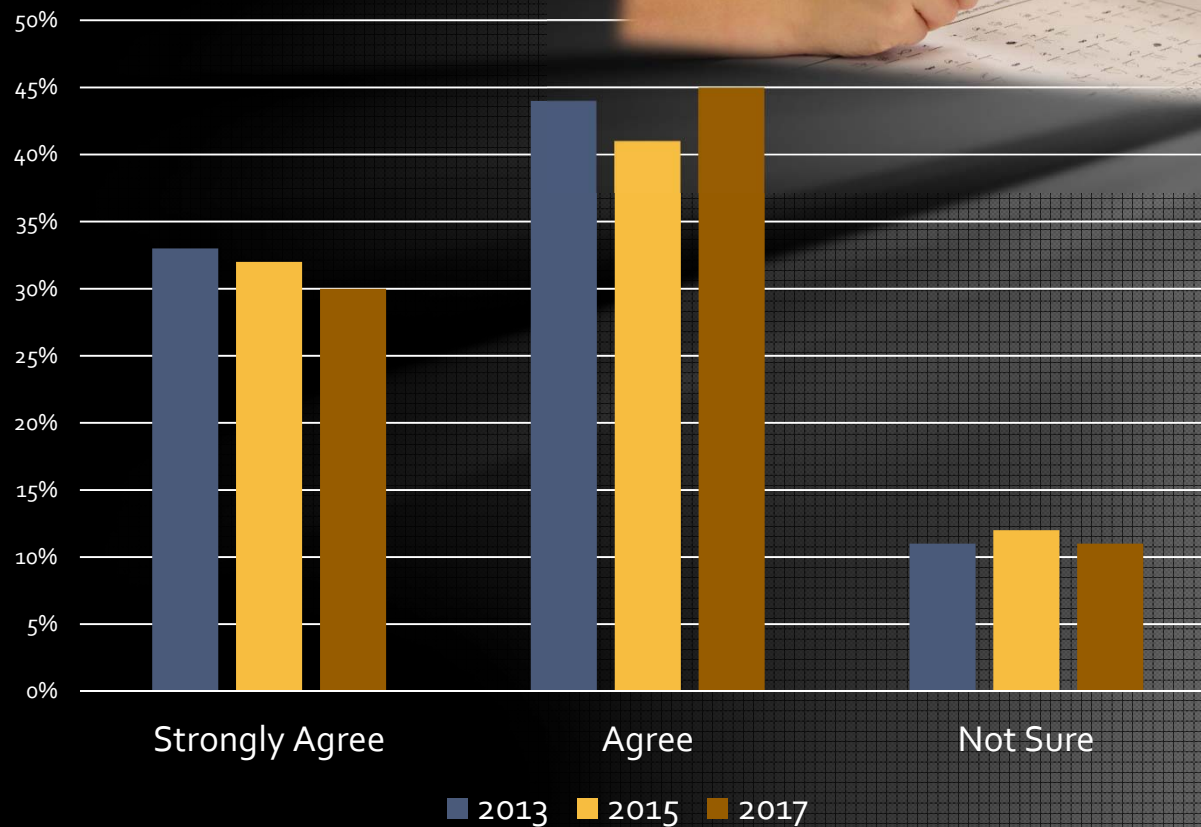
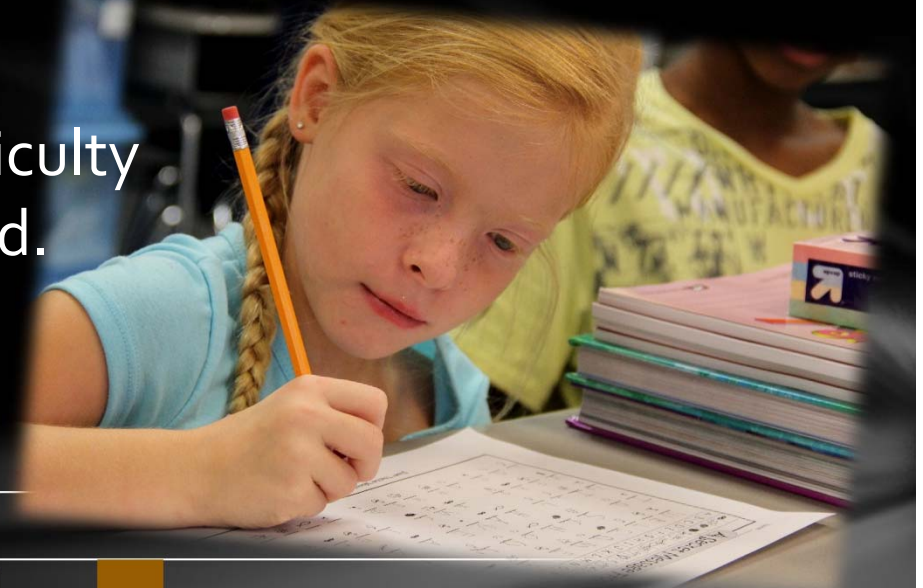
# Instruction

I am satisfied with the amount/difficulty of homework by student is assigned.

Strongly Agree 30%

**Agree 45%**

Not Sure 11%



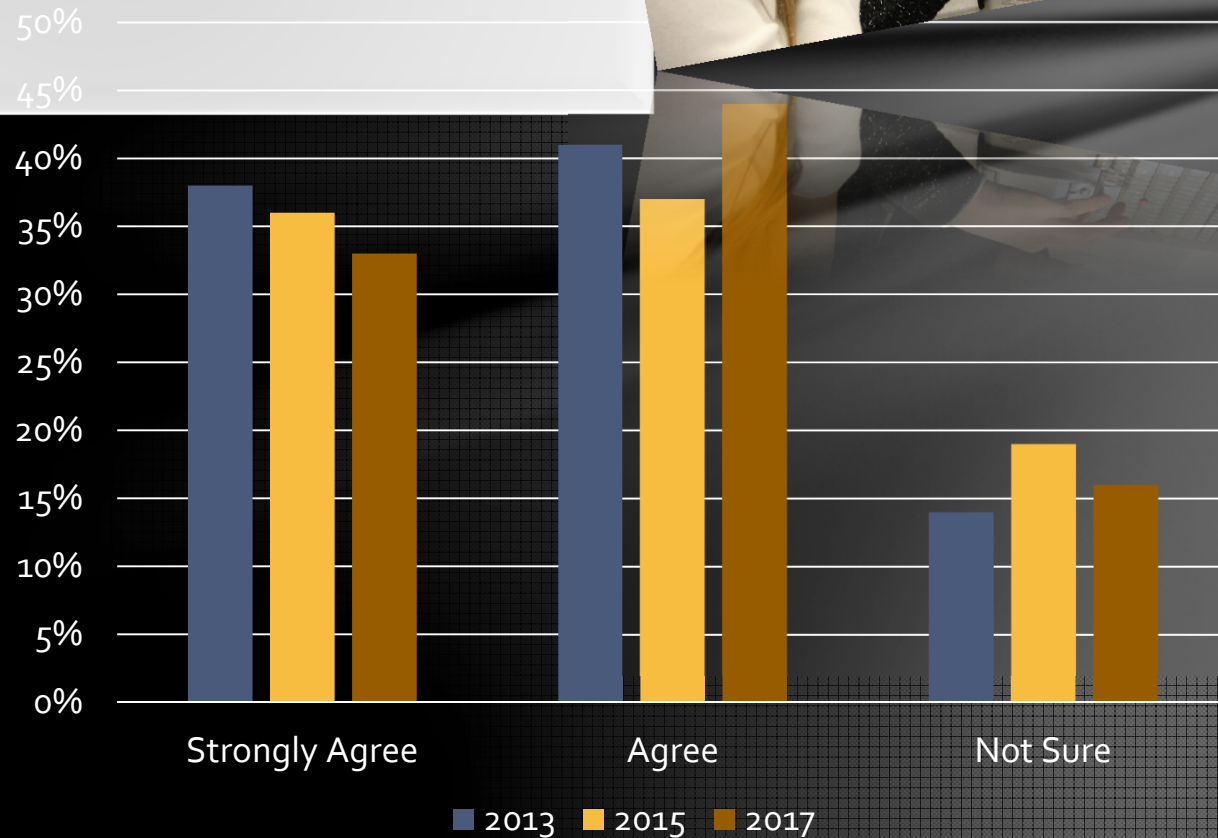
# Instruction

Technology is used efficiently to enhance my child's learning.

Strongly Agree 32%

**Agree 45%**

Not Sure 17%





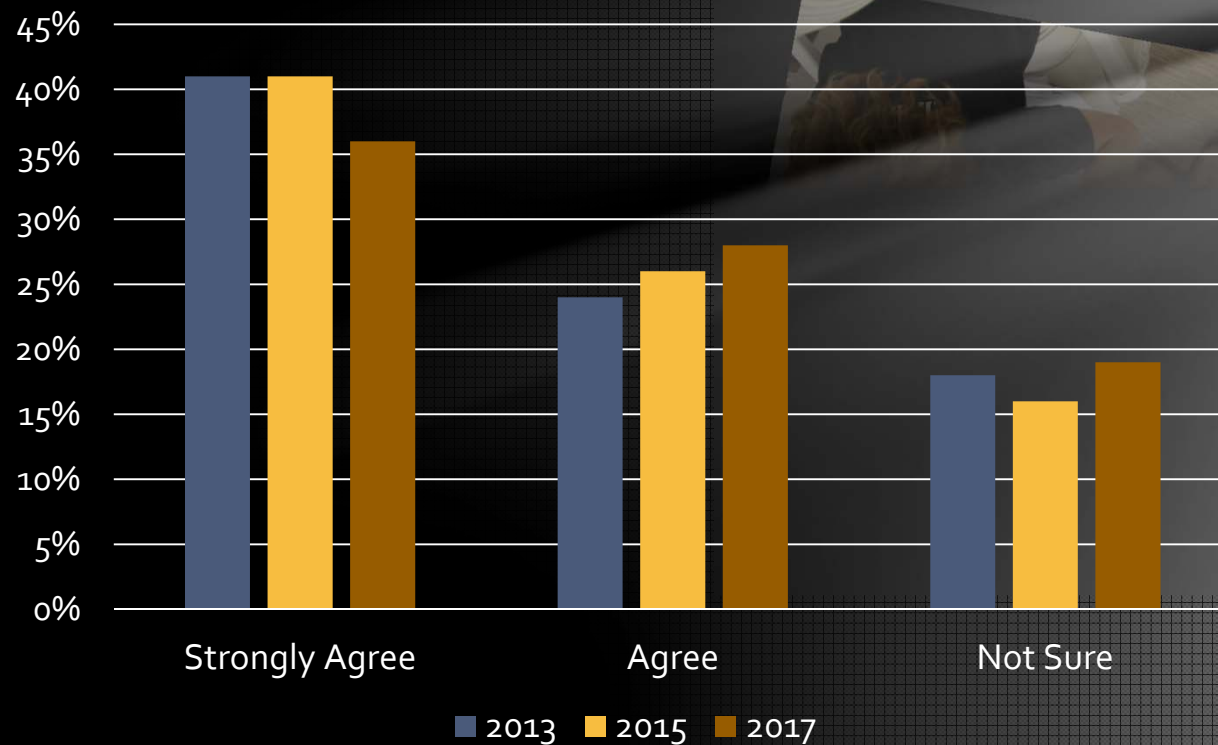
# Instruction

I know the teacher will call me if my student has a problem in class.

