

Henderson County Schools

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To: Lisa Baird, Kirk Haynes, Wesley Smith, Michael Waller and Tracey Williams

From: Marganna Stanley

Date: June 15, 2020

Re: Parent Engagement Survey

Attached is the Studer Education Parent Engagement Survey with the District results. Each school has received their individual reports.



The mission of Henderson County Schools is to provide extraordinary educational opportunities for every student.

Equal Educational and Employment Institution

Parent Satisfaction Survey

2020 Results Report

Henderson County School District



Summary of Results for Scaled Survey Data

The Henderson County School District 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. 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 opportunities for improvement.

A special note for this baseline survey administration for the district. The survey was administered in Spring 2020 following the district's response to the COVID-19 pandemic and non-traditional instruction (NTI) days. Two additional item blocks complement the traditional benchmark items. These items are highlighted in Appendix 5.

- ✔ A total of **920** parents/caregivers provided feedback during the current survey administration.
- ✔ The district's overall mean was **4.08**, using a scale of 1 to 5. About **39%** of all response choices were in the "Strongly Agree" category or "Top Box."

Participation, overall mean and top box percentage by survey administration are highlighted in Table 1.

Table 1. Overall Mean by Survey Administration

	2020
Participation	920
Overall Mean ¹	4.08
Top Box Percentage	39.23%

¹ Benchmark Items 1-17 Only

"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 for the current survey administration;
- ✔ Tables 3 and 4 show the five items with highest and lowest means, respectively, for the current administration;
- ✔ Tables 5 and 6 display participation and overall mean by school and by survey administration; and
- ✔ Appendices include historical trend data for the district (Appendix 1) and schools (Appendix 4). Appendix 2 is a separate Comments Report and Appendix 3 provides benchmark percentile data. Appendix 5 includes the results from the NTI focused items.

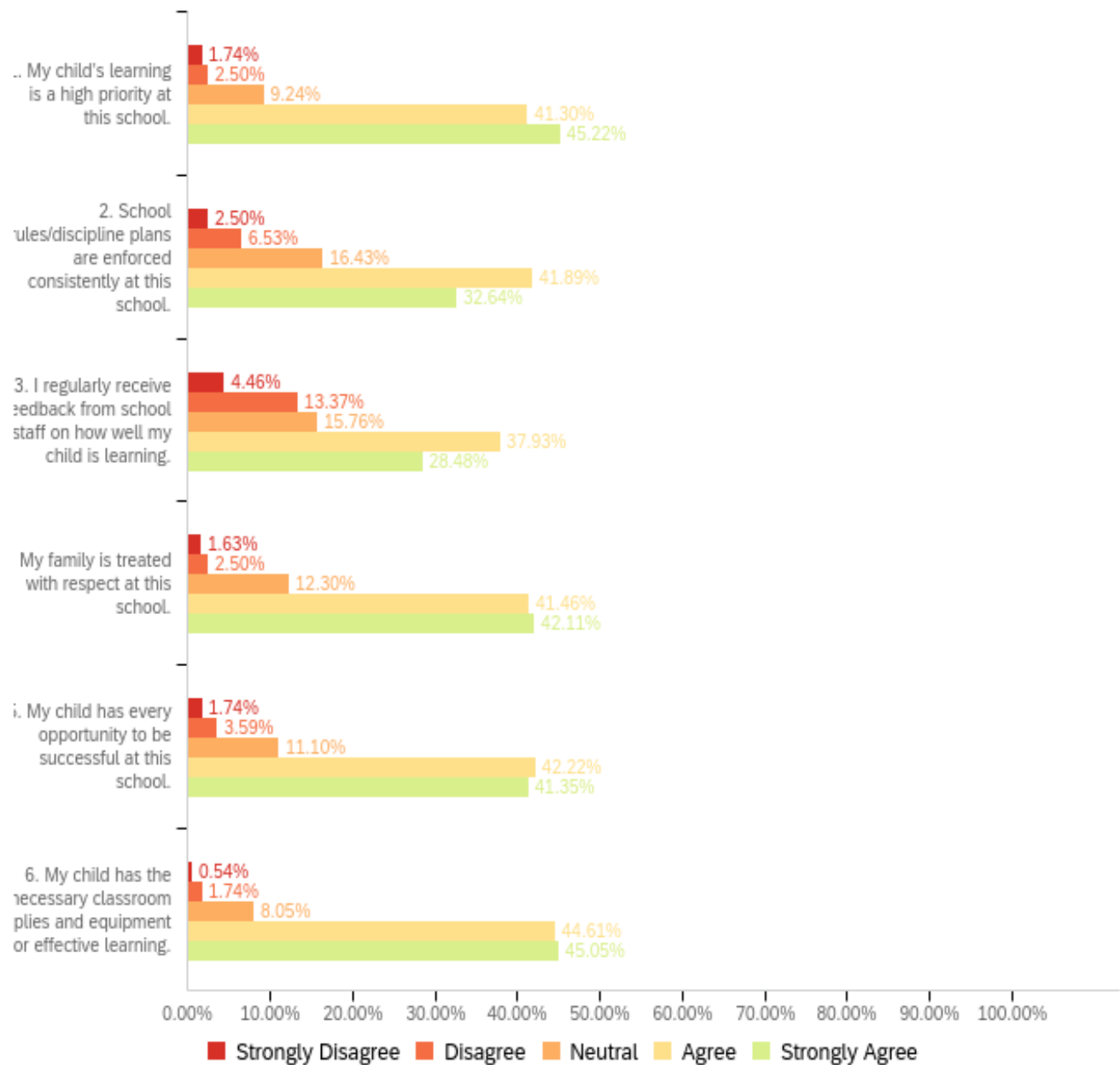
Table 2A. Benchmark Items 1-17: Total Responses, Item Mean, Top Box Percentage

