

Parent Satisfaction Survey

Fall 2017 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 Leadership™ 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 Fall 2017 survey administration, the baseline survey administration for the organization.

- ▼ A total of **421** parents/caregivers provided feedback during the current survey administration.
- ▼ The organization's overall mean was **3.81**, using a scale of 1 to 5. About **30%** 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

	Fall 2017 N=421
Overall Mean	3.81
Top Box Percentage	30%

"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

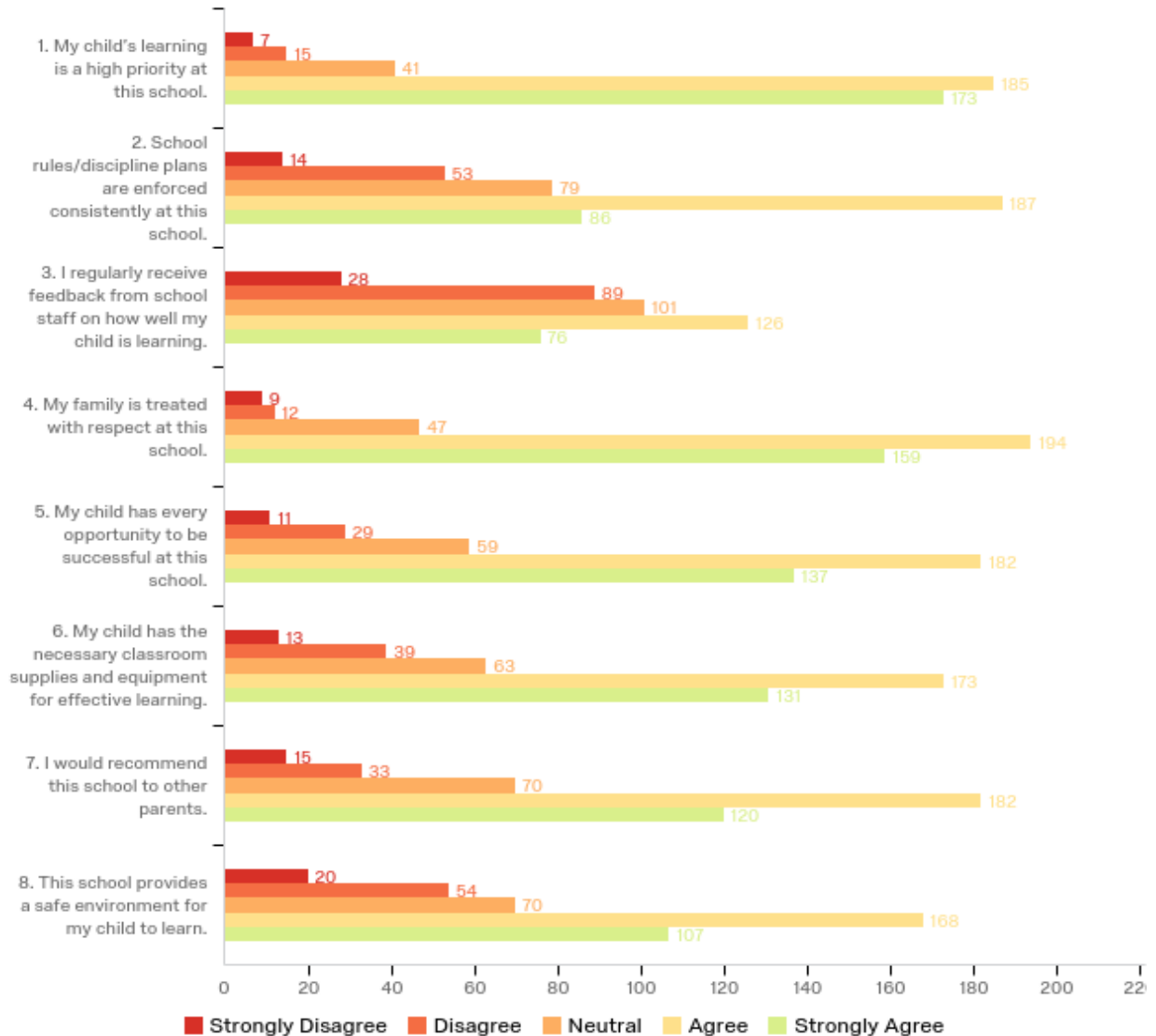
	Mean	Count	Top 1 Box
1. My child's learning is a high priority at this school.	4.19	421	41.09%
2. School rules/discipline plans are enforced consistently at this school.	3.66	419	20.53%
3. I regularly receive feedback from school staff on how well my child is learning.	3.32	420	18.10%
4. My family is treated with respect at this school.	4.14	421	37.77%
5. My child has every opportunity to be successful at this school.	3.97	418	32.78%
6. My child has the necessary classroom supplies and equipment for effective learning.	3.88	419	31.26%
7. I would recommend this school to other parents.	3.85	420	28.57%
8. This school provides a safe environment for my child to learn.	3.69	419	25.54%
9. My child is recognized for good work and behavior at this school.	3.78	421	25.65%
10. The school is clean and well maintained.	3.77	418	27.27%
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	3.97	419	35.56%
12. I am proud to say I have a child at this school.	3.93	418	33.01%
13. I receive positive phone calls, emails, or notes about my child from the school.	3.13	418	17.94%
14. The principal at this school is approachable and reachable.	3.89	416	34.86%
15. The principal at this school is an effective leader.	3.86	416	33.89%
16. The Superintendent is an effective leader.	3.92	416	33.17%
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	3.84	416	31.25%