**Strongly Agree 36%**

Agree 28%

Not Sure 19%



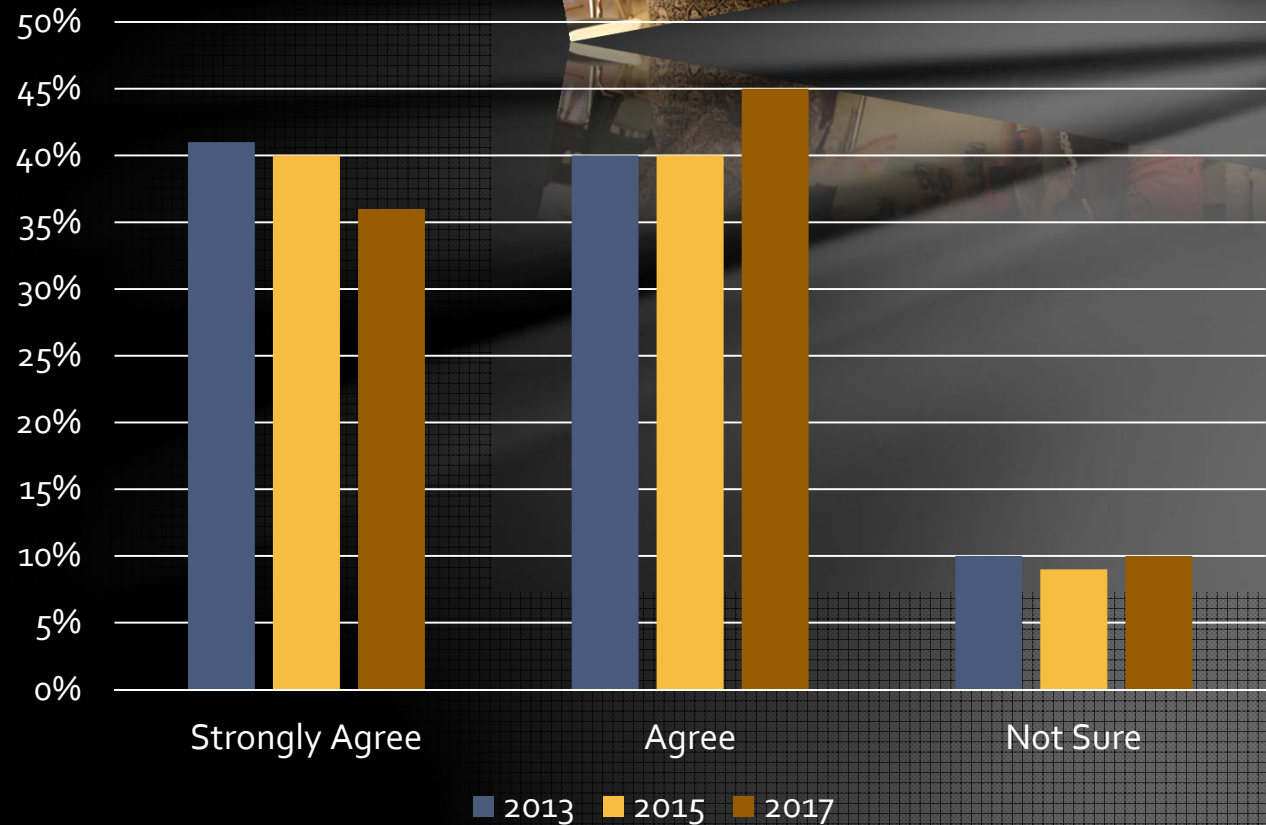
# Instruction

I am satisfied with the instruction at my school.

Strongly Agree 36%

**Agree 45%**

Not Sure 10%



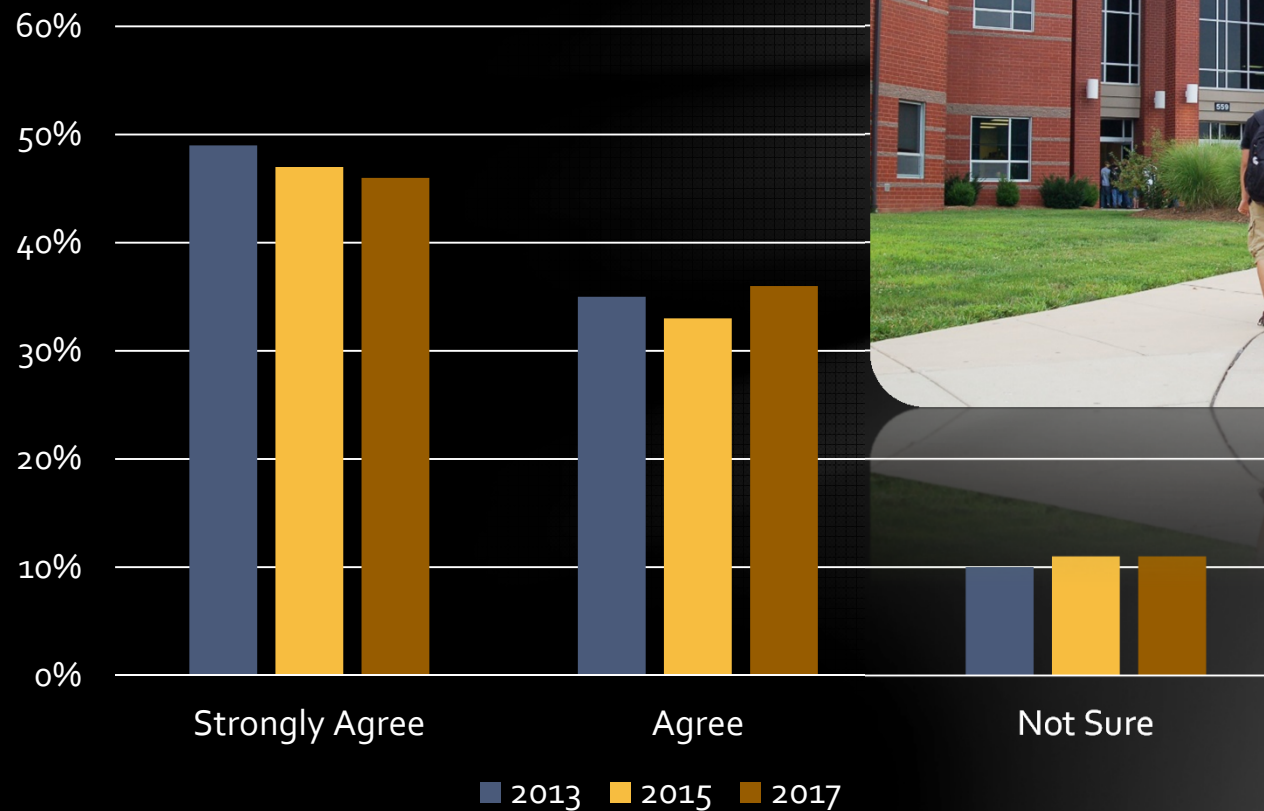
# Instruction

I would recommend this school to other parents.

**Strongly Agree 46%**

Agree 36%

Not Sure 11%



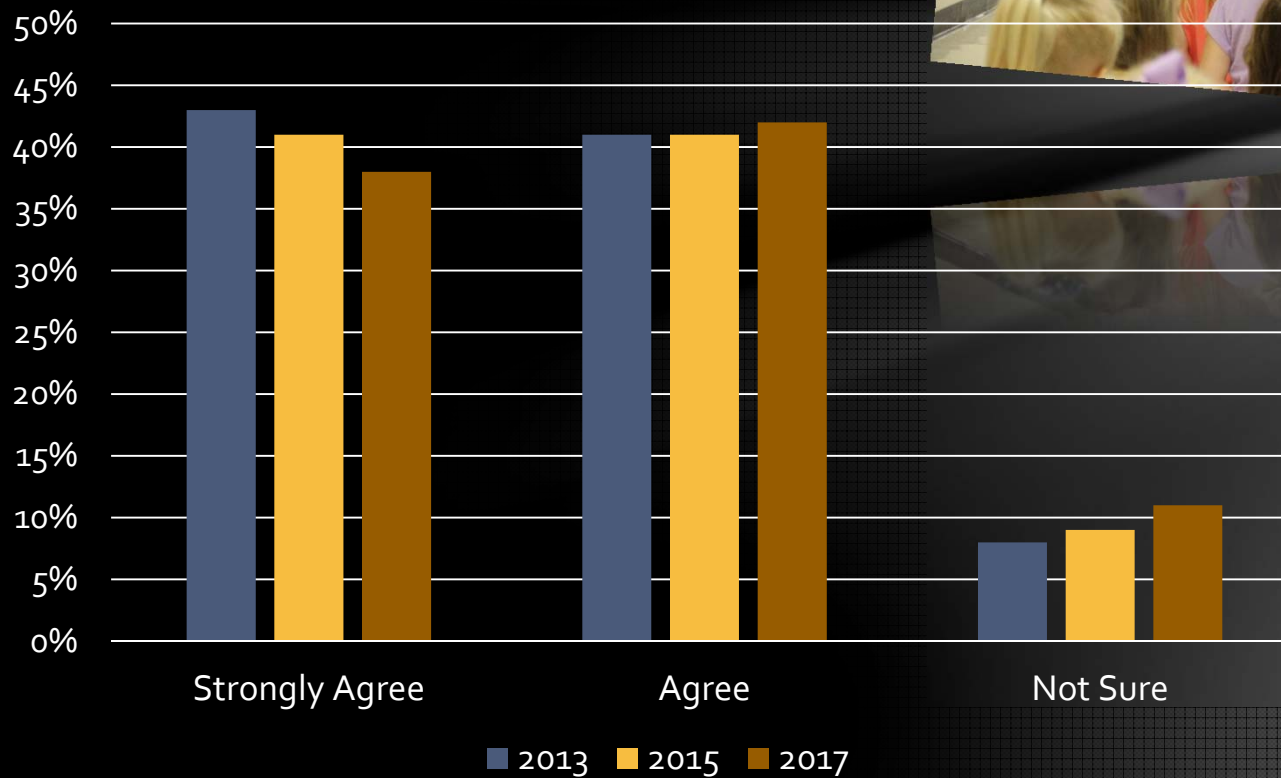
# Safety, Discipline, and Character

The school maintains high standards for behavior.

Strongly Agree 38%

**Agree 42%**

Not Sure 11%



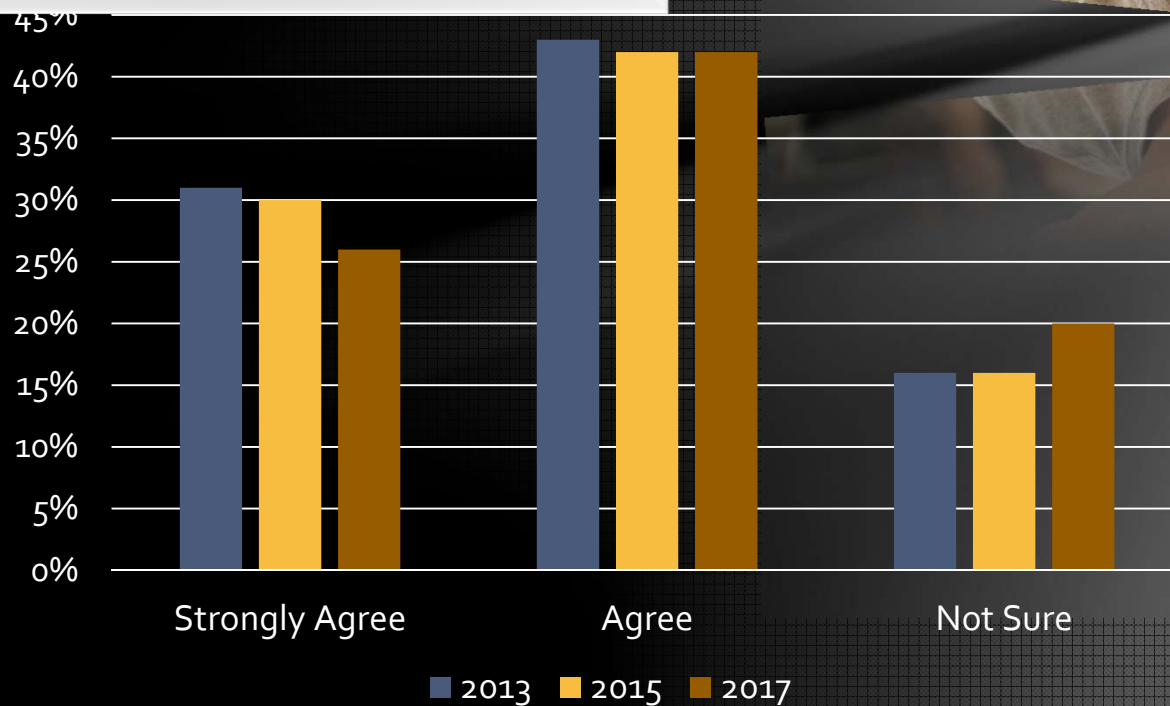
# Safety, Discipline, and Character

Students are well behaved and respectful at my school.