	Mean	Count	Top Box
1. My child's learning is a high priority at this school.	4.26	920	45.22%
2. School rules/discipline plans are enforced consistently at this school.	3.96	919	32.64%
3. I regularly receive feedback from school staff on how well my child is learning.	3.73	920	28.48%
4. My family is treated with respect at this school.	4.20	919	42.11%
5. My child has every opportunity to be successful at this school.	4.18	919	41.35%
6. My child has the necessary classroom supplies and equipment for effective learning.	4.32	919	45.05%
7. I would recommend this school to other parents.	4.18	920	45.65%
8. This school provides a safe environment for my child to learn.	4.16	918	41.72%
9. My child is recognized for good work and behavior at this school.	4.01	919	36.45%
10. The school is clean and well maintained.	4.24	919	42.11%
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.15	919	42.22%
12. I am proud to say I have a child at this school.	4.18	920	45.11%
13. I receive positive phone calls, emails, or notes about my child from the school.	3.63	919	29.82%
14. The principal at this school is approachable and reachable.	3.97	918	39.22%
15. The principal at this school is an effective leader.	4.02	918	38.13%
16. The Superintendent is an effective leader.	4.03	920	34.35%
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	4.09	920	37.28%

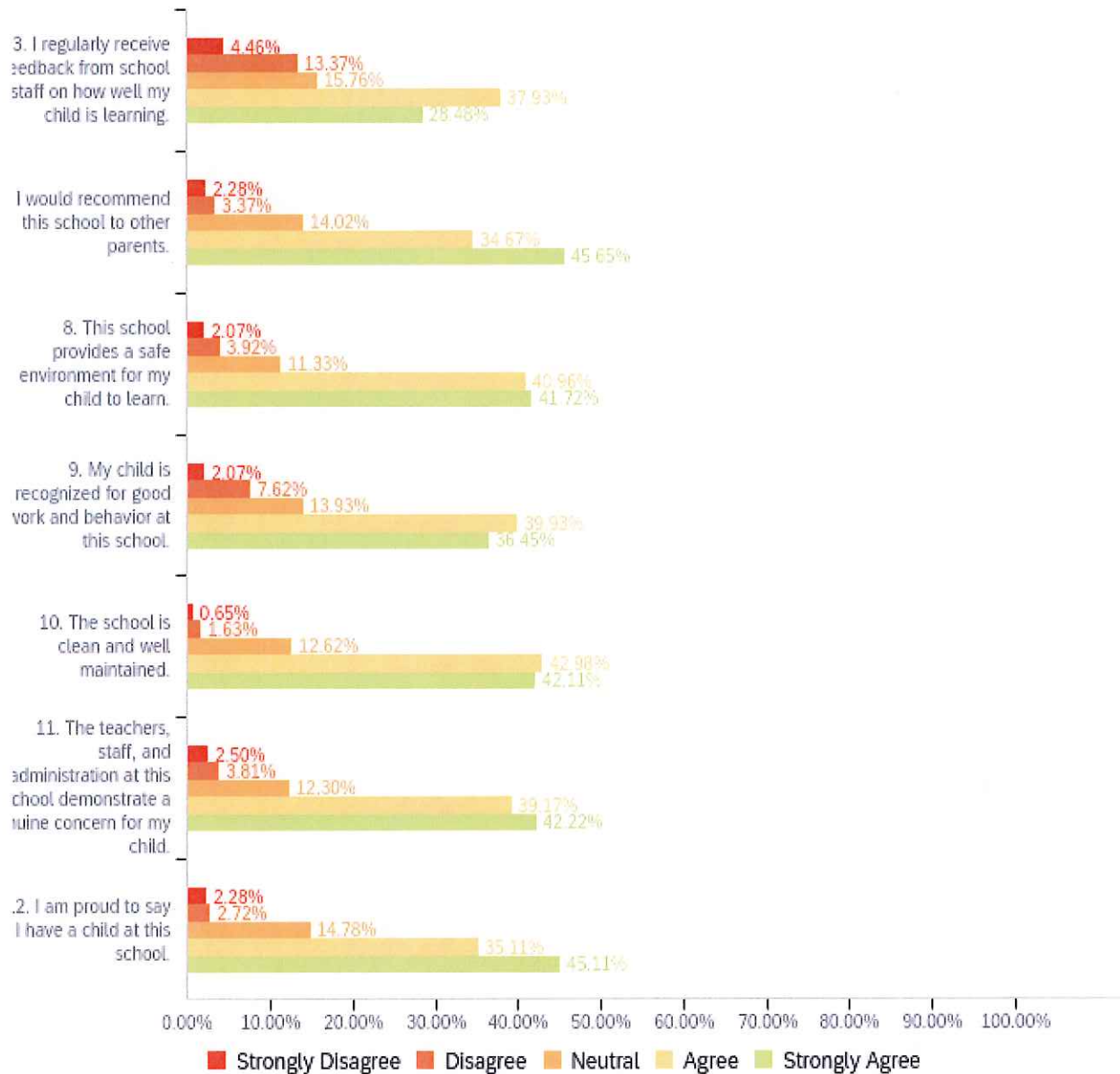
Table 2B. Benchmark Items 1-17: Frequency Distribution of Response Category

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
1. My child's learning is a high priority at this school.	16	23	85	380	416	920
2. School rules/discipline plans are enforced consistently at this school.	23	60	151	385	300	919
3. I regularly receive feedback from school staff on how well my child is learning.	41	123	145	349	262	920
4. My family is treated with respect at this school.	15	23	113	381	387	919
5. My child has every opportunity to be successful at this school.	16	33	102	388	380	919
6. My child has the necessary classroom supplies and equipment for effective learning.	5	16	74	410	414	919
7. I would recommend this school to other parents.	21	31	129	319	420	920
8. This school provides a safe environment for my child to learn.	19	36	104	376	383	918
9. My child is recognized for good work and behavior at this school.	19	70	128	367	335	919
10. The school is clean and well maintained.	6	15	116	395	387	919
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	23	35	113	360	388	919
12. I am proud to say I have a child at this school.	21	25	136	323	415	920
13. I receive positive phone calls, emails, or notes about my child from the school.	54	145	159	287	274	919
14. The principal at this school is approachable and reachable.	30	49	195	284	360	918
15. The principal at this school is an effective leader.	26	34	188	320	350	918
16. The Superintendent is an effective leader.	20	19	190	375	316	920
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	19	22	159	377	343	920

