

Executive Summary

Parent/Guardian Satisfaction Survey
School Year 2007-2008

Marstons Mills East Horace Mann Charter Public School

March, 2009

The mission of the Marstons Mills East Horace Mann Charter Public School (MMEHMCPS) is 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. We support the whole child and continuous improvement in the teaching process, and consider a whole school community as integral to success.

MMEHMCPS meets the broad goals of the Mission Statement by meeting the specific goals outlined in the Accountability Plan. These goals ensure that our school is an academic success, a viable organization and is faithful to the terms of the charter.¹ This Executive Summary specifically addresses the viability of the organization as measured through an annual Parent/Guardian survey.

MMEHMCPS recognizes that self-assessment is the ongoing responsibility of the entire school community rather than an annual event undertaken by an outside agency, and that the school's mission and vision are the yardsticks against which school success is measured. In order to successfully determine whether parents are satisfied with the outcomes implemented by cadres, the school must collect data on a regular basis and collect documentation on agreed upon indicators.²

Since the inception of its charter in 2004, Parents/Guardians have been surveyed annually in order to gauge their satisfaction in areas such as, school climate, teaching quality, communication, leadership and technology. The results must demonstrate that at least 80% of the Parents/Guardians, who respond to the survey, think that MMEHMCPS is educating their children well and is communicating effectively with parents.³ According to the most recent survey from school year 2007-2008, 90% of the responses demonstrated that Parents/Guardians were satisfied; therefore, the goal was met. Of the remaining ten percent of responses, two percent showed that parents were not satisfied in some areas and eight percent were a combination of neutral and blank responses in some areas. One hundred eighty-two surveys, or 38%, were returned (a 25% return-rate is considered statistically valid). The surveys have contained the same 21 questions since 2004 so that responses can be compared and contrasted from year to year and patterns and trends can be noted. As with any survey, results can be organized in varying ways to help the school determine its strengths, opportunities for improvement, and areas of concern. For example, this

¹ *Accountability Plan; approved 6/28/05; pg. 2*

² *MMEHMCPS Charter Application; 2004; page 21*

³ *Accountability Plan; approved 6/28/05; Mission Goal 2; Goal Statement 1; Measurement #3; pg. 7*

process helps answer questions such as: Is the school as welcoming now as it was four years ago or compared to last year? Do parents have a better understanding of ASP now compared to last year or two years ago? In what areas did satisfaction decline or increase by 5% from last year or from the first year of our charter? Such displays of data can be found in the pages attached and are listed on page three.

Further analysis of the survey results showed that while 90% of the overall responses were positive (Agree), there were two questions where satisfaction was below the 80% goal. These questions were “pulled out” and the results dissected a bit further. Refer to the grid below:

Question	Kindergarten			Grade 1			Grade 2			Grade 3			Grade 4		
	A-gree	Dis-agree	Neutral or Blank	A-gree	Dis-agree	Neutral or Blank	A-gree	Dis-agree	Neutral or Blank	A-gree	Dis-agree	Neutral or Blank	A-gree	Dis-agree	Neutral or Blank
8. My child uses technology at school on a regular basis.	50%	7%	43%	72%	6%	22%	87%	2%	11%	90%	0%	10%	89%	3%	8%
19. I find the school's web site helpful.	74%	7%	19%	66%	3%	31%	67%	5%	28%	69%	3%	28%	75%	3%	22%

Notice the results for Kindergarten in Question 8. While a 50% rate of satisfaction (Agree) falls well below the 80% goal, 43% answered neutral or left that question blank. Why do 43% of the Kindergarten parents, and 22% of the Grade 1 parents, for that matter, have neither a positive nor a negative response about their child using technology at school on a regular basis? While the 80% level of satisfaction was not met for Kindergarten or Grade 1, has the school really failed in this area when taking into consideration the percent of neutral and blank responses? How are these responses to be interpreted? Comparatively, why do 90% of the Grade Three parents feel positively about the same area? Finally, what can be done to increase this result to 80% satisfaction for all grades?

Notice the results across the board for all grades in Question 19. No result is at least 80% for satisfaction (Agree). The website is updated regularly (almost weekly) yet the results do not reflect the school’s policy of maintaining the website as a means of communication for parents. How often do parents access the website? What information are they expecting that isn’t available/accessible? How recently have parents accessed the site? Finally, what can be done to increase this result to 80% satisfaction for all grades?

Recommendations

Results will be published in the weekly Principal's newsletter, on the MMEHMCPS website, and shared at PTO and Board of Trustees meetings.⁴

A Task Force will be charged by the Board of Trustees to conduct the annual Parent/Guardian surveys beginning with the upcoming 2008-2009 survey.

Attachments

Four Years at a Glance 2004 - 2008

By year, by grade: Number/% of Forms Returned, Percentages for Each Rating and Totals

Comparison of Agree/Disagree Percentages WHOLE SCHOOL since 2004

Comparison of Agree/Disagree Percentages BY GRADE for 2007 - 2008

Comparison of AGREE ONLY for 2006-2007 VS. 2007-2008

Comparison of AGREE ONLY for 2004-2005 vs. 2007-2008

Comparison of LOWEST vs. HIGHEST RESULT since 2004

Details of Questions 8 and 19; including neutral and blank responses

⁴ MMEHMCPS Charter Application; 2004, page 21