

Parent Satisfaction Survey

2019 Results Report

Hillsboro Community School District No. 3



Summary of Results for Scaled Survey Data

Hillsboro Community School District No. 3 is committed to creating a great place for students to learn, teachers to teach, staff to work, and for parents to send their children to receive a great education. To build on this commitment, the leadership of the school district gathers and analyzes data on essential goals and measures, including Employee Engagement, District Services, and Parent Satisfaction. The district's continued journey of excellence using goals aligned to strategic actions and appropriate progress monitoring measures based on the Evidence-Based LeadershipSM framework began in Spring 2017. The leadership of the district maintains a focus on data to identify gaps, take action, and follow through to ensure continuous improvement.

The Parent Satisfaction Survey was administered to all parents/caregivers with a child in the school district to assess the level of satisfaction parents have with their child's school. Collecting feedback from parents/caregivers allows leaders to recognize the good work that many school leaders, teachers, and staff accomplish every day, and to identify gaps in performance that should be addressed.

This report provides an overview of the findings for the 2019 survey administration.

- ▼ A total of **470** parents/caregivers provided feedback during the current survey administration.
- ▼ The organization's overall mean was **4.24**, using a scale of 1 to 5. About **50%** of all response choices were in the "Strongly Agree" category or "Top Box."

The overall mean and top box percentage by survey administration is highlighted in Table 1.

Table 1. Overall Mean by Survey Administration

	2017	2018	2019
<i>Participation</i>	<i>421</i>	<i>373</i>	<i>470</i>
Overall Mean	3.81	3.94	4.24
Top Box Percentage	30%	37%	50%

"Top Box Percentage" is the percentage of parents/caregivers who select the "Strongly Agree" option indicating that they are *most positive*. Research suggests a difference in the loyalty of people who indicate that they are extremely satisfied (i.e., "Strongly Agree") compared to those who are just satisfied (i.e., "Agree") when rating their experience or engagement. In this way, top box scoring provides more focused data to better understand parent satisfaction and loyalty.

On the following pages, Tables 2A-2B provide the item means, number of responses per item, top box percentage, and frequency distribution of response categories.

