

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.

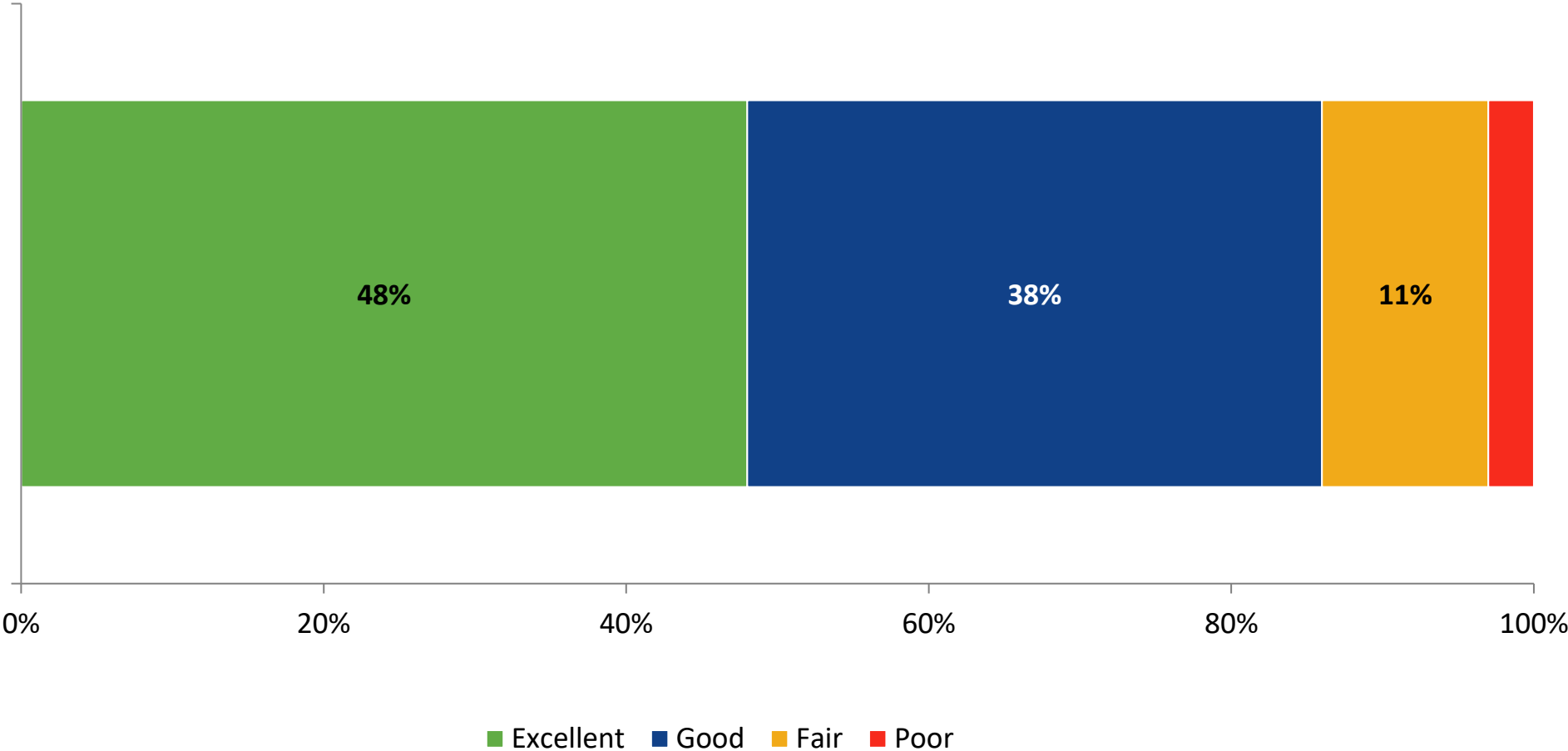
Participation

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

Overall Quality

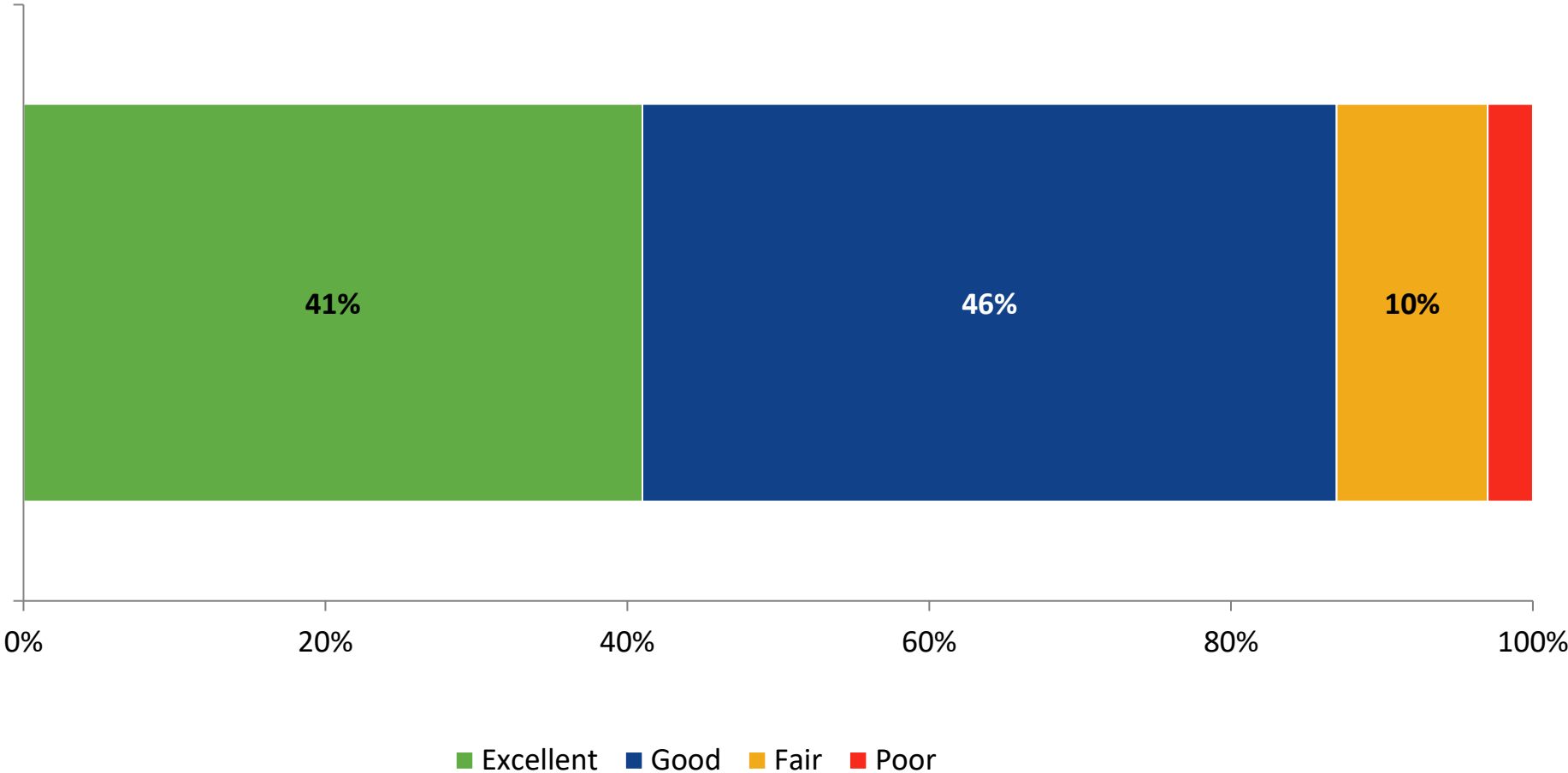
Overall Quality

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



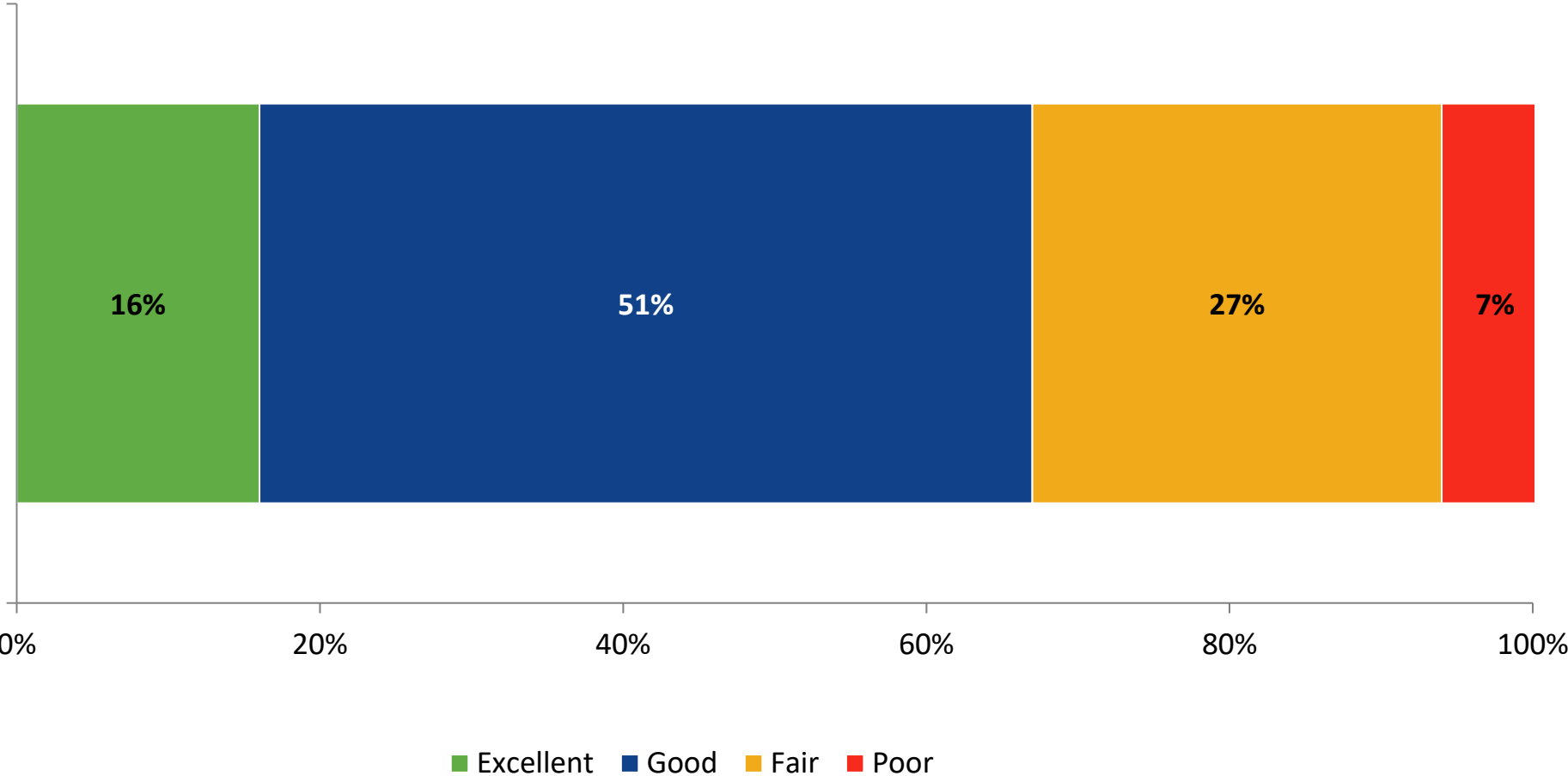
Overall Quality

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



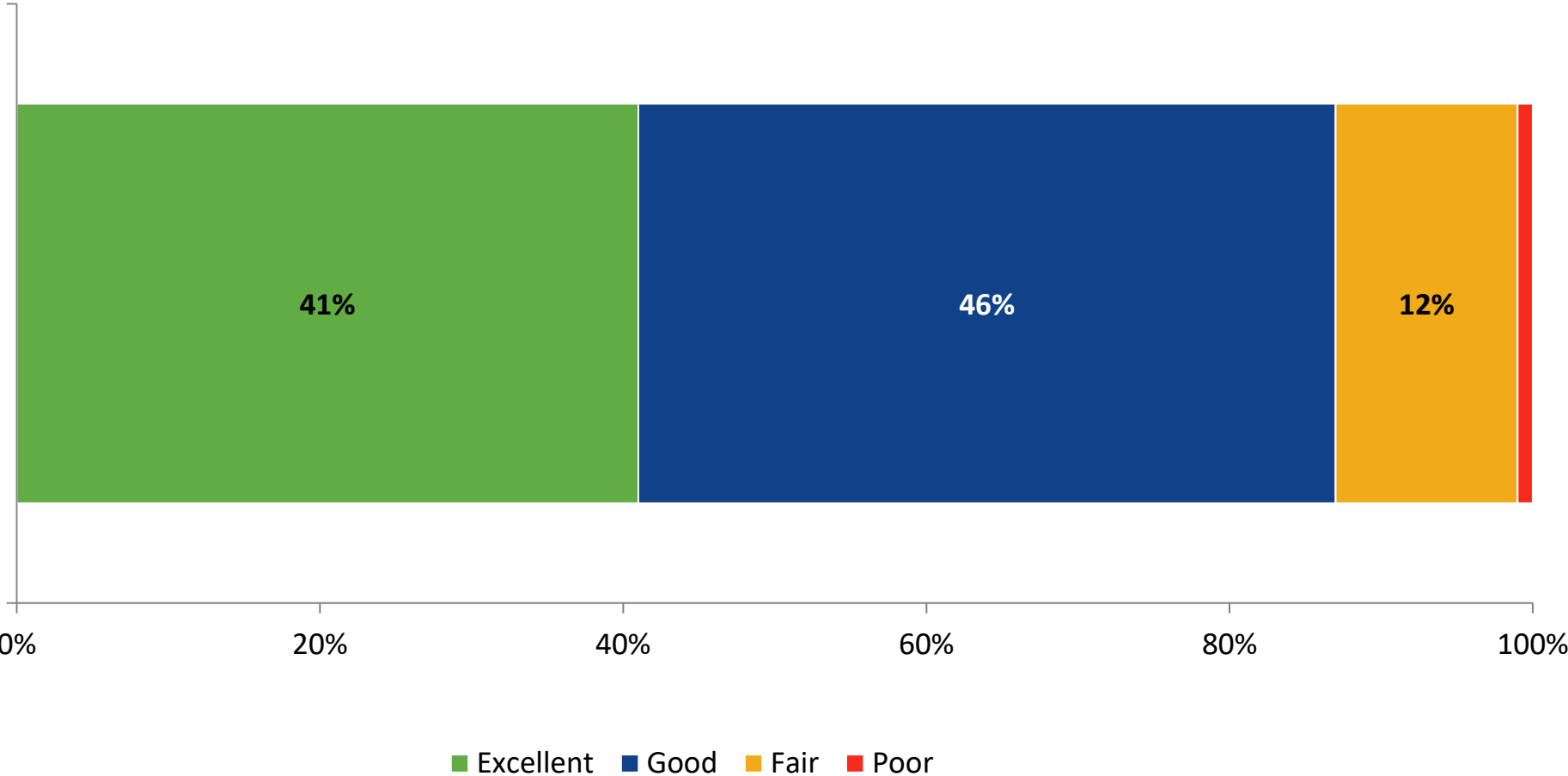
Overall Quality

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



Overall Quality

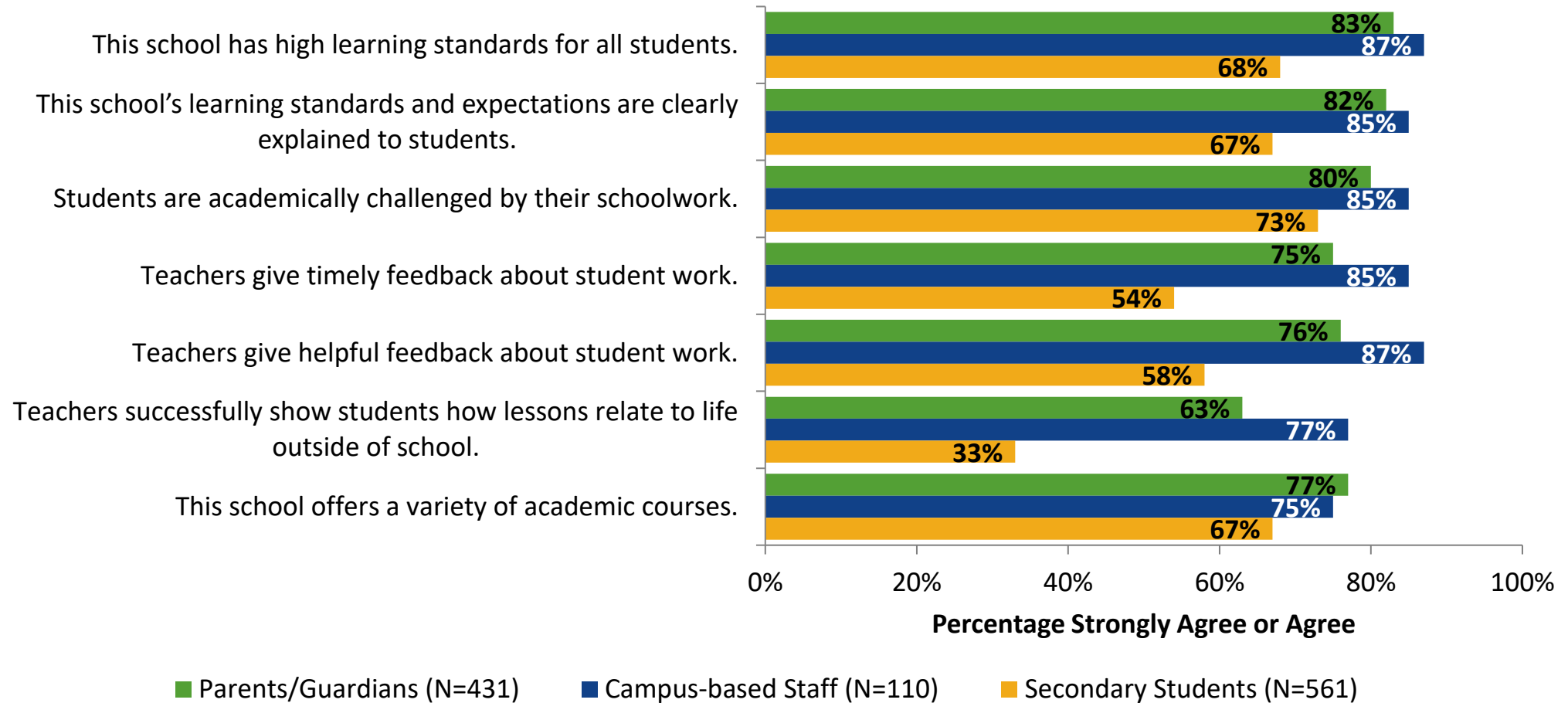
How would you rate your school? (N=301)



