

January 13, 2021

Parent Satisfaction Survey Results for 2020-21

(collected in November 2020 through Survey Monkey)

Thank you to everyone who completed this year's surveys. The following summary is a combination of two surveys: The Preschool Parent Survey (8 responses) and the K-8 Parent Satisfaction Survey (59 responses).

In order to show the growth of our school and changes we've made, we've compared the results of this year's November 2020 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 2020-2021 school year continue to be:

- **Enrollment-** Tuition model and structure, continuation of school bus, monitor marketing plan/admissions and retention plan, expand enrollment to non-Catholic churches and families, Ferndale preschool and summer programs.
- **Curriculum-** Math and science consistency, early years reading program, catechetical certification for all religion teachers, electives compared to after-school activities.
- **Facilities-** bathrooms and windows, hallways, stairwells, classrooms updated, school exterior façade, assign costs to these items, technology plan and amortization, deferred maintenance.

Additionally, secondary goals for the Strategic Plan 2020-2025 (and the upcoming school year, specifically):

- **Compensation equity:** Teacher salaries and staff pay structure.
- **Long-term vs. Short-term funding/Donations/Support-** Invite businesses to be a part of the program, research grants, separate Annual Fund from Foundation/Endowment, tuition structure, increase donor base.

Survey populations:

In 2020-2021, there were 59 responses to the survey:

- Every grade was represented. The most responses came from Kindergarten and Grade Two.
- Primary languages at home (for those who completed the survey) are English, Spanish, Mandarin, and Swahili. Other languages spoken in the home include: Vietnamese, Tagalog, Visaya, and Korean

Why do families choose Assumption?

We always like to begin with positive and enthusiastic remarks. They remind us what we love about our school. 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 four (4) of this document.*

“Assumption has an excellent reputation for preparing students for high school and beyond. Students' academic and study skills are strong and, more importantly, they have learned the values of faith, service and compassion in action.”

“We initially chose Assumption so our son could attend class in-person amid COVID. That reason now pales in comparison to the other amazing benefits we’ve seen by enrolling him at Assumption. He’s learning the curriculum, but also about God, how to think introspectively (eg. “I need to work on patience”), & a deep appreciation for human kindness (eg. giving food/money to the food shelf & praying for the poor). Enrolling our son at Assumption is without a doubt one of the best parenting decisions we’ve made.”

“We love Assumption Catholic School. The teachers and staff are great and always available if we ever need anything. We love that we have been able to do in-person learning since the beginning of the school year and have been able to keep everyone healthy. I have always been impressed with this school since we've been here and have been especially impressed this year.”

“We continually choose Assumption Catholic School due to the school's deliberate focus on building our kids spiritually, emotionally and academically. The cherry on top is that the school community is a solid support system that extends beyond the classroom.”

“Assumption is the perfect fit for our family. We choose Assumption Catholic School because of its reputation for academic excellence, but that is not the only reason. We also choose Assumption because of its whole child approach to teaching, the community feel, the kindness of all the teachers and administration, along with the school's ability to meet each

of our six children where they are at academically, socially & emotionally. We feel so blessed to be able to send our children to Assumption.”

“The teachers and staff go above and beyond to make you feel welcome and show their genuine care for your child.”

“It’s a great community environment that not only teaches your child how to be kind and empathetic but provides an amazing education as well. Every teacher, faculty member and the principal care about the kids and their families at an unheard-of level. The whole school jumps together to support anyone who needs it. It’s a beautiful sight to see.”

“I want my son to have every possible opportunity for success, and Assumption has proven to be a place where he receives everything he needs to achieve success academically and to learn to truly care about the people around him and how to interact with the world in a way that shows he is a global thinker. He is learning morals and values that I think a lot of children don’t have to opportunity to see modeled in every interaction the way students at Assumption can. I myself am not particularly religious, but I intend to have my son continue his learning at Assumption all the way through 8th grade.”

“We love the family atmosphere, the hard work of the school for the students and the community. The commitment and dedication of the teachers, the transparency of the staff, and the wonderful leadership of a passionate principal. In these difficult times, we love knowing that our daughter is in a safe and peaceful place. We have grown enormously since we started being a part of Assumption Catholic School, three years ago.”

“Our decision was driven by our daughter’s desire to not only to be in class but to learn. She realized that she was making not progress at her previous online learning. She was at a school where it was “cool” not to care. At Assumption students are engaged and they drive each other to learn. Our daughter challenges herself & has realized that hard work does pay off. Her first 3 weeks included learning new systems, teachers, & a harder course work than she ever imagined. There were tears her very first 3 weeks but not once did she say she wanted to quit. Such a great decision to send her to Assumption.”

“I chose Catholic school for all my kids mostly because of the quality of the institution and the students who go there. I am so pleased to see that the students embody so much diversity and multiculturalism. Most of all I appreciate that the teachers are united in teaching from a moral compass, which includes a routine of praying and respect to God. On top of all of that is exceptional education.”

“There is an expectation that students will work hard and do well. Excellent academics as well as instruction in faith. The school community feels like family to us.”

“Today’s Gospel from Saint Luke (17:21) captures the irreplaceable, all-encompassing gift of this faith-filled school. Christ says, ‘... [b]ehold, the Kingdom of God is among you.’ Assumption Catholic School is the first place where we have palpably felt Christ’s promise to us! Here, educated and loving disciples--in our priest, principal, faculty, and staff--bring Christ’s love to us. Each morning, we watch our child RUN into the school building. He tells us, ‘Now, I’m going to see my teacher and classmates, my OTHER big, happy family!’ In turn,

we remind our child, "You helped choose Assumption School. And we want you to continue to choose people and places that feel just like Assumption, as you grow."