Figures 1-3. Percent Distribution of Response Choices for Benchmark Items 1-17



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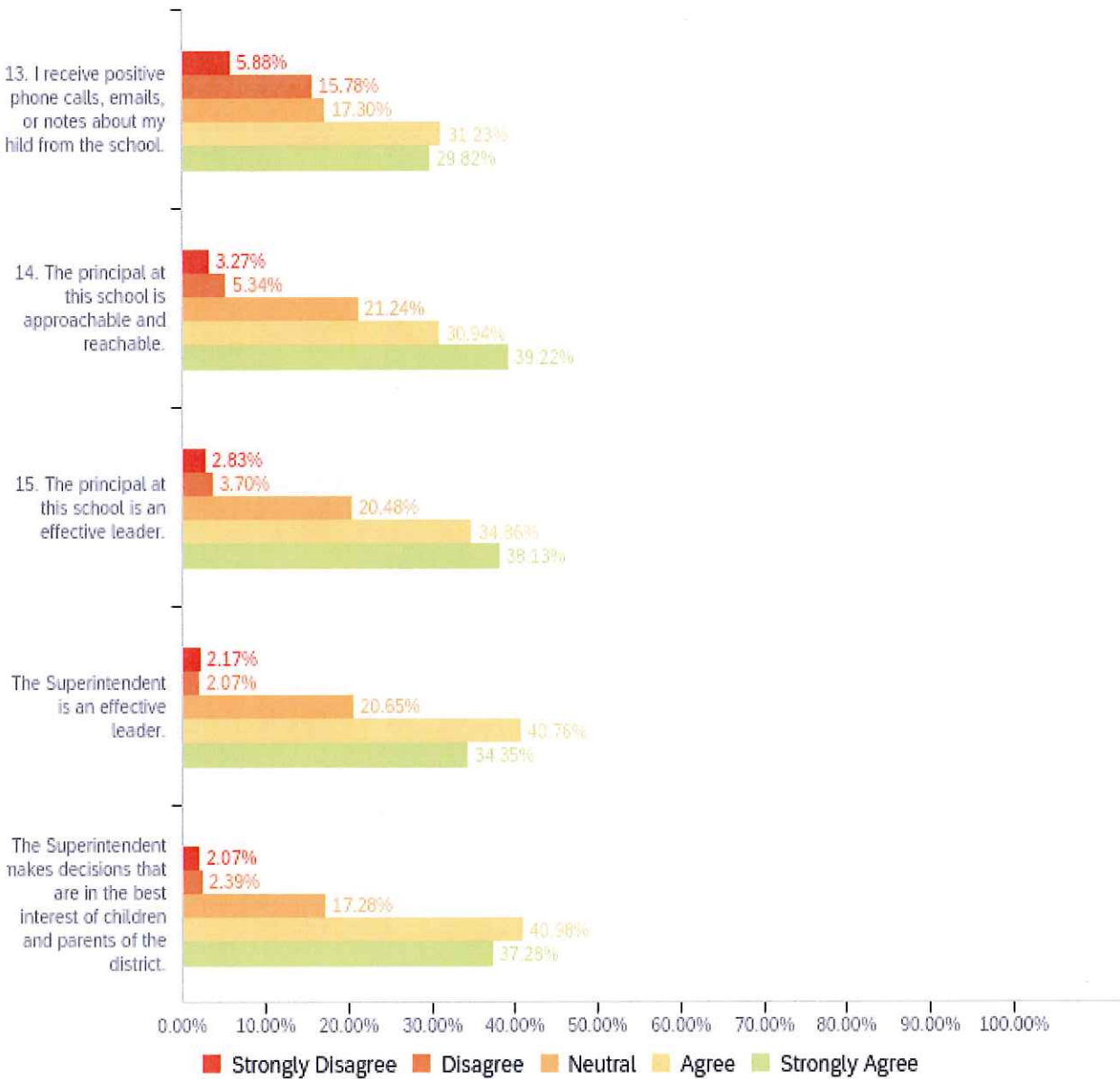


Table 3. Five¹ Items with the Highest Means for the Current Survey Administration

	Mean	Top Box
6. My child has the necessary classroom supplies and equipment for effective learning.	4.32	45.05%
1. My child's learning is a high priority at this school.	4.26	45.22%
10. The school is clean and well maintained.	4.24	42.11%
4. My family is treated with respect at this school.	4.20	42.11%
7. I would recommend this school to other parents.	4.18	45.65%
12. I am proud to say I have a child at this school.	4.18	45.11%
5. My child has every opportunity to be successful at this school.	4.18	41.35%