Academic Support

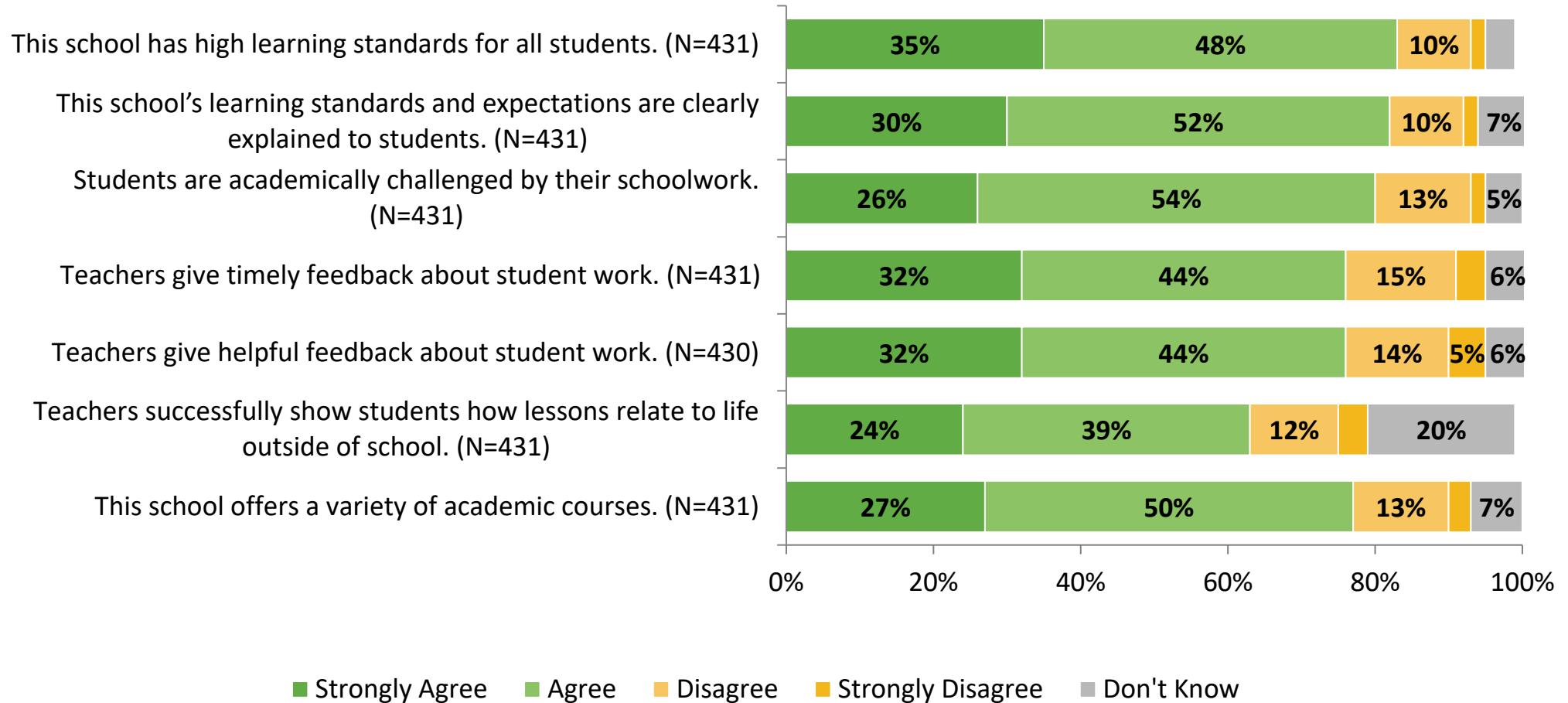
Academic Support: Comparison by Respondent Type

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



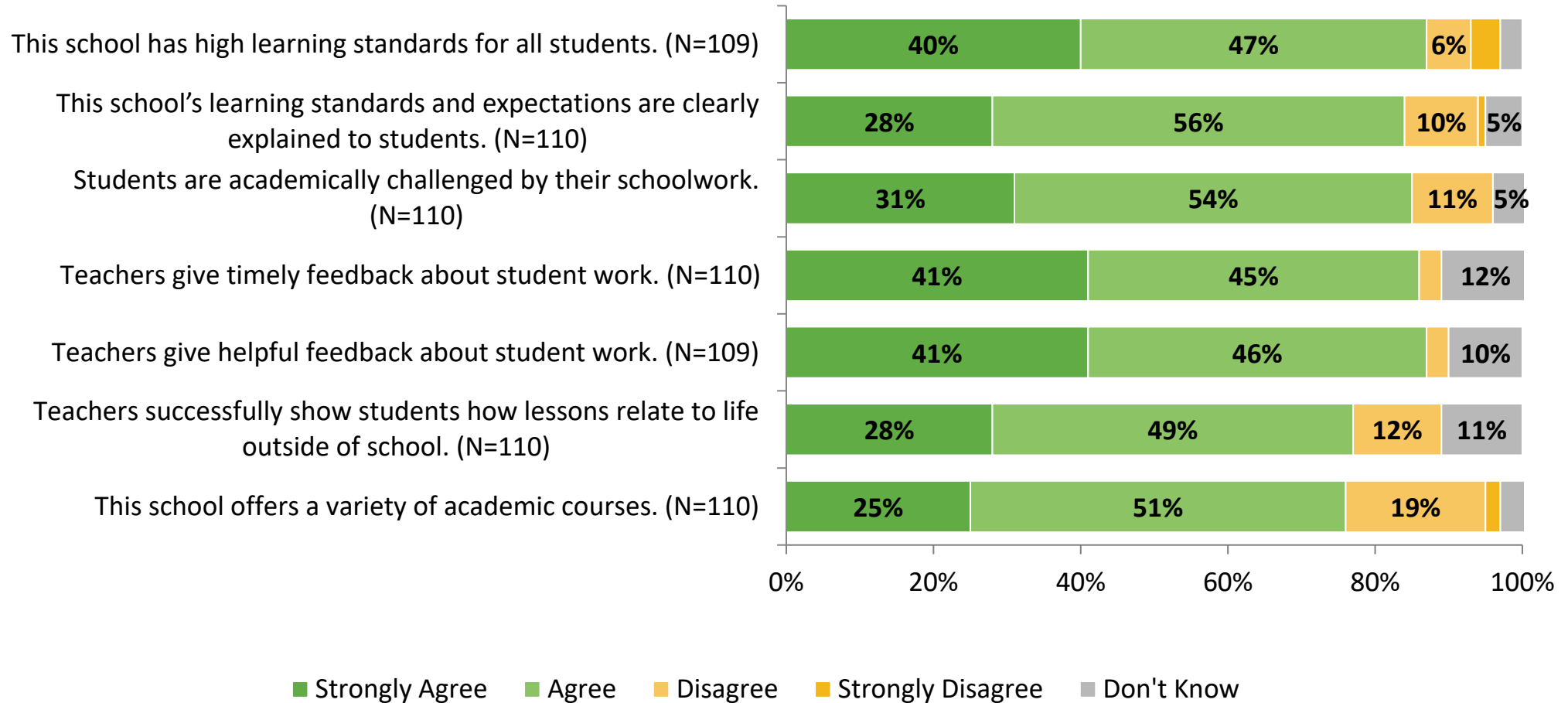
Academic Support

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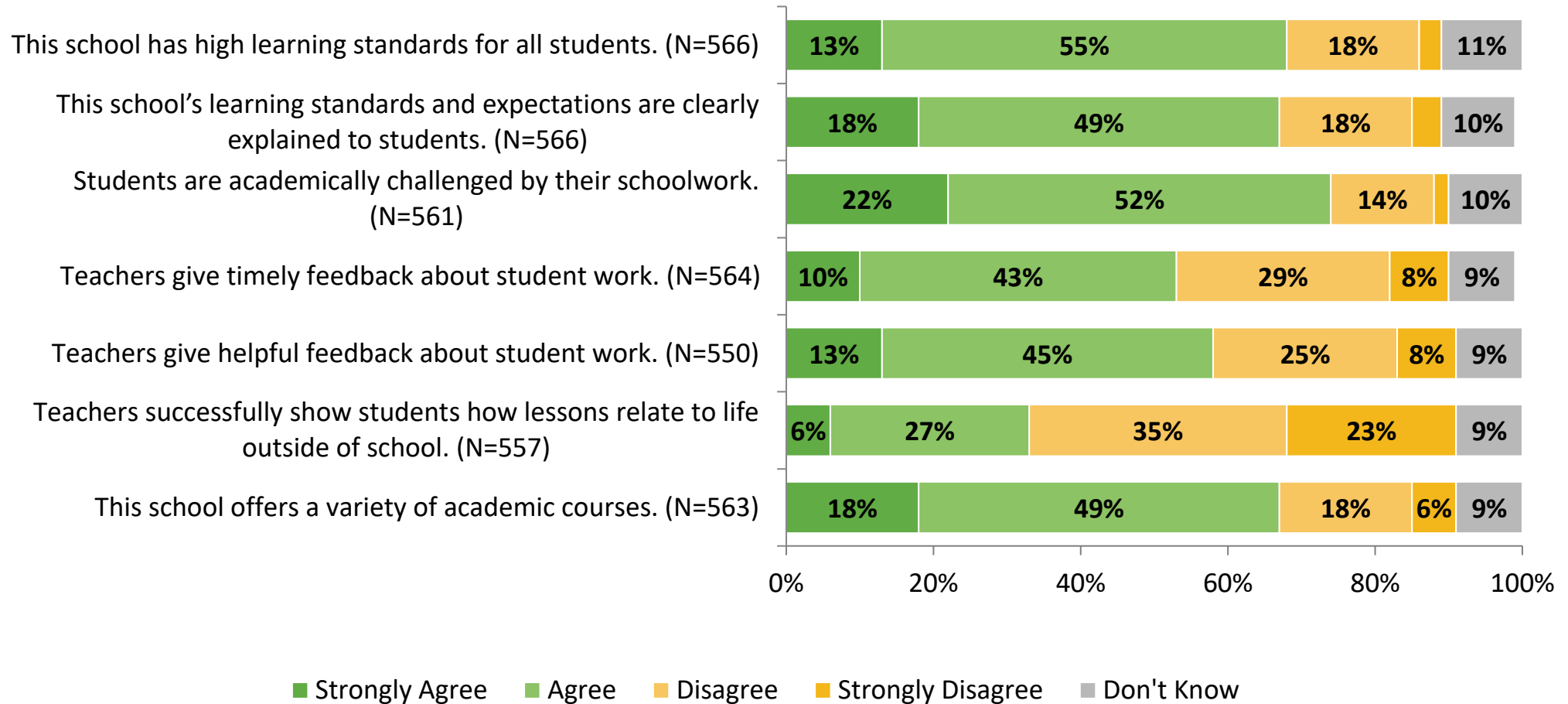
Academic Support

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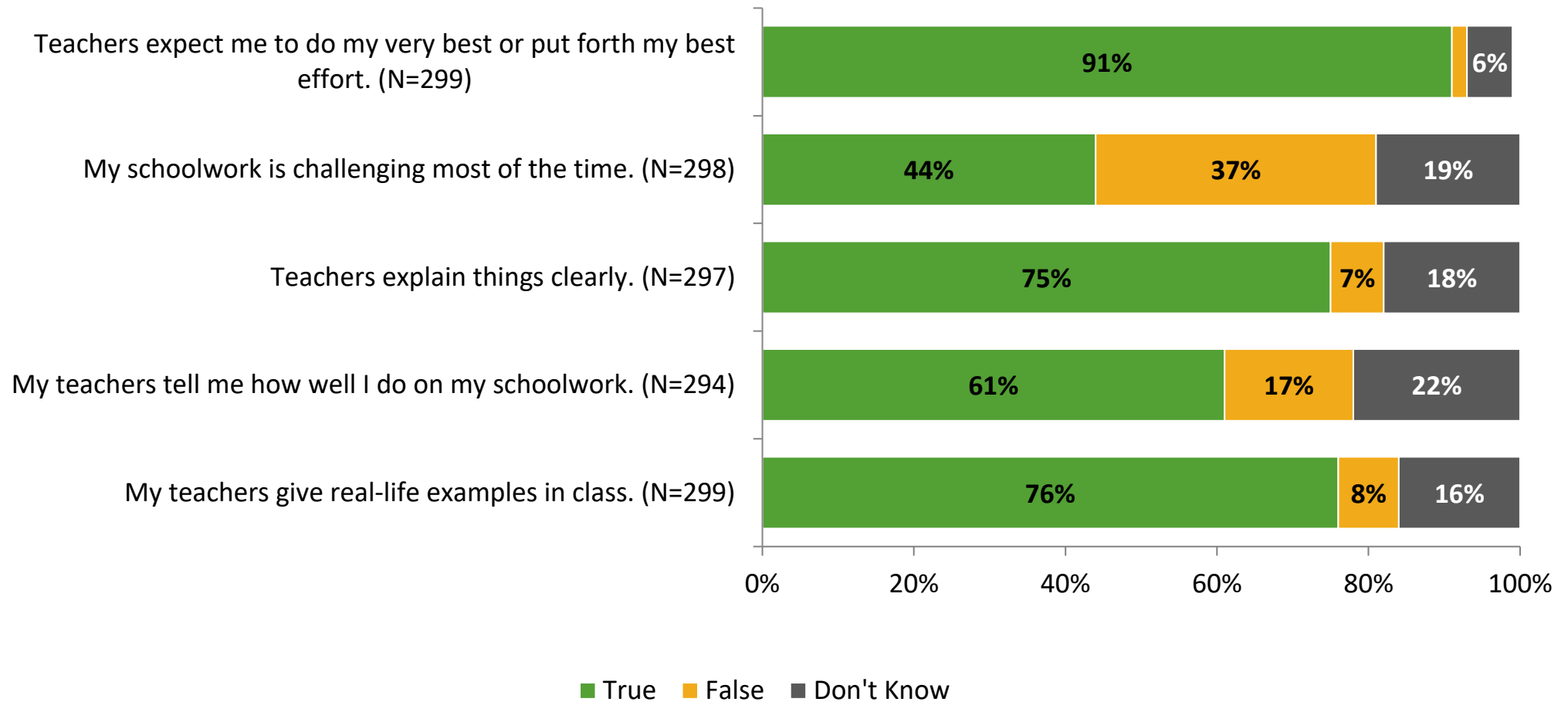
Academic Support

