

Marstons Mills East Horace Mann Charter Public School  
Parent/Guardian Satisfaction Survey  
School Year 2008-2009

Executive Summary  
June 21, 2009

Before delving into this year's results of our Annual Satisfaction Survey, it is important to recall our school's mission: to be a whole school community that provides a challenging and enriching environment for all children Kindergarten through Grade 4; and where all children achieve high academic standards and develop character. In addition, we support the whole child and continuous improvement in the teaching process, and consider a whole school community as integral to success.

In order to support our mission and our Accountability plan, MMEHMCPS assesses annual performance through our Satisfaction Survey to ensure we are academically successful and faithful to the terms of our charter. We recognize that self-assessment is the ongoing responsibility of the entire school community. In order to successfully determine whether parents are satisfied with the outcomes implemented by cadres, we must collect data on a regular basis and collect documentation on agreed-upon indicators.<sup>1</sup>

Since our charter's inception in 2004, we have asked parents and guardians for their feedback on such topics as school environment, administration, parental communication, community activities, leadership, and technology. Over the past five years (including 2008-2009), our survey has asked our families the same 21 questions. This year, we added two additional questions relating to perceptions about our PTO – questions 22 and 23. This consistency helps us track any trends and patterns, and gives us a five-year measurement across many important topic areas.

The annual goal in our Accountability plan is to achieve 80% overall satisfaction level, where at least 80% of our parents feel that MMEHMCPS is educating their children well and communicating effectively with parents.<sup>2</sup> Here are the highlights of our 2008-2009 Parent/Guardian Satisfaction Survey:

- Our overall satisfaction rate is 92%, up from 90% last year. We have met our accountability benchmark. Our average satisfaction rate over the past 5 years is 90%. The overall satisfaction score is based on the percent of “strongly agree” and “tend to agree” responses across questions 1-19 of the survey.
- We also received a greater than 80% overall satisfaction rate on each of the core 21 survey questions.

---

<sup>1</sup> MMEHMCPS Charter Application – 2004; pg. 21.

<sup>2</sup> Accountability Plan – approved 6/28/05; Mission Goal 2, Goal Statement 1, Measurement #3, pg. 7.

- We had a 52% response rate on the survey, up from 38% last year. Our average response rate over 5 years is 49%. This year, 246 surveys were turned in to the school. Despite a 21% range in the response rate over the past five years, the average satisfaction was consistent at 90%.
- Compared to the start of the charter (school year '04-05') the school's performance has mostly held steady or improved. The largest gains across the five year span are observed on the following questions: Q20 (awareness of monthly board meetings, +24%), Q18 (understanding of ASP model, +14%), Q10 (parental input into school decisions, +13%), Q19 (school website is helpful, 12%), Q14 (school responsive to parent concerns, +9%), and Q15 (good leadership/professional principal, +9%).
- Generally speaking, Grade 2 families were *less likely* than the other grade levels to have an overall strong positive response (50% "strongly agree"), whereas Kindergarten (74% 'strongly agree') and Grade 1 (73% "strongly agree") families had the *strongest positive feedback*.
- The strongest positive feedback ("strongly agreed") was received in questions centering on good, safe learning school climate (83%), welcoming school environment for parents (81%), quality of teaching (80%), and professional principal (80%).
- The only marginal negative feedback was received on Question 18 (4% lacked understanding of ASP). Only 45% of respondents felt strongly that they understand the ASP model. However, as noted above, there has been a 14% increase in the "strongly agree and tend to agree" responses for this question when comparing school year '04-'05 to school year '08-'09.
- Other areas where respondents had a *lower "strongly agree" feedback* are on the technology questions (Questions 7, 8 and 19). A greater majority of respondents answered with "tend to agree" or "neutral."
- Two questions had higher "*not applicable*" responses, or were left blank: Question 16 regarding discipline resolution (8%), and Question 17 regarding perception of non-academic events (6%). One possibility is that families may not have exposure to these areas and therefore could not rate them.

#### Recommendations:

- Survey results will be published in weekly Principal's newsletter and on school website, and shared at PTO and Board of Trustees meetings.<sup>3</sup>
- Our Parent Survey Task Force will reexamine and update next year's survey to meet the changing needs of our new school community. This may include providing a multi-language survey, adapting language to reduce ambiguities etc.

---

<sup>3</sup> MMEHMCPS Charter Application - 2004, pg 21.

- The survey may also be adapted to better reflect the *tendencies* of respondents – a multiple point scale may be introduced to help us measure subtleties that may exist between a strong and OK answer. This will also help us to foresee any problem areas and trends early on.
- We suggest raising our satisfaction standard in our Accountability Plan from 80% to 85% or 90%. We feel that our school should be held to a higher standard of excellence that is both realistic and attainable.
- We will likely need to continue our ASP education to the entire school community, especially at our new school.
- The results in the areas of technology and school website warrant further review. The school's website is updated at least weekly and contains important dates, pictures and recognitions. Perhaps a separate questionnaire should be sent to parents asking them what they expect from their school's website. After two parent surveys have produced the same results, it may be time to focus on this one area. It would be useful to understand why parents don't feel strongly either way about our school's technology.

Attachments:

2008-2009 Survey

Five Years Comparison by Grade – 2004-2009

Five Year Comparisons by Question – 2004-2009

Agree/Disagree Percentages for each Question, Overall and By Grade

Overview of Questions by Topic Area