

OLA Parent Satisfaction survey

Survey details

Taken: Winter 2013

Methodology: Online survey open to all parents and parishioners.

Length of availability: 1/31/2013 through 2/6/2013

Limits: Only one survey per IP address allowed.

Survey scope: OLA parent/parishioner community was asked questions in 10 areas, including one question about their demographics and nine questions about their perceptions of quality about OLA. Of the nine questions, six asked parents to grade their OLA experience on a four-point scale and invited them to expand on their votes in comment sections. The three remaining questions were open-ended invitations seeking parent advice and commentary.

Survey takers

Invitations: In excess of 400 student-families and parishioners

Responses: 56 surveys representing 80 students (roughly 20 percent response rate)

Analysis

The survey can be reviewed in two ways:

1) **Average score per category:** Each question receives an average (mean) score that represents a point system ranking for each answer. As a result, a category with the highest “very satisfied” ranking might end up ranked second if it has few “somewhat satisfied” scores and another category receives significant numbers of “very satisfied” and “somewhat satisfied” answers. Limit: This tends to erase fine distinctions between the categories given the different combinations of scores that can generate a result. I.e., a category some consider strong and others consider very weak might be equal to one most consider somewhat strong and somewhat weak.

2) **Strongest vote level:** Survey Monkey places in bold the strongest vote level (i.e. “very satisfied”) to indicate where the preponderance of votes is going. This helps see where your most passionate votes are be cast. Limits: It can obscure those that have substantial range of opinions that elevate their overall value among all votes.

Taken together, the two methods can provide more discerning direction for action.

This report provides the results in both fashion, ranked first by average score and second as in a chart with the strongest vote level highlighted.

In addition to charted responses, questions 3-7 also received comments; questions 8-10 only sought comments. In those cases, the comments have been boiled down to a summary of achievable changes under the control of OLA are provided. The comments

are listed in a rough order based on the topics that received the greatest number of comments.

Ranking questions

Q1. Reasons for attending OLA: Please rank the following reasons in order of importance, with 1 being most important and 8 being least.

Catholic Religious Instruction and Academic Instruction are essentially tied atop the list. Other reasons follow in order of parent ranking:

1. Academic Instruction
2. Catholic Religious Instruction
3. Teacher quality
4. School size
5. Affordability
6. Convenient location
7. Special programs
8. Parishioner
9. Parish leadership

1. Reasons for attending OLA: Please rank the following reasons in order of importance, with 1 being most important and 8 being least.											
	1	2	3	4	5	6	7	8	9	answered question skipped question	56 0
										Rating	Rating
										Average	Count
Catholic religious instruction	53.6%(30)	23.2% (13)	8.9% (5)	3.6% (2)	3.6% (2)	7.1% (4)	0.0% (0)	0.0% (0)	0.0% (0)	2.02	56
Academic instruction	39.3% (22)	44.6%(25)	5.4% (3)	8.9% (5)	0.0% (0)	0.0% (0)	1.8% (1)	0.0% (0)	0.0% (0)	1.93	56
Affordability	0.0% (0)	3.6% (2)	16.1% (9)	16.1% (9)	21.4%(12)	16.1% (9)	12.5% (7)	7.1% (4)	7.1% (4)	5.32	56
Convenient location	0.0% (0)	7.1% (4)	7.1% (4)	16.1% (9)	23.2%(13)	19.6% (11)	8.9% (5)	8.9% (5)	8.9% (5)	5.48	56
Teacher quality	5.4% (3)	10.7% (6)	30.4%(17)	19.6% (11)	19.6% (11)	10.7% (6)	3.6% (2)	0.0% (0)	0.0% (0)	3.84	56
School size	1.8% (1)	8.9% (5)	21.4% (12)	21.4% (12)	16.1% (9)	23.2%(13)	5.4% (3)	1.8% (1)	0.0% (0)	4.41	56
Special programs	0.0% (0)	1.8% (1)	7.1% (4)	10.7% (6)	8.9% (5)	16.1% (9)	44.6%(25)	5.4% (3)	5.4% (3)	6.13	56
Parishioner	0.0% (0)	0.0% (0)	3.6% (2)	3.6% (2)	7.1% (4)	7.1% (4)	8.9% (5)	60.7%(34)	8.9% (5)	7.32	56
Parish leadership	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	14.3% (8)	16.1% (9)	69.6%(39)	8.55	56

Q2. Grade your child(ren) currently attend.