Strongly Agree 26%

**Agree 42%**

Not Sure 20%



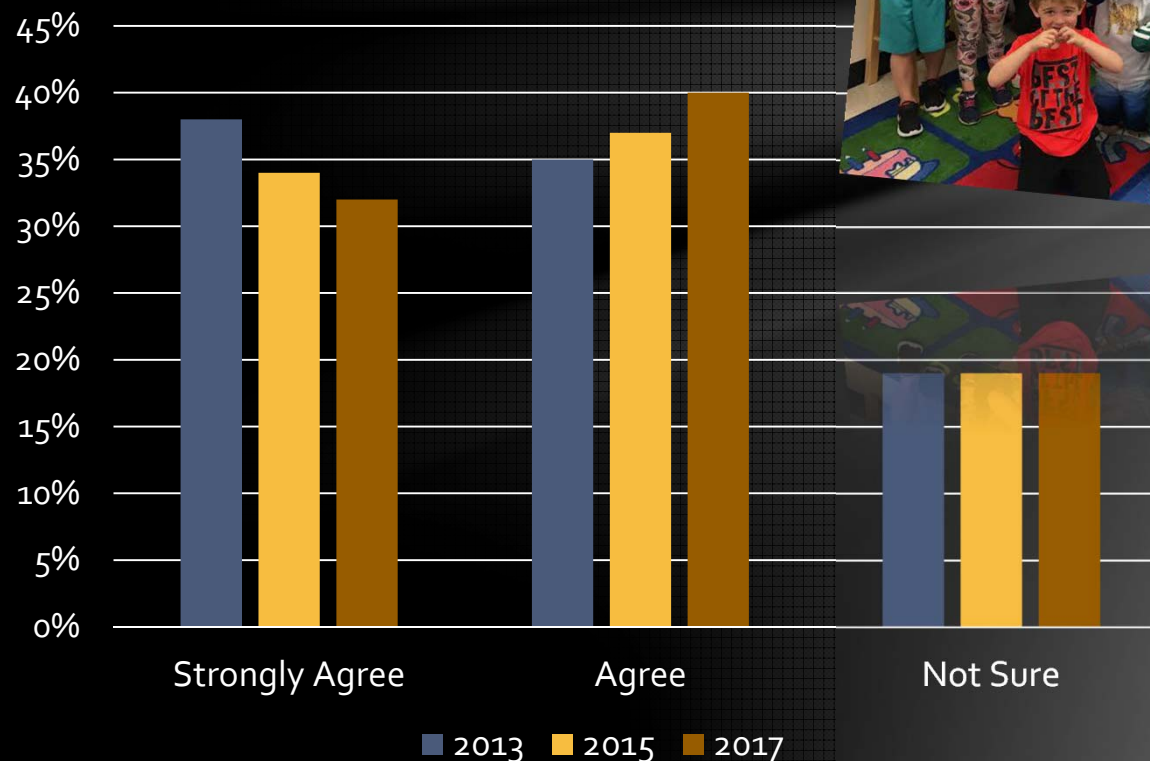
# Safety, Discipline, and Character

I feel that character education has had a positive influence on the school and my student.

Strongly Agree 32%

**Agree 40%**

Not Sure 19%



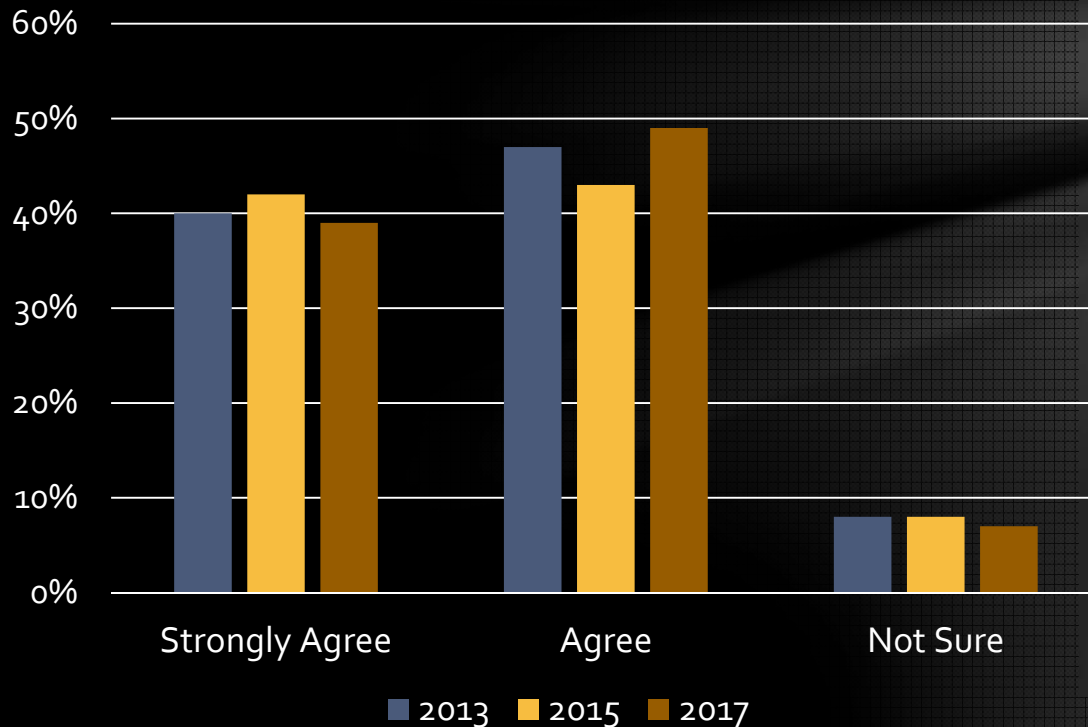
# Safety, Discipline, and Character

I feel my child is safe at my school.

Strongly Agree 39%

**Agree 49%**

Not Sure 7%



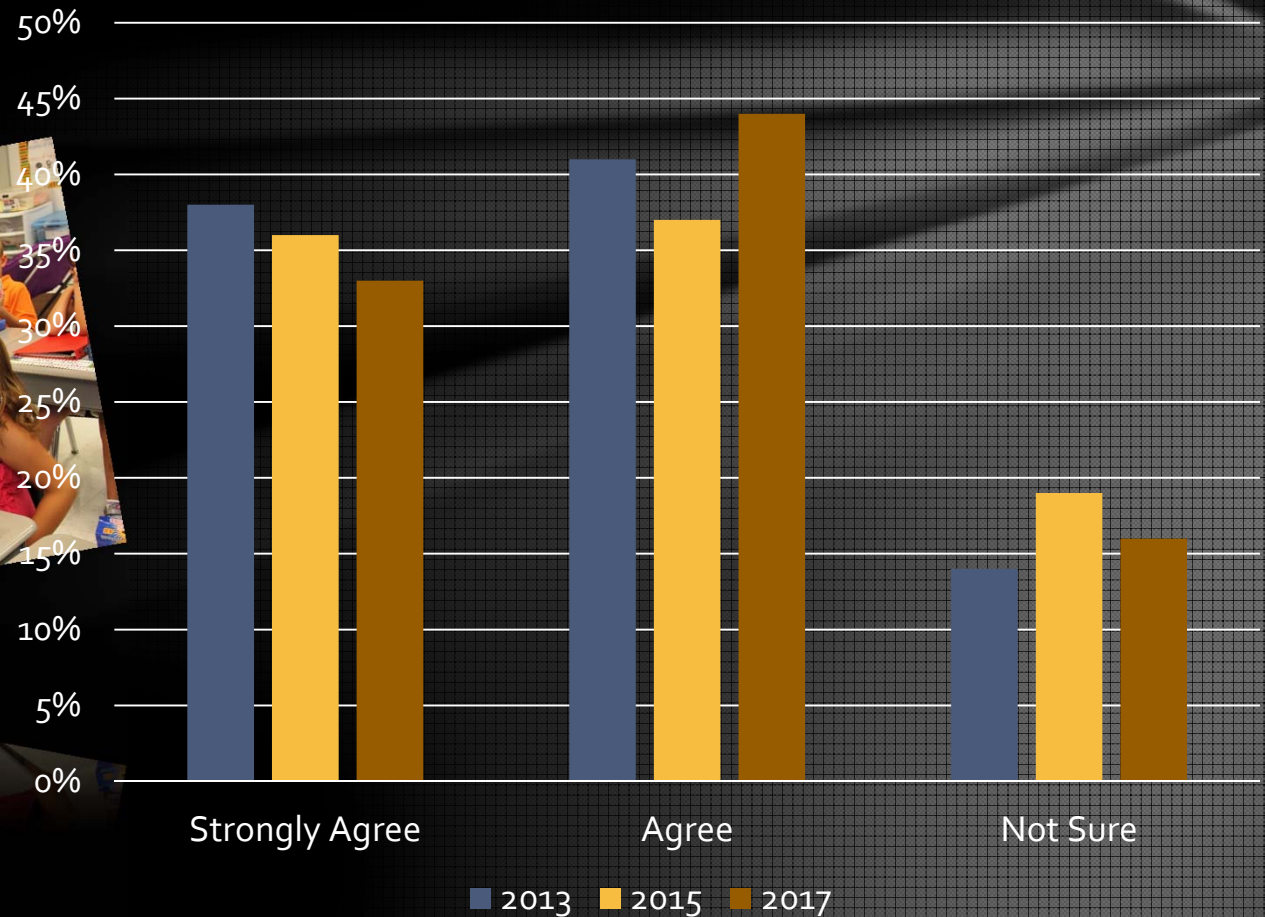
# Safety, Discipline, and Character

I feel that my student's discipline issues are handled fairly.

Strongly Agree 33%

**Agree 44%**

Not Sure 16%





# Safety, Discipline, and Character

Bullying has been a problem for my student at school.

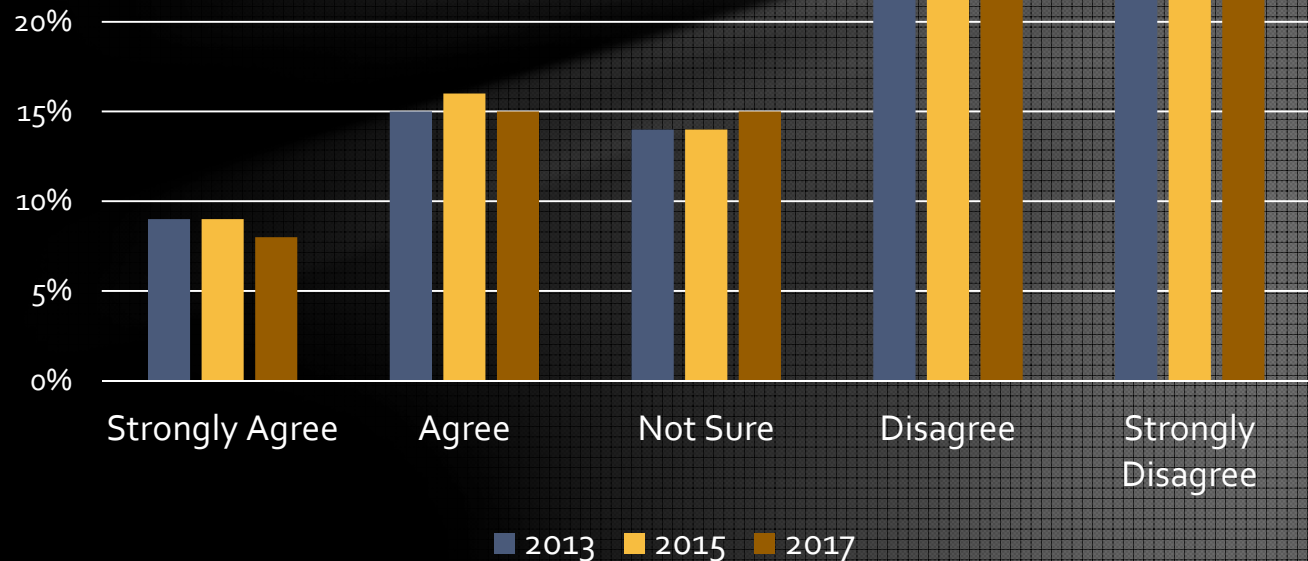
Strongly Agree 8%

Agree 15%

Not Sure 15%

**Disagree 37%**

Strongly Disagree 25%



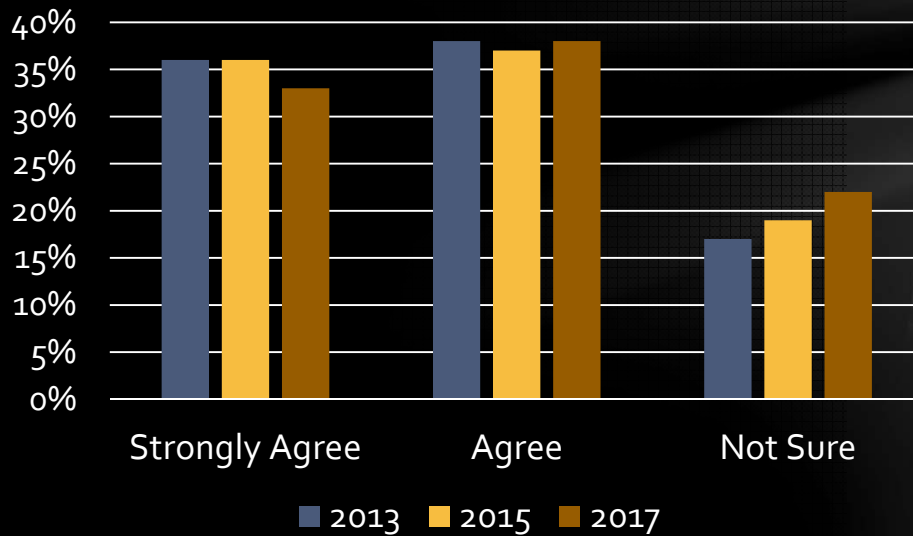
# Safety, Discipline, and Character

My student's teacher maintains discipline without being overly harsh or rigid.