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



Learning

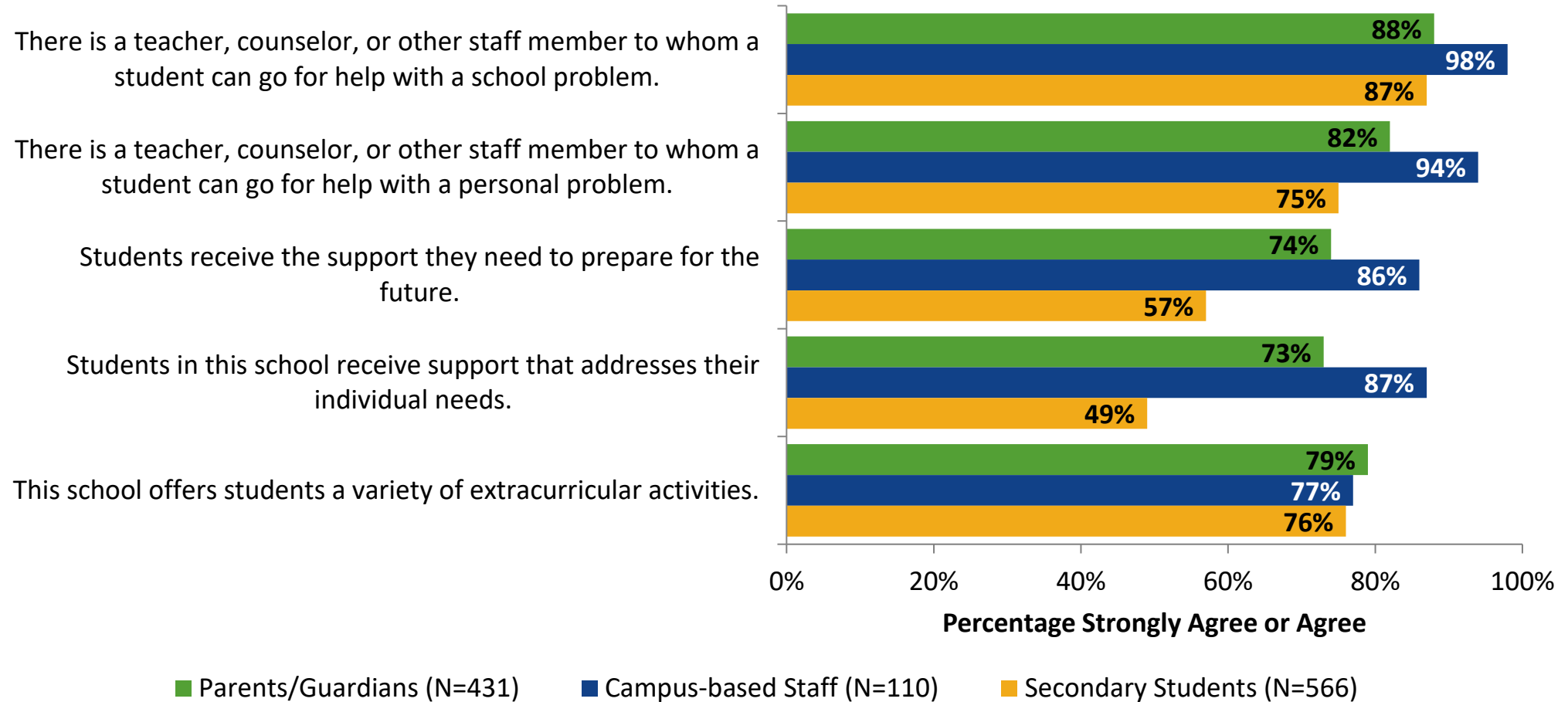
Do you feel the following statements are true or false?



Student Support

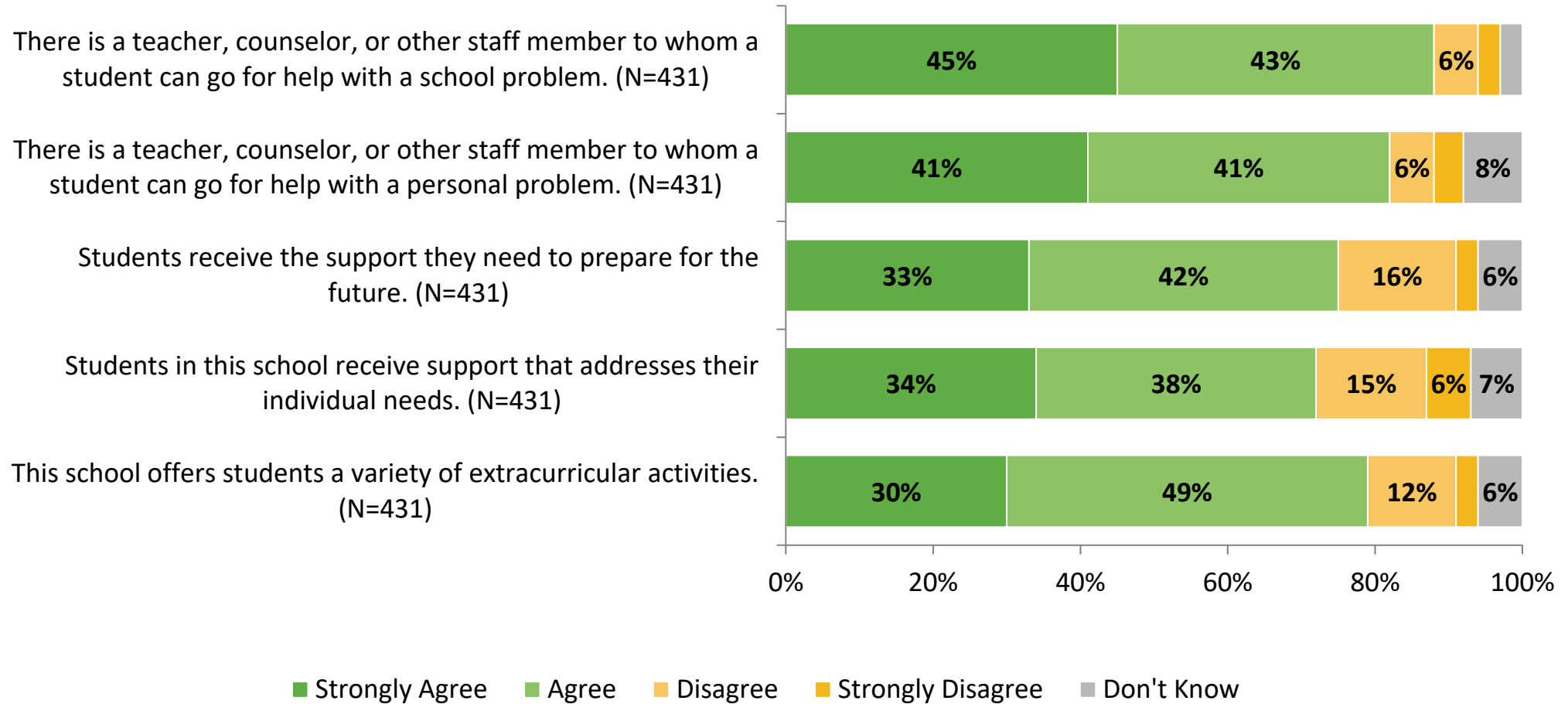
Student Support: Comparison by Respondent Type

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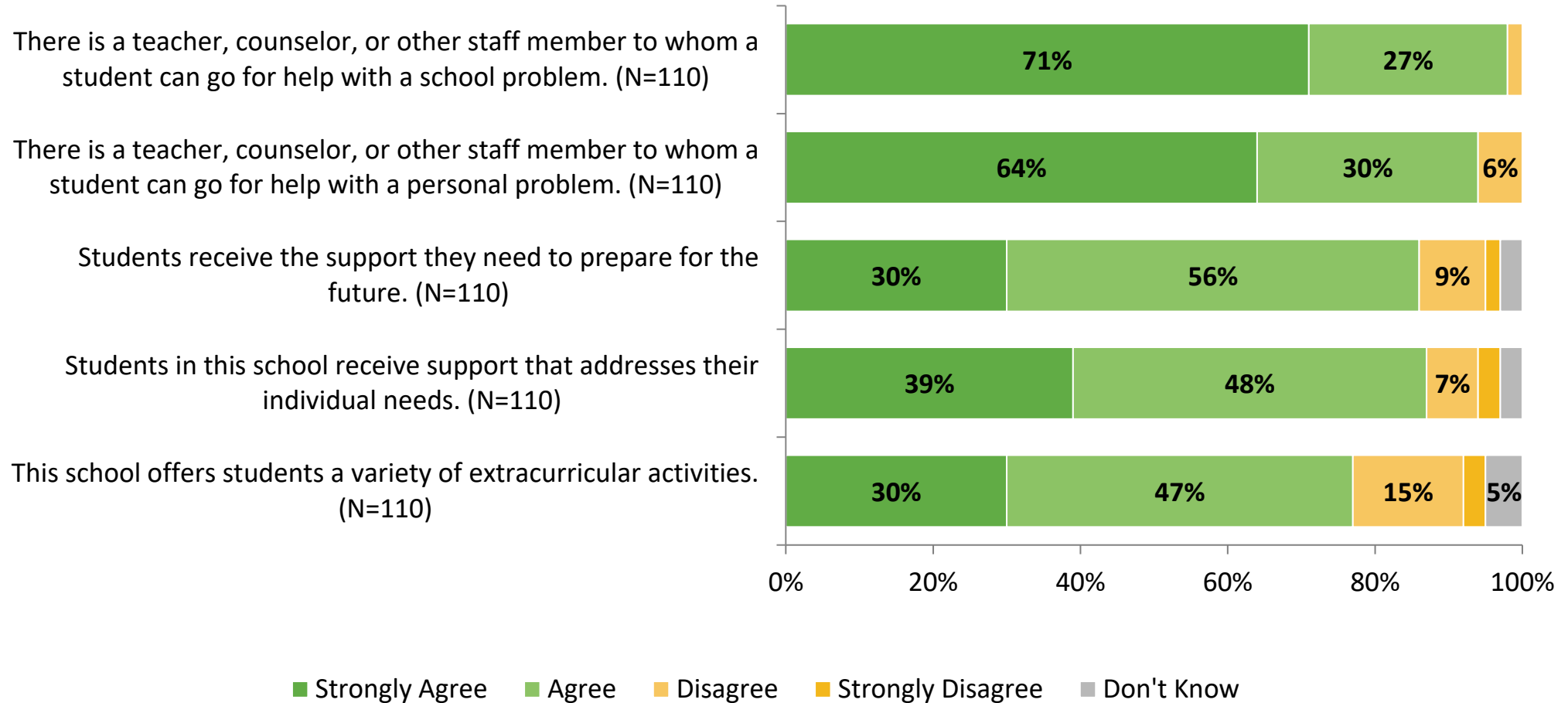
Student Support

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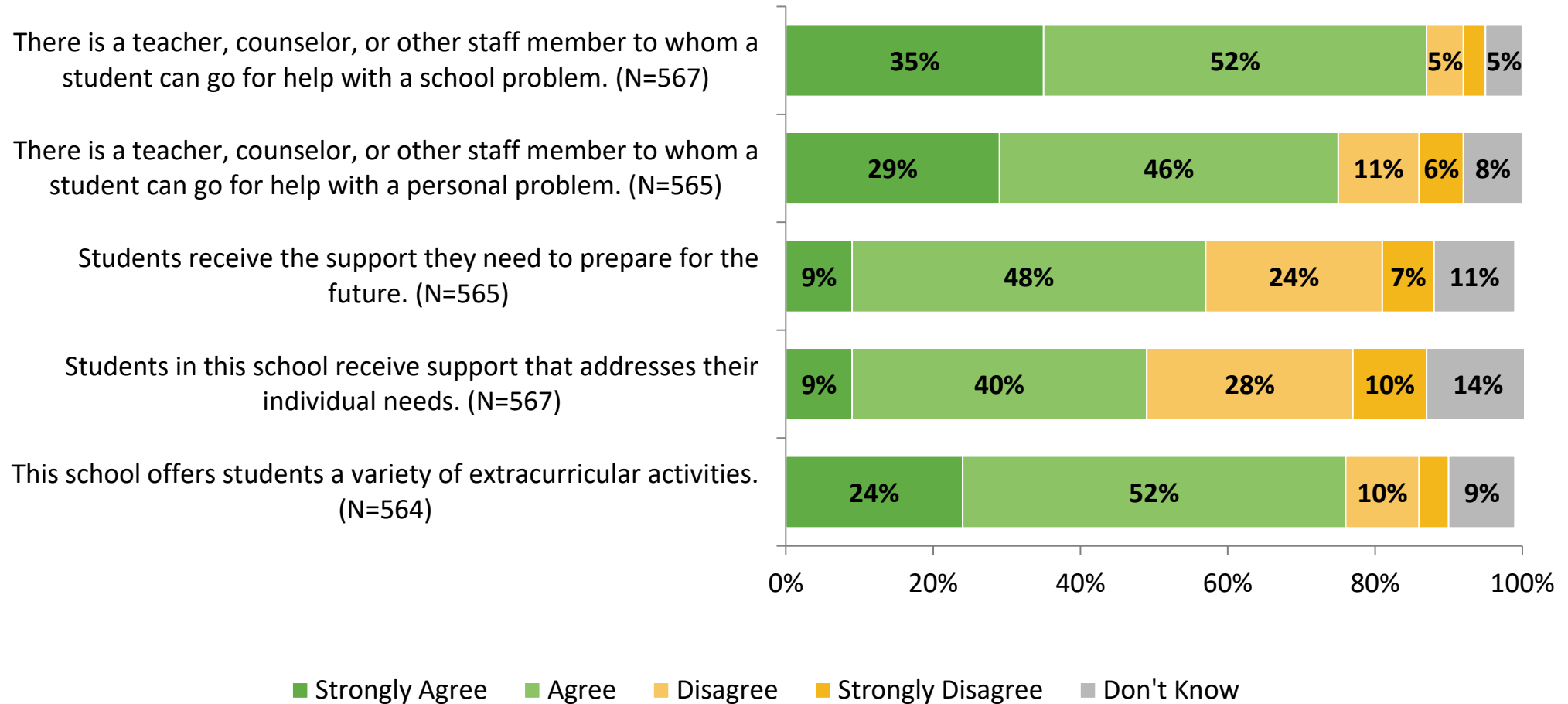
Student Support

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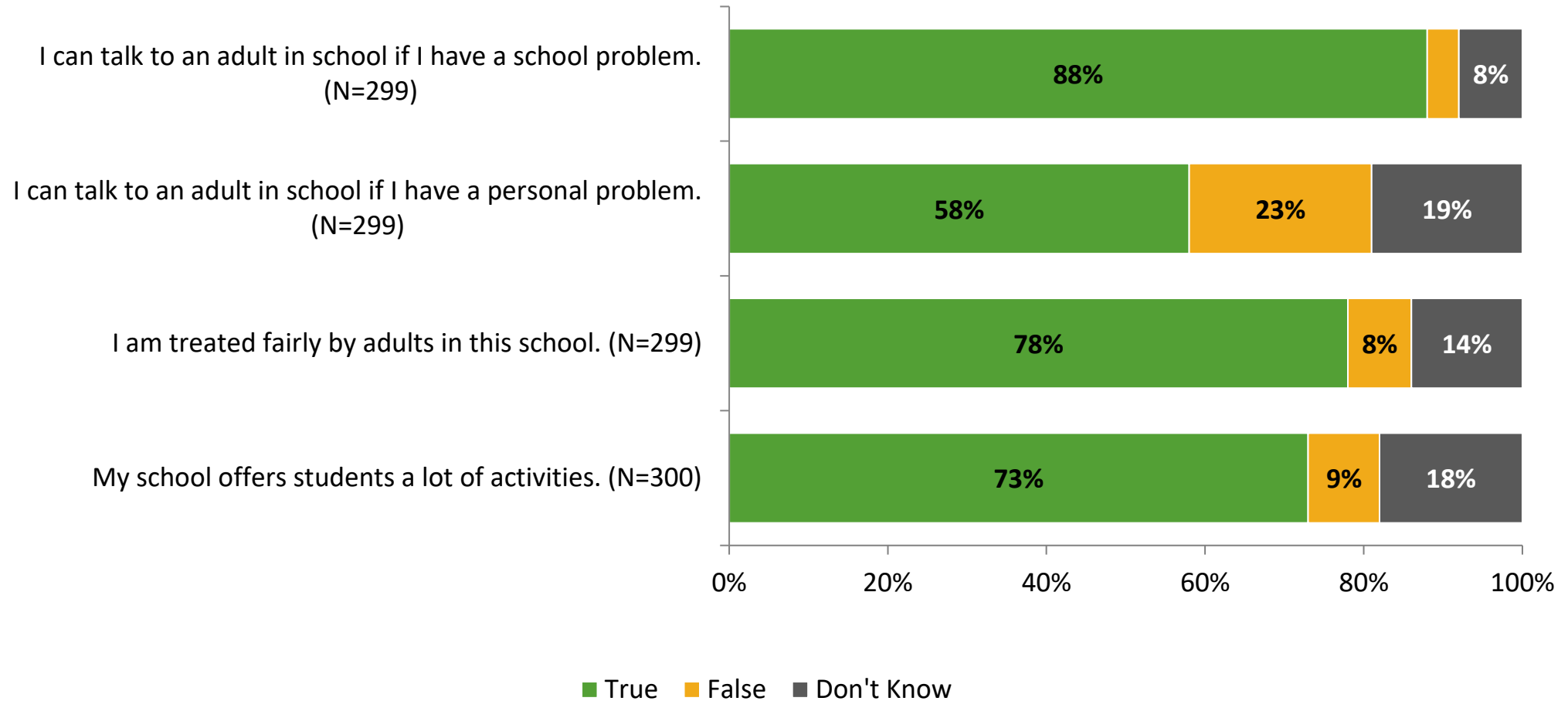
Student Support

