

January 8, 2020

Parent Satisfaction Survey Results for the 2019-20 School Year (collected in November 2019 through an online survey)

Thank you to everyone who completed this year's surveys. The following summary is a combination of two surveys: The Preschool Parent Survey (15 responses) and the K-8 Parent Satisfaction Survey (66 responses).

In order to show the growth of our school and changes we've made, we compared the results of this year's November 2019 survey to previous school years. You will be able to identify areas that have been addressed because of your feedback and other areas that we continue to work on.

Thanks to your feedback and the suggestions made by the School Commission (in our Strategic Action Plan), the Parent-Teacher Club, and faculty and staff, the areas of focus for the 2019-2020 school year continue to be:

- **Review curriculum** with a focus on science with Next Generation Science Standards, math curriculum review, and integration of technology.
- **Provide better communication** through utilizing our new website to make payments easier for families, communication clear, and online payment and tuition structure.
- **Improve the school's facilities** by updating the playground and making the entryway more inviting and aesthetically pleasing.
- **Build enrollment** through promotion of the bus and involvement with Lynden and Ferndale parishes.

Additionally, some preliminary goals for the Strategic Plan 2020-2025 (and the upcoming school year, specifically) will be:

- **Compensation equity:** Teacher salaries and staff pay structure
- **Facilities:** Four-foot fence and gates for security in the traffic loop; upgrades to boys' bathroom upgrades, teacher workroom, tech lab, and first floor hallway; repairing/cleaning the brick walls
- **School bus:** What is the long-term plan for this and is it sustainable?
- **Curriculum:** Reading instruction in the lower grades; Office 365; using ongoing assessment to measure our math and science scores

Survey populations:

In 2019, there were 66 responses to the survey:

- Every grade was represented. The most responses came from the largest classes: 1st, 3rd, 5th, and 7th grades. Yet all grades had a minimum of 6 responses.
- Primary languages at home (for those who completed the survey) are English, Spanish, Vietnamese, and Tagalog.

Why families choose Assumption:

We always like to begin with the positive and enthusiastic, so the following comments reflect your answers to the question, "Why have you chosen Assumption Catholic School for your child?" This is a sampling of responses. Note: If you'd like to skip directly to the survey results, those begin on page six (6) of this document.

"Academic rigor and a warm and supportive community where we felt included right away even though we are not part of the parish."

"Assumption Catholic School is our extended family in Bellingham. In and out of the classroom our children are challenged in their academics and in their understanding of the world around them. Assumption is a safe, supportive place for them to learn and explore. The emphasis at Assumption on work ethic and traditional curriculum continues to benefit our students. Many high school level educators have told us that they notice Assumption graduates. Assumption students have a skill set that exceeds that of their peers and leads to success in and out of the classroom."

"I love the hands on learning my Kindergarten experiences in the classroom. From learning about physics by building a car ramp to learning about engineering through building their own foundation for a building- my son is engaged while learning!"

"Assumption Catholic School has not only provided a strong start to our girls education, but has assisted us, as parents, in creating well rounded children. Assumption school is a strong community working together to create successful students inside and outside the classroom."

"Assumption is a great school. Having been publicly educated, we, as parents, never saw ourselves at an independent school, let alone a Catholic school. We came to this school for its safety, smaller size, more personalized attention for our child. We have been amazed at the challenging academics and how the teachers know how to nurture faster learners and work with those who have learning differences. But we realize that the faith is what makes the biggest difference for us and our child. While being a practicing Catholic family, strangely enough it was our child's therapist -- who was helping us out of a school environment that was not working for us -- who said, "Children need faith, they need a spiritual base, especially in these times. They need that superstructure that says, there is a reason for everything, especially a reason to love, to be humble, to serve others, to check our wrong impulses, to forgive, to follow Christ." This vibrant Catholic faith is what is challenging, fueling, and comforting our child. And the faith -- that runs through lessons and play, hard times and joyful times, taught by our wonderful priest, principal, faculty, and staff -- is why our child is at Assumption Catholic School."

