

January 13, 2021

Parent Satisfaction Survey Results for 2021-2022

(collected in November/December 2021 through Survey Monkey)

Thank you to everyone who completed this year's survey. The following is a summary PS-8 Parent Satisfaction Survey (45 responses). Unfortunately, we had fewer surveys completed this year compared to previous years, but the information is always valuable.

We recognize there are a percentage of responses that reflect the attitudes of families around health protocols and challenges related to the pandemic. This is not necessarily a reflection of the teaching, faith formation, or overall value of a Catholic education, but it is valuable information, and we welcome your feedback. Please know that health protocols continue to be the most urgent priority across all school constituencies as we plan for the 2022-2023 school year.

Survey populations:

In 2021-2022, there were 45 responses to the survey:

- Every grade was represented. The most responses came from First, Third, and Fifth Grades.
- Primary languages at home (for those who completed the survey) are English, Spanish, and Vietnamese. Other languages spoken in the home include: Tagalog and Mandarin.

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?”** Note: If you’d like to skip directly to the survey results, those begin on page five (5) of this document.

From our new families, what are ways in which you felt supported?

Staff and teachers have been very communicative and focused on meeting the particular needs of each of my children. I have been very impressed with their responsiveness to any and all questions or concerns I have had.

Starting school is overwhelming and I was trying to grasp everything. I loved that when I walked in the office staff knew who I was and my child’s name before I said anything. I always felt welcomed.

Loved having a family that helped us during the summer with all our questions. Very welcoming.

Comments from all of our families...

We chose Assumption school because of their high expectation for academic achievement and a solid foundation for strengthening personal values through the catholic education. The sense of community is very strong - families and staff are welcoming and inclusive. Since the pandemic started the school has been doing an outstanding job in keeping students and teachers safe while keeping the school open. We could not be happier about how they have operated during these challenging times. The staff has remained calm and gracious but firm with the protocols. Our kids’ school lives were not as disrupted as they could have been and we will be forever grateful for that.

Nuestros hijos han estado en la Assumption desde que empezaron su escuela elemental y ha sido la mejor decisión que hemos tomado. La Assumption ha sido no solo el colegio sino un segundo hogar para nuestros hijos. Hoy, después de 8 años de experiencia en el colegio, podemos decir que ellos han tenido toda la atención personalizada que han necesitado en su

desarrollo académico, y esto unido a los valores éticos y morales basados en la fe, han sido una base fundamental en su desarrollo espiritual y personal.

We chose it because we saw our friends' children thriving there, and we could clearly see the academic standards of excellence for ourselves. Connecting with other families of faith and building friendships has been an extra bonus and a deep blessing for our family.

We choose to send our son to Assumption because he has an opportunity to expand his horizons in a challenging, safe environment while being in a school that nurtures his spiritual well-being.

I choose Assumption Catholic School primarily for the following reasons: (1) solid adherence to Catholic teaching and values, in marked contrast to the social agendas currently pushed in the public schools; (2) smaller class sizes and attention to the individual needs of students; (3) excellent communication from staff and teachers; (4) overall atmosphere of respect for others and zero tolerance for bullying and profanity - I see a lot of happy kids!

The high level of academic standards, along with smaller class sizes and more one on one time with teachers, has helped our children grow as students, and as faith filled Catholic individuals who put others first and enjoy their educational journey. Our children truly enjoy going to school every day at Assumption.

Assumption School has been a powerful light for us in an increasingly dim and secular environment. Both our kids have thrived academically and spiritually for years, and we have faith that this light will persevere into the future.

We have found that teaching Catholic values to our kids has a very real effect on many aspects of their development. Learning to practice respect, faith and honesty translates to discipline in academic subjects as well as fostering a healthy optimism in their general outlook; it's "the Good News" for a reason!

My wife and I were both brought up in the public school system. She is Catholic and I am non-denominational, but we had our boys baptized Catholic. 2020 really hit hard for us and a lot of families trying to sort out educational plans for our children. When Assumption offered a second Kindergarten class last year we made the decision to enroll with the plan to return to the Bellingham public school system. As we watched our son grow academically and emotionally under the eyes of Mrs. Lawrence, we decided that it was best we keep him at Assumption for the 21/22 school year in addition to enrolling our youngest in Pre-K. We've discovered that the faculty are excellent educators and communicators no matter what situation may arise. In addition, the students stand out and they will go onto being successful members and leaders of their communities. I look forward to watching these young people grow academically, socially and spiritually.