¹ Seven Items

Table 4. Five Items with the Lowest Means for the Current Survey Administration

	Mean	Top Box
9. My child is recognized for good work and behavior at this school.	4.01	36.45%
14. The principal at this school is approachable and reachable.	3.97	39.22%
2. School rules/discipline plans are enforced consistently at this school.	3.96	32.64%
3. I regularly receive feedback from school staff on how well my child is learning.	3.73	28.48%
13. I receive positive phone calls, emails, or notes about my child from the school.	3.63	29.82%

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

Table 5. Participation by School

	2020
Thelma B. Johnson Early Learning Center	34
A.B. Chandler Elementary	60
Bend Gate Elementary	72
Cairo Elementary	31
East Heights Elementary	50
Jefferson Elementary	26
Niagara Elementary	47
South Heights Elementary	33
Spottsville Elementary	104
North Middle School	87
South Middle School	93
The Central Academy	8
Henderson County High School	275
Total	920

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

Table 6. Overall Mean by School

	2020
Thelma B. Johnson Early Learning Center	4.47
A.B. Chandler Elementary	4.48
Bend Gate Elementary	4.20
Cairo Elementary	4.60
East Heights Elementary	4.25
Jefferson Elementary	4.12
Niagara Elementary	4.42
South Heights Elementary	4.25
Spottsville Elementary	4.42
North Middle School	3.55
South Middle School	3.97
The Central Academy	3.49
Henderson County High School	3.82
Overall Mean	4.08

Appendix 1

Overall Mean, Item Means, and Top Box by Survey Administration

Overall Mean and Item Means

	2020
1. My child's learning is a high priority at this school.	4.26
2. School rules/discipline plans are enforced consistently at this school.	3.96
3. I regularly receive feedback from school staff on how well my child is learning.	3.73
4. My family is treated with respect at this school.	4.20
5. My child has every opportunity to be successful at this school.	4.18
6. My child has the necessary classroom supplies and equipment for effective learning.	4.32
7. I would recommend this school to other parents.	4.18
8. This school provides a safe environment for my child to learn.	4.16
9. My child is recognized for good work and behavior at this school.	4.01
10. The school is clean and well maintained.	4.24
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.15
12. I am proud to say I have a child at this school.	4.18
13. I receive positive phone calls, emails, or notes about my child from the school.	3.63
14. The principal at this school is approachable and reachable.	3.97
15. The principal at this school is an effective leader.	4.02
16. The Superintendent is an effective leader.	4.03
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	4.09
Overall Mean	4.08

Top Box

	2020
1. My child's learning is a high priority at this school.	45.22%
2. School rules/discipline plans are enforced consistently at this school.	32.64%
3. I regularly receive feedback from school staff on how well my child is learning.	28.48%
4. My family is treated with respect at this school.	42.11%
5. My child has every opportunity to be successful at this school.	41.35%
6. My child has the necessary classroom supplies and equipment for effective learning.	45.05%
7. I would recommend this school to other parents.	45.65%
8. This school provides a safe environment for my child to learn.	41.72%
9. My child is recognized for good work and behavior at this school.	36.45%
10. The school is clean and well maintained.	42.11%
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	42.22%
12. I am proud to say I have a child at this school.	45.11%
13. I receive positive phone calls, emails, or notes about my child from the school.	29.82%
14. The principal at this school is approachable and reachable.	39.22%
15. The principal at this school is an effective leader.	38.13%
16. The Superintendent is an effective leader.	34.35%
17. The Superintendent makes decisions that are in the best interest of children and parents of the district.	37.28%
Overall Mean	39.23%