"I chose Assumption because of my first impression of Mr. Anderson and his heart, dedication and vision for this school when we were taking a tour. We came from another smaller Catholic school (South of Seattle) and had 4 different principals in the 8 years we were there. I believe that leadership is very vital to both the overall success and the day to day happenings at school. Stemming from that, we have been equally impressed with the staff and teachers as we have gotten to know a few throughout last year. Much beyond my expectations, my son was challenged throughout his 5th grade year in a way that really fostered his growth. Especially in some subjects that did not come as easy to him. The improvement in both knowledge and

confidence from the beginning of the year to the end was remarkable and I was so proud of him and grateful to his teacher! That is a huge factor in why we are committed to keeping him at Assumption through 8th grade graduation. We have also been blessed with the community and friendships that develop from the school as we have been adjusting to living in a new town. There are so many options of places to get involved and it's not hard to find one that suites your personality, gifts and availability. It's very rewarding to get to be a small part of all that's going on at the school and I find it brings me closer to my kids."

"We choose Assumption Catholic School for the shared Catholic values, smaller class sizes, and caring community. Our kids love going to school at Assumption."

"I personally tell people that I cherish the traditional values that assumption practices. For example: pledge of allegiance every morning, the practice of cursive writing, presenting and retiring the colors (flag) every morning and evening by students, church every Friday for all students and The school does a great job of being as unbiased as possible and not force feeding any ideology."

"We continue to choose Assumption because every year, we are reminded of new ways the teachers, staff, and community are nurturing the students in body, mind and spirit. The small class sizes allow the teachers to know and genuinely care about their students. We especially appreciate the ability to adapt the curriculum to suit each individual student and meet them where they are academically."

"We choose Assumption because of their academic excellence and because it keeps classes small and that helps my child have more one on one time with her teacher when needed. Also because of the catholic values been taught and safety."

"Assumption Catholic School not only provides a wonderful, faith based education for my child but it also is a welcoming community of people that truly support and care for one another."

"We chose Assumption Catholic School primarily because it's a place our children can get a great education in a Christian environment."

"Queremos que nuestros hijos tengan la experiencia de crecer en una comunidad basada en la fe, en el servicio y la solidaridad con el prójimo. La Assumption más que un colegio para nuestros hijos ha sido una familia para nosotros donde sientes que todos cuidan de todos con amor."

"Along with the fact that our boys have received and exceptional faith based education, we have gained a lifelong "family" in Assumption Catholic School."

"We chose Assumption Catholic School because a personal relationship with Jesus is the most important thing we can encourage in our children and ACS encourages and feeds their personal faith."

"We chose Assumption so that our child would learn traditional values: Faith, family, morality and discipline. These are all things we feel have been lost in public schools."

“Our daughter is gaining a well-rounded education in a caring environment filled with children from wonderful families we are now blessed to call our friends.”

“We choose ACS because our children get academic rigor, a sense of their place in communities - home, school and beyond - and opportunities to be of service while experiencing caring, compassion and challenges. There is something special about each year at ACS, from Immigration Day in 3rd Grade to the 8th Grade field trip to Washington, D.C. ACS is fostering compassionate leadership in a creative environment. Finally, the entire ACS team exhibits a level of profound devotion to kids, family and community and to academic excellence.”

“All of the teachers at Assumption Catholic School That we have had are amazing. They are caring and they take extra time to help our children learn and understand, not only academics, but our core values so that they can succeed in life. We highly recommend Assumption Catholic School, it’s the Best!”

“We chose Assumption catholic School because we wanted our children to be challenged academically and be in a caring, safe environment. A smaller school ensures that the faculty know each child by name and hold them accountable. No child slips through the cracks because every child is taught that they are loved and important.”

“My wife [] and I incredibly blessed by our son's attendance at Assumption. He is getting a Catholic Values education that is shaping him for a tremendous future.”

“We chose Assumption for many reasons, first and foremost because the Catholic teachings and traditions are part of who we are. Secondly because we felt the education provided would be above any other opportunities available in our community. We have not been disappointed!”

“Assumption school has been a gift to our boy, and also to us. He has grown so much since he started in first grade. The school staff and his teachers have been responsive and professional to his special needs. He is accepted, loved and adored. He is thriving on so many levels because of the way he is taught; with patience, faith and understanding. He enjoys going to school. His happiness shows because Assumption school is an extension of his family, and he feels at home there. This is the best place for my son to learn, make friends and grow with God’s love.”

