# School Quality Survey for Parents, Campus-based Staff, and Students

**Results and Analysis** 

Milan Area Schools

2021-2022





### **Project Overview & Details of the Study**

The Milan Area Schools School Quality Survey asked parents, staff, and students in grades 3-12 for feedback on various aspects of the school environment. K12 *Insight* partnered with the district leadership team to develop the survey, which addressed the following topics:

- Academic Support
- Student Support
- School Leadership
- Family Involvement
- Safety and Behavior

The survey was open from June 7 – June 21. Reminders were sent to non-participants on June 13, 17, and 21. The survey was available in Spanish.

Email invitations were delivered to parents and campus-based staff. Parents were able to take the survey for each child enrolled in a district school. Students could access the survey via a landing page.

This report summarizes district-level results and compares them by stakeholder group. Elementary students took a simplified version of the survey; therefore, are not included in comparisons. This report includes the thematic analysis of the open-ended survey question: *Please share any other thoughts you have about your experiences this school year.* Responses from the open-ended question were closely analyzed and coded to identify similarities and dissimilarities within the data. Pattern coding was then utilized to identify and categorize similarly coded data to develop the major themes.

Results do not reflect random sampling; therefore, they should not be generalized to all district parents, staff, and students in grades 3-12. Rather, results reflect only the perceptions and opinions of survey participants.

Findings for each item exclude participants who did not answer. Percentages may not total 100 due to rounding. In bar charts, data labels less than 5 percent are not shown.

# **Summary and Insights**

- When asked to rate the overall quality of their school:
  - 86% of participating parents rated their child's school as excellent or good.
  - 87% of participating campus-based staff rated their school as excellent or good.
  - 67% of participating secondary students (grades 6-12) rated their school as excellent or good.
  - 87% of participating elementary students (grades 3-5) rated their school as excellent or good.
- Under the dimension of Academic Support, there was a gap in perceptions between stakeholder groups surrounding teacher feedback and relevance. Specifically:
  - 87% of campus-based staff strongly agreed or agreed that teachers give helpful feedback about student work compared to 76% of parents and 58% of secondary students. 61% of elementary students said it was true that teachers tell them how well they do on their schoolwork.
  - 85% of campus-based staff strongly agreed or agreed that teachers give timely feedback about student work compared to 75% of parents and 54% of secondary students.
  - 77% of campus-based staff strongly agreed or agreed that teachers show students how lesson relate to life outside of school compared to 63% of parents and 33% of secondary students. 76% of elementary students said it was true that their teachers share real life examples in class.



# **Summary and Insights (Continued)**

- Under the dimension of Student Support, there was a gap in perceptions between stakeholder groups surrounding preparation for the future and individualized support. Specifically:
  - 86% of campus-based staff strongly agreed or agreed that students receive the support they need to prepare for the future compared to 74% of parents and 57% of secondary students.
  - 87% of campus-based staff strongly agreed or agreed that students receive the support that addresses their individual needs compared to 73% of parents and 49% of secondary students.
- Under the dimension of Safety and Behavior there was a gap in perceptions between stakeholder groups surrounding staff and student relationships and instances of bullying. Specifically:
  - 79% of campus-based staff and 72% of parents strongly agreed or agreed that staff and students treat each other with respect compared to 41% of secondary students. 85% of elementary students said it was true that adults in their school treat students with respect.
  - 70% of campus-based staff strongly agreed or agreed that discipline is enforced fairly compared to 52% of parents and 44% of secondary students. 78% of elementary students said it was true that they are treated fairly by adults in their school and 76% said school rules are enforced fairly.
  - 93% of campus-based staff strongly agreed or agreed that students are treated fairly regardless of their background compared to 70% of parents and 54% of secondary students.
  - 84% of campus-based staff strongly agreed or agreed that bullying is not tolerated at their school compared to 58% of parents and 65% of secondary students. 90% of elementary students said it was true that bullying is not accepted at their school.