Students are respectful to others. They learn to develop how to manage study hours in preparation to higher education levels and there is a feeling of community.

Assumption is such a wonderful, family-oriented school where there is an abundance of passionate teachers who enrich our children academically & spiritually. My 5th grader was

in another school & was told she may have to repeat a grade. In just one year at Assumption, she has grown tremendously in academics & is continuing to improve in her reading/writing with assistance from a tutor provided by the school. I also love the school's diversity!

Year after year, Assumption Catholic School has proved to us that we've made the right choice for our children's education. Our kids are happy, loving school and always excited to go to school. We always feel seen and respected in this community.

We continually choose Assumption because our boys thrive here. The teachers and staff are a branch of our family in that they're helping us guide our kids to be kind, respectful, faith-filled people of character, while offering them an exceptional education. We believe the decision to have them grow up at ACS is the best one we'll ever make for them.

The community of like minded families makes you feel the love of God carried through the students and their learning.

Assumption Catholic School is a network of teachers, friends, parents, parishioners helping our child grow into the person God made him to be. Assumption offers an extended support system beyond our home for our child to be challenged academically, grow in faith, and reinforce God's love and wisdom.

The Assumption Catholic School environment is an extension of family offering genuine care for students' success. The school's stimulating academic program and the integration of faith elevate child development.

We chose Assumption Catholic School because we knew that in the process of learning, our kids would ask questions -- we wanted the answers to their questions to come from a loving, Catholic perspective. Academics are very important to us, but being taught in a caring and faith-filled community is invaluable.

I highly recommend any family to send their kids to Assumption Catholic school. Our three sons attended Assumption and our family formed part of this community for 13 years. We are leaving happy to see not just the intellectual and spiritual growth of our kids but the growth of the quality of the education and leadership of the school.

Assumption Catholic School prioritizes virtuous behaviors, service to others and academic rigor. Staff and fellow parents are consistently friendly and helpful. A month ago my car died in the parking lot and another parent helpfully offered to jump my car.

Mostly for the smaller class sizes and more one on one teacher time. Secondly is the after school program. My child loves it. He gets upset if I pick him up too early. It has made my life and work schedule much easier to navigate. It helps that homework is done before getting home.

I chose Assumption for so many reasons: the community, the academics, the foundation of love and respect they help instill in our children. It's a partnership and extension of our family; and that's hard to find in a school.

The commitment to care and compassion, especially through the challenges of a pandemic, combined with academic excellence and whole child development are the things we value most about Assumption.

Assumption is not just the best kind of Catholic school: centered on Christ, disciplined in intellectual approach, and run by committed professionals. In the last six years, this has also become Whatcom County's top independent school—where families of all faiths are welcome—by the most caring, qualified, and degreed faculty and led by a principal who is a true servant-leader. In fifth grade, our child is halfway through ACS, and every single day our child has been challenged, loved, and transformed. It's not only about outcomes (and ACS excels in high school and college prep, sensitive intervention, and sincere partnership with parents), but it's also about the daily experience: our child cannot wait to go to school and takes tremendous pride in belonging to the teachers, classmates, and families of Assumption.

SURVEY RESULTS

The survey results are broken into the following *eight* categories:

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

2021 (# of families who ranked these as first or second)

- + Academic Excellence (29)
- + Catholic Values (29)
- + Catholic Faith (15)

Note: **96% of our families say that the academic rigor meets or exceeds their expectations for student learning.**

Subject Expectations

	Meets or Exceeds Expectations 2018	Meets or Exceeds 2019	Meets or Exceeds Expectations 2020	Meets or Exceeds Expectations 2021
Math	89%	82%	88%	87%
Language Arts	92%	97%	86%	93%
Reading	89%	97%	86%	93%
Science	87%	84%	95%	93%
Social Studies	93%	92%	91%	91%
Physical Ed.	93%	97%	71% (NA for 20%)	96%
Music	71%	85%	67% (NA for 17%)	89%
Art	85%	89%	67% (NA for 17%)	87%
Spanish	69%	79%	83%	67%

Learning Resources

	Meets or Exceeds 2018	Meets or Exceeds 2019	Meets or Exceeds Expectations 2020	Meets or Exceeds Expectations 2021	Not applicable
Classroom materials	92%	93%	95%	98%	0%
Support teachers	75%	68%	70%	87%	6%
Facilities	69%	78%	90%	84%	0%
Technology equipment	79%	85%	89%	87%	3%
Parent-Teacher Conferences	N/A	N/A	93%	98%	3%