Strongly Agree 33%

**Agree 38%**

Not Sure 22%



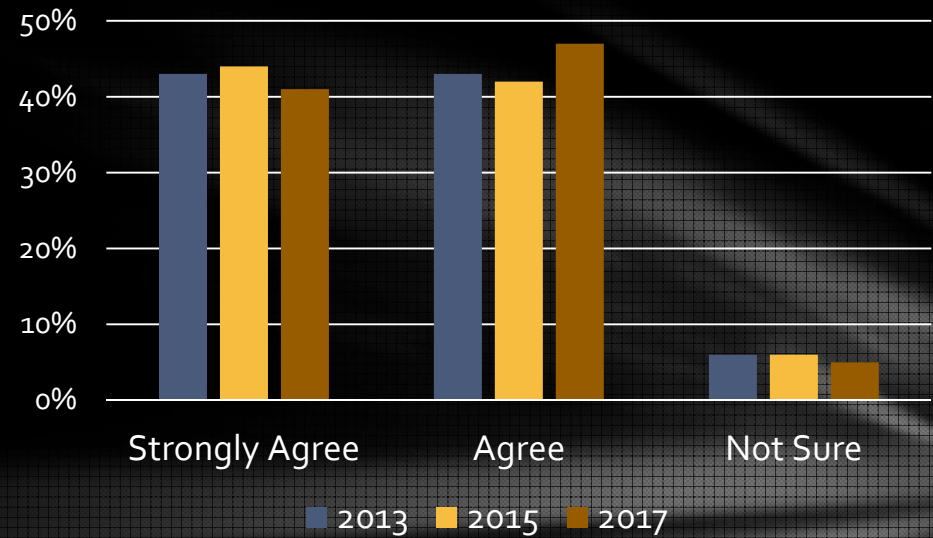
# School Culture

I feel welcome and respected at my school.

Strongly Agree 41%

**Agree 47%**

Not Sure 5%



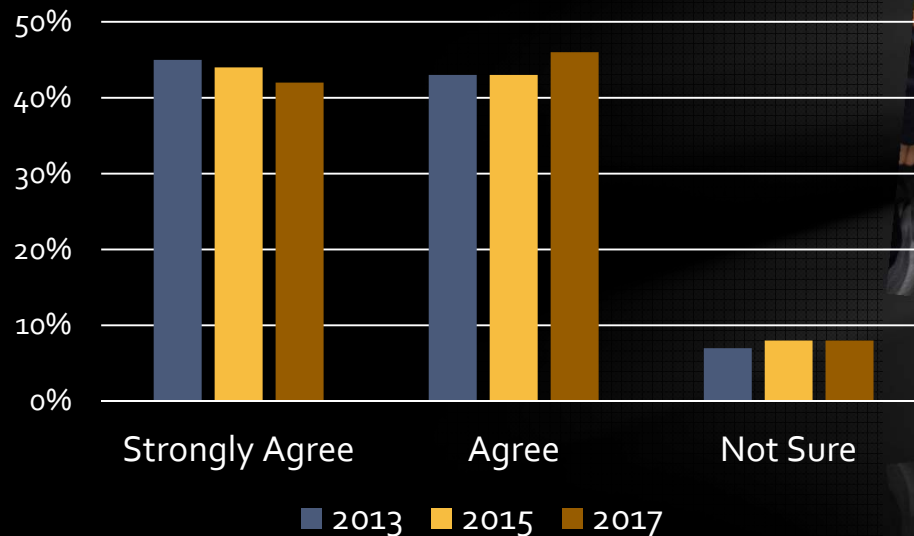
# School Culture

My school has a positive learning environment.

Strongly Agree 42%

**Agree 46%**

Not Sure 8%



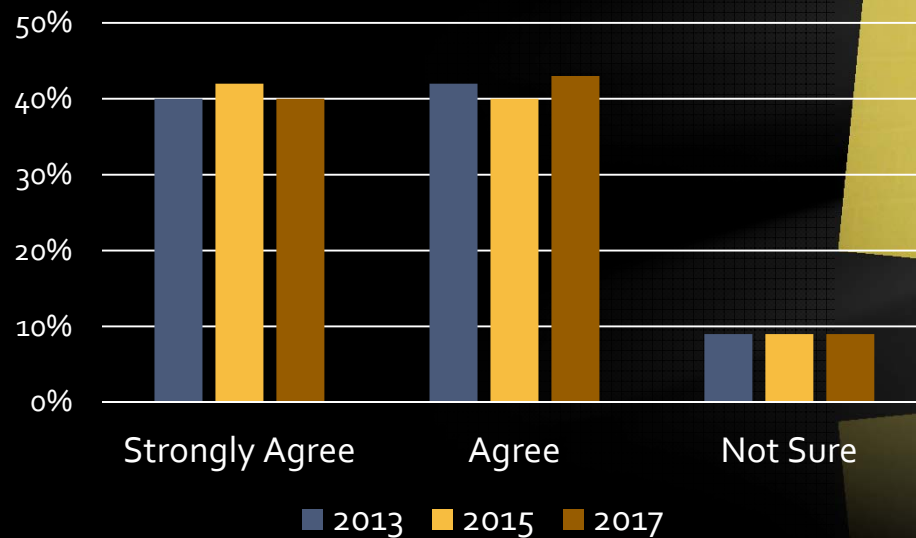
# School Culture

School personnel are respectful, receptive and responsive to input from students and parents.

Strongly Agree 40%

**Agree 43%**

Not Sure 9%



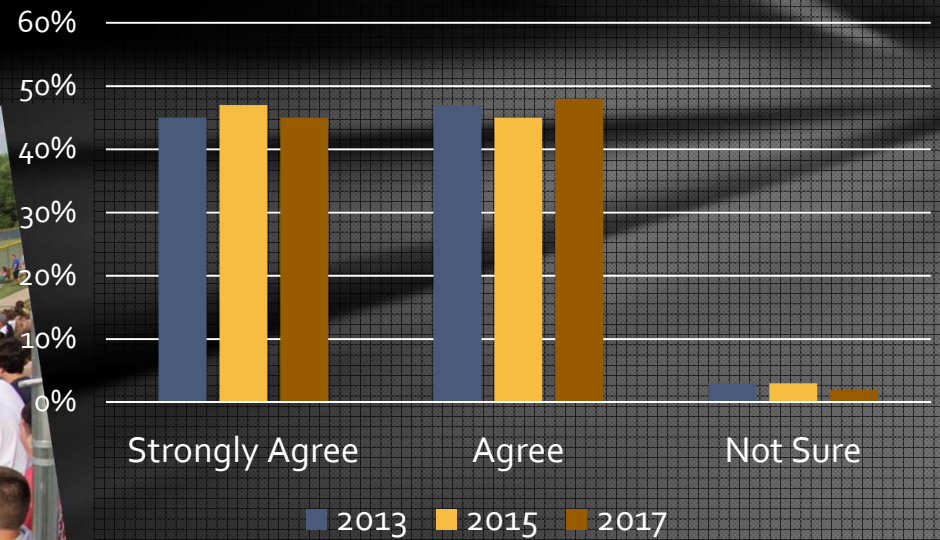
# School Culture

The school building and grounds are kept in good repair.

Strongly Agree 45%

**Agree 48%**

Not Sure 2%



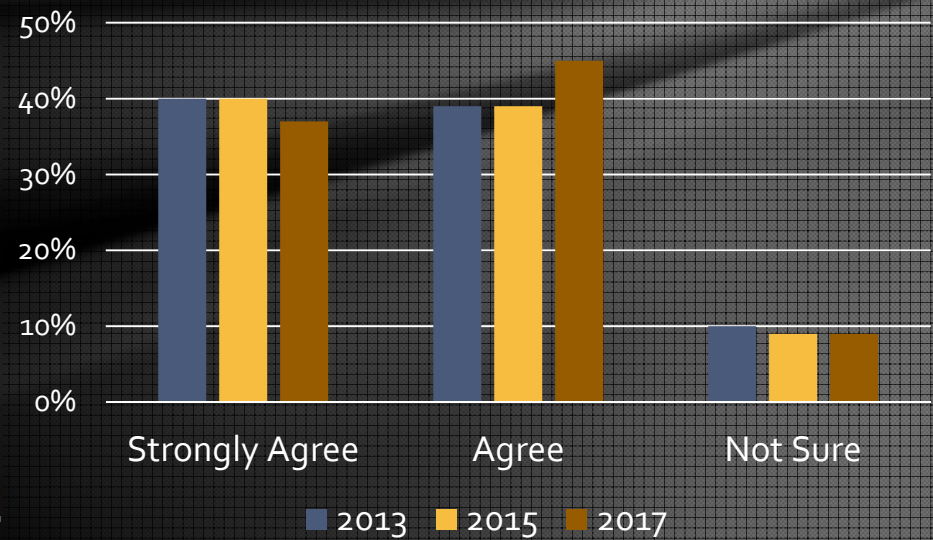
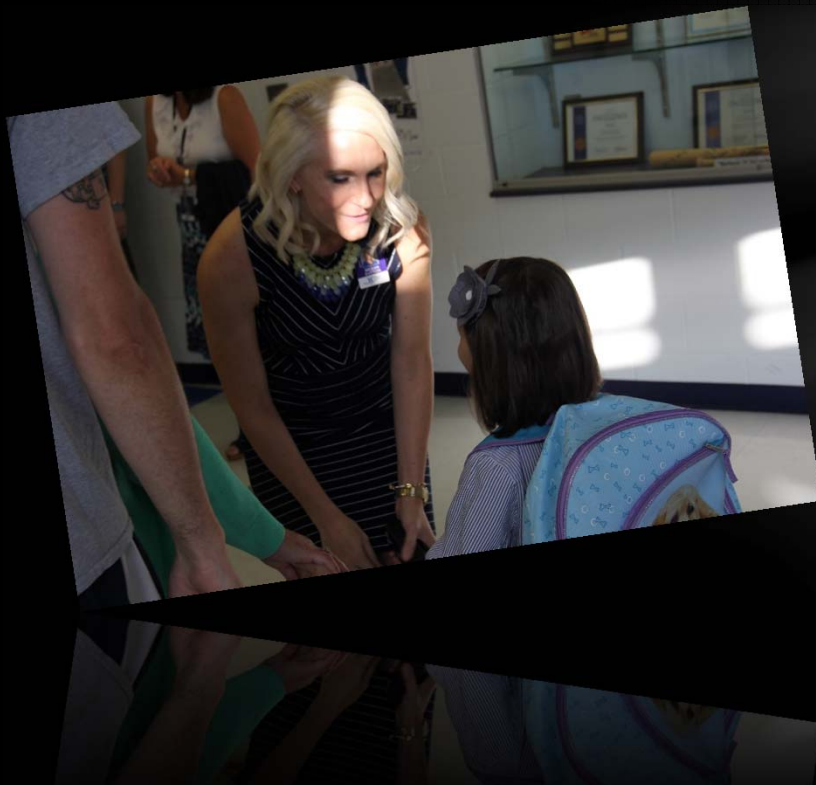
# School Culture

There is an atmosphere of open communication at my school.