# **Participation**

Responding Group	Number of Invitations Delivered (NMax)	Number of Responses (N)	Response Rate	Public Access Link Responses	Total Responses
Parents/Guardians	1,267	357		74	431
Campus-based Staff	219	110	50%		110
Secondary Students	986	567	58%		567
Elementary Students	385	301	78%		301



<sup>5</sup> Note: A response rate for parents was not calculated was not calculated because of the public access link.

### **Overall Quality**



Parents/Guardians

### **Overall Quality**

How would you rate the overall quality of your child's school? (N=431)



Campus-based Staff

### **Overall Quality**

How would you rate the overall quality of your school? (N=110)





8

Secondary Students

### **Overall Quality**

How would you rate the overall quality of your school? (N=565)





**Elementary Students** 

### **Overall Quality**

How would you rate your school? (N=301)





10

### **Academic Support**



### **Academic Support: Comparison by Respondent Type**

How strongly do you agree or disagree with the following statements?

explained to students.

outside of school.



Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

Parents/Guardians (N=431)

12

#### Parents/Guardians

### **Academic Support**

How strongly do you agree or disagree with the following statements?



This school's learning standards and expectations are clearly explained to students. (N=431) Students are academically challenged by their schoolwork. (N=431)

Teachers give timely feedback about student work. (N=431)

Teachers give helpful feedback about student work. (N=430)

Teachers successfully show students how lessons relate to life outside of school. (N=431)

This school offers a variety of academic courses. (N=431)



#### **Campus-based Staff**

# **Academic Support**

How strongly do you agree or disagree with the following statements?



This school's learning standards and expectations are clearly explained to students. (N=110) Students are academically challenged by their schoolwork. (N=110)

Teachers give timely feedback about student work. (N=110)

Teachers give helpful feedback about student work. (N=109)

Teachers successfully show students how lessons relate to life outside of school. (N=110)

This school offers a variety of academic courses. (N=110)

#### **Secondary Students**

# **Academic Support**

How strongly do you agree or disagree with the following statements?



Strongly Agree Agree Disagree Strongly Disagree Don't Know



18%

18%

14%

23%

80%

18%

8%

8%

11%

10%

10%

9%

9%

9%

100%

**6%** 9%

#### **Elementary Students**

# Learning

Do you feel the following statements are true or false?



■ True ■ False ■ Don't Know



# **Student Support**



### **Student Support: Comparison by Respondent Type**

How strongly do you agree or disagree with the following statements?



Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

18

#### Parents/Guardians

### **Student Support**

How strongly do you agree or disagree with the following statements?

There is a teacher, counselor, or other staff member to whom a 6% 45% 43% student can go for help with a school problem. (N=431) There is a teacher, counselor, or other staff member to whom a 6% 8% 41% 41% student can go for help with a personal problem. (N=431) Students receive the support they need to prepare for the 16% 33% 42% 6% future. (N=431) Students in this school receive support that addresses their 34% 38% 15% **6%** 7% individual needs. (N=431) This school offers students a variety of extracurricular activities. 12% 49% 30% 6% (N=431) 0% 20% 40% 60% 80% 100%

Strongly Agree Agree Disagree Strongly Disagree Don't Know



#### Campus-based Staff

### **Student Support**

How strongly do you agree or disagree with the following statements?

There is a teacher, counselor, or other staff member to whom a 71% student can go for help with a school problem. (N=110) There is a teacher, counselor, or other staff member to whom a 64% 30% student can go for help with a personal problem. (N=110) Students receive the support they need to prepare for the 30% 56% future. (N=110) Students in this school receive support that addresses their 39% 48% individual needs. (N=110) This school offers students a variety of extracurricular activities. 30% 47% (N=110) 0% 20% 40% 60% 80%



27%

6%

5%

100%

9%

7%

15%

#### Secondary Students

### **Student Support**

How strongly do you agree or disagree with the following statements?