Responses show a range across all grades.

3	junior-k
6	kindergarteners
1	First
10	Second
13	Third
9	Fourth
7	Fifth
11	Sixth
12	Seventh
8	Eighth

Q3. Please rate OLA's academic program.

“Very satisfied” scores range from 67.3 percent to 25.5 percent. Satisfaction levels rise to 89.1 percent when “very satisfied” and “somewhat satisfied” ratings are included together. Areas for improvement include foreign language, arts and transition among grades.

1. Appropriate and challenging
2. Core instruction: Math
3. Core instruction: Social studies
4. Class sizes
5. Core instruction: Language arts
6. Core instruction: Religion
7. Academic expectations clearly communicated
8. Elective instruction: Music
9. Teachers are effective instructors
10. Elective instruction: Computers
11. Child(ren)'s academic progress meets your expectations
12. Core instruction: Science
13. Elective instruction: P.E.
14. Effective communication with teacher(s)
15. Homework load appropriate
16. Smooth transition between grade levels
17. Elective instruction: Arts
18. Elective instruction: Foreign language
19. Elective instruction: Critical Thinking/Test prep*

(*A high number of “no opinion” votes depressed the score for critical thinking/test prep, a question that applies only to students in grades seven and eight. The result indicates future surveys should allow parents to create ratings based on each student’s experience rather than grouping students by family.)

Comment summary

1. Academics, foreign language, improve
2. Academics, classroom instructional quality, improve
3. Academics, homework inequalities, eliminate
4. Academics, grade transition, improve
5. Academics, obtain new, appropriate lower-grade textbooks
6. Academics, P.E. add programming
7. Academics, Remedial instruction, improve
8. Academics, test prep, improve

3. Please rate OLA's academic program.		answered question				56			
		Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion/don't know/N/A	Rating Average	skipped question	Rating Count
Appropriate and challenging		67.3% (37)	21.8% (12)	9.1% (5)	0.0% (0)	1.8% (1)	3.53		55
Academic expectations clearly communicated		60.0% (33)	23.6% (13)	16.4% (9)	0.0% (0)	0.0% (0)	3.44		55
Smooth transition between grade levels		45.5% (25)	29.1% (16)	9.1% (5)	9.1% (5)	7.3% (4)	2.96		55
Effective communication with teacher(s)		41.1% (23)	32.1% (18)	19.6% (11)	7.1% (4)	0.0% (0)	3.07		56
Teachers are effective instructors		48.2% (27)	39.3% (22)	8.9% (5)	3.6% (2)	0.0% (0)	3.32		56
Child(ren)'s academic progress meets your expectations		43.6% (24)	38.2% (21)	14.5% (8)	1.8% (1)	1.8% (1)	3.2		55
Homework load appropriate		33.9% (19)	42.9% (24)	17.9% (10)	1.8% (1)	3.6% (2)	3.02		56
Class sizes		57.1% (32)	33.9% (19)	7.1% (4)	1.8% (1)	0.0% (0)	3.46		56
Core instruction: Language arts		51.8% (29)	42.9% (24)	5.4% (3)	0.0% (0)	0.0% (0)	3.46		56
Core instruction: Math		54.5% (30)	43.6% (24)	1.8% (1)	0.0% (0)	0.0% (0)	3.53		55
Core instruction: Social studies		56.4% (31)	36.4% (20)	5.5% (3)	1.8% (1)	0.0% (0)	3.47		55
Core instruction: Science		40.7% (22)	46.3% (25)	5.6% (3)	5.6% (3)	1.9% (1)	3.19		54
Core instruction: Religion		54.5% (30)	40.0% (22)	1.8% (1)	3.6% (2)	0.0% (0)	3.45		55
Elective instruction: Arts		38.9% (21)	31.5% (17)	16.7% (9)	9.3% (5)	3.7% (2)	2.93		54
Elective instruction: Foreign language		25.5% (14)	38.2% (21)	10.9% (6)	16.4% (9)	9.1% (5)	2.55		55
Elective instruction: Music		48.1% (26)	40.7% (22)	9.3% (5)	0.0% (0)	1.9% (1)	3.33		54
Elective instruction: P. E.		37.0% (20)	50.0% (27)	9.3% (5)	1.9% (1)	1.9% (1)	3.19		54
Elective instruction: Computers		52.7% (29)	30.9% (17)	9.1% (5)	3.6% (2)	3.6% (2)	3.25		55
Elective instruction: Critical Thinking/Test prep		34.5% (19)	25.5% (14)	16.4% (9)	3.6% (2)	20.0% (11)	2.51		55

Q4. Please rate your child(ren)'s spiritual development.