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



School Support

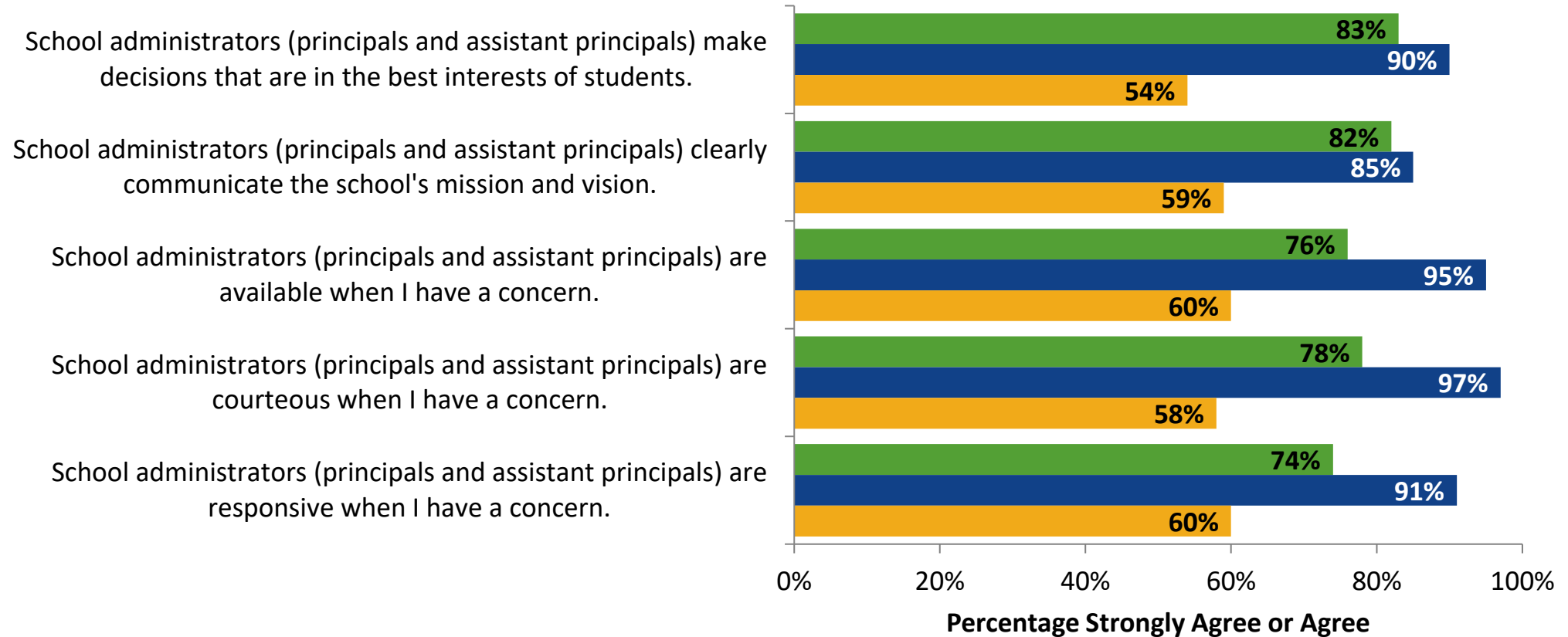
Do you feel the following statements are true or false?



School Leadership

School Leadership: Comparison by Respondent Type

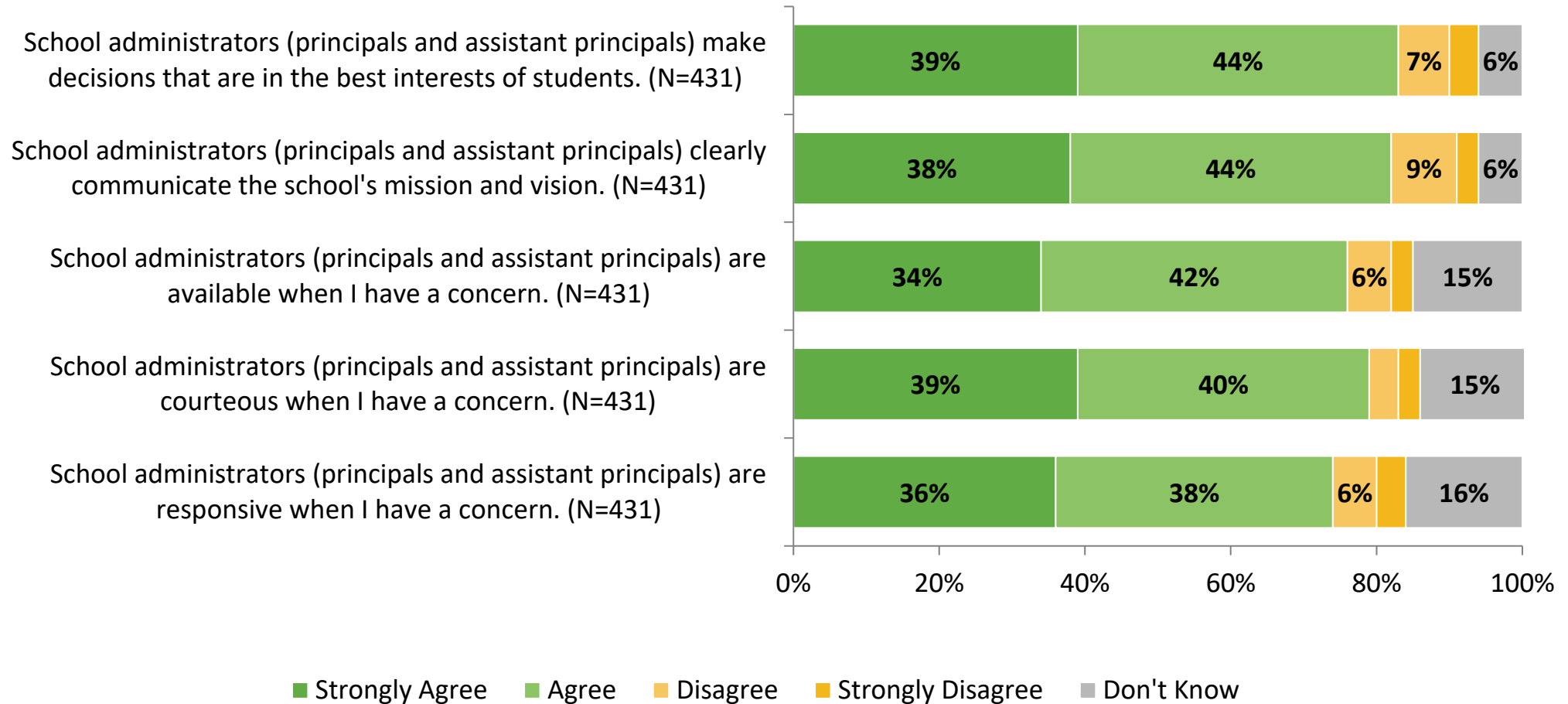
How strongly do you agree or disagree with the following statements?



■ Parents/Guardians (N=431) ■ Campus-based Staff (N=110) ■ Secondary Students (N=565)