Table 2A. Benchmark Items 1-17: Total Responses, Item Mean, Top Box Percentage

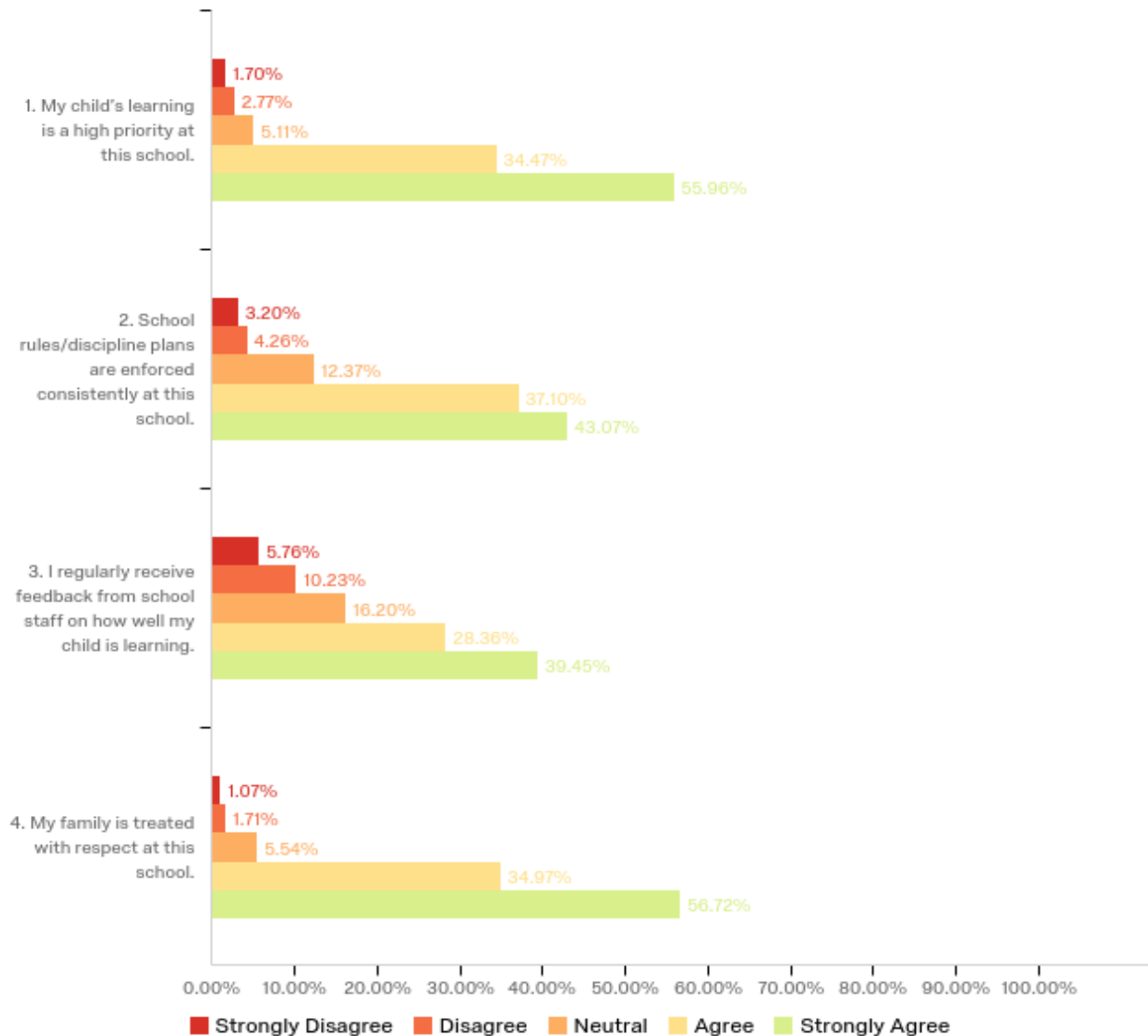
	Mean	Count	Top Box
1. My child's learning is a high priority at this school.	4.40	470	55.96%
2. School rules/discipline plans are enforced consistently at this school.	4.13	469	43.07%
3. I regularly receive feedback from school staff on how well my child is learning.	3.86	469	39.45%
4. My family is treated with respect at this school.	4.45	469	56.72%
5. My child has every opportunity to be successful at this school.	4.29	469	49.68%
6. My child has the necessary classroom supplies and equipment for effective learning.	4.36	469	52.67%
7. I would recommend this school to other parents.	4.27	468	49.79%
8. This school provides a safe environment for my child to learn.	4.35	469	54.37%
9. My child is recognized for good work and behavior at this school.	4.22	469	48.61%
10. The school is clean and well maintained.	4.42	468	55.13%
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.33	467	52.89%
12. I am proud to say I have a child at this school.	4.34	468	54.06%
13. I receive positive phone calls, emails, or notes about my child from the school.	3.82	468	41.03%
14. The principal at this school is approachable and reachable.	4.31	468	53.85%
15. The principal at this school is an effective leader.	4.26	467	51.82%
16. The Superintendent is an effective leader.	4.19	464	45.91%
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	4.16	464	45.26%