OLA's clear strength lies in spiritual development, with every category receiving more than 60 percent "very satisfied" and more than 23 percent "somewhat satisfied," for a combined satisfaction level ranging from 98.2 percent to 92.7 percent.

1. Child(ren) growing in Catholic faith
2. Child(ren) developing appropriate set of values
3. Strong Catholic identity
4. Frequent worship and prayer opportunities
5. Spiritual values reinforced in school

Comment summary

1. Spiritual, parish engagement, increase
2. Spiritual, charity, volunteer opportunities, increase
3. Spiritual, instill values daily
4. Spiritual, Student behavior issues, improve

4. Please rate your child(ren)'s spiritual development.							answered question	55
							skipped question	1
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion/know/N/A	Rating Average	Rating Count	
Spiritual values reinforced in school	63.6% (35)	29.1% (16)	7.3% (4)	0.0% (0)	0.0% (0)	3.85	55	
Strong Catholic identity	69.1% (38)	27.3% (15)	1.8% (1)	0.0% (0)	1.8% (1)	3.89	55	
Frequent worship and prayer opportunities	72.7% (40)	23.6% (13)	1.8% (1)	0.0% (0)	1.8% (1)	3.89	55	
Child(ren) growing in Catholic faith	69.1% (38)	29.1% (16)	1.8% (1)	0.0% (0)	0.0% (0)	3.96	55	
Child(ren) developing appropriate set of values	69.1% (38)	27.3% (15)	1.8% (1)	1.8% (1)	0.0% (0)	3.91	55	

Q5. Please rate your child(ren)'s social development.

“Very satisfied” ratings range from 72.7 percent to 49.1 percent, with aggregate ratings for “very satisfied” and “somewhat satisfied” jumping to 96.4 percent at the high end and 78.2 percent at the low.

Areas of special strength include children feeling safe (re: the campus community), displaying respect for others and happy with daily school experience. Areas to improve include social opportunities to improve friendships, extra curricular offerings and leadership opportunities.

1. Child(ren) display respect for others
2. Child(ren) feel safe
3. Has your child(ren) formed lasting friendships with classmates?
4. Child(ren) happy with daily school experience
5. Child(ren) in good relationship with teacher(s)
6. Sports and athletic opportunities
7. Child(ren) feel respected by their peers
8. Child(ren) have a high degree of self-confidence
9. Social opportunities for children to development friendships
10. Sufficient extra-curricular offerings
11. Student leadership opportunities

Comment summary

1. Social, teacher treatment of students, increase respect
2. Social, extra-curriculars, increase offerings, including dances
3. Social, student leadership activities
4. Social, promote school athletics

5. Please rate your child(ren)'s social development.							answered question	55
							skipped question	1
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion/know/N/A	Rating Average	Rating Count	
Has your child(ren) formed lasting friendships with classmates?	66.7% (36)	27.8% (15)	3.7% (2)	0.0% (0)	1.9% (1)	3.57	54	
Child(ren) happy with daily school experience	67.3% (37)	25.5% (14)	3.6% (2)	3.6% (2)	0.0% (0)	3.56	55	
Child(ren) in good relationship with teacher(s)	61.8% (34)	30.9% (17)	5.5% (3)	1.8% (1)	0.0% (0)	3.53	55	
Child(ren) feel respected by their peers	52.7% (29)	36.4% (20)	9.1% (5)	1.8% (1)	0.0% (0)	3.4	55	
Child(ren) have a high degree of self-confidence	49.1% (27)	41.8% (23)	7.3% (4)	1.8% (1)	0.0% (0)	3.38	55	
Child(ren) feel safe	72.7% (40)	16.4% (9)	7.3% (4)	3.6% (2)	0.0% (0)	3.58	55	
Child(ren) display respect for others	67.3% (37)	29.1% (16)	1.8% (1)	1.8% (1)	0.0% (0)	3.62	55	
Sufficient extra-curricular offerings	60.0% (33)	20.0% (11)	9.1% (5)	7.3% (4)	3.6% (2)	3.25	55	
Social opportunities for children to development friendships	60.0% (33)	27.3% (15)	5.5% (3)	5.5% (3)	1.8% (1)	3.38	55	
Sports and athletic opportunities	65.5% (36)	25.5% (14)	3.6% (2)	1.8% (1)	3.6% (2)	3.47	55	
Student leadership opportunities	56.4% (31)	21.8% (12)	12.7% (7)	3.6% (2)	5.5% (3)	3.2	55	

Q6. Please rate OLA's physical environment.