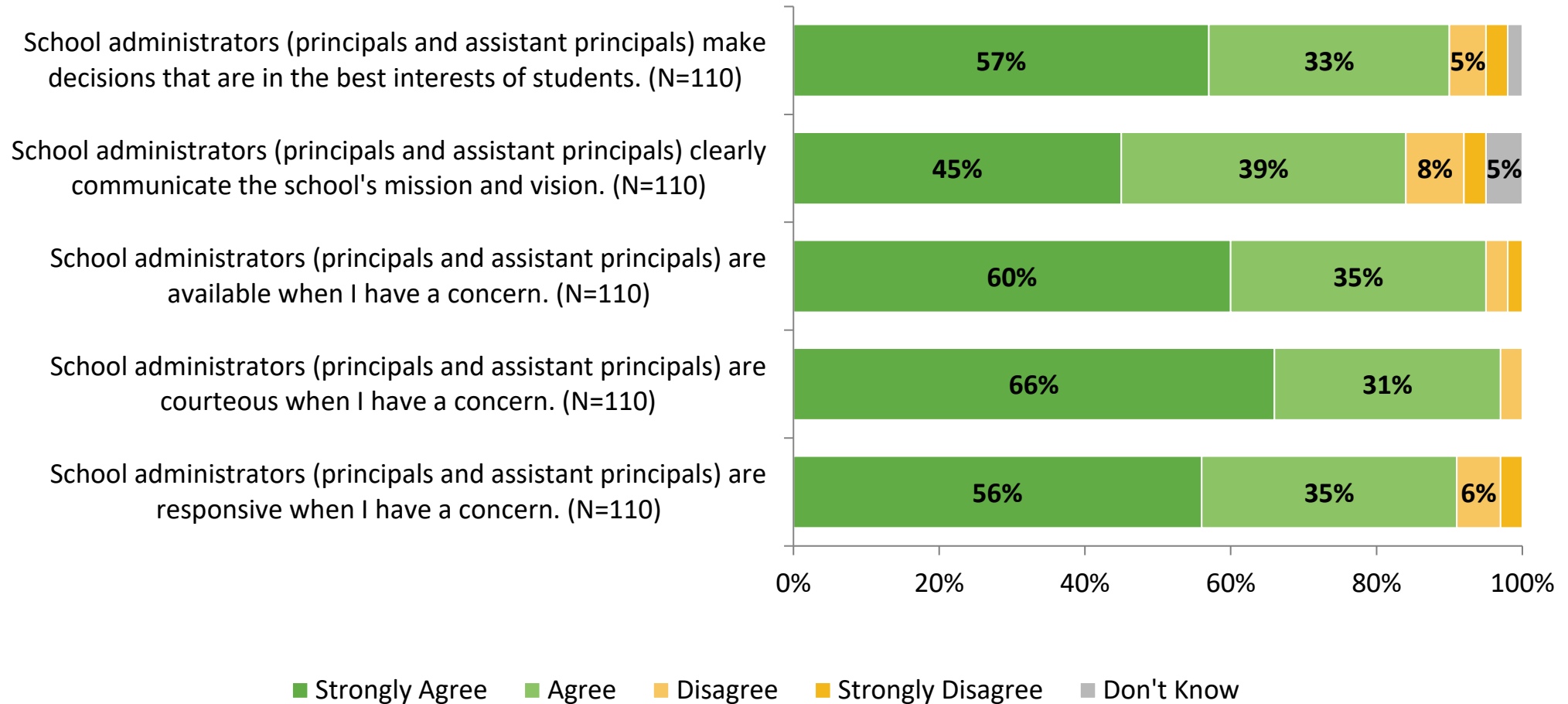
School Leadership

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



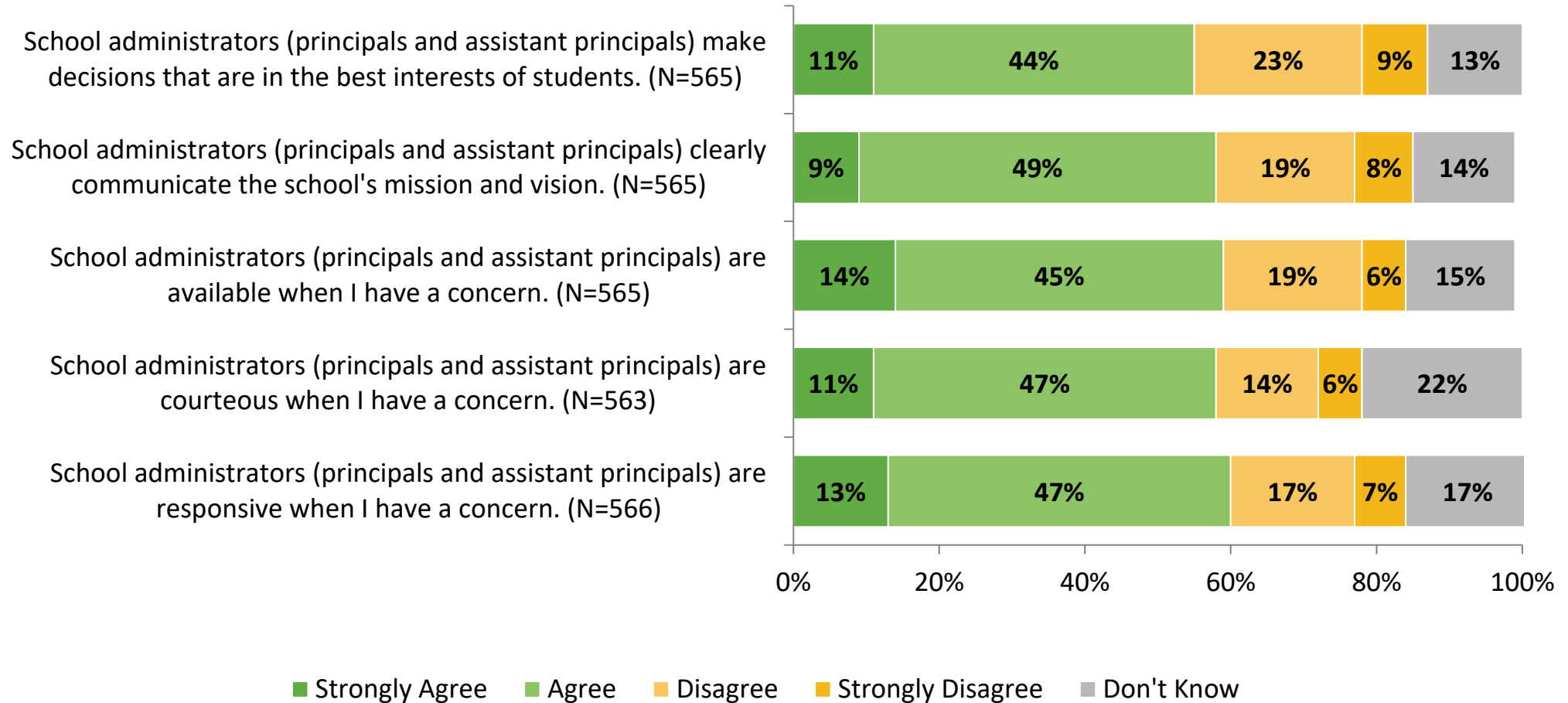
School Leadership

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



School Leadership

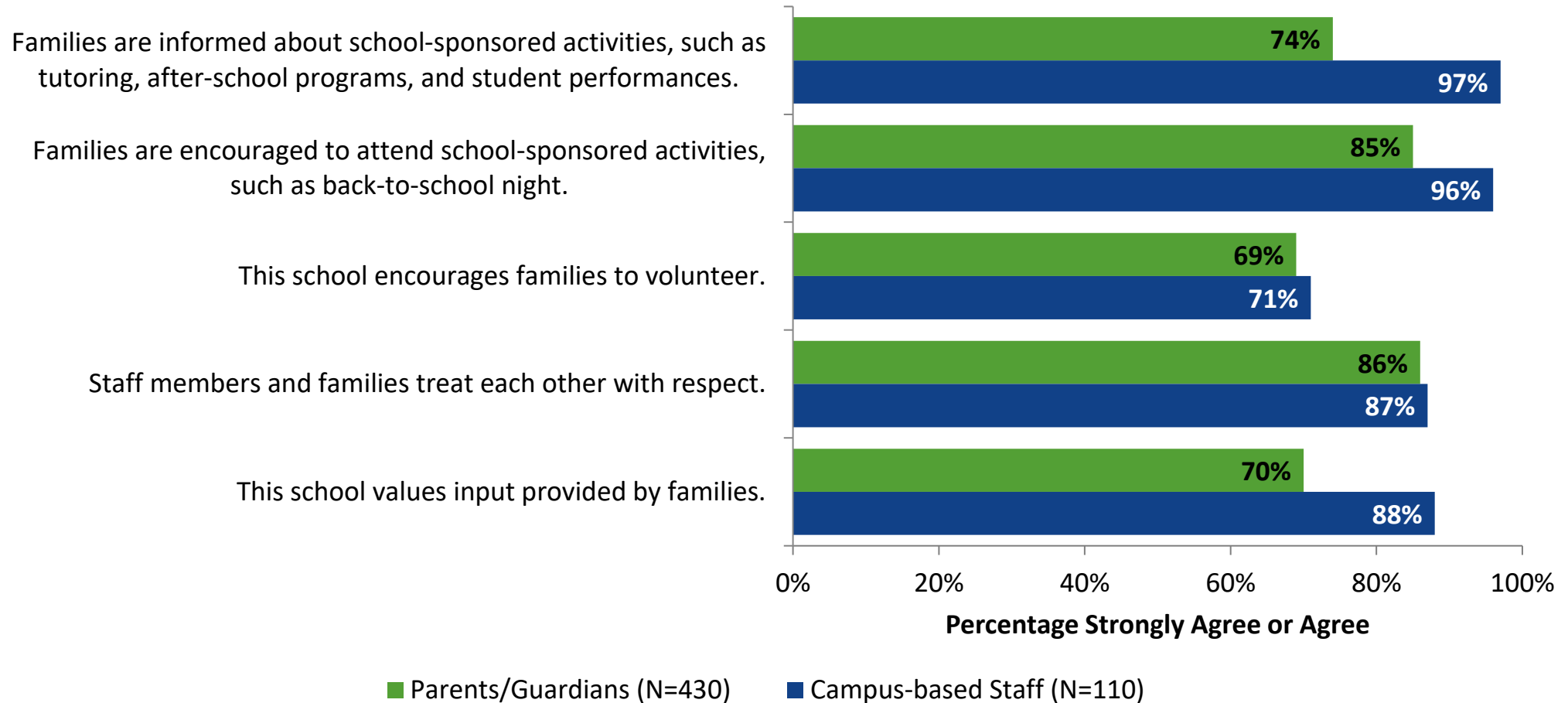
How strongly do you agree or disagree with the following statements?



Family Involvement

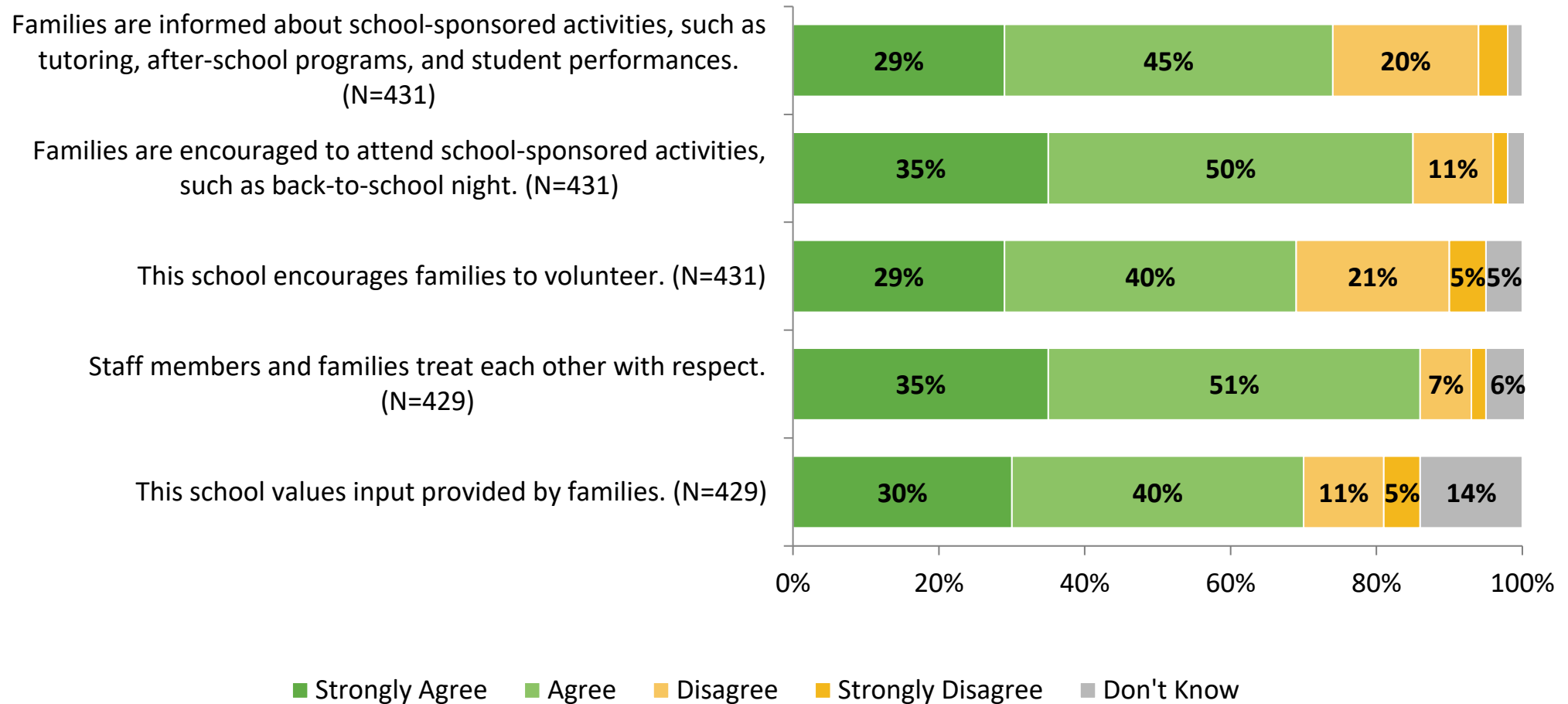
Family Involvement: Comparison by Respondent Type

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



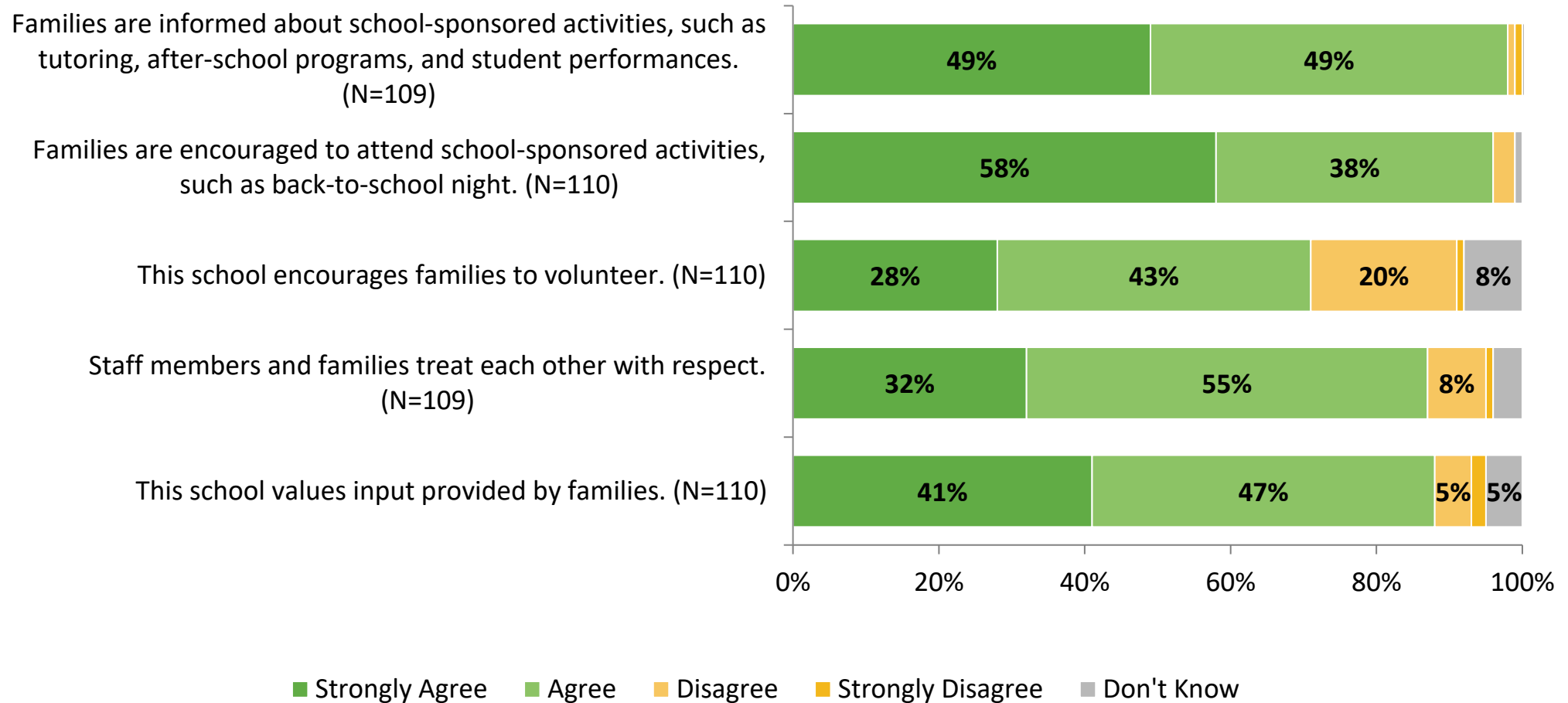
Family Involvement

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



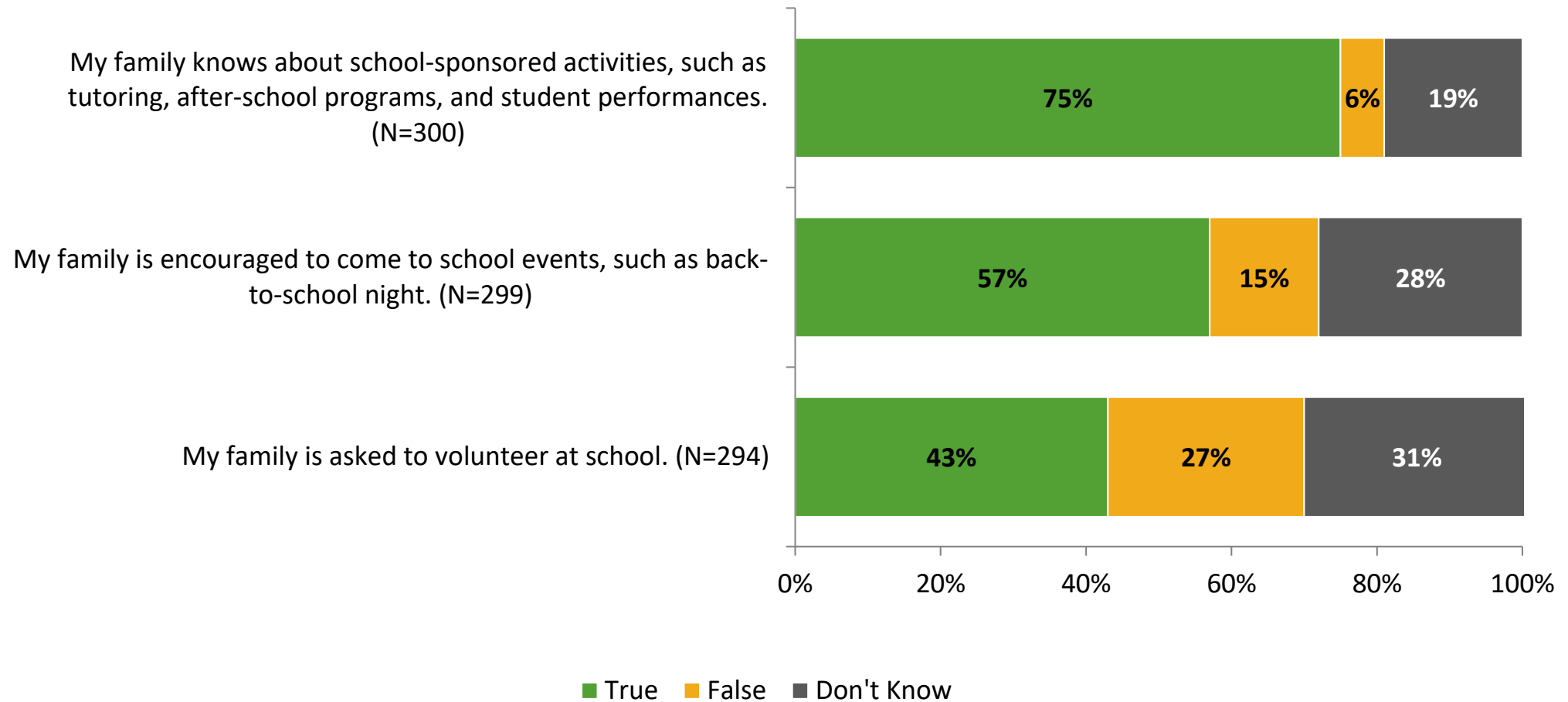
Family Involvement

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



Family Involvement

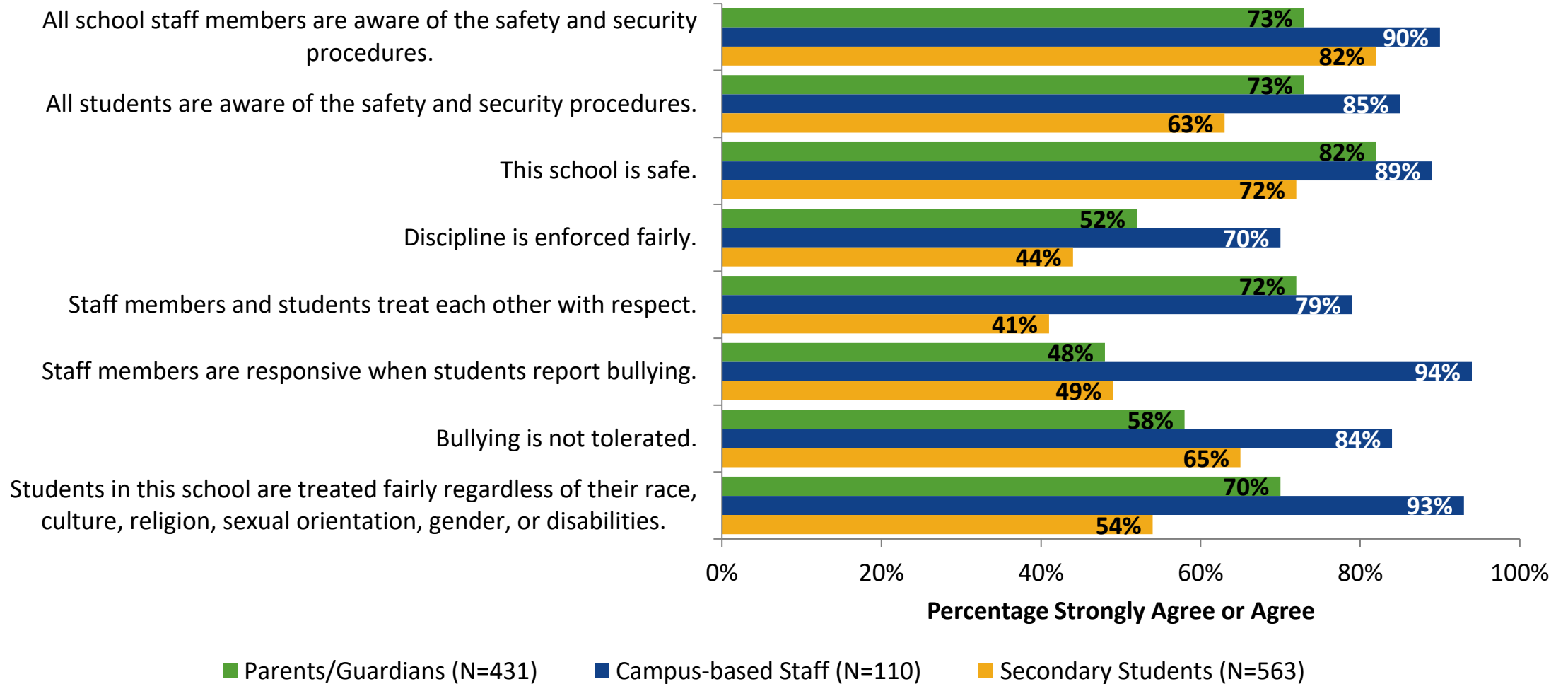
Do you feel the following statements are true or false?