“I chose Assumption because I value the community, the culture, and the values that are held at the school as they also mirror what is within our home. I trust the Administration, Parents, and Educators with my child and know that they have not only my child’s best interests in mind but all the other students as well.”

“I chose Assumption Catholic school because I felt my children would be better served in an environment in which the focus was on teaching and not just managing behavior. I felt that the administration and staff were very welcoming, the school has a good grasp on safety, they offer a variety of learning opportunities for students. I love that they encourage all students to be part of their community by providing opportunities to serve their school community and their community at large. Most importantly, I feel the Assumption Catholic School provides a really strong foundation for learning and study habits and prepares students for moving on to high school.”

“I chose ACS because of the high quality education that they provide. They see my children as an individual child with different learning skills and abilities, uses that to nurture and guide them accordingly. ACS reinforces the same values, good manners and right conduct we teach at home. ACS teaches them to be good learners thus making good study habits that will help them for the years to come.”

“Assumption School has been instrumental in giving our child a challenging curriculum and developing him as a compassionate and well rounded individual. It is the best thing that has happened to our family since moving to Bellingham 1 year ago. We are so grateful for this school and the educational environment it provides.”

“It's only our first year at ACS, but we've dreaming about the Catholic education and environment for our children for a while, only now we had the chance to do it. We consider it an investment in our children, not an expense. It may have other schools with academic excellence as well, but besides that we dreamed with a faith and values sharing environment and community. We are happy to be here.”

SURVEY RESULTS

*The survey results are broken into the following nine categories: **Subject Expectations, Learning Resources, Faith and Spiritual Development, Co- and Extra-Curricular Activities, Communication, Technology Integration, Student Safety, Change Ideas, Value, and Recommendations.***

What characteristics of Assumption appeal to your family the most? These were ranked by you in order of most important to least important.

2019

Academic Excellence (65)

Community (65)

Safe Environment (64)

Catholic Faith (62)

Catholic Values (62)

*Full-day Option (Preschool) (4 out of 15 parents ranked this first)

I. Subject Expectations

	Meets or Exceeds Expectations 2016	Meets or Exceeds Expectations 2017	Meets or Exceeds Expectations 2018	Meets or Exceeds Expectations 2019
Math	85%	92%	89%	82%
Language Arts	95%	95%	92%	97%
Reading	93%	89%	89%	97%
Science	81%	87%	87%	84%
Social Studies	86%	90%	93%	92%
Physical Ed.	94%	95%	93%	97%
Music	57%	64%	71%	85%
Art	80%	85%	85%	89%
Spanish	80%	88%	69%	79%

II. Learning Resources

	Meets or Exceeds Expectations 2016	Meets or Exceeds 2017	Meets or Exceeds 2018	Meets or Exceeds 2019	Not applicable
Classroom materials	88%	89%	92%	93%	2%/1.5%/2%/0%
Support teachers	66%	70%	75%	68%	19%/16%/19%/21%
Facilities	79%	76%	69%	78%	1%/0%
Technology equipment	65%	77%	79%	85%	8%

2018

Comments:

- Great job with the learning environment.
- Continue to integrate more technology.
- Resources needed that enrich STEAM classes and encourage new technologies in the classroom. Enrich science, especially in primary years, with more resources and opportunities to participate in science labs during classes.
- Some updated facilities, especially with the A/V equipment in the gym
- New windows for the school

2019

Comments:

- Upgrade bathrooms (gym and school) (4)
- Upgrade tech lab (2)
- TA for 5th and 7th grades
- More time for conferences (put a sign on the door to wait until finished) (2)
- iPads in other grades, tech class
- Playground supervision is good this year
- Extra reading support would be helpful
- Teachers are well prepared for conferences

III. Faith and Spiritual Development

2016

96% of families say this exceeds or meets expectations

2017

93% of families say this meets or exceeds expectations

2018

97% of families say this meets or exceeds expectations

- As a practicing Catholic family, we had no idea how our experience of faith would deepen by being at this school and parish. Each day, our child animatedly talks about meeting Christ and experiencing the Holy Trinity. Now in our second year, we can reflect upon our first year (last year), where we as parents made some missteps

-- and were treated with forbearance and patience by administration, faculty, and staff. Our child's faith is being formed here. And, our faith has deepened, in profound ways, because of this administration, faculty, and staff. Blessed are we.