There is a teacher, counselor, or other staff member to whom a 52% 35% student can go for help with a school problem. (N=567) There is a teacher, counselor, or other staff member to whom a 11% 6% 8% 29% 46% student can go for help with a personal problem. (N=565) Students receive the support they need to prepare for the 9% 7% 48% 24% future. (N=565) Students in this school receive support that addresses their 9% 40% 28% 10% individual needs. (N=567) This school offers students a variety of extracurricular activities. 52% 10% 24% (N=564) 0% 20% 40% 60% 80%



<mark>5%</mark> 5%

11%

14%

9%

100%

#### **Elementary Students**

# **School Support**

Do you feel the following statements are true or false?



■ True ■ False ■ Don't Know

### **School Leadership**



### **School Leadership: Comparison by Respondent Type**

How strongly do you agree or disagree with the following statements?



School administrators (principals and assistant principals) are

communicate the school's mission and vision.

available when I have a concern.

School administrators (principals and assistant principals) are courteous when I have a concern.

School administrators (principals and assistant principals) are responsive when I have a concern.

Parents/Guardians (N=431)

Campus-based Staff (N=110)



Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

24

#### Parents/Guardians

# **School Leadership**

How strongly do you agree or disagree with the following statements?





#### Campus-based Staff

# **School Leadership**

How strongly do you agree or disagree with the following statements?



School administrators (principals and assistant principals) make decisions that are in the best interests of students. (N=110)

School administrators (principals and assistant principals) clearly communicate the school's mission and vision. (N=110)

School administrators (principals and assistant principals) are available when I have a concern. (N=110)

School administrators (principals and assistant principals) are courteous when I have a concern. (N=110)

School administrators (principals and assistant principals) are responsive when I have a concern. (N=110)



#### **Secondary Students**

# **School Leadership**

How strongly do you agree or disagree with the following statements?

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ake )	11%	44%			23%		9%	13%	
-	-								
arly	9%	49%			19%		8%	14%	
_	-								
are	14%	45%			19%		<mark>6%</mark>	15%	
_	-								
are	11%		47%		14%	6%		22%	
_	-								
are	13%	47%			17%		7%	17%	
_		1	1		1		1		٦
0	%	20%	40%	60	0%	8	30%	10	0%

School administrators (principals and assistant principals) make decisions that are in the best interests of students. (N=565)

School administrators (principals and assistant principals) clearly communicate the school's mission and vision. (N=565)

School administrators (principals and assistant principals) are available when I have a concern. (N=565)

School administrators (principals and assistant principals) are courteous when I have a concern. (N=563)

School administrators (principals and assistant principals) are responsive when I have a concern. (N=566)



### **Family Involvement**



### Family Involvement: Comparison by Respondent Type

How strongly do you agree or disagree with the following statements?



<sup>29</sup> Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

#### Parents/Guardians

# **Family Involvement**

How strongly do you agree or disagree with the following statements?





#### Campus-based Staff

# **Family Involvement**

How strongly do you agree or disagree with the following statements?





#### **Elementary Students**

### **Family Involvement**

Do you feel the following statements are true or false?



■ True ■ False ■ Don't Know



### **Safety and Behavior**



### Safety and Behavior: Comparison by Respondent Type

How strongly do you agree or disagree with the following statements?





100%

90%

89%

94%

93%

Answer options: Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know

34

#### Parents/Guardians

### **Safety and Behavior**

How strongly do you agree or disagree with the following statements?



#### Parents/Guardians

### **Unfair Treatment**

For which of the following are students treated unfairly? (N=45)

Note: Only participants who disagreed or strongly disagreed that students are treated fairly regardless of their background answered this question. Percentages added may exceed 100 since a participant may select more than one answer for this question.


# **Safety and Behavior**

How strongly do you agree or disagree with the following statements?



Strongly Agree Agree Disagree Strongly Disagree Don't Know

## **Unfair Treatment**

For which of the following are students treated unfairly? (N=5)

Note: Only participants who disagreed or strongly disagreed that students are treated fairly regardless of their background answered this question. Percentages added may exceed 100 since a participant may select more than one answer for this question.



# **Safety and Behavior**

How strongly do you agree or disagree with the following statements?