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

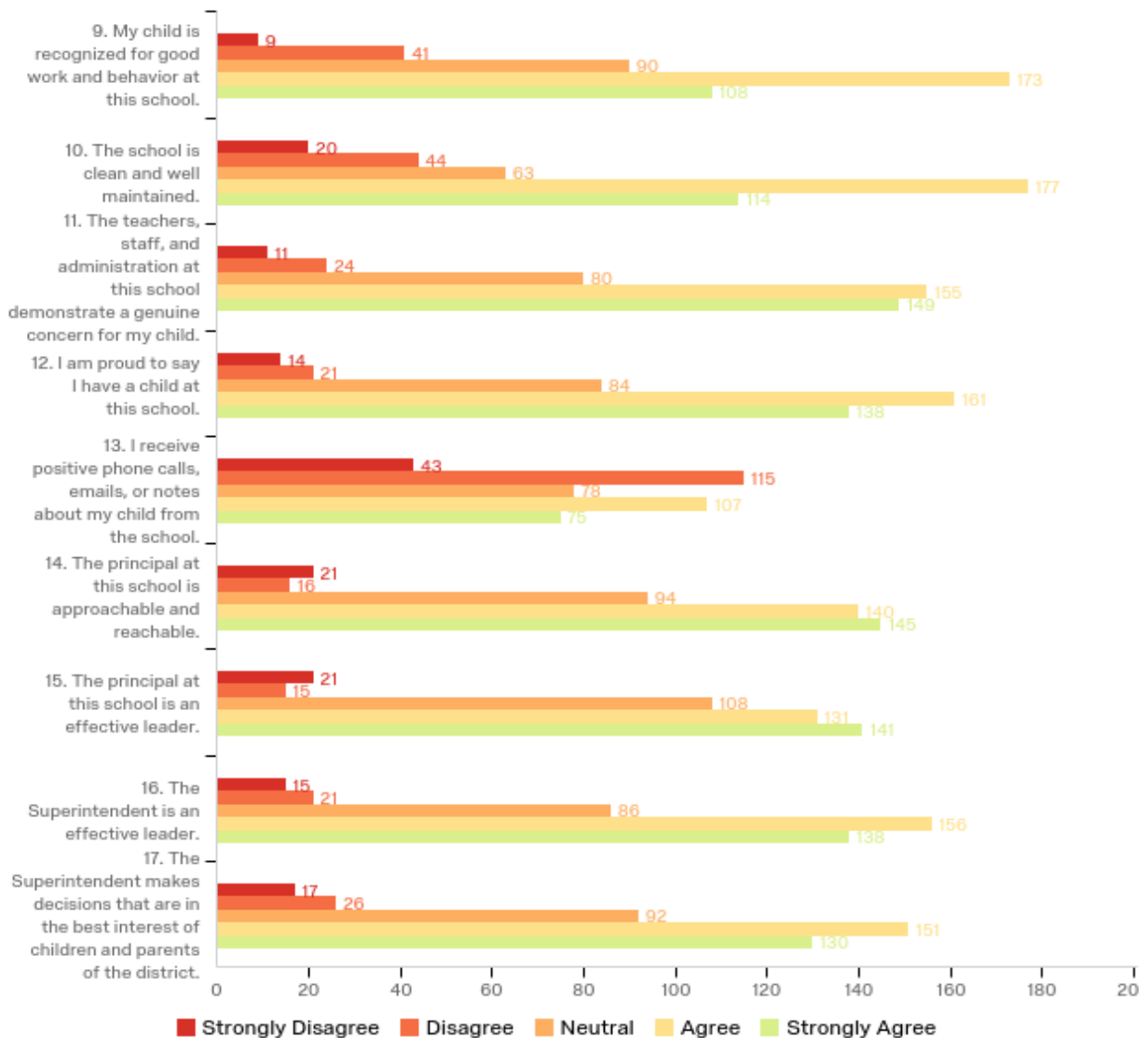
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
1. My child's learning is a high priority at this school.	7	15	41	185	173	421
2. School rules/discipline plans are enforced consistently at this school.	14	53	79	187	86	419
3. I regularly receive feedback from school staff on how well my child is learning.	28	89	101	126	76	420
4. My family is treated with respect at this school.	9	12	47	194	159	421
5. My child has every opportunity to be successful at this school.	11	29	59	182	137	418
6. My child has the necessary classroom supplies and equipment for effective learning.	13	39	63	173	131	419
7. I would recommend this school to other parents.	15	33	70	182	120	420
8. This school provides a safe environment for my child to learn.	20	54	70	168	107	419
9. My child is recognized for good work and behavior at this school.	9	41	90	173	108	421
10. The school is clean and well maintained.	20	44	63	177	114	418
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	11	24	80	155	149	419
12. I am proud to say I have a child at this school.	14	21	84	161	138	418
13. I receive positive phone calls, emails, or notes about my child from the school.	43	115	78	107	75	418
14. The principal at this school is approachable and reachable.	21	16	94	140	145	416
15. The principal at this school is an effective leader.	21	15	108	131	141	416
16. The Superintendent is an effective leader.	15	21	86	156	138	416
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	17	26	92	151	130	416