Safety and Behavior

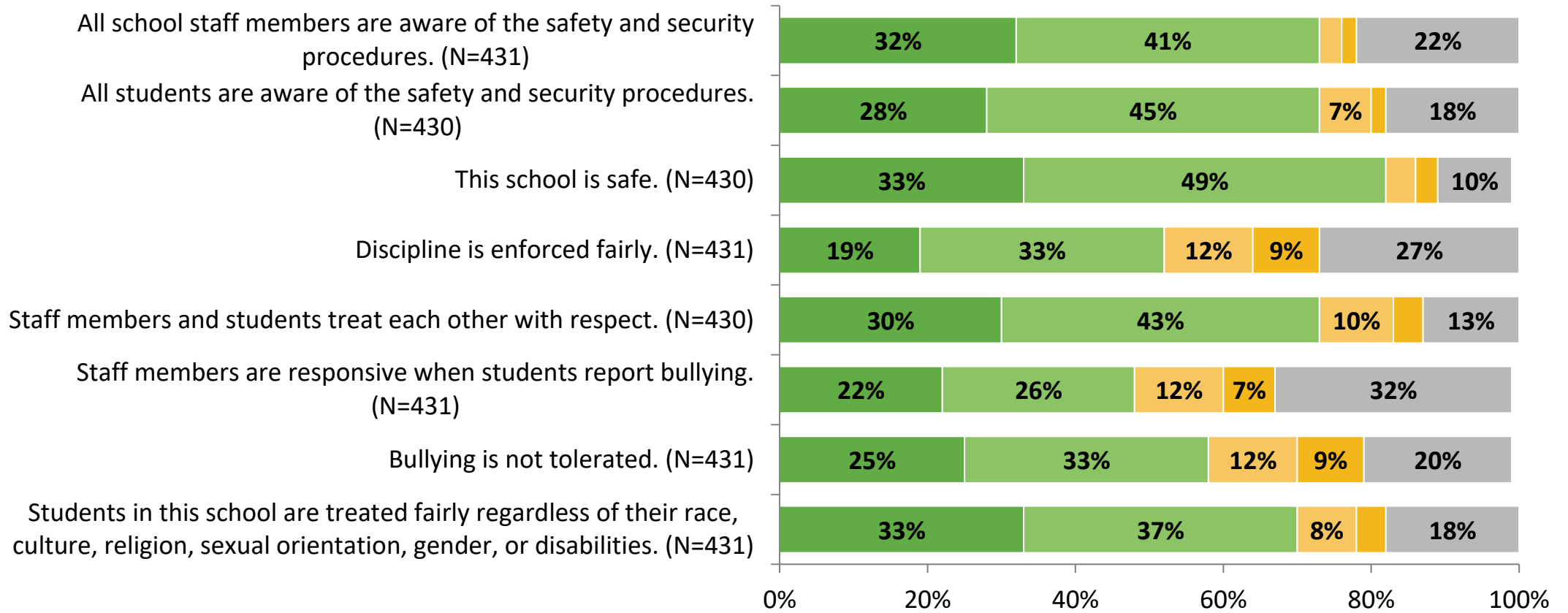
Safety and Behavior: Comparison by Respondent Type

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



Safety and Behavior

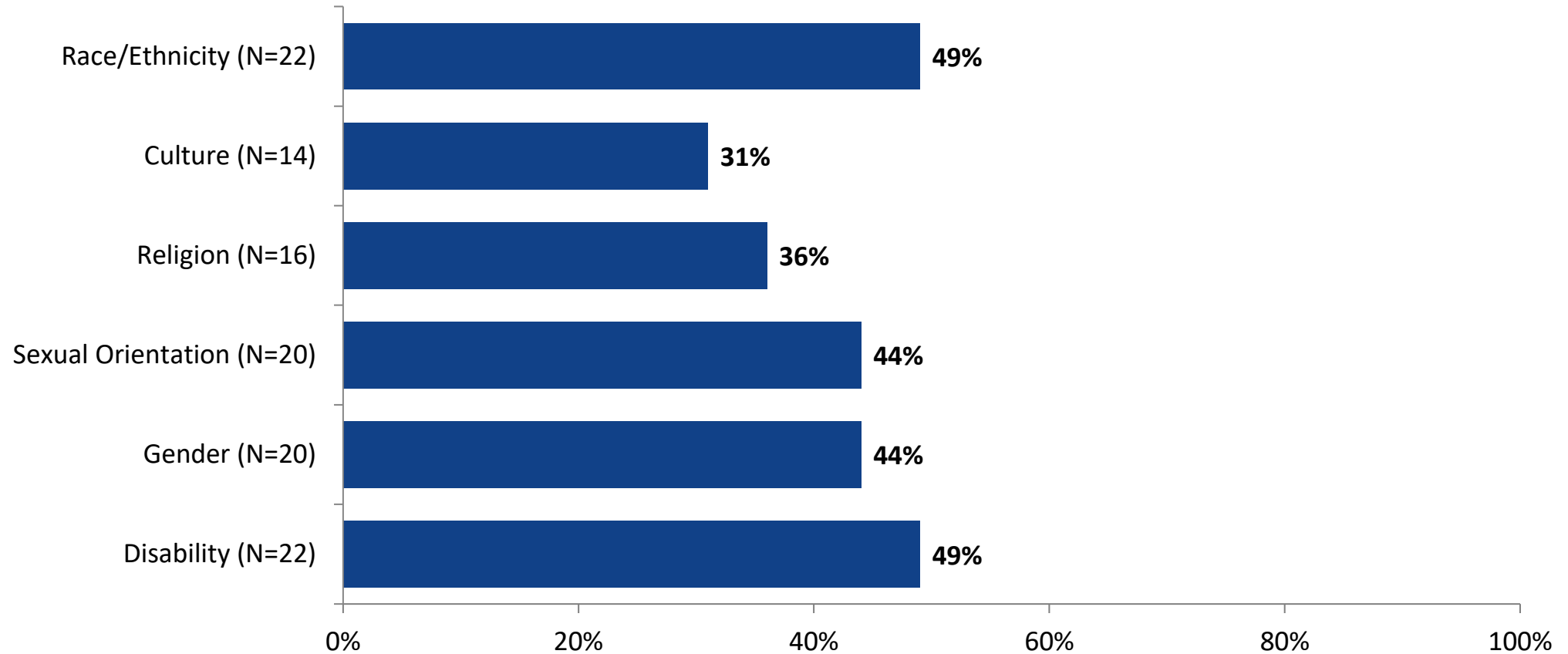
How strongly do you agree or disagree with the following statements?



Unfair Treatment

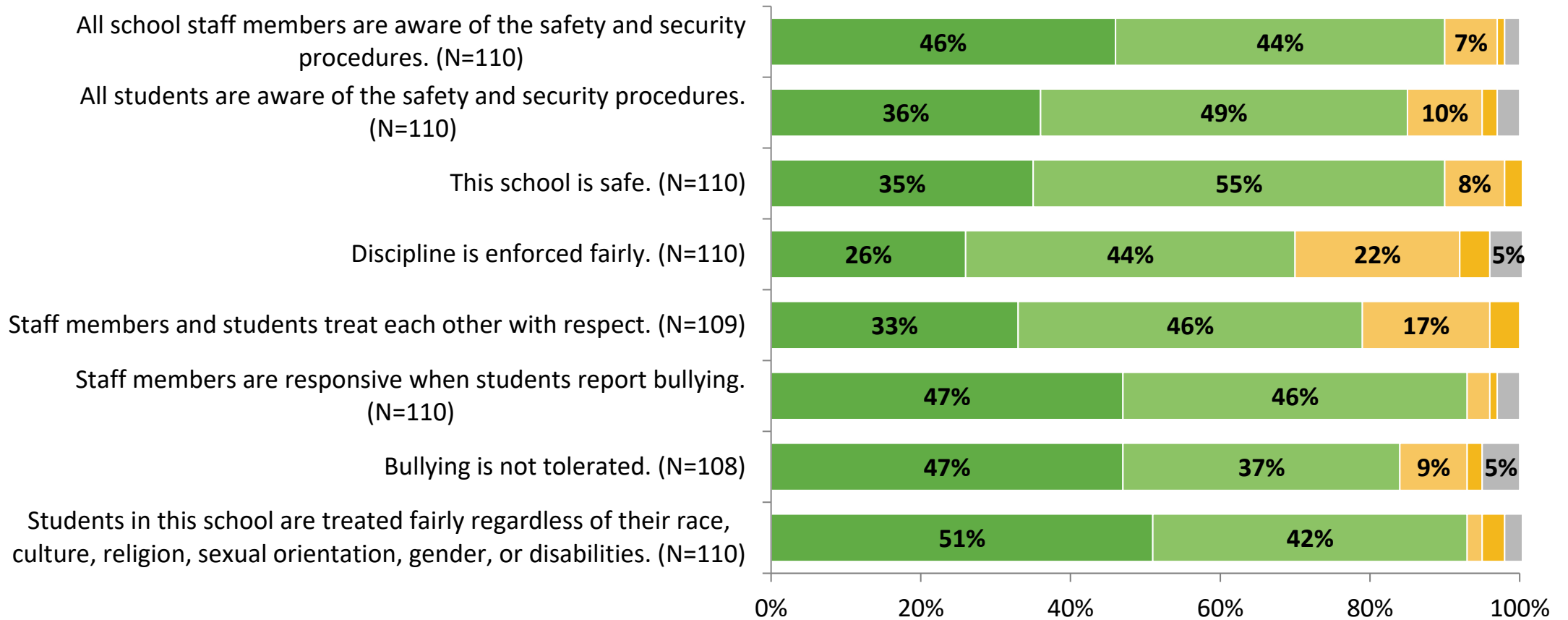
For which of the following are students treated unfairly? (N=45)

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

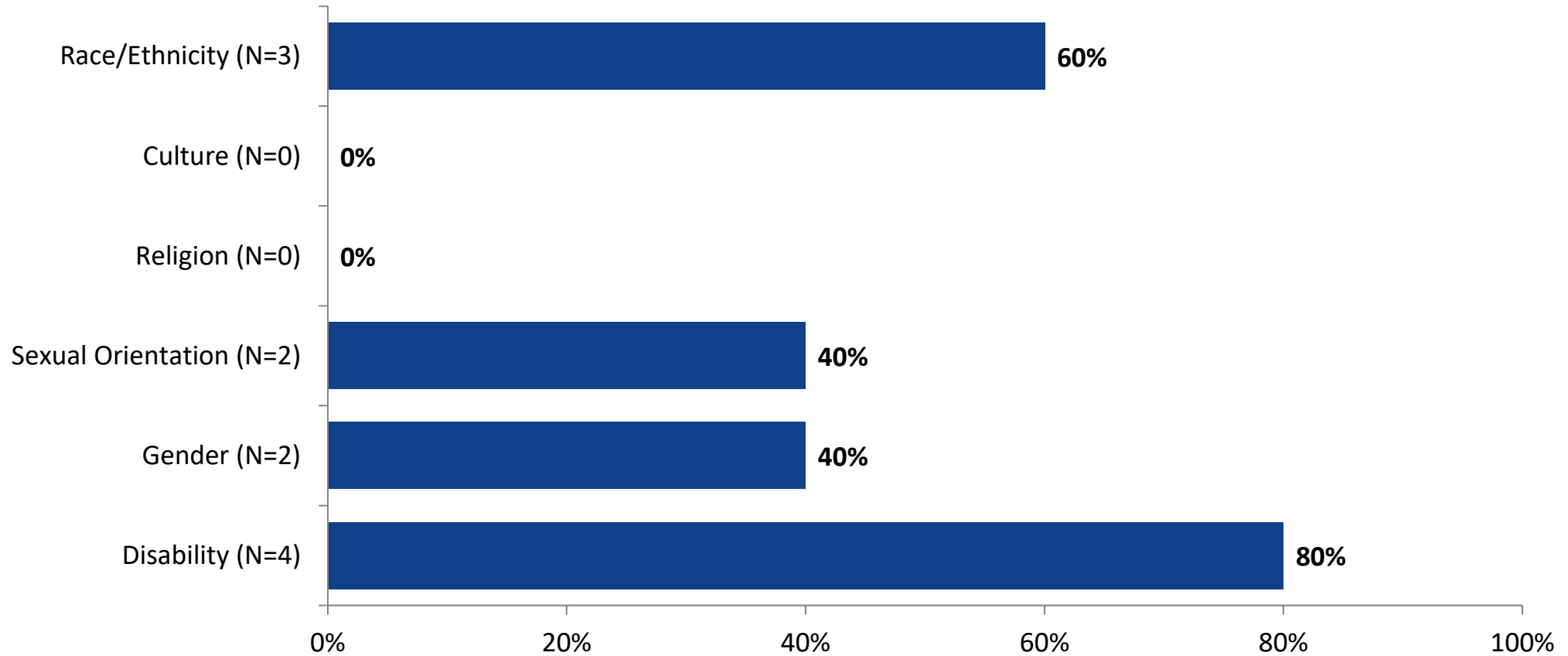
How strongly do you agree or disagree with the following statements?



Unfair Treatment

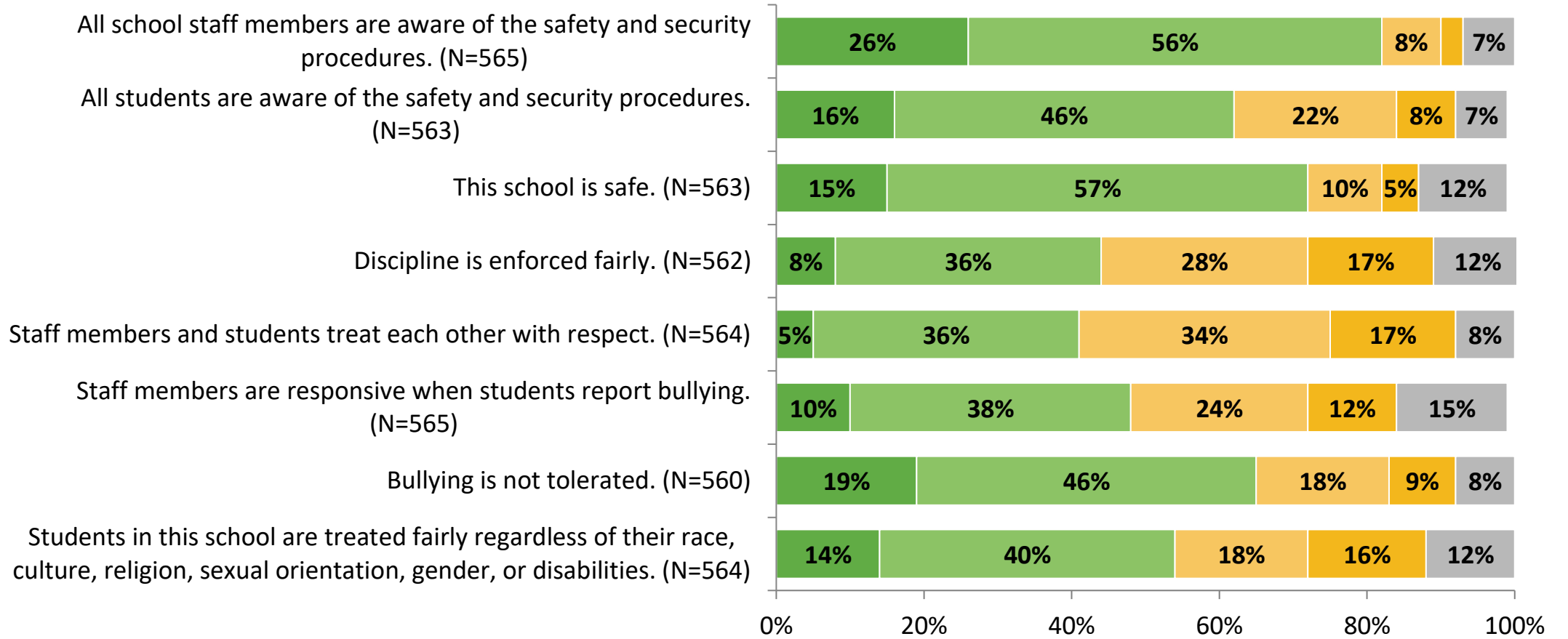
For which of the following are students treated unfairly? (N=5)

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?