Strongly Agree 37%

**Agree 45%**

Not Sure 9%



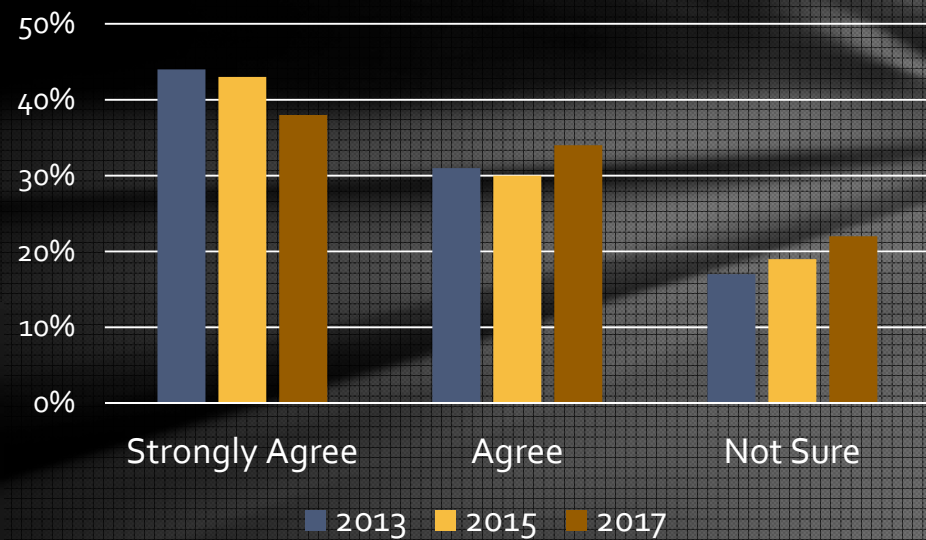
# School Culture

I am satisfied with the number and variety of after school activities (clubs and sports) offered at my school.

Strongly Agree 30%

**Agree 45%**

Not Sure 14%





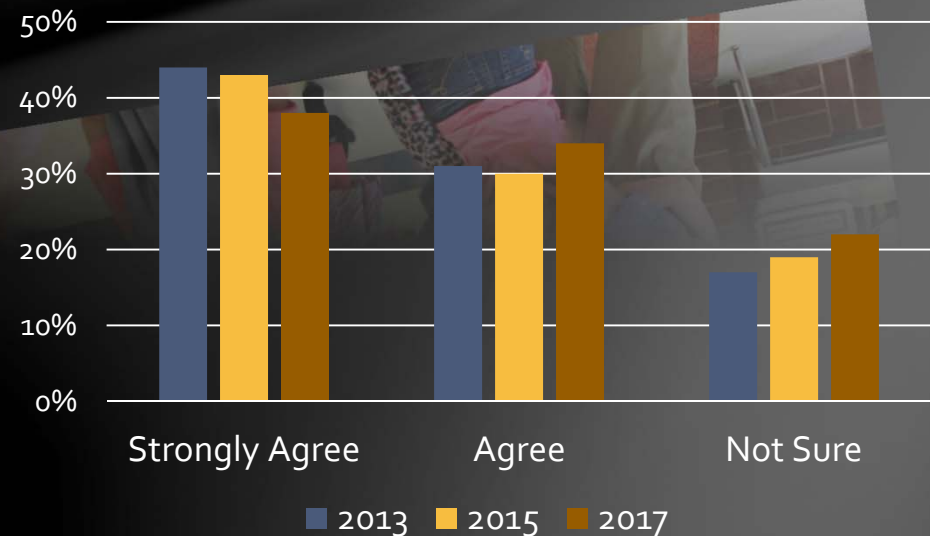
# Administration

I feel District and building administrators care about students and help provide a positive learning environment.

Strongly Agree 36%

**Agree 46%**

Not Sure 11%



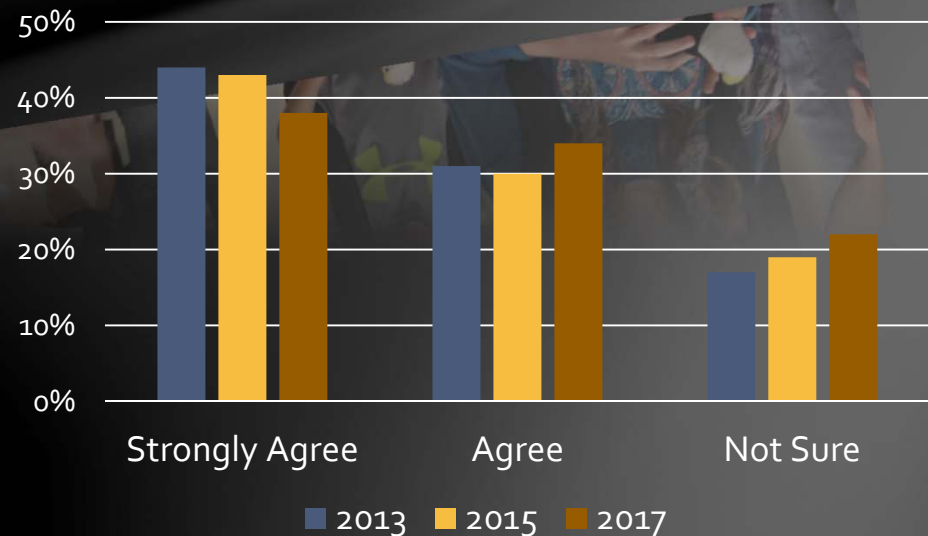
# Administration

The principal has a visible presence and is accessible to me when needed.

**Strongly Agree 43%**

**Agree 37%**

**Not Sure 15%**



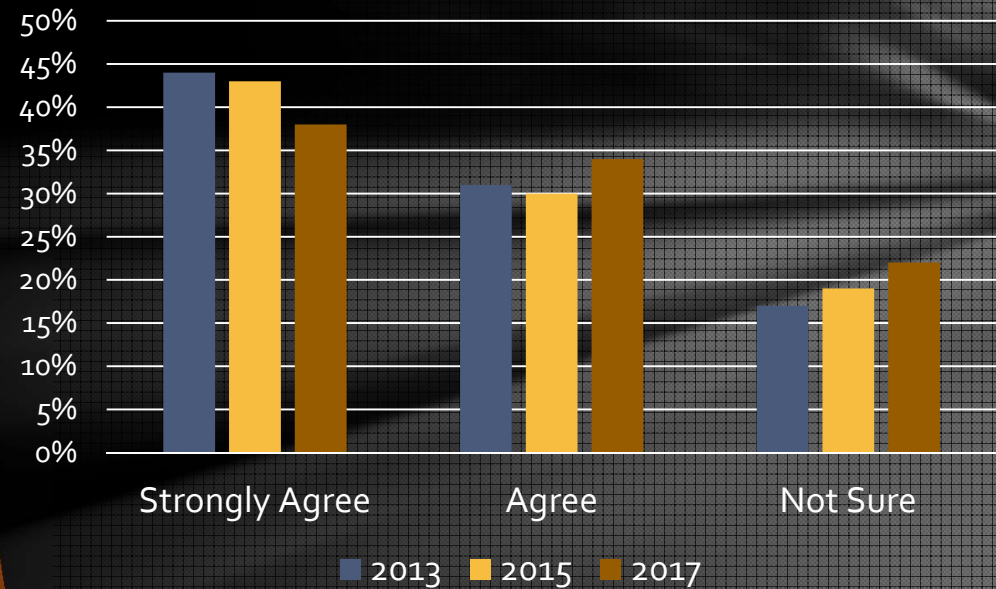
# Administration

I trust the principal to make decisions that are in the best interest of students.

**Strongly Agree 42%**

**Agree 42%**

Not Sure 11%



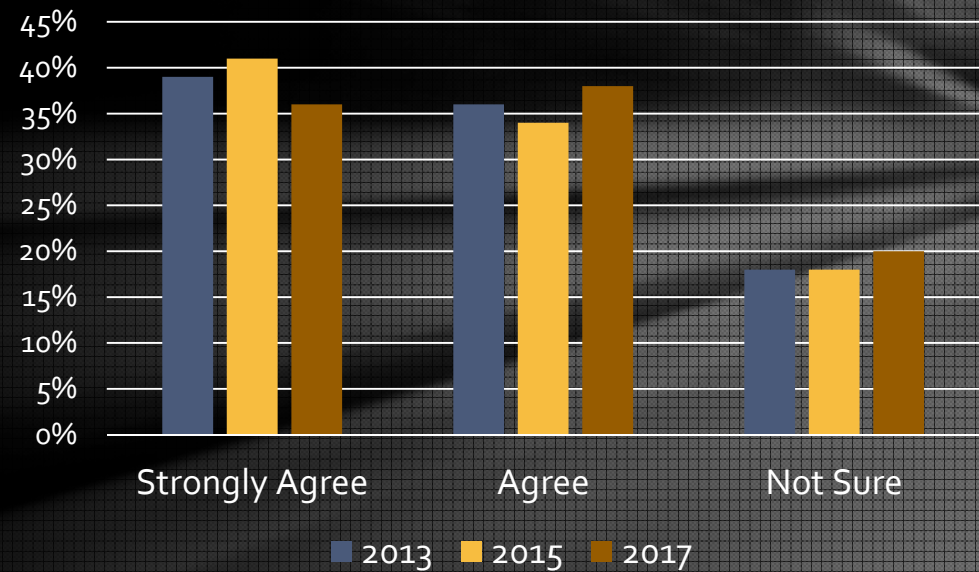
# Administration

Administrators respond to my calls in a timely manner.

Strongly Agree 36%

**Agree 38%**

Not Sure 20%



# Administration

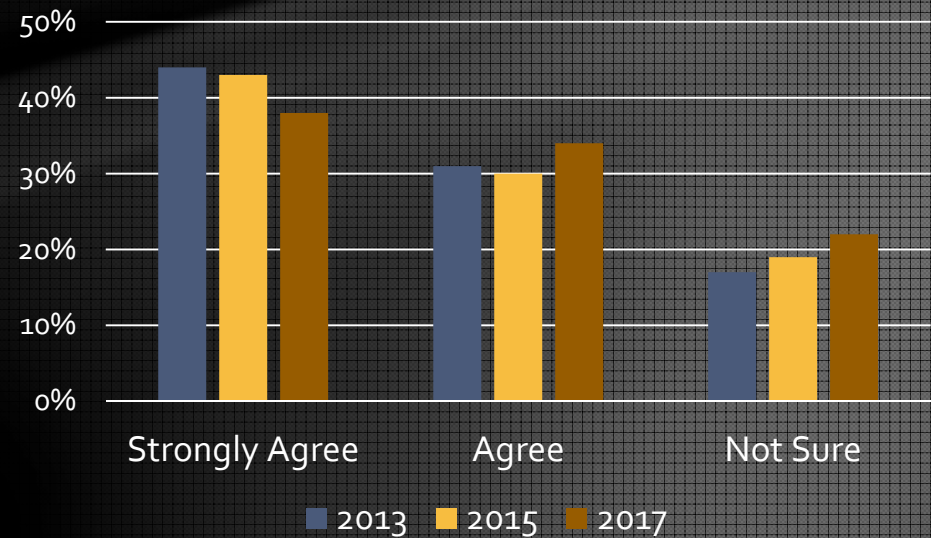


The principal welcomes comments and suggestions, and is responsive to the concerns of parents and the community.