Table 2B. Benchmark Items 1-17: Frequency Distribution of Response Categories

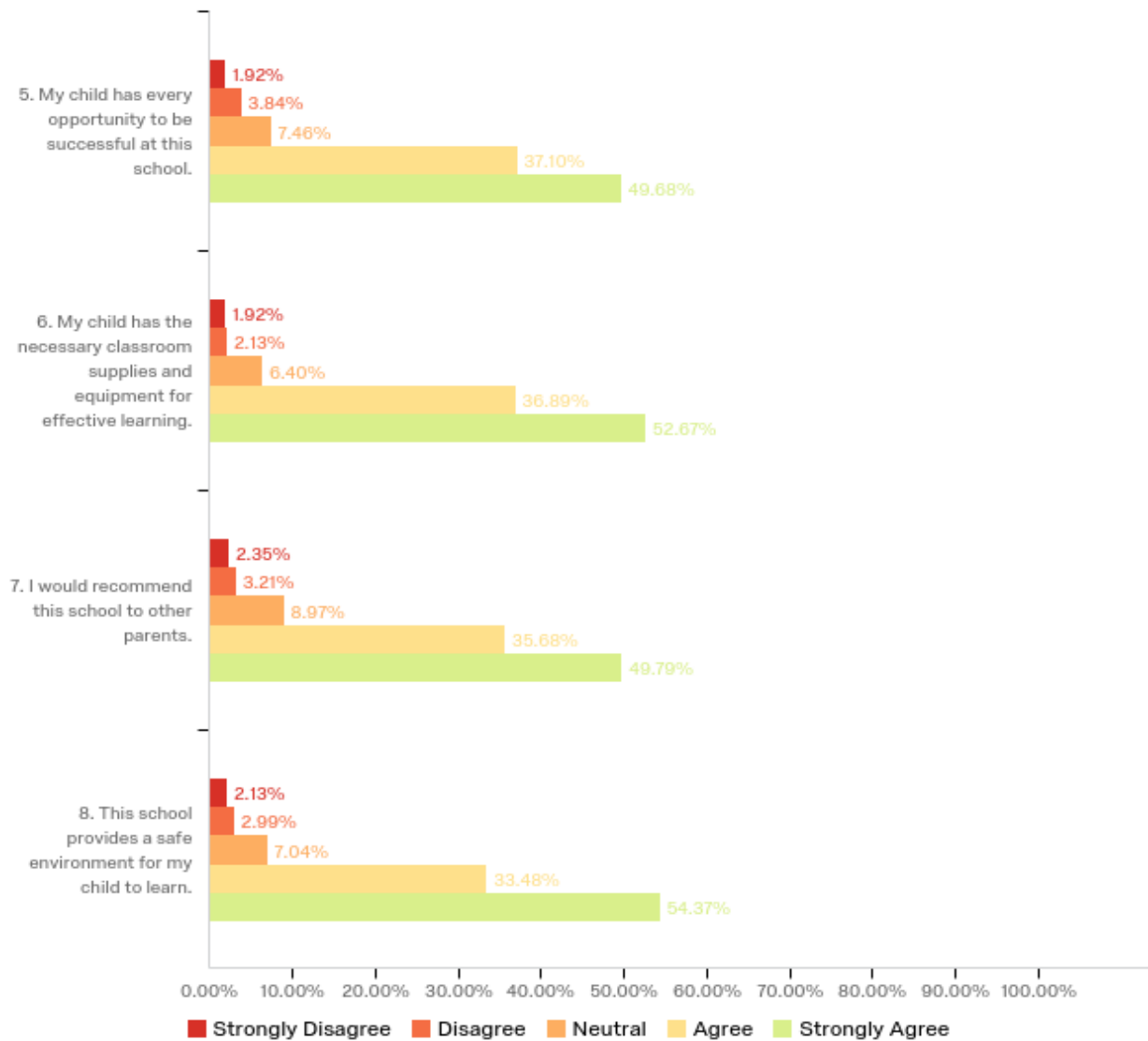
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
1. My child's learning is a high priority at this school.	8	13	24	162	263	470
2. School rules/discipline plans are enforced consistently at this school.	15	20	58	174	202	469
3. I regularly receive feedback from school staff on how well my child is learning.	27	48	76	133	185	469
4. My family is treated with respect at this school.	5	8	26	164	266	469
5. My child has every opportunity to be successful at this school.	9	18	35	174	233	469
6. My child has the necessary classroom supplies and equipment for effective learning.	9	10	30	173	247	469
7. I would recommend this school to other parents.	11	15	42	167	233	468
8. This school provides a safe environment for my child to learn.	10	14	33	157	255	469
9. My child is recognized for good work and behavior at this school.	9	24	51	157	228	469
10. The school is clean and well maintained.	6	11	22	171	258	468
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	9	16	35	160	247	467
12. I am proud to say I have a child at this school.	8	12	44	151	253	468
13. I receive positive phone calls, emails, or notes about my child from the school.	28	62	69	117	192	468
14. The principal at this school is approachable and reachable.	11	17	40	148	252	468
15. The principal at this school is an effective leader.	12	14	56	143	242	467
16. The Superintendent is an effective leader.	8	7	85	151	213	464
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	9	16	77	152	210	464

As a complement to Table 2B, the frequency distribution of response categories is highlighted in Figures 1 - 4.