Strongly Agree

Agree



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#### Secondary Students

## **Unfair Treatment**

For which of the following are students treated unfairly? (N=180)

Note: Only participants who disagreed or strongly disagreed that students are treated fairly regardless of their background answered this question. Percentages added may exceed 100 since a participant may select more than one answer for this question.



#### **Elementary Students**

# **Safety and Behavior**

Do you feel the following statements are true or false?



I know my school's safety and security drills. (N=300)

I feel safe in my school. (N=299)

School rules are enforced fairly. (N=299)

Adults in this school treat students with respect. (N=296)

Adults respond quickly when a student is bullied. (N=299)

Bullying is not accepted in this school. (N=298)



■ True ■ False ■ Don't Know

### **Net Promoter Scores**



## **School Net Promoter Score**

How likely are you to recommend your child's school to a family member or friend? (N=431)



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Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.

#### Parents/Guardians

### **District Net Promoter Score**

How likely are you to recommend this district to a family member or friend? (N=429)



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Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.

### **School Net Promoter Score**

How likely are you to recommend your school to a family member or friend? (N=108)



K12 Insight

Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.

### **District Net Promoter Score**

How likely are you to recommend this district to a family member or friend? (N=107)



K12 Insight

Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.

## **School Net Promoter Score**

How likely are you to recommend your school to a friend? (N=563)



K12 Insight

Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.

## **District Net Promoter Score**

How likely are you to recommend this district to a friend? (N=565)



K12 Insight

Notes: The Net Promoter Score (NPS) serves as a proxy for public confidence in a school/the district. It is calculated by subtracting the percentage of detractors (0-6) from promoters (9-10) which gives a value between -100 to 100. A positive score means there are more people promoting the district than detracting from it. Passives (7-8) represent individuals who do not have an unequivocal opinion about their school or district.



#### Please share any other thoughts you have about your experiences this school year. (N=154)

Participating parents said their children have experienced instances of bullying, harassment, and bully-like behavior, especially as it relates to race, religion, political views, and sexual orientation. Parents would like more support and response from schools when instances are reported.

Participating parents would like more streamlined and consistent communication from schools and teachers, specifically related to attendance, illnesses, and academic progress.

Participating parents said they would like more academic and extracurricular options for students, specifically those in gifted programs.

Additional comments included more opportunities for parents to be involved on campus, more programs and services available for mental health, and increased security measures on campuses, such as metal detectors and ID checks.



Please share any other thoughts you have about your experiences this school year. (N=30)

Participating campus-based staff members said that student behavior is getting increasingly worse, and enforcement of policies and procedures related to student behavior is inconsistent and/or nonexistent. Participants said they would like more support from administrators when enforcing discipline as it relates to poor student behavior.

Participating campus-based staff members said communication between the district, schools, staff, and parents is inconsistent and there are too many channels of communication. Participants would like for communication within the district and across schools to be streamlined and more consistent.

Participating campus-based staff members said staff are overwhelmed and burnt out. Participants said resources are lacking and that most schools/departments are understaffed.

Participating campus-based staff members said more work needs to be done to improve special education services and the process for securing SPED services for students.



#### Please share any other thoughts you have about your experiences this school year. (N=239)

Participating secondary students said that they have experienced and/or witnessed several bullying or bully-like situations over the course of the school year, specifically related to race, religion, and sexual orientation. Students feel that teachers and staff do not take these situations seriously and they would like more support when they report these instances.

Participating secondary students said that poor behavior of other students seems to be getting worse and that teachers and staff do not discipline students.

Participating secondary students said they have struggled with various mental health issues, but do not feel they get appropriate support from their school. They would like to see and improvement in support available to students.

Participating secondary students said they would like to see their schools, specifically the bathrooms and air conditioning, better cleaned and maintained.



#### Please share any other thoughts you have about your experiences this school year. (N=220)

Participating elementary students said that they have experienced and/or witnessed several bullying or bully-like situations over the course of the school year. Students also said they would like their bus drivers to pay more attention and do something when they see students behaving poorly.

Participating elementary students said they would like more field trips, longer recess, and more hands-on activities in class.

Participating elementary students said teachers are not consistent with enforcing the dress code.





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