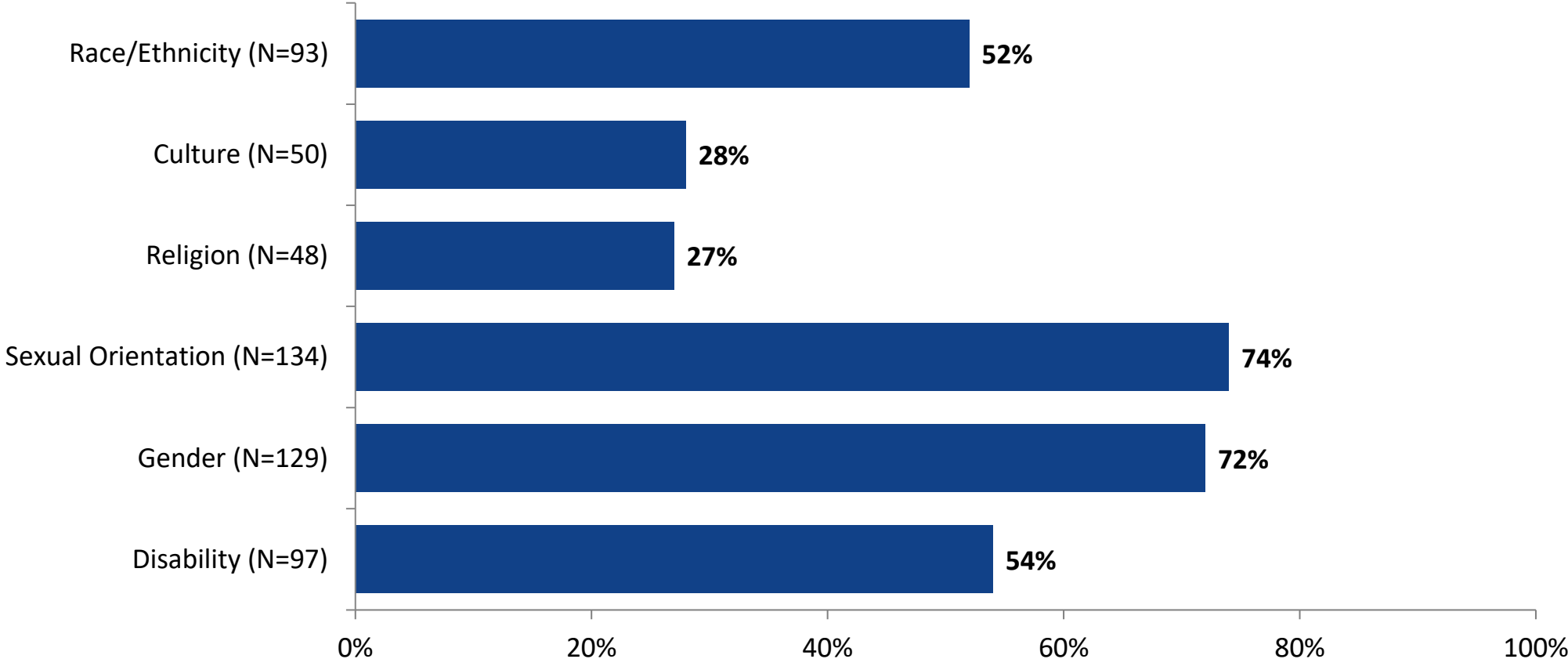


■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know

Unfair Treatment

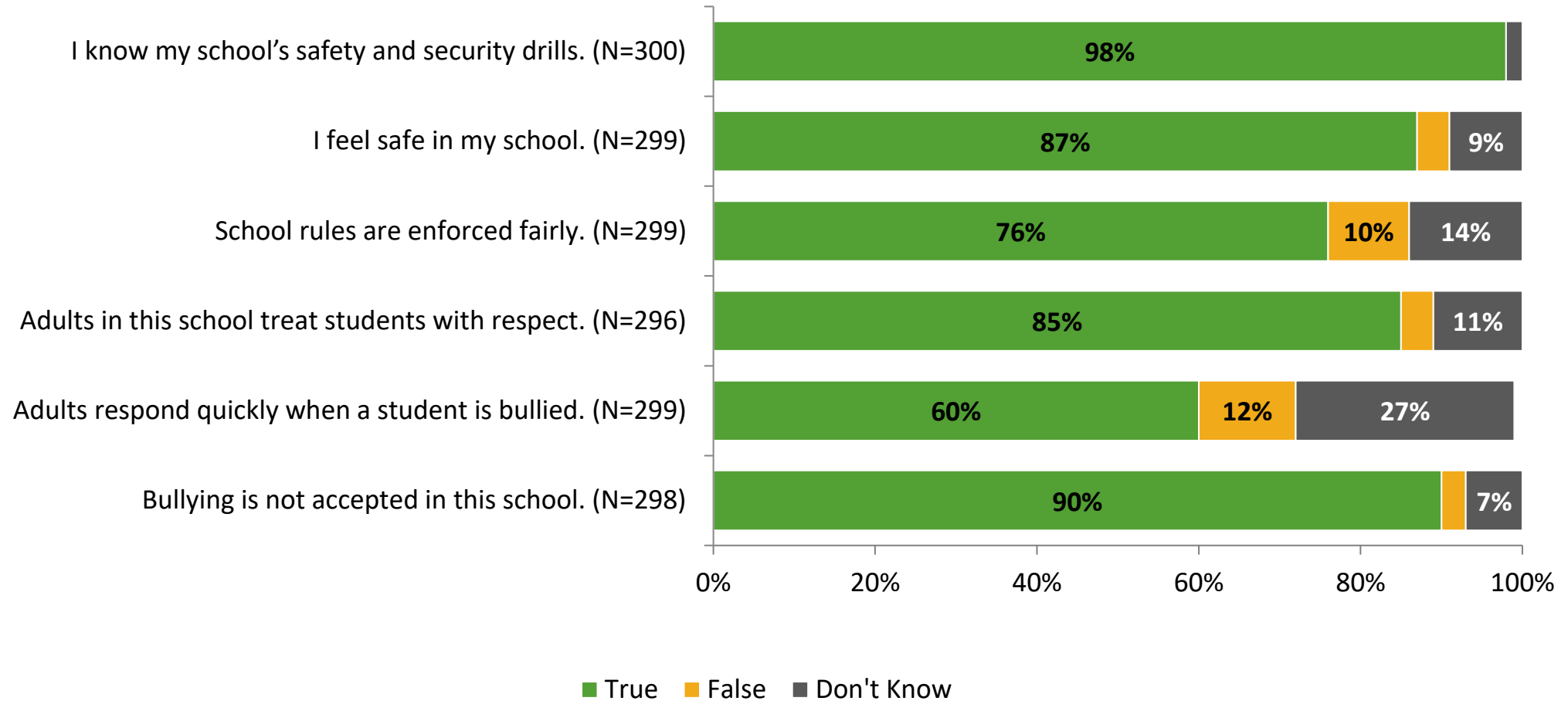
For which of the following are students treated unfairly? (N=180)

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.



Safety and Behavior

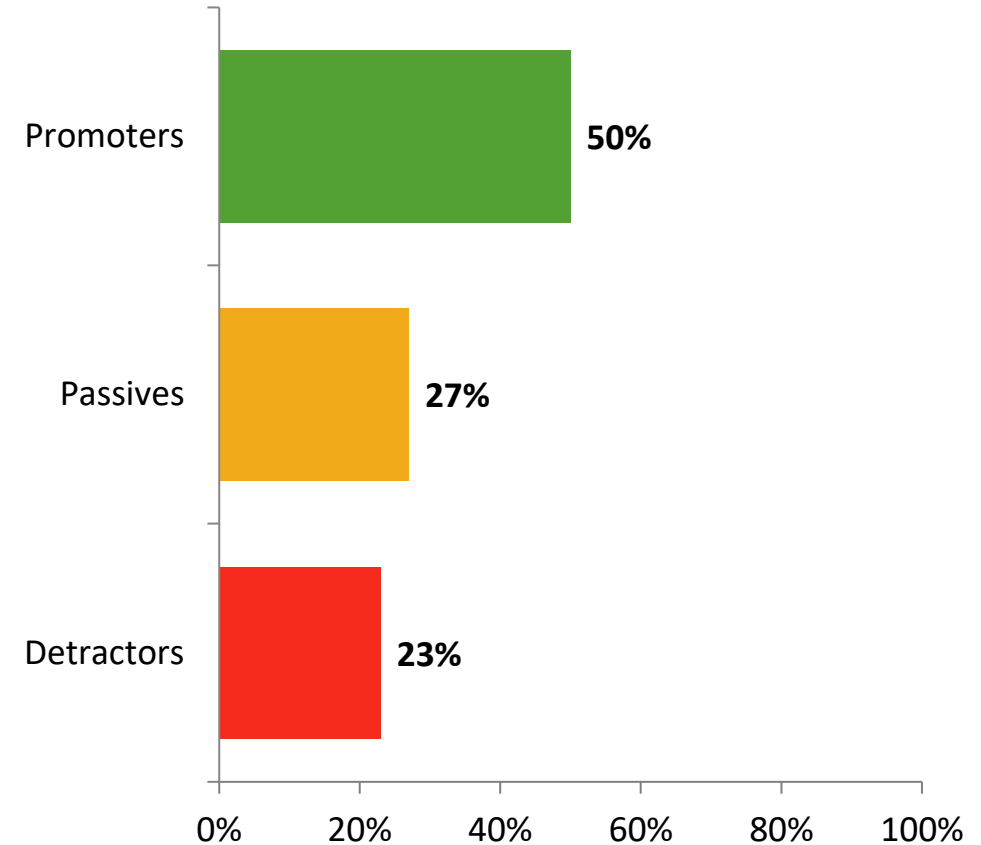
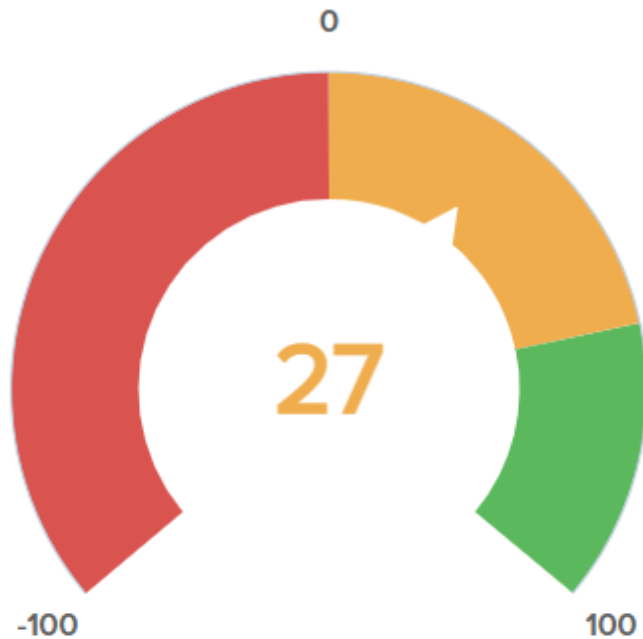
Do you feel the following statements are true or false?



Net Promoter Scores

School Net Promoter Score

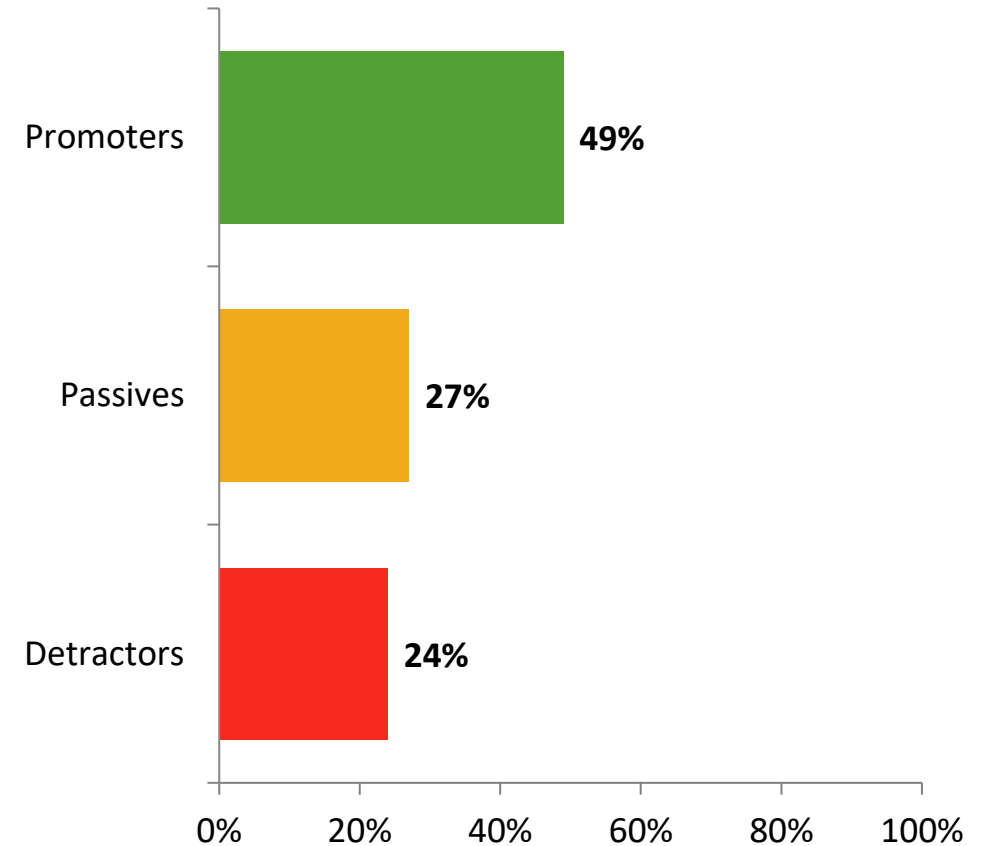
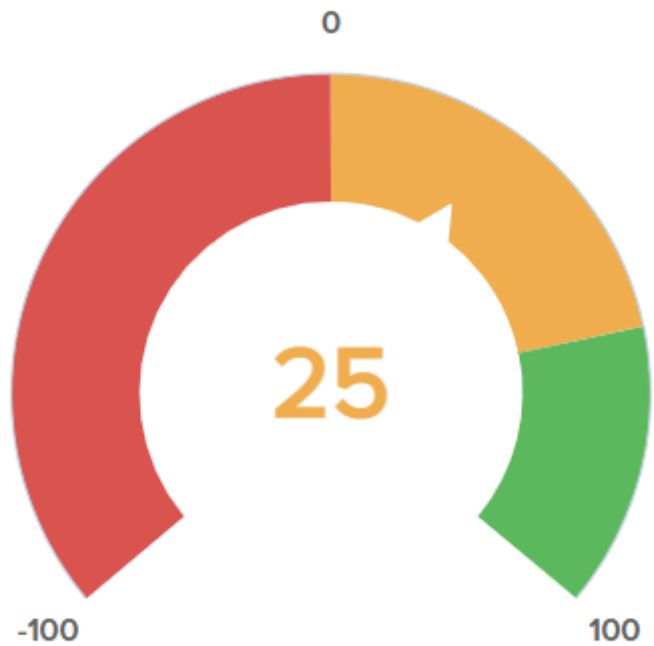
How likely are you to recommend your child's school to a family member or friend? (N=431)