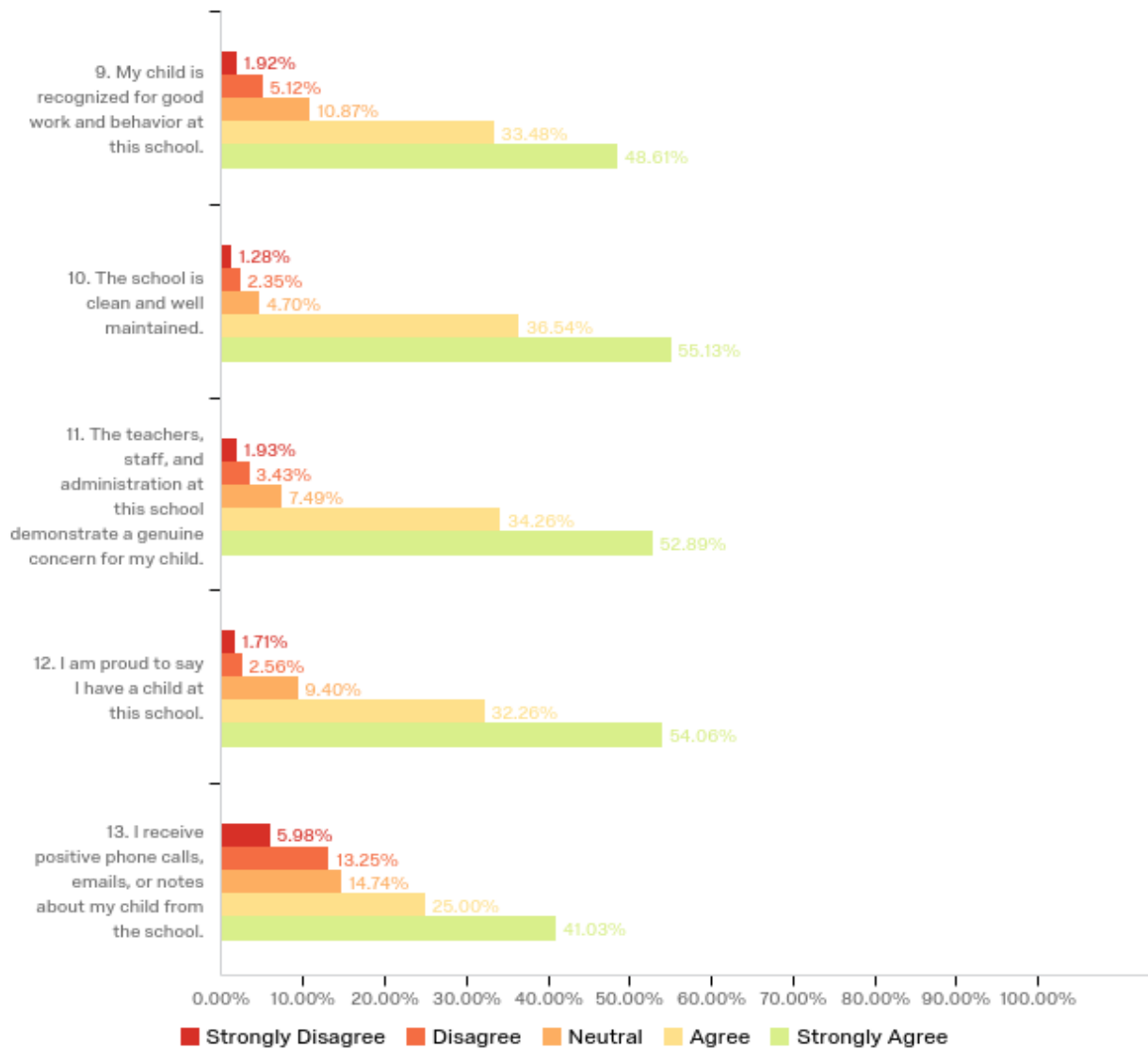
Figures 1-4. Benchmark Items 1-17: Frequency Distribution of Response Categories