Parents are tepid in their rating of school facilities. Campus playground equipment, recently replaced, receives the most enthusiasm, 45.4 percent, but nothing breaks the 50 percent barrier. The low (24.1 percent) score goes to field quality and classroom technology. Campus security ranks in the middle, with 35.2 percent “very satisfied.”

When “somewhat satisfied” ratings are considered as well, rankings generally rise to about three-quarters favorable, topping out at 85.2 percent (outside appearance). But the significant numbers of somewhat satisfied statements indicate families have some issues in each of these areas.

1. Field quality, appearance
2. Availability of technology in the classroom
3. Appropriate security measures in place
4. Appropriate safety measures are in place
5. Blacktop play area quality, appearance
6. Cleanliness and order within school buildings
7. Playground equipment quality, appearance
8. Outside appearance of building and facilities

Comment summary

1. Facilities, security, including breezeway and church access to campus; communicate security information to students and families
2. Facilities, cleanliness, including bathrooms, improve
3. Facilities, keep computers maintained
4. Facilities, play area improvements, boost safety on blacktop
5. Facilities, library, improve quality, interaction with students

6. Please rate OLA's physical environment.							answered question	54
							skipped question	2
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion/don't know/N/A	Rating Average	Rating Count	
Appropriate safety measures are in place	42.6% (23)	35.2% (19)	16.7% (9)	3.7% (2)	1.9% (1)	1.87	54	
Appropriate security measures in place	35.2% (19)	33.3% (18)	20.4% (11)	9.3% (5)	1.9% (1)	2.09	54	
Outside appearance of building and facilities	42.6% (23)	42.6% (23)	13.0% (7)	1.9% (1)	0.0% (0)	1.74	54	
Cleanliness and order within school buildings	40.7% (22)	42.6% (23)	11.1% (6)	5.6% (3)	0.0% (0)	1.81	54	
Availability of technology in the classroom	24.1% (13)	51.9% (28)	14.8% (8)	7.4% (4)	1.9% (1)	2.11	54	
Field quality, appearance	24.1% (13)	46.3% (25)	16.7% (9)	13.0% (7)	0.0% (0)	2.19	54	
Blacktop play area quality, appearance	33.3% (18)	51.9% (28)	11.1% (6)	3.7% (2)	0.0% (0)	1.85	54	
Playground equipment quality, appearance	45.3% (24)	39.6% (21)	11.3% (6)	1.9% (1)	1.9% (1)	1.75	53	

Q7. Please rate OLA's institutional performance.

Rankings of “very satisfied” range from a high of 66.7 percent for the school's new phone outreach system to a low of 20 percent for the availability of financial aid. The combined “very satisfied” and “somewhat satisfied” scores help raise overall satisfaction ratings for some areas to as high as 93 percent. Ratings are stronger than for facilities.

1. School website
2. Automatic phone communication from school
3. Written communication from school
4. Parent involvement opportunities
5. School staff upholds Catholic values
6. Responsiveness of school personnel
7. Overall value for the investment
8. Opportunities to communicate with school leadership
9. Easy to contact school personnel
10. Receptive and welcoming environment at school office
11. Cost of tuition
12. Organization and functioning of PFA
13. Annual fundraising expectations
14. Social media presence
15. Availability of financial aid

Comment summary

1. Institutional, fee reduction, simplification, including lower tuition and elimination of raffle, registration, scrip
2. Institutional, teacher and staff interaction with students, parents, improve performance, accessibility
3. Institutional, teacher online grading, keep updated, improve clarity of classroom plans
4. Institutional, staff, improve interaction with visitors
5. Institutional, add email communication on weekly news
6. Institutional, electronic lunch menu programming
7. Institutional, PFA visibility on campus, increase
8. Institutional, website, social media, improve