**Strongly Agree 38%**

Agree 34%

Not Sure 22%



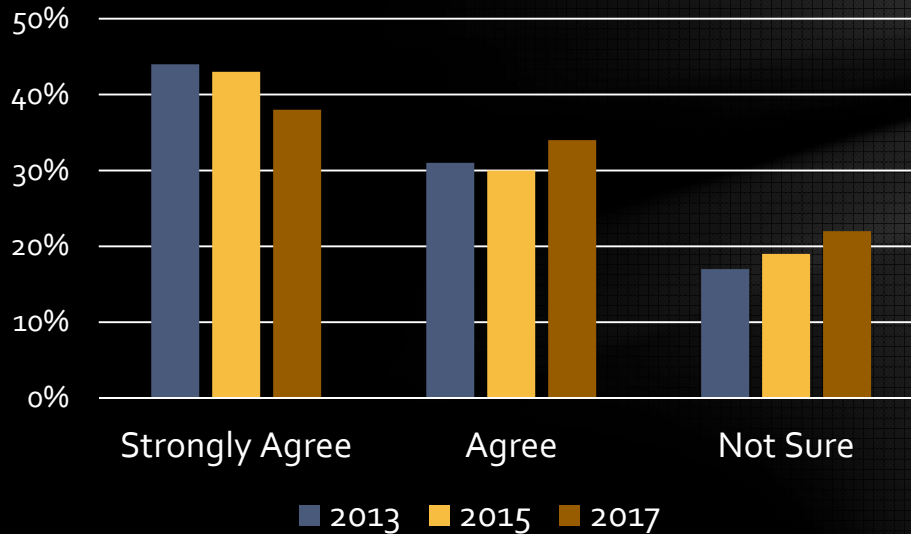
# Communication

My school keeps me well-informed of activities through newsletters, email, eblast, the parent portal, etc.

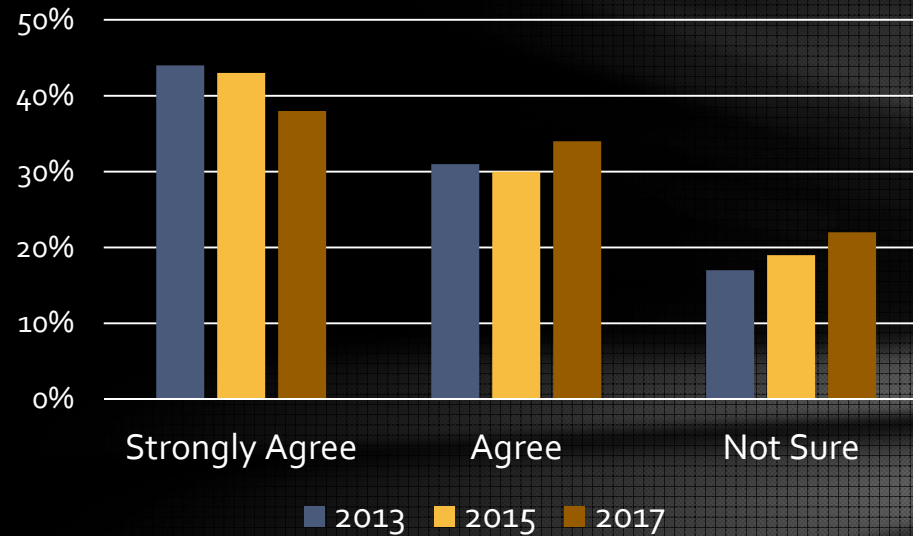
**Strongly Agree 57%**

Agree 38%

Not Sure 1%



# Communication



I feel my student's teacher keeps me well-informed of my student's academic performance.

**Strongly Agree 40%**

Agree 38%

Not Sure 5%



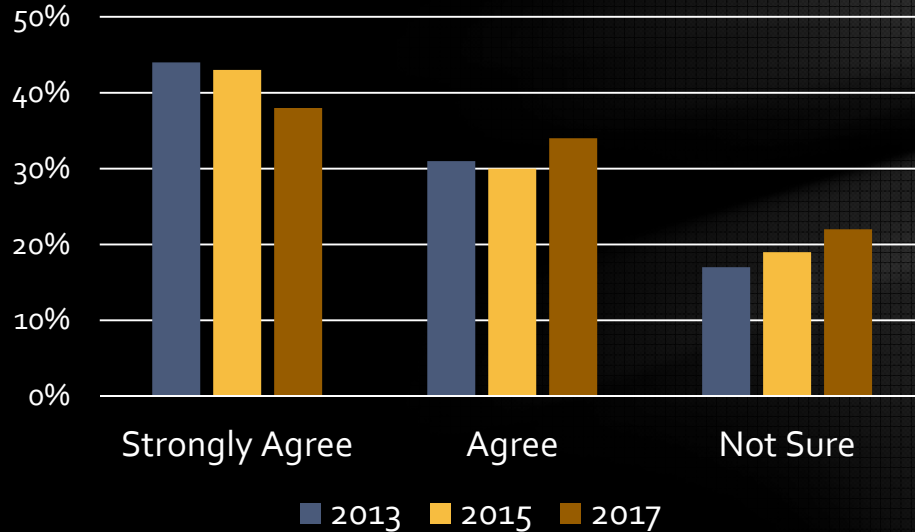
# Communication

My student's teacher keeps me well-informed of classroom activities.

Strongly Agree 37%

**Agree 38%**

Not Sure 8%





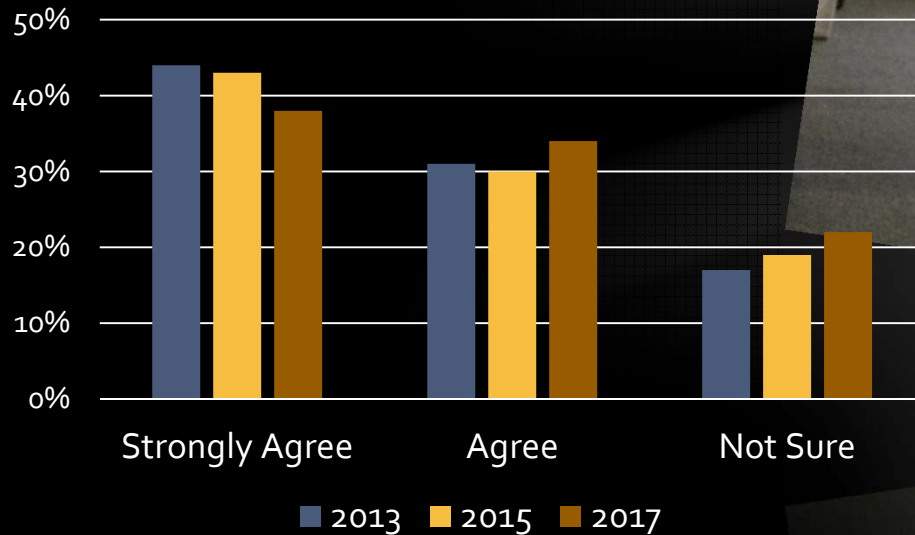
# Communication

I feel the front office staff communicates effectively with courtesy and a positive attitude.

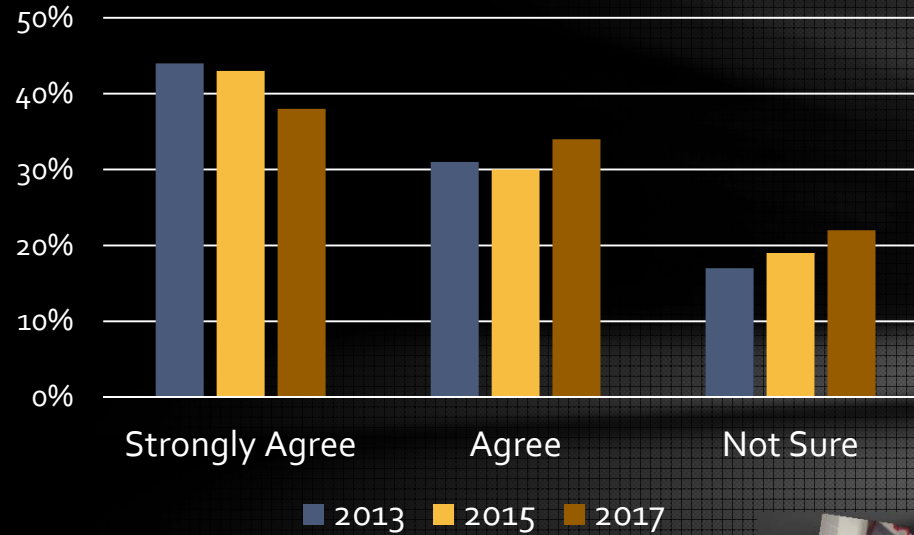
Strongly Agree 43%

**Agree 45%**

Not Sure 5%



# Communication



I am comfortable raising an issue or concern with a teacher.

**Strongly Agree 45%**

Agree 42%

Not Sure 5%



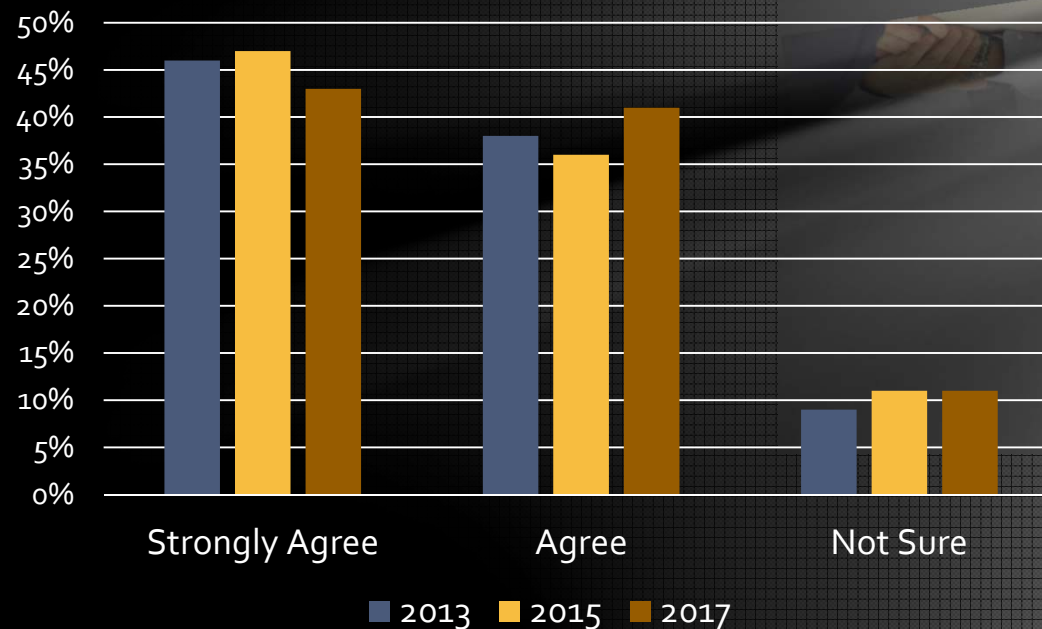
# Communication

I am comfortable discussing an issue or concern with the principal.

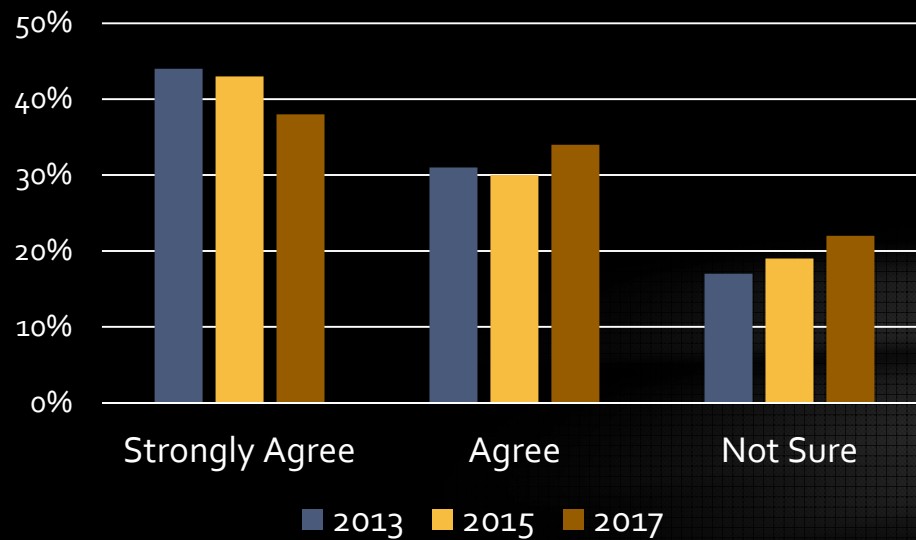
**Strongly Agree 47%**

Agree 36%

Not Sure 11%



# Communication



There are opportunities for me to get involved  
in school-wide decisions.