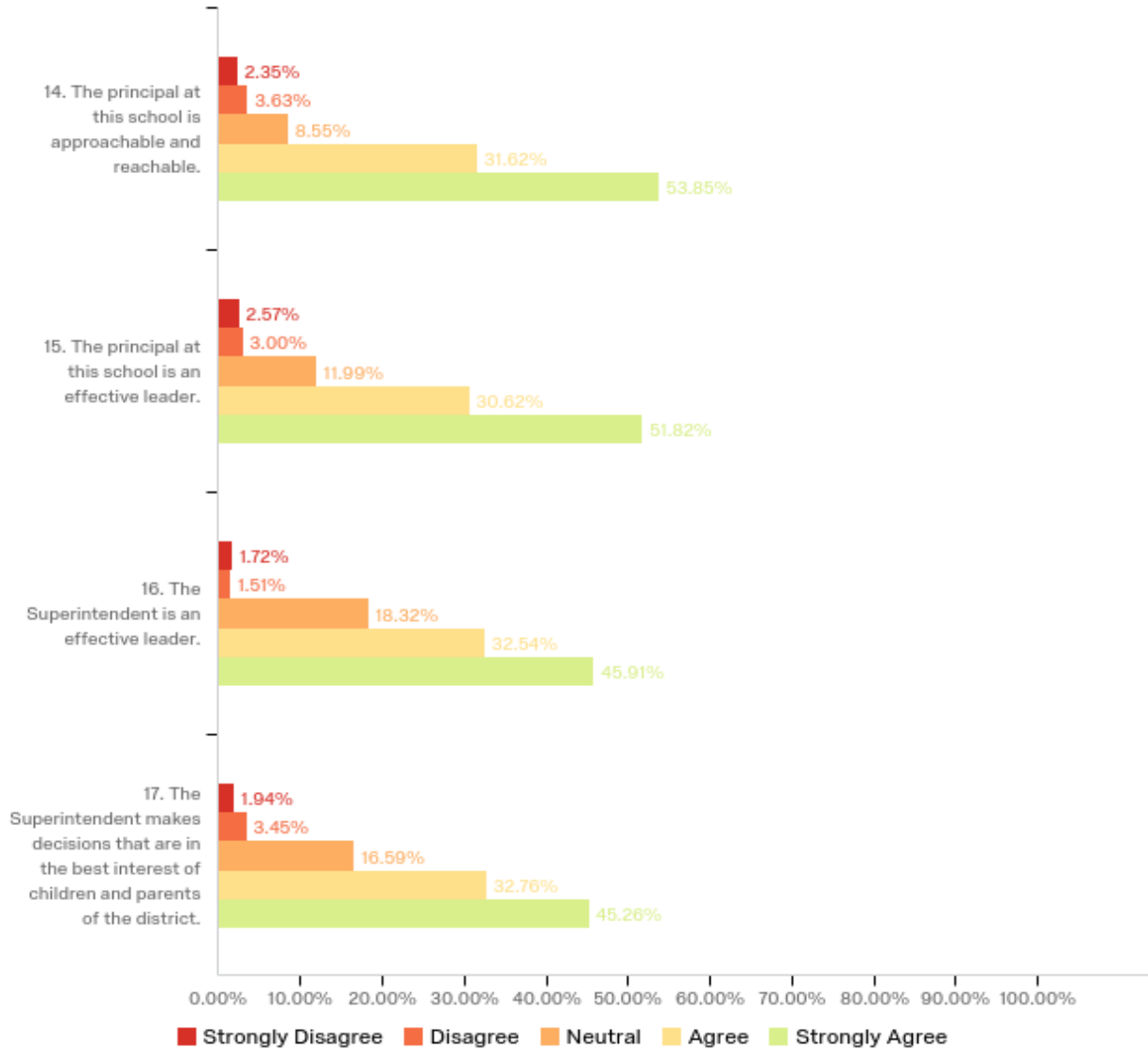
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Tables 3 and 4 below provide the five highest scored and lowest scored means, respectively. The tables also include the top box percentage for the items.