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

Figures 1-2. Benchmark Items 1-17: Frequency Distribution of Response Category



Figures 1-2. Benchmark Items 1-17: Frequency Distribution of Response Category



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

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

Category	Item (listed by high to low mean)	Mean	Top Box
Student Learning	1. My child's learning is a high priority at this school.	4.19	41.09%
Treatment	4. My family is treated with respect at this school.	4.14	37.77%
Student Learning	5. My child has every opportunity to be successful at this school.	3.97	32.78%
Treatment	11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	3.97	35.56%
School Pride	12. I am proud to say I have a child at this school.	3.93	33.01%

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

Category	Item (listed by high to low mean)	Mean	Top Box
School Operations	10. The school is clean and well maintained.	3.77	27.27%
School Operations	8. This school provides a safe environment for my child to learn.	3.69	25.54%
School Operations	2. School rules/discipline plans are enforced consistently at this school.	3.66	20.53%
Student Learning Communication	3. I regularly receive feedback from school staff on how well my child is learning.	3.32	18.10%
Student Learning Communication	13. I receive positive phone calls, emails, or notes about my child from the school.	3.13	17.94%

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

Table 5. Parent Participation by School

School	Fall 2017 n
Beckemeyer Elementary School	119
Coffeen Elementary School	37
Hillsboro Junior High School	58
Hillsboro High School	208
Total	422

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

Table 6. Overall Mean by School

School	Fall 2017 Mean
Beckemeyer Elementary School	4.08
Coffeen Elementary School	4.41
Hillsboro Junior High School	3.89
Hillsboro High School	3.53
Overall Mean	3.81