Appendix 5

Non-Traditional Instruction Days COVID-19 Pandemic Response

Overall Mean, Item Means, and Top Box

Child's Experience during NTI Days

	Mean	Count	Top Box
My child is comfortable accessing learning remotely.	3.82	918	28.21%
My child has consistent, reliable access to the internet.	4.26	916	55.24%
My child is able to effectively manage workload and assignments.	3.61	916	22.16%
My child is engaged in teacher facilitated or teacher guided learning each day.	3.43	914	18.05%
My child regularly receives personal communication about his/her performance from the teacher.	3.56	917	22.36%
My child feels a sense of belonging in the remote learning environment.	3.12	913	11.83%
Overall Child's Experience	3.63	-	26.32%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
My child is comfortable accessing learning remotely.	31	86	157	385	259	918
My child has consistent, reliable access to the internet.	39	44	59	268	506	916
My child is able to effectively manage workload and assignments.	46	121	178	368	203	916
My child is engaged in teacher facilitated or teacher guided learning each day.	54	141	239	315	165	914
My child regularly receives personal communication about his/her performance from the teacher.	59	122	190	341	205	917
My child feels a sense of belonging in the remote learning environment.	75	197	296	237	108	913

Parent's Experience/Perception during NTI Days

	Mean	Count	Top Box
If I have questions about my child's learning, I know who to contact.	4.18	918	42.70%
If I have questions about access to meal grab-n-go, I know who to contact.	3.95	918	33.44%
If I have questions about counseling or other support services, I know whom to contact.	3.88	918	30.50%
Teachers are serving my child in a way that best supports his/her learning.	3.72	916	27.95%
Overall Parent's Experience/Perception	3.93	-	33.65%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
If I have questions about my child's learning, I know who to contact.	24	48	63	391	392	918
If I have questions about access to meal grab-n-go, I know who to contact.	21	68	151	371	307	918
If I have questions about counseling or other support services, I know whom to contact.	26	92	130	390	280	918
Teachers are serving my child in a way that best supports his/her learning.	52	89	182	337	256	916

This document represents the Comments Results Report for the current survey administration. Verbatim comments are displayed by school location, and grouped by the three survey questions:

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

When no comments are listed, then there were no comments for the location.

Percentile Ranges by Satisfaction Item Chart: Overall District

Percentiles		Item 1	Item 2	Item 3	Item 4	Item 5	Item 6	Item 7	Item 8	Item 9	Item 10
	10	4.12	3.68	3.42	4.15	3.94	4.12	3.90	4.01	3.92	4.18
	20	4.20	3.81	3.56	4.21	4.03	4.18	4.01	4.10	4.01	4.24
	30	4.26	3.90	3.66	4.26	4.11	4.24	4.08	4.17	4.08	4.29
	40	4.30	3.98	3.75	4.30	4.16	4.28	4.15	4.23	4.14	4.33
	50	4.35	4.05	3.83	4.34	4.22	4.32	4.21	4.28	4.19	4.37
	60	4.40	4.12	3.91	4.38	4.28	4.36	4.27	4.33	4.24	4.41
	70	4.44	4.20	4.00	4.42	4.34	4.40	4.34	4.39	4.30	4.45
	80	4.50	4.29	4.10	4.47	4.41	4.46	4.41	4.46	4.37	4.50
	90	4.58	4.42	4.24	4.53	4.50	4.52	4.52	4.55	4.46	4.56

Percentiles		Item 11	Item 12	Item 13	Item 14	Item 15	Item 16	Item 17	Overall Mean
	10	3.99	3.94	3.23	3.81	3.76	3.34	3.31	3.84
	20	4.07	4.04	3.39	3.90	3.87	3.49	3.47	3.93
	30	4.13	4.11	3.50	3.97	3.95	3.61	3.58	4.00
	40	4.18	4.17	3.60	4.03	4.02	3.70	3.68	4.06
	50	4.23	4.23	3.69	4.08	4.08	3.79	3.77	4.12
	60	4.28	4.29	3.78	4.13	4.14	3.88	3.86	4.18
	70	4.33	4.35	3.88	4.19	4.21	3.97	3.96	4.24
	80	4.39	4.42	3.99	4.26	4.29	4.09	4.07	4.31
	90	4.47	4.53	4.15	4.35	4.40	4.23	4.23	4.40

Example on How to Use the Chart: Suppose the school district's overall mean equals 4.10. In the table above, locate the "Overall Mean" column, and within that column locate the means around which the school district's overall mean of 4.10 is located. In this example, the district's overall mean is between "4.06" and "4.12," the means aligned to the 40th and 50th percentiles. This means the school district's overall mean is higher than the overall mean of 40-50% of benchmark districts.