Table 3. Areas Working Well: Five Items with Highest Means across All Survey Items

	Mean	Top Box
4. My family is treated with respect at this school.	4.45	56.72%
10. The school is clean and well maintained.	4.42	55.13%
1. My child's learning is a high priority at this school.	4.40	55.96%
6. My child has the necessary classroom supplies and equipment for effective learning.	4.36	52.67%
8. This school provides a safe environment for my child to learn.	4.35	54.37%

Table 4. Areas for Improvement: Five Items with Lowest Means across All Survey Items

	Mean	Top Box
16. The Superintendent is an effective leader.	4.19	45.91%
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	4.16	45.26%
2. School rules/discipline plans are enforced consistently at this school.	4.13	43.07%
3. I regularly receive feedback from school staff on how well my child is learning.	3.86	39.45%
13. I receive positive phone calls, emails, or notes about my child from the school.	3.82	41.03%

Participation (the “n” or “number of parent participants”) by school across the organization is presented in Table 5.

Table 5. Parent Participation by School

	2017	2018	2019
Beckemeyer Elementary School	119	99	225
Coffeen Elementary School	37	113	115
Hillsboro Junior High School	58	58	55
Hillsboro High School	208	103	75
Total	422	373	470

Overall Mean by School across the organization is presented in Table 6.

Table 6. Overall Mean by School

	2017	2018	2019
Beckemeyer Elementary School	4.08	4.14	4.25
Coffeen Elementary School	4.41	4.47	4.67
Hillsboro Junior High School	3.89	3.69	3.96
Hillsboro High School	3.53	3.29	3.79
Overall Mean	3.81	3.94	4.24

Appendix 1

District-level item means and overall mean by survey administration.

	2017	2018	2019
1. My child's learning is a high priority at this school.	4.19	4.22	4.40
2. School rules/discipline plans are enforced consistently at this school.	3.66	3.79	4.13
3. I regularly receive feedback from school staff on how well my child is learning.	3.32	3.62	3.86
4. My family is treated with respect at this school.	4.14	4.16	4.45
5. My child has every opportunity to be successful at this school.	3.97	4.06	4.29
6. My child has the necessary classroom supplies and equipment for effective learning.	3.88	4.08	4.36
7. I would recommend this school to other parents.	3.85	3.92	4.27
8. This school provides a safe environment for my child to learn.	3.69	3.90	4.35
9. My child is recognized for good work and behavior at this school.	3.78	3.95	4.22
10. The school is clean and well maintained.	3.77	4.05	4.42
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	3.97	4.08	4.33
12. I am proud to say I have a child at this school.	3.93	4.03	4.34
13. I receive positive phone calls, emails, or notes about my child from the school.	3.13	3.49	3.82
14. The principal at this school is approachable and reachable.	3.89	3.97	4.31
15. The principal at this school is an effective leader.	3.86	3.92	4.26
16. The Superintendent is an effective leader.	3.92	3.84	4.19
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	3.84	3.82	4.16

Appendix 2

See separate **Comments Report** for all related survey comments for the following open-ended items:

- ▼ What is working well in your child's school?
- ▼ What areas in the school could be improved?
- ▼ Is there anyone in the school district that you would like to recognize for good work?

Appendix 3

See separate **Percentile Rank Ranges Document** for benchmark comparisons by:

▼ Overall Organization

Percentile ranks provide a *normed* comparison for item means and the overall mean. This allows leaders across each level to consider benchmark results aligned to their respective area as they review their survey results report.

Appendix 4

Item means and overall mean by school across survey administrations. See separate school reports for additional school-level results and comments from current survey administration.

Beckemeyer Elementary School

	2017	2018	2019
1. My child's learning is a high priority at this school.	4.38	4.43	4.40
2. School rules/discipline plans are enforced consistently at this school.	3.79	3.93	4.14
3. I regularly receive feedback from school staff on how well my child is learning.	3.85	4.01	3.90
4. My family is treated with respect at this school.	4.23	4.36	4.44
5. My child has every opportunity to be successful at this school.	4.15	4.20	4.24
6. My child has the necessary classroom supplies and equipment for effective learning.	4.22	4.26	4.41
7. I would recommend this school to other parents.	4.15	4.13	4.26
8. This school provides a safe environment for my child to learn.	3.93	4.15	4.44
9. My child is recognized for good work and behavior at this school.	4.08	4.30	4.21
10. The school is clean and well maintained.	4.30	4.40	4.50
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.19	4.33	4.35
12. I am proud to say I have a child at this school.	4.14	4.20	4.33
13. I receive positive phone calls, emails, or notes about my child from the school.	3.58	3.68	3.77
14. The principal at this school is approachable and reachable.	4.27	4.19	4.31
15. The principal at this school is an effective leader.	4.11	4.08	4.21
16. The Superintendent is an effective leader.	4.06	3.90	4.18
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	3.97	3.89	4.16
Overall Mean	4.08	4.14	4.25