Strongly Agree 28%

**Agree 40%**

Not Sure 23%

# Communication



I feel my school's website is up-to-date with pertinent and helpful information that is easy to locate.\*

Strongly Agree 34%

Agree 47%

Not Sure 9%

\*This is a new question, not in previous years' surveys

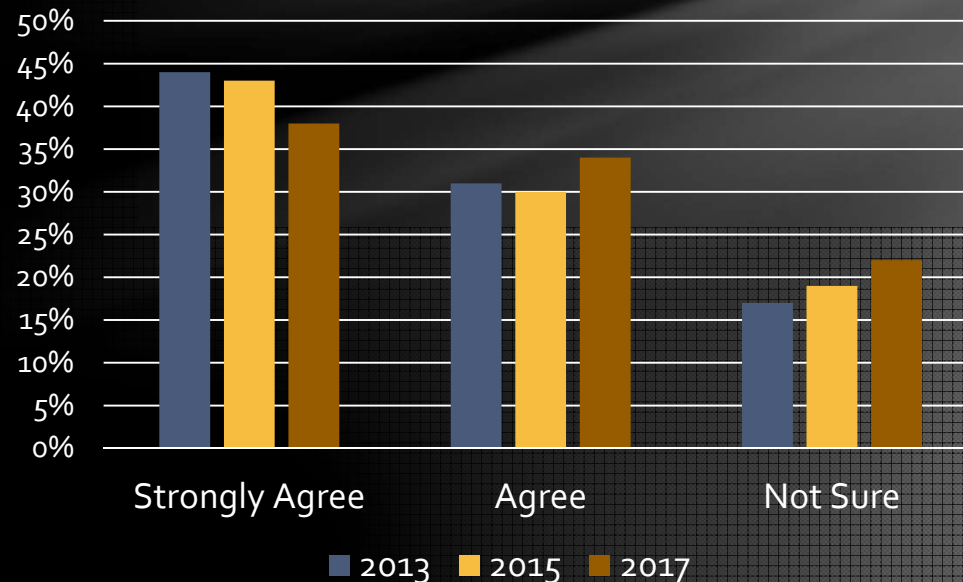
# Support Services

I feel that transportation services at my school meet my student's needs.

Strongly Agree 31%

**Agree 46%**

Not Sure 13%



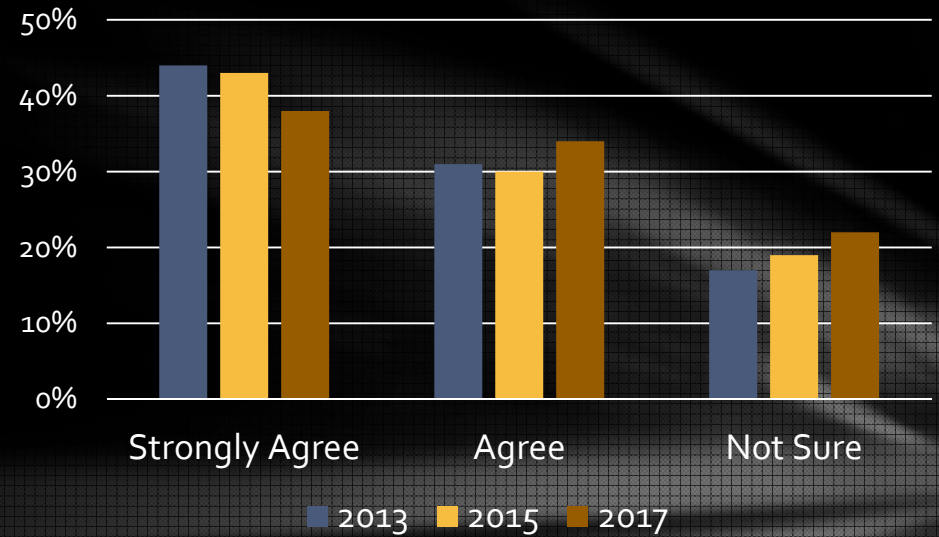
# Support Services

Child nutrition/food services at my school meets my student's needs.

Strongly Agree 25%

**Agree 46%**

Not Sure 13%



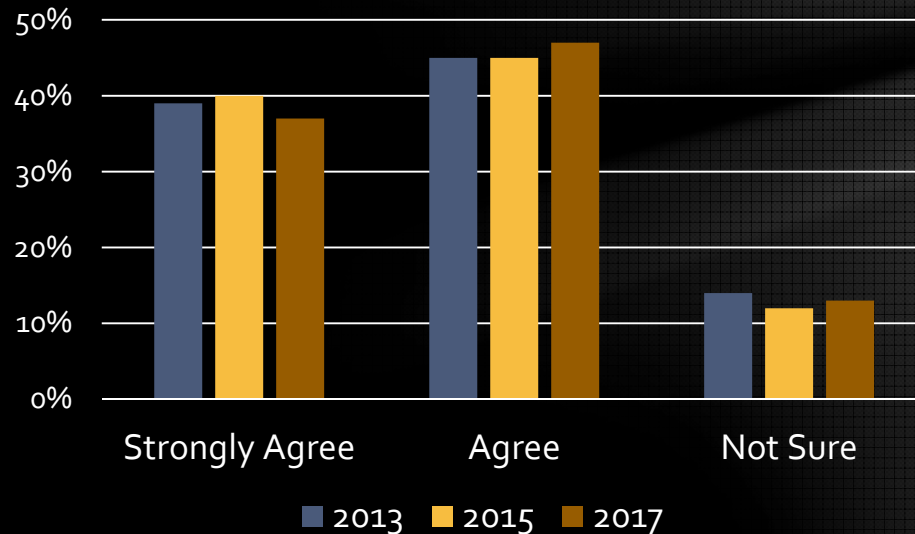
# Support Services

I feel that custodial/janitorial services at my school meet my student's needs.

Strongly Agree 37%

**Agree 47%**

Not Sure 13%





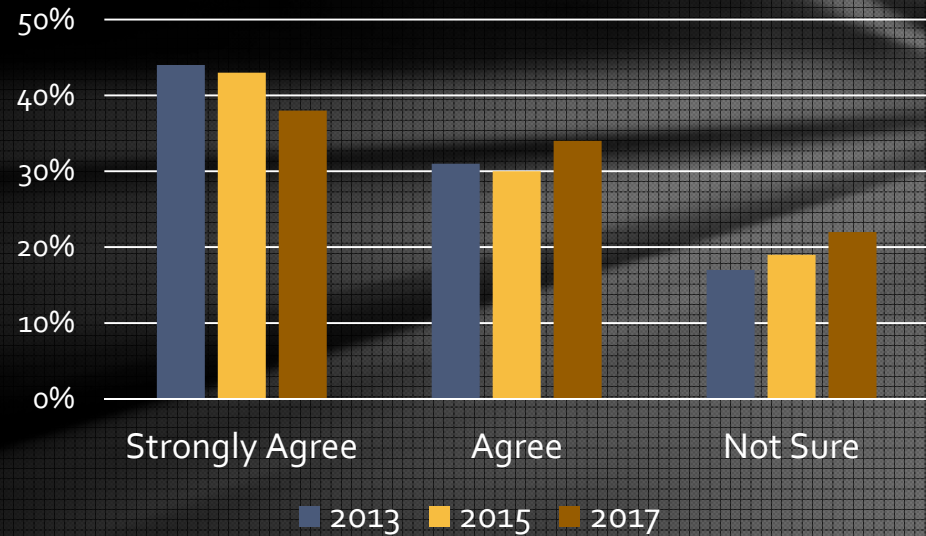
# Support Services

Library services at my school meet my student's needs.

Strongly Agree 43%

**Agree 48%**

Not Sure 8%



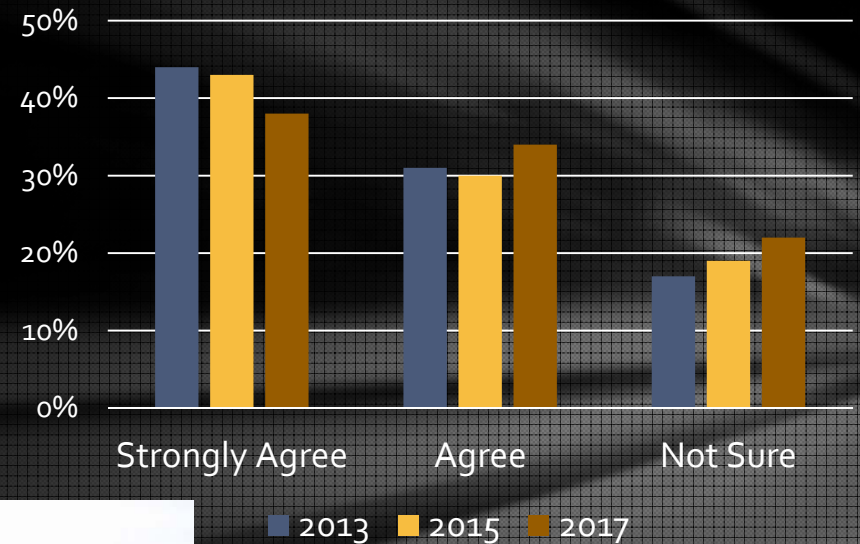
# Support Services

I feel that technology and computer services at my school meet my student's needs.

Strongly Agree 35%

**Agree 50%**

Not Sure 10%



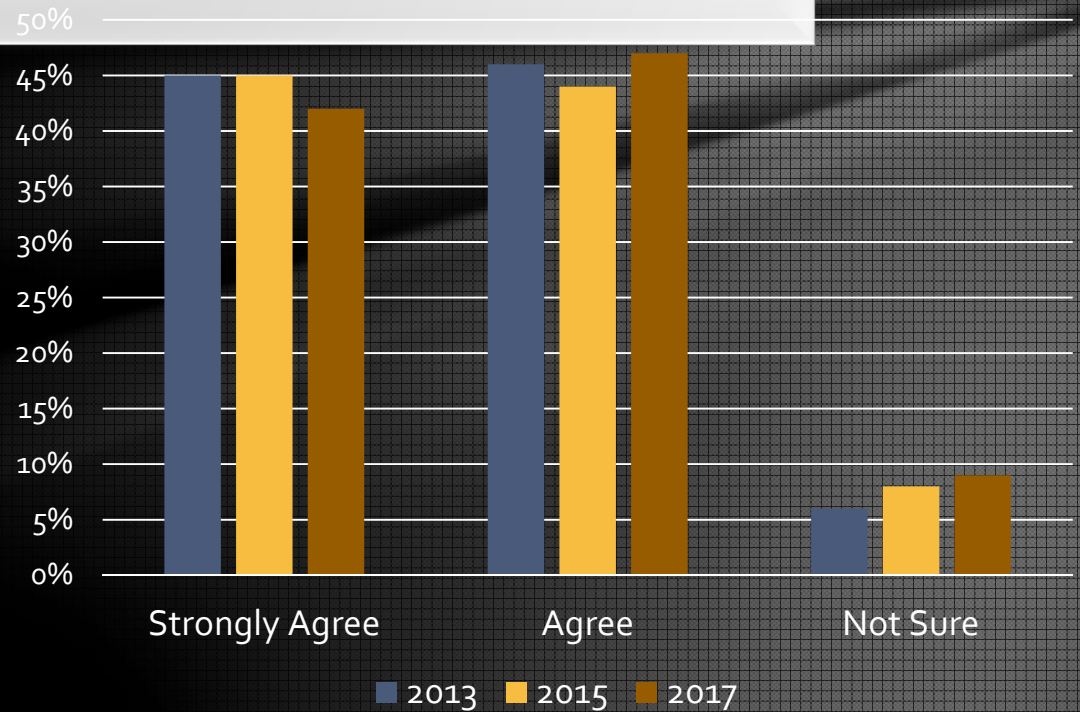
# Support Services

Nursing services at school meet my student's needs.