"I chose Assumption out of necessity initially. I needed an in-person option for my child for this school year. I've been very pleased with our experience and would choose Assumption again because I believe it is making a difference in my child's academic and social growth beyond what I had expected. He has been happy since day one of school even though he is being challenged more than ever. I've seen his confidence, ability to handle rigor, and desire to achieve grow exponentially. We have felt welcomed and cared for in this community immediately. I also appreciate the love for God and the desire to share His love with others I sense from the staff. Choosing Assumption maybe some of the "good" that has come out of COVID for my family."

SURVEY RESULTS

The survey results are broken into the following eight categories:

- **Subject Expectations,**
- **Learning Resources,**
- **Faith and Spiritual Development,**
- **Communication,**
- **Technology Integration,**
- **Student Safety,**
- **Change Ideas, and**
- **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.

2020 (# of families who ranked these as first or second)

- + Academic Excellence (50)
- + Catholic Values (23)
- + Catholic Faith (18)
- + Opportunity for in-person learning (17)
- + Community (9)
- + Safe Environment (7)
- + *Full-day Option (Preschool) (1 out of 8 parents ranked this first)

Note: **95% of our families say that the academic rigor meets or exceeds their expectations for student learning.**

Subject Expectations

	Meets or Exceeds Expectations 2017	Meets or Exceeds Expectations 2018	Meets or Exceeds 2019	Meets or Exceeds Expectations 2020
Math	92%	89%	82%	88%
Language Arts	95%	92%	97%	86%
Reading	89%	89%	97%	86%
Science	87%	87%	84%	95%
Social Studies	90%	93%	92%	91%
Physical Ed.	95%	93%	97%	71% (NA for 20%)
Music	64%	71%	85%	67% (NA for 17%)
Art	85%	85%	89%	67% (NA for 17%)
Spanish	88%	69%	79%	83%

Learning Resources

	Meets or	Meets or	Meets or	Meets or	Not applicable
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	Exceeds 2017	Exceeds 2018	Exceeds 2019	Exceeds Expectations 2020	
Classroom materials	89%	92%	93%	95%	0%
Support teachers	70%	75%	68%	70%	22%
Facilities	76%	69%	78%	90%	0%
Technology equipment	77%	79%	85%	89%	3%
Parent-Teacher Conferences	N/A	N/A	N/A	93%	3%

2020

Comments:

- Parents love the Spanish program and students show progress every year!
- Technology is improving each year, now a 1-to-1 device school for ALL grades K-8
- The Go Math/Common Core has been a struggle for parents teaching at home; teachers have to supplement too much with other programs.
- We'd like to see more cohesiveness in writing program 1st through 3rd grades.
- Can we do more to foster art in the upper grades, especially while students are online?
- Add a full day to include music and art when possible.
- In-school learning is much improved over distance learning.
- Update the social studies books and curriculum for the middle school.
- Can there be more special needs programs to meet the needs of all students?
- Try to look closer at structure and implementation of the online learning-organization, syllabi, and more structured Zoom instruction.

2019

Comments:

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

Faith and Spiritual Development

To what degree does Assumption Catholic School meet your expectations for your child's faith and spiritual development?

2020

100% of our families say this meets or exceeds expectations

2019

97% of families say this meets or exceeds expectations

2018

97% of families say this meets or exceeds expectations

2017

93% of families say this meets or exceeds expectations

2016

96% of families say this exceeds or meets expectations

Communication

In 2020, families surveyed felt the following *communication* meets or exceed expectations:

100% for school information and calendar

95% for academic progress

90% for teacher newsletters from and classroom pages on the school website

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:

2020

- Communication from the office is clear, regular, and organized.
- Report cards twice per year don't provide enough information; have more frequent progress reports for K-5
- Communication in the summer regarding opening was thorough and complete
- Classroom pages are not well known and should be advertised better (3 similar)

2019

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

Technology Integration

2020- 84% of parents say this meets or exceeds expectations.

- Parents would like to see 1:1 device program held off until 6th grade. 5th graders don't use them enough to justify the cost.
- The fall has been more challenging with remote learning than it had been in the spring.
- Need for consistency among teachers with Zoom vs. Teams. Create more assignments that can be completed without having to print
- Prefer a less tech-heavy emphasis in the lower grades.

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

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.

Student safety

2020

Of the families surveyed, **98%** said the school meets or exceeds expectations in the areas of health and safety.

- Grateful for care and concern; efforts to operate safely during the pandemic are outstanding. (9 similar)
- Appreciate the new fencing/gate, but still concerned about adults on campus (2 similar)

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

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

What would you change about the school?

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

2020

- Bathrooms in the gym
- Expand (increase?) enrollment to offer more activities and enrichment
- Provide better communication for families about why the school stays open or potentially closes due to COVID; parents would like to understand the process for decisions
- Special education support for reading and math
- Return to a 3 pm dismissal
- Students should be able to take their masks off in the classroom
- More clubs and sports offered for the elementary grades (3 similar)
- Include school bus routes to the south, like Alger
- Start a band for students
- Have a cleaner boys' bathroom
- Consider requirements for spending extra money on things like Scrip
- More volunteer opportunities to bring down cost
- Stay in person as long as possible, allow 7th/8th grade to stay in person (3 similar)
- Support that all salaries for teachers and staff come close to parity with Whatcom County schools

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

“The value of an education is worth my money.” Parents were asked this question and this is how they responded:

2020- 98% agree or strongly agree (Note: Two comments regarding how it is hard to justify paying tuition when students are online.)

2019- 97% agree or strongly agree

2018- 97% agree or strongly agree

2017-92% agree or strongly agree

How likely are you to recommend the school to a colleague or 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 8 responses

“8” had 1 response

“7” had 4 responses

“6” 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 88 for 2020-2021 compared with a score of 86 the year before, and 76 in 2018-2019.**

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