2021

Comments

- Grateful that parent/teacher conferences returned in person
- Consider not having students in the parent/teacher conferences
- Counseling has been a great addition this year
- Review and possibly limit tech use, better monitoring of Internet safety
- Appreciate the weekly notes in Pre-K from the teacher(s)
- More cohesion across the grades for the writing curriculum
- Would like to see more STEM in the younger grades (K-2)
- Common core is difficult for parents to teach at home
- Review the Spanish curriculum and ensure that students are prepared for Spanish II in high school (4 comments like this)

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.

Faith and Spiritual Development

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

2021

89% of our families say this meets or exceeds expectations

2020

100% of our families said this meets or exceeds expectations

2019

97% of families said this meets or exceeds expectations

2018

97% of families said this meets or exceeds expectations

2017

93% of families said this meets or exceeds expectations

2016

96% of families said this exceeds or meets expectations

Communication

In 2021, families surveyed feel the following *communication* meets or exceeds expectations:

100% for school calendar

98% for school information and newsletters from teachers

91% for academic progress

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** said that academic progress **meets or exceeds expectations**.

Comments:

2021

- Faith is a part of everyday life in school. Instruction exceeds expectations.
- Hoping to see students at Mass weekly again instead of every other week (2 like this)
- Is sacramental prep possible for second grade?
- Prepare students to be prepared religiously/spiritually in public high school.
- Classroom webpages are sometimes not updated
- Parents appreciate the weekly video newsletters (2 like this)
- Teachers meet expectations for communication (2 like this)
- Parents appreciate the text and social media posts

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)

Technology Integration

2021- 87% of parents say this meets or exceeds the expectations

- Too much technology may be used in the classroom, limit amount of screen time and have more hands-on learning opportunities (4 like this)

2020- 84% of parents said 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 said 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

Student health and safety

2021 (Health and safety together)

Of the families surveyed, **76%** say the school meets expectations for **health** and safety (including this year, COVID protocols).

Comments include:

- Impressed or pleased with layers and systems for masking and quarantine (4 similar comments)
- Unhappy with mask protocols, segregation of students and volunteers based on vaccination status, too extreme a position/stance on health and safety (10 similar comments)
- Worried about proximity to the high school

2020 (Student safety only)

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 (Student safety only)

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

COVID protocols- How well do these meet expectations?

“Masks are worn consistently and correctly by all students.”- 74% of families say this Meets or Exceeds Expectations, 17% marked Not Applicable, and 9% Below Expectations

“Overall priority of student health”- 71% of families say this Meet or Exceeds expectations; 9% marked Not Applicable, 18% of families marked “Below Expectations.”

What would you change about the school?

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

2021

- Salaries of administration and faculty should be closer to Whatcom County educators (2 similar)
- COVID protocols (7 similar)
- Cleanliness of boys' bathroom
- Focus on sports and music programs (3 similar for sports)
- Sharper focus on academics
- Return to volunteering in the child's classroom
- Diversify the student body by a sliding scale for tuition.
- Increase enrollment to keep tuition affordable
- Get rid of masks
- Longing for the community we once had
- Homework seems to be a task that falls to the parent, less homework (2 similar)
- More Spanish and other languages at the younger grades
- More after-school activities and clubs
- Full-time recess person; rely less on parents for Playground Angels
- Add a hot lunch program (2 like this)
- Return to in-person events like the Spaghetti Dinner, Christmas performance, Grandparents' Day.
- More counseling offered
- Hire a school nurse to alleviate COVID protocols from office staff
- Hold all kids to the same discipline standards in the parent handbook

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

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

2021- 93% agree or strongly agree

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

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:

"9-10" had 31 responses

"7-8" had 8 responses

"1-6" had 5 responses

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 59 for 2021-2022 compared with a score of 88 the year before, and 86 in 2019-2020.** This is an important and significant change in this score and has been reflected in some of the earlier comments and ratings. We will continue to look closely at all areas and will work together with parents, teachers, and staff to determine what will produce a score of 9 or 10 across all respondents for next year.

Thank you to everyone for their feedback and input. If you have any questions or if you would like to set up a meeting to discuss any of these items further, please email Mr. Anderson at danderson@assumption.school.