- I would like to see more emphasis on kindness and empathy. Your children need more concrete guidance that simply referring to the Bible.
- Would like to see more opportunities of service for the students and teachers fully involved with those projects other than donations and food drives. That way parents and community will be willing to value our students as servant leaders.

2019

97% of families say this meets or exceeds expectations

- More emphasis on personal morality and how we treat each other on the playground
- We love that Fr. Moore is in the classroom every week for the middle schoolers
- Could more be done with personal holiness for things like gossip and how students treat each other (2)
- Love that we can openly engage with other parents about issues/concerns with love and grace
- Teachers do well to integrate prayer and Catholic values into daily school life.

IV. Co-curricular and extra-curricular activities

Co-Curricular	Meets or Exceeds Expectations 2016	Meets or Exceeds 2017	Meets or Exceeds 2018	Meets or Exceeds 2019	Not Applicable 2016/2017/2018/2019
Sports	43%	47%	63%	60%	22%/18%/16%/19%
Chess Club	45%	39%	32%	21%	53%/55%/61%/76%
Math Olympiad	39%	32%	26%	19%	57%/64%/67%/79%
Field Trips	64%	65%	74%	84%	10%/16%/6%/5%
Student Council	41%	24%	18%	40%	52%/63%/64%/56%
Service projects	75%	77%	67%	n/a	15%/18%/16%
School garden	77%	84%	92%	75%	17%/9%/3%/15%
Boy Scouts	36%	34%	27%	n/a	58%/69%/64%
Robotics/Science	n/a	34%	40%	n/a	n/a/ 53%/53%
Drama/Missoula	n/a	41%	52%	36%	n/a/ 51%/38%/50%
Archery				38%	60%

Comments:

2018

- Now that we have a bus, more field trips further away from the school- day trips to Seattle for science centers, the zoo, kangaroo farm in Arlington etc.
- Pricing of co-curricular activities could be reconsidered
- More student council activities
- Offer science clubs for boys *and* girls

- The students seem to learn A LOT with the garden- love that offering.
- More school-wide (larger scale) service projects that all grades could participate in in a hands-on way.
- MCT (Missoula Children's Theater) is fantastic...I do wish there were more theater/acting type learning opportunities for the students who want it (drama club?)

2019

- Missoula Children's Theater is great (4)
- EDP camps are great for younger kids (3)
- More field trips utilizing the school bus
- More options for middle school electives

V. Communication

In 2016, **64% of the families surveyed** felt that the communication regarding academic information, calendars, and updates **meets or exceeds expectations**.

In 2017, **88% of the families surveyed** felt that communication **meets or exceeds expectations**.

In 2018, **95% of the families** surveyed felt that communication **meets or exceeds expectations**.

In 2019, **94% of the families** surveyed felt that communication for school information and calendar **meets or exceeds expectations**; and **90% of families** say that academic progress **meets or exceeds expectations**.

Comments:

2019

- Parents would like reminders to view the newsletters on the webpage. (6)
- Website is a great resource for information and appreciate text messages. (2)
- Mrs. McClurg's weekly newsletter is great. (3)

VI. Technology Integration

2016- Technology expectations- **70%** of parents say this meets or exceeds expectations

2017- Technology expectations- **86%** of parents say this meets or exceeds expectations

2018- Technology expectations- **76%** of parents say this meets or exceeds expectations

Comments:

- More keyboarding skills and basic computer skills needed
- More web applications for students
- The students would benefit from more daily integration of technology.

2019- Technology expectations- 86% of parents say this meets or exceeds expectations.

- Teachers do a great job of integration, especially with writing and editing
- Better preparation for OneNote in high schools
- Training for parents on parental controls

- Regulating time spent on the devices.
- Tech typing
- One-to-one should be for students older than grade 5
- Parents like SeeSaw app used in Kindergarten

VII. Student safety

2016

Of the families surveyed, **74%** said that the school meets or exceeds expectations in the area of student safety.

2017

Of the families surveyed, **82%** said the school meets or exceeds expectations in this area. 7% say that it is below expectations.