Coffeen Elementary School

	2017	2018	2019
1. My child's learning is a high priority at this school.	4.57	4.65	4.79
2. School rules/discipline plans are enforced consistently at this school.	4.14	4.40	4.61
3. I regularly receive feedback from school staff on how well my child is learning.	4.30	4.31	4.43
4. My family is treated with respect at this school.	4.57	4.54	4.77
5. My child has every opportunity to be successful at this school.	4.43	4.58	4.72
6. My child has the necessary classroom supplies and equipment for effective learning.	4.35	4.58	4.68
7. I would recommend this school to other parents.	4.54	4.59	4.82
8. This school provides a safe environment for my child to learn.	4.41	4.54	4.78
9. My child is recognized for good work and behavior at this school.	4.46	4.48	4.72
10. The school is clean and well maintained.	4.57	4.51	4.73
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.58	4.60	4.77
12. I am proud to say I have a child at this school.	4.54	4.62	4.79
13. I receive positive phone calls, emails, or notes about my child from the school.	4.30	4.34	4.55
14. The principal at this school is approachable and reachable.	4.35	4.42	4.71
15. The principal at this school is an effective leader.	4.35	4.48	4.72
16. The Superintendent is an effective leader.	4.30	4.18	4.38
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	4.16	4.17	4.36
Overall Mean	4.41	4.47	4.67

Hillsboro Junior High School

	2017	2018	2019
1. My child's learning is a high priority at this school.	4.19	3.95	4.13
2. School rules/discipline plans are enforced consistently at this school.	3.93	3.74	3.82
3. I regularly receive feedback from school staff on how well my child is learning.	3.11	2.98	3.09
4. My family is treated with respect at this school.	4.17	3.98	4.25
5. My child has every opportunity to be successful at this school.	4.11	3.78	4.13
6. My child has the necessary classroom supplies and equipment for effective learning.	3.78	3.79	4.16
7. I would recommend this school to other parents.	3.98	3.60	3.96
8. This school provides a safe environment for my child to learn.	3.91	3.86	4.06
9. My child is recognized for good work and behavior at this school.	3.67	3.50	3.67
10. The school is clean and well maintained.	4.12	4.09	4.33
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.12	3.78	3.95
12. I am proud to say I have a child at this school.	4.12	3.71	4.07
13. I receive positive phone calls, emails, or notes about my child from the school.	2.86	2.58	2.82
14. The principal at this school is approachable and reachable.	4.21	4.29	4.42
15. The principal at this school is an effective leader.	4.22	4.26	4.33
16. The Superintendent is an effective leader.	3.81	3.43	4.04
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	3.69	3.43	4.02
Overall Mean	3.89	3.69	3.96

Hillsboro High School

	2017	2018	2019
1. My child's learning is a high priority at this school.	4.02	3.70	4.03
2. School rules/discipline plans are enforced consistently at this school.	3.43	3.02	3.56
3. I regularly receive feedback from school staff on how well my child is learning.	2.89	2.84	3.40
4. My family is treated with respect at this school.	4.01	3.66	4.11
5. My child has every opportunity to be successful at this school.	3.74	3.52	3.88
6. My child has the necessary classroom supplies and equipment for effective learning.	3.63	3.53	3.88
7. I would recommend this school to other parents.	3.53	3.16	3.72
8. This school provides a safe environment for my child to learn.	3.35	2.96	3.64
9. My child is recognized for good work and behavior at this school.	3.52	3.28	3.86
10. The school is clean and well maintained.	3.21	3.17	3.75
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	3.69	3.43	3.86
12. I am proud to say I have a child at this school.	3.64	3.41	3.89
13. I receive positive phone calls, emails, or notes about my child from the school.	2.74	2.90	3.58
14. The principal at this school is approachable and reachable.	3.50	3.08	3.62
15. The principal at this school is an effective leader.	3.51	2.98	3.66
16. The Superintendent is an effective leader.	3.79	3.64	4.07
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	3.75	3.59	3.96
Overall Mean	3.53	3.29	3.79