7. Please rate OLA's institutional performance.							answered question	55
							skipped question	1
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion/don't know/N/A	Rating Average	Rating Count	
Parent involvement opportunities	58.2% (32)	30.9% (17)	9.1% (5)	1.8% (1)	0.0% (0)	3.45	55	
Organization and functioning of PFA	43.6% (24)	34.5% (19)	9.1% (5)	1.8% (1)	10.9% (6)	2.98	55	
Annual fundraising expectations	25.5% (14)	40.0% (22)	23.6% (13)	5.5% (3)	5.5% (3)	2.75	55	
Cost of tuition	30.9% (17)	43.6% (24)	21.8% (12)	3.6% (2)	0.0% (0)	3.02	55	
Overall value for the investment	50.9% (28)	29.1% (16)	18.2% (10)	1.8% (1)	0.0% (0)	3.29	55	
Availability of financial aid	20.0% (11)	29.1% (16)	9.1% (5)	3.6% (2)	38.2% (21)	1.89	55	
School staff upholds Catholic values	56.4% (31)	36.4% (20)	1.8% (1)	1.8% (1)	3.6% (2)	3.4	55	
Receptive and welcoming environment at school office	52.7% (29)	29.1% (16)	9.1% (5)	7.3% (4)	1.8% (1)	3.24	55	
Easy to contact school personnel	51.9% (28)	29.6% (16)	13.0% (7)	3.7% (2)	1.9% (1)	3.26	54	
Responsiveness of school personnel	49.1% (27)	41.8% (23)	3.6% (2)	3.6% (2)	1.8% (1)	3.33	55	
Opportunities to communicate with school leadership	58.2% (32)	25.5% (14)	7.3% (4)	3.6% (2)	5.5% (3)	3.27	55	
Written communication from school	61.8% (34)	32.7% (18)	0.0% (0)	1.8% (1)	3.6% (2)	3.47	55	
Automatic phone communication from school	66.7% (36)	24.1% (13)	5.6% (3)	1.9% (1)	1.9% (1)	3.52	54	
School website	65.5% (36)	27.3% (15)	7.3% (4)	0.0% (0)	0.0% (0)	3.58	55	
Social media presence	32.1% (17)	35.8% (19)	7.5% (4)	3.8% (2)	20.8% (11)	2.55	53	

Open-ended questions

The final three questions ask parents to provide commentary about OLA's successes and needs. The responses here, as with those above, are condensed from the more than 50 provided for each question. They are listed in order, generally, by those given the greatest weight by the greatest number of commentators.

Q8. What is the one thing OLA does very well?

1. Academics, especially math
2. Communications, phone outreach system
3. Community, family oriented environment
4. Extra-curricular
5. Institutional, staff quality
6. Institutional, website
7. Social, student-to-student mentoring
8. Spiritual, religious, spiritual values

Q9. What could OLA do better?

1. Academics, foreign language, improve
2. Facilities, security, review
3. Academics, teacher quality, excitement, classroom management, including adding parent input into evaluation, performance-based evaluations, and AR promotion
4. Academics, homework inequalities
5. Academics, lower-grade, improve cross-grade coordination
6. Institutional, simplify fee structure, dump raffle, lower tuition
7. Institutional, staff quality, improve, including interactions with new families
8. Academics, class size decrease
9. Academics, more P.E.
10. Extra-curricular, add science camp
11. Extra-curricular, provide more sports
12. Academics, visual and performing arts
13. Facilities, carpool rules, enforce
14. Facilities, cleanliness, including bathrooms, improve
15. Facilities, lunch quality, improve
16. Institutional, lunch time supervision, more
17. Institutional, transparency on family financial interactions
18. Parents, leadership, encourage new families to join
19. Social, student social gatherings

Q10. Please list one improvement OLA should make immediately.

1. Institutional, fee system, simplify, reduce; ensure scrip system is functioning, review financial aid offerings
2. Facilities, security, improve
3. Academics, foreign language teacher, hire
4. Extra-curriculars, provide more sports, eliminate fees

5. Academics, increase innovation
6. Academics, new textbooks
7. Academics, return to 180 days
8. Academics, short days, eliminate
9. Academics, tutoring, after school
10. Extra-curriculars, science fair
11. Academics, add visual, performing arts, including instrumental music
12. Facilities, auditorium, improve
13. Facilities, blacktop, segregate from parking
14. Facilities, carpool rules, enforce
15. Facilities, cleanliness, including bathrooms, improve
16. Facilities, computer lab, upgrade
17. Facilities, library, improve interaction with students
18. Facilities, technology, improve
19. Institutional, teacher email access
20. Parents, increase involvement