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

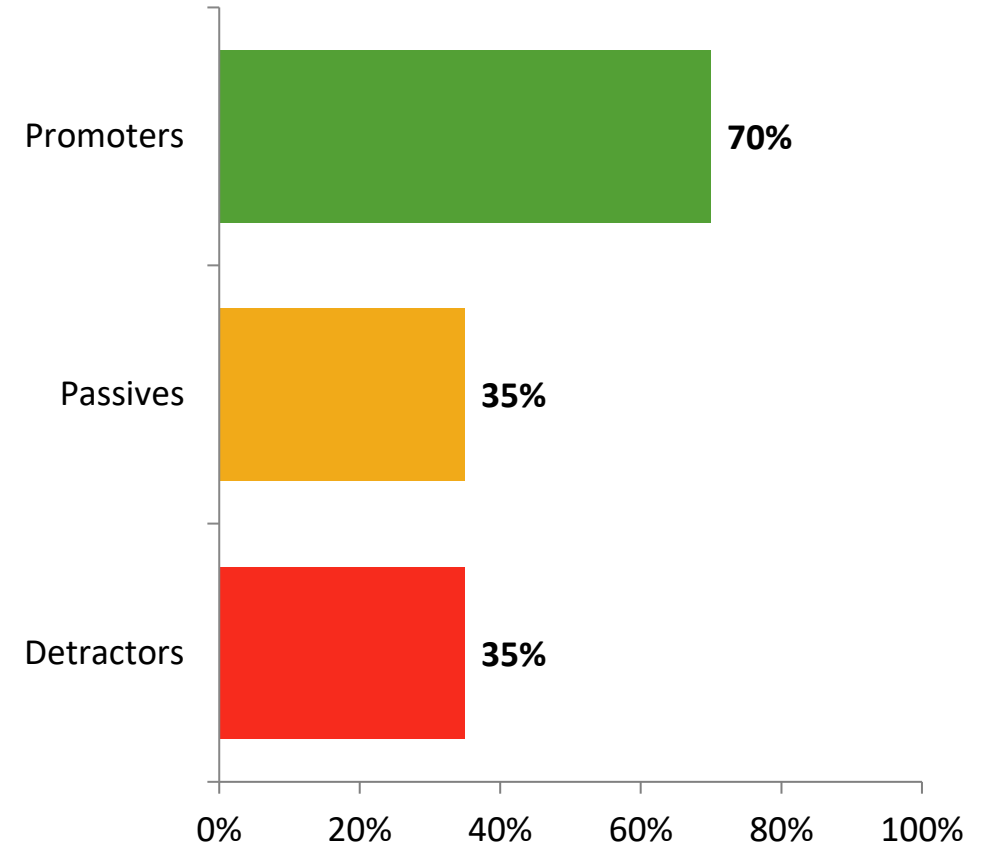
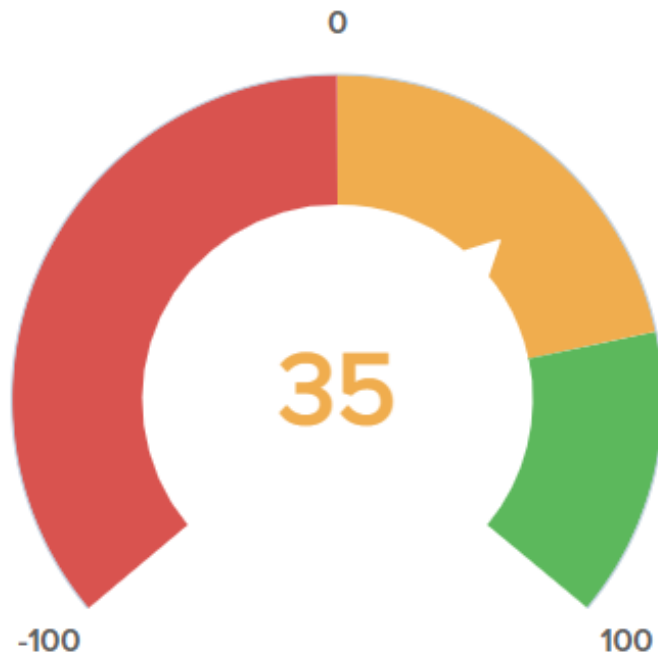
How likely are you to recommend this district to a family member or friend? (N=429)



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

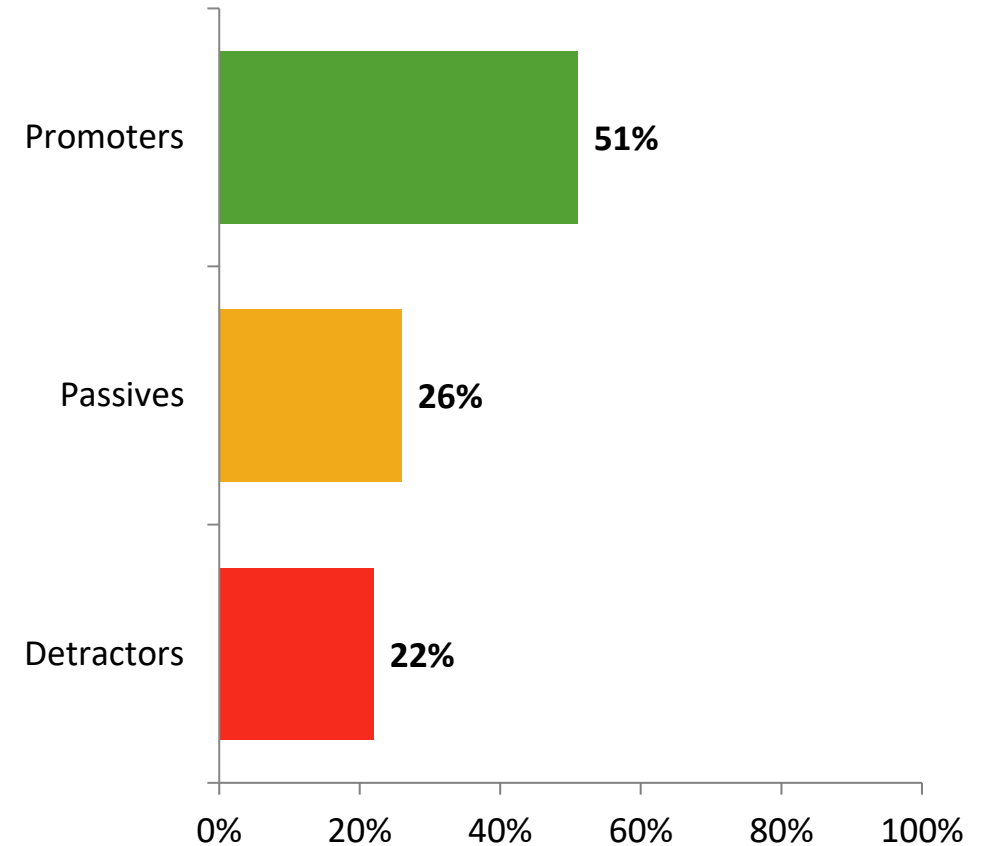
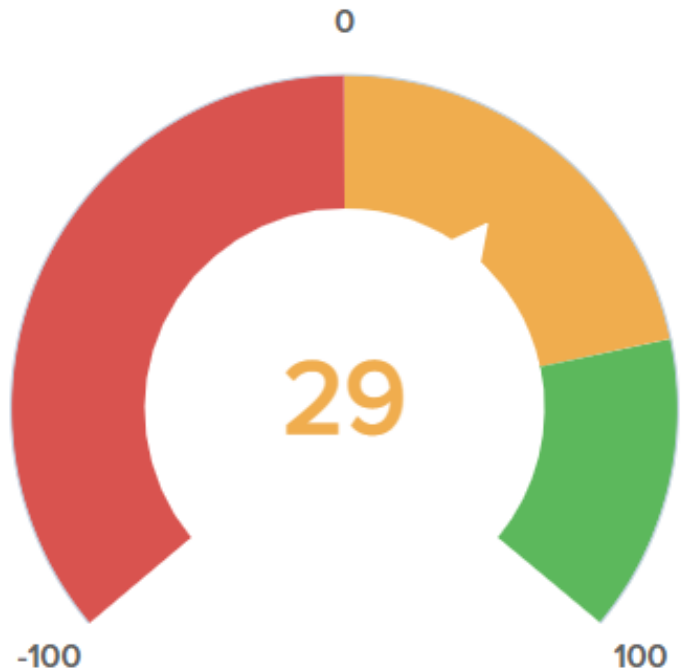
How likely are you to recommend your school to a family member or friend? (N=108)



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District Net Promoter Score

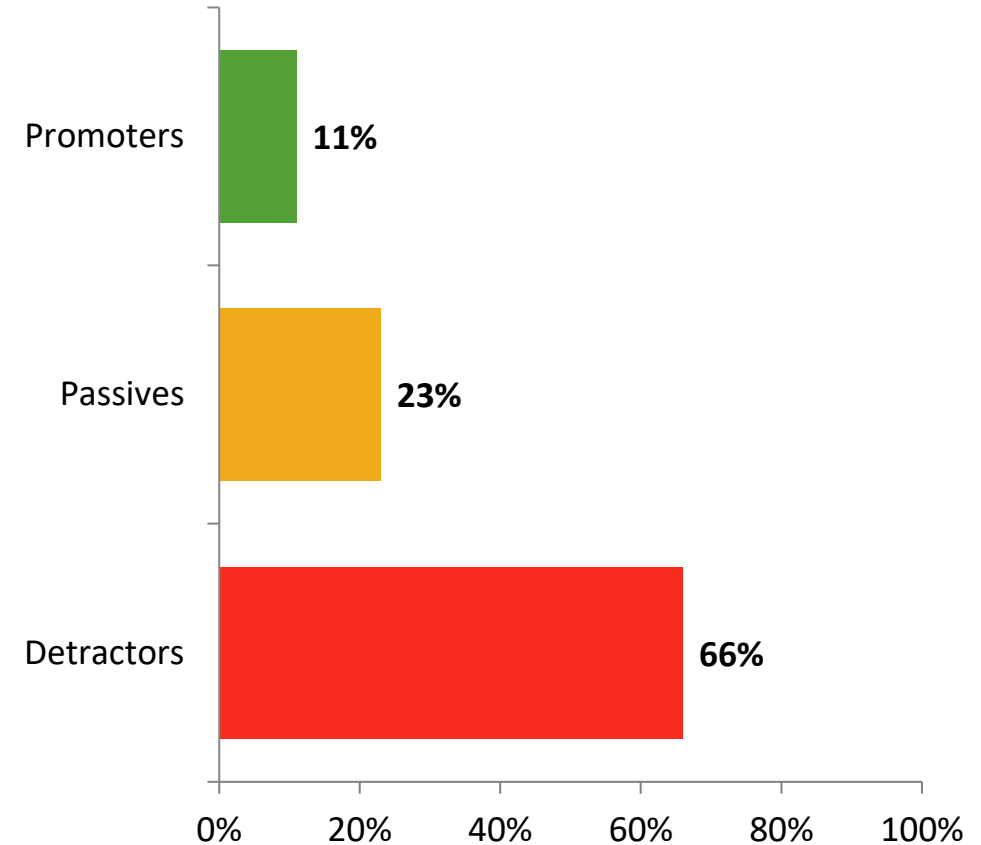
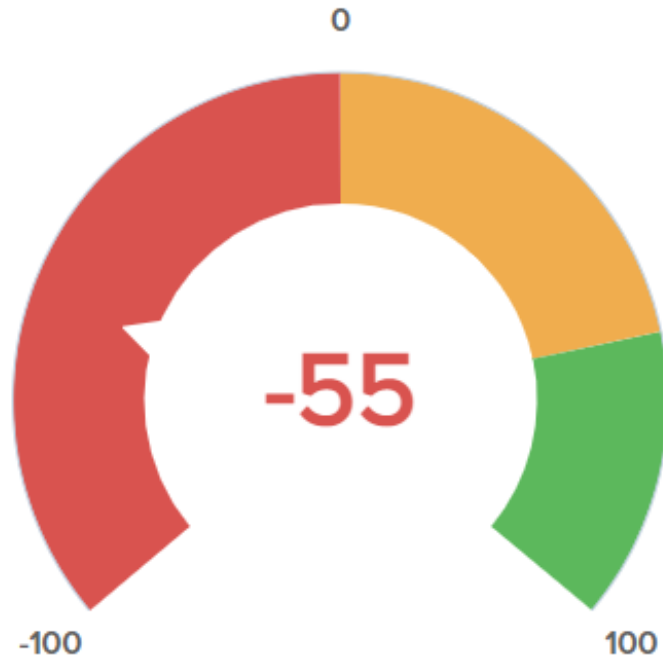
How likely are you to recommend this district to a family member or friend? (N=107)



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

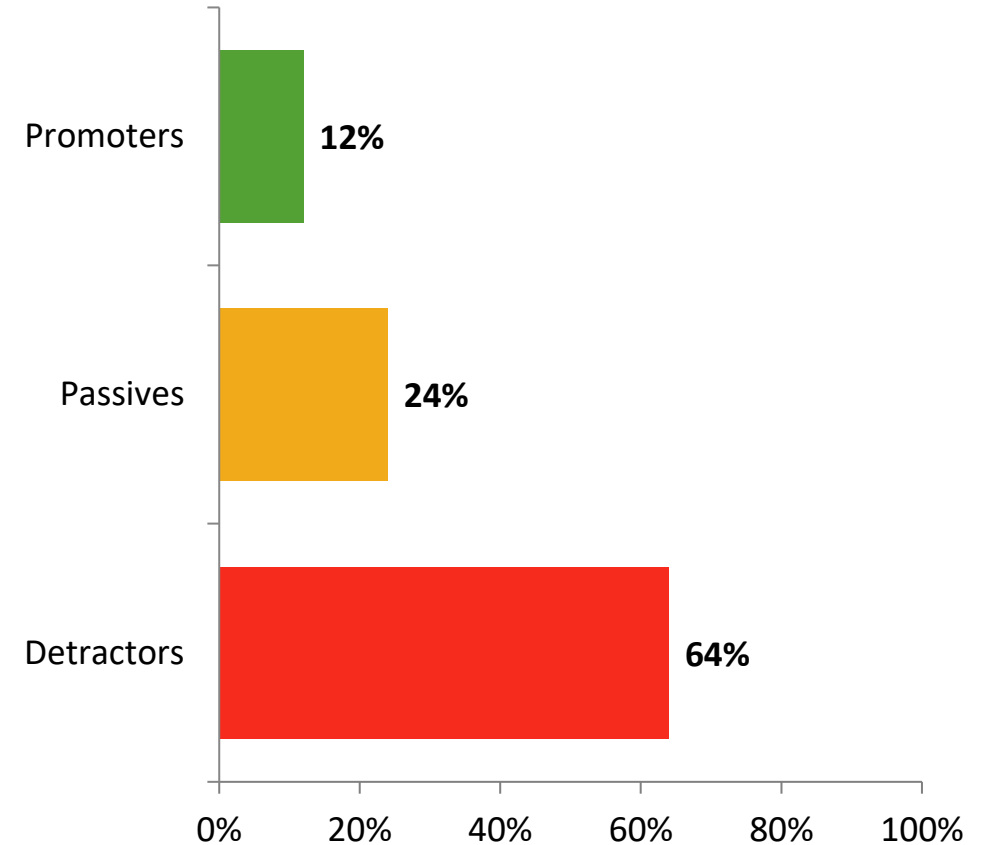
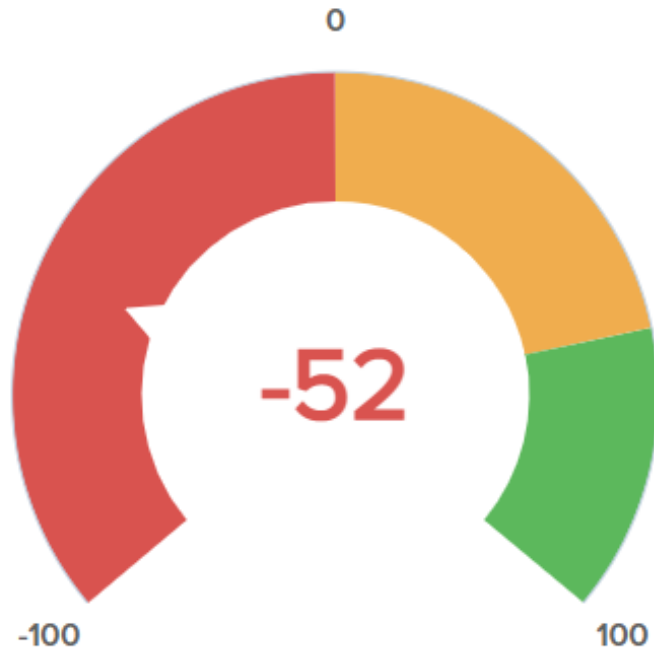
How likely are you to recommend your school to a friend? (N=563)



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)



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.

Open-ended Response Analysis

Open-ended Response Analysis

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.

Open-ended Response Analysis

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.

Open-ended Response Analysis

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 an 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.

Open-ended Response Analysis

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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