Strongly Agree 42%

**Agree 47%**

Not Sure 9%



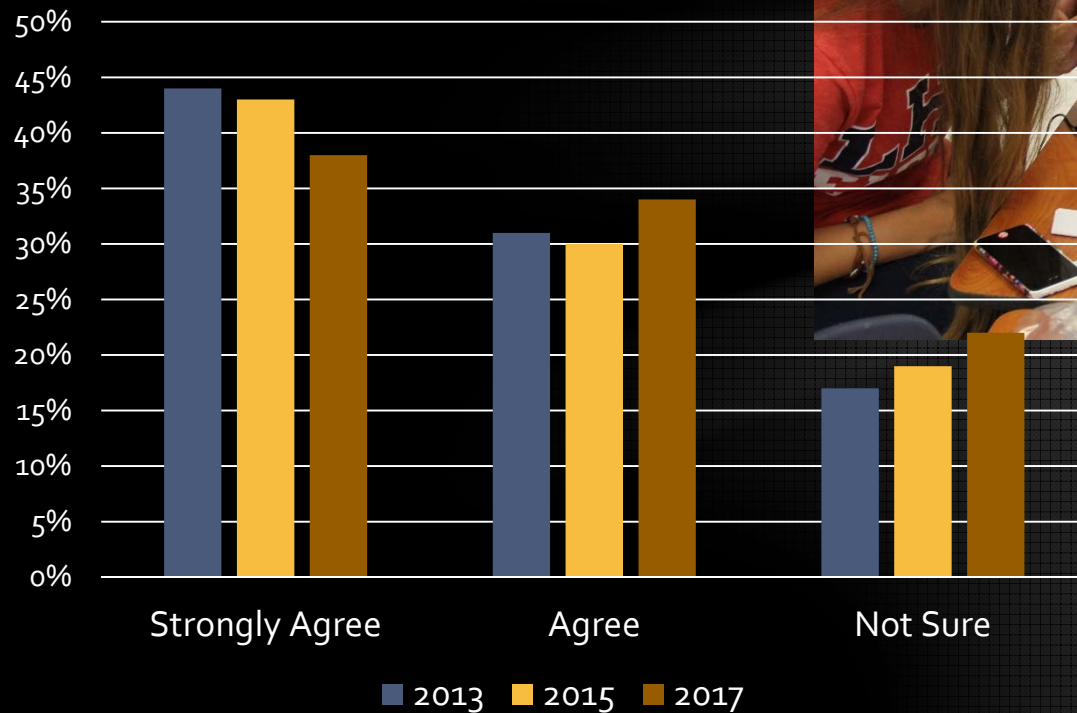
# Support Services

I feel that District finances are used effectively to benefit students.

Strongly Agree 26%

**Agree 38%**

Not Sure 28%



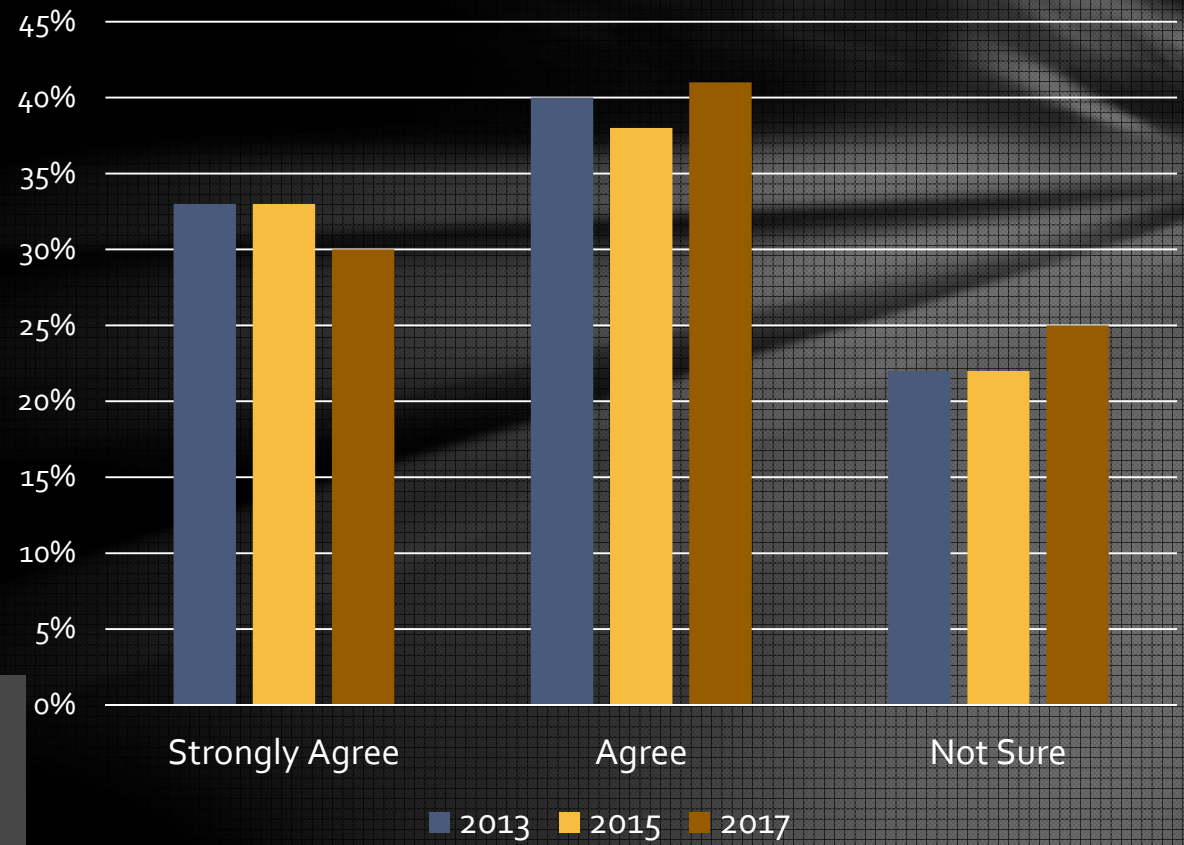
# Support Services

I am satisfied with PTA/PTO support at my school.

Strongly Agree 30%

**Agree 41%**

Not Sure 25%



# K-6 Shift

Four questions were added to this year's survey around the shift to K-6 elementary buildings.

I understand and support the District's decision to move to K-6 elementary buildings.

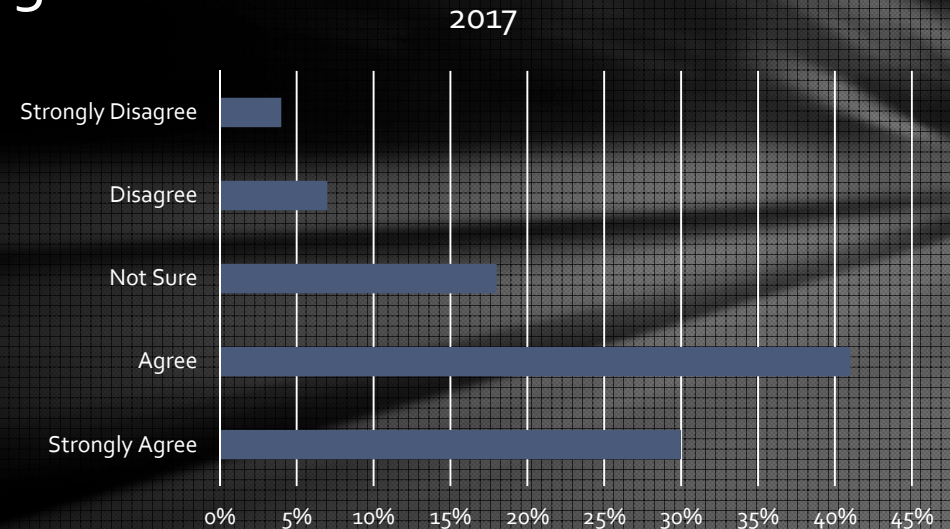
Strongly Agree 30%

**Agree 36%**

Not Sure 20%

Disagree 8%

Strongly Disagree 6%



# K-6 Shift

I feel the re-districting process was transparent and updates were well communicated.

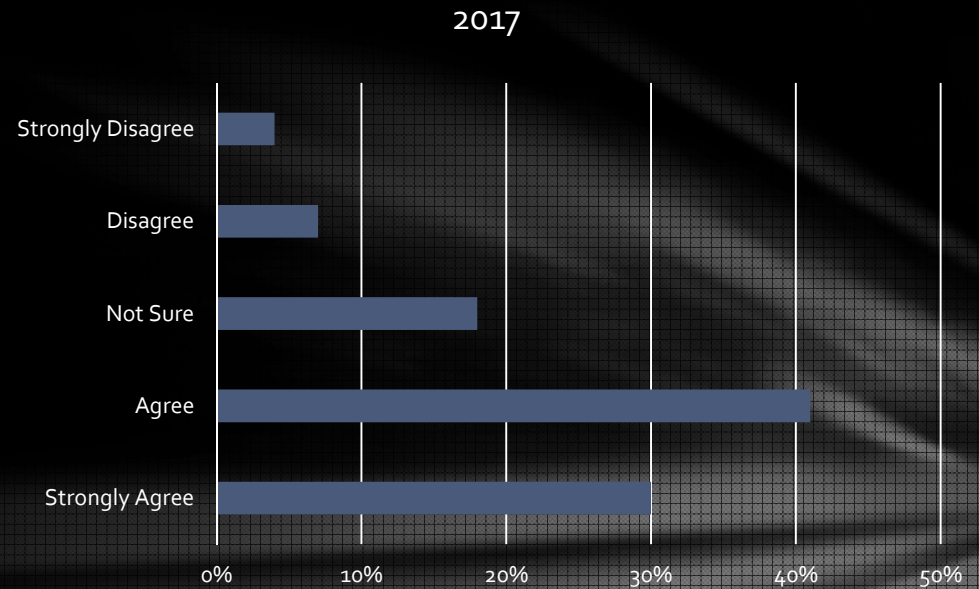
Strongly Agree 30%

**Agree 41%**

Not Sure 18%

Disagree 7%

Strongly Disagree 4%







# K-6 Shift

I'm confident 6th grade students will have the same educational experience in the WSD, regardless if they are located in a middle school or elementary building.

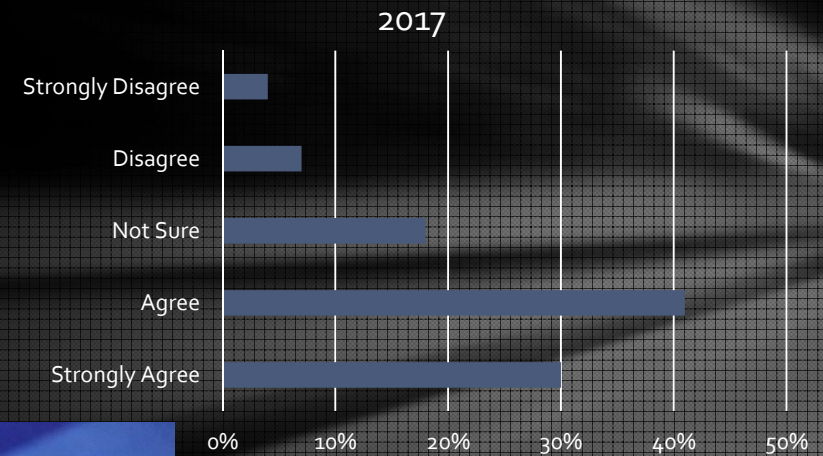
Strongly Agree 29%

**Agree 30%**

Not Sure 26%

Disagree 9%

Strongly Disagree 6%



# Summary

- 84% of parents agree that our teachers have high expectations for student achievement
- 82% of parents would recommend their school to other parents
- 72% believe character education makes a positive impact in their school
- The percentage of parents who feel that their child might have experienced bullying is about 23%, and the national average is about 33%
- While the majority of respondents feel welcome and respected at their child's school, it could be more so...  
(153 respondents indicated they do NOT feel welcome)

# Summary

- Those buildings and grounds sure are kept nice!
- We really like our principals, they are there when we need them
- My school does a GREAT job of keeping me well informed
- 80% of respondents are satisfied with the new boundaries and where their child will attend school
- And don't forget the 579 additional comments, everything ranging from "the café is loud" to "I wish foreign language was offered beginning in kindergarten" and "our son isn't the easiest and yet the teachers and staff have been super supportive."

# Building Level Communication

Next Spring we will once again send out the Communications Survey which will be yet another measure of how well we are keeping our stakeholders informed, which helps drive PARENT SATISFACTION.

**This year there were 3,151 responses to the Parent Satisfaction Survey, and 95% of parents who responded agreed that “my school keeps me well informed of school activities” and that’s a number we should all be proud of!**