Parents who scored lower in this area commented about these top three concerns:

- Location of the Hope House (3 similar)
- Security for the front door, having a “buzz” in system (8 similar)
- Managing traffic in the traffic loop

2018

Of the families surveyed, **87%** said the school meets or exceeds in this area; **1 %** said it is below expectations.

Comments include:

- Accessibility of the campus during the day
- Families appreciate the great additions with security door and traffic loop
- Need more practice with emergency and crisis drills for students

2019

Of the families surveyed, 81% said the school meets or exceeds safety in this area. The areas of concern continue to be the same from previous years:

- Proximity to Hope House
- “Open” campus accessible by people outside of school families and parishioners
- Greater barriers between the school and church areas, especially when church events happen during the school day

VIII. What would you change about the school?

If you could change one thing about the school...

2018

- The amount of information and details for new families ALL AT ONCE and then continuously can be overwhelming. (2)
- A better equipped playground.
- Help for struggling students (3)
- Add to the music program with a band and voice lessons (2)
- More school sports as well.

- More sport activities and access to facilities for students
- New playground and upgraded activities for recess. (2)
- Teacher and staff salaries
- Update bathrooms
- Classroom visits from Fr. Scott
- The bathrooms in the gym
- The cost of registration (2)
- Add some of the fun Student Council things back like the pumpkin carving contest.
- Higher tuition rather than multiple asks throughout the year
- Online tuition payments
- Everyday lunch program for students
- More parking
- Consider revising or removing the Scrip program (3)
- Fees for co-curriculars (2)
- Less homework
- Build a high school (3)
- Expand school bus program
- More hot lunch days and change the lunch set-up (2)
- Designate mass and celebration for First Eucharist recipients
- More field trips for preschool
- Separate playground for preschool age children
- More variety in preschool throughout the school day
- Preschool- individualized instruction and family involvement

2019

- Shorter school day (more in line with public school hours)
- More teaching assistants (2)
- Address the cliques among the girls, especially (2)
- Turf for the field
- Hot lunch more regularly (partnering with BSD?)
- Outdoor education and field work at the beach, mountains, etc.
- Greater income parity between teachers/staff and counterparts in public schools
- Updated playground, more options in the gym (3)
- Local field trips with the bus
- Update uniform to include shorts for girls
- Be more realistic about cost for educating and financial commitment throughout the year, fewer asks (3)
- Greater security (3)
- More advanced notice of activities during the school day for parents who work to be able to take time off (2)
- Extended learning for high achievers
- More competitive athletic program; start earlier than middle school (3)
- Prefer to drop children off in the classroom instead of outside to line up
- Volunteer fundraising hours should count for the same total as regular volunteer hours
- STEAM programs (math, science, engineering, technology, art)
- Upgrade facilities, especially the restrooms (3)
- More time for students to eat

- Affordability, greater discount for siblings and larger families (2)
- Religious orders to teach in the school
- More appreciation events for faculty and staff

IX. The value of an education is worth my money-

2017-92% agree or strongly agree

2018- 97% agree or strongly agree

2019- 97% agree or strongly agree

X. Recommending the school to a friend

The final question in the survey asks families to rank how likely they would be to recommend the school on a scale of 1-10 (10 is “very likely”).

When looking at how the school ranked, this algorithm calculates what is called a Net Promoter Score (NPS). Businesses and industries use this score as a benchmark for referral ratings and performance. Amazon, for example has an NPS of 62 and Apple’s is 69- both leaders in their industry. United Airlines has a score of 10 (not a leader in the airline industry).

An individual score from 1-6 is a “detractor” and presents a negative presence in the community; a 7 or 8 is considered neutral; and a 9 or 10 is promoting the school in the community. Assumption families ranked the following:

“10” had 45 responses

“9” had 11 responses

“8” had 5 responses

“7” had 2 responses

“3” had 1 response

A good overall Net Promoter Score is 0-30, and above 70 is excellent. **When calculating our NPS, Assumption received a Net Promoter Score of 86 for 2019-2020 compared with a score of 76 last year, and 71 the year before.**

Thank you to everyone for their feedback and input. If you have any questions, you can email Mr. Anderson at danderson@school.assumption.org.