

2015 Parent Satisfaction Survey Findings

Many thanks to those parents who participated in the Parent Satisfaction Survey conducted in term three. The Board has reviewed the findings of the survey and will be addressing a number of areas in the 2016-2018 Business Plan, which we are currently in the process of drafting.

As this is the third time that the same survey has been conducted, we are able to compare the results for 2015 with the 2013 and 2011 results, highlighting shifts in parent perceptions. We are also provided with benchmark data against other schools, as the statements used in the survey are used in numerous schools across the country and therefore an “average score” can be determined.

Nedlands Primary School prides itself on being a high achieving Independent Public School and therefore, not surprisingly, we rate higher than other schools across all of the statements and question areas. However this does not mean we can be complacent and the data is therefore analysed for indications of where we are performing well, where there is room for improvement and where resources could be directed.

Shifts in Parent Perception

We were pleased to see a significant improvement in the following areas in 2015, compared to 2013.

- Overall, I am happy sending my child to Nedlands Primary School.
- I believe the traffic and road conditions around the school are adequate to keep my child safe when getting to and from school.
- The teachers help my child to be responsible for his/her own learning.
- This school is well managed.
- Teachers and staff are caring and supportive.

There were two areas where there was a statistically significant decline in terms of percentage of parents who agreed with the following statements. We attribute this decline to the fact that 2013 was the Centenary year for NPS when the Acts of Service program was launched and there were many additional activities happening within the School. The school will continue to monitor and review these items as part of the usual school processes.

- My child is encouraged to take part in community activities.
- Teachers are positive and enthusiastic about their teaching.

Consistent with the 2013 findings, we still have relatively low performance on three key issues in particular – traffic and road conditions around the School, curriculum innovation and meeting the needs of individual children and teachers’ communication regarding individual children’s progress. These areas have been discussed by the Board and there will be future initiatives to address these.

Drivers of Satisfaction

As noted above, there was a significant increase in “happiness” with NPS. The analysis of the results looks at what are the factors that drive happiness. This analysis reveals that the three key areas with the greatest impact include:

- teaching performance,
- learning opportunities for the students, and
- the inviting atmosphere of the School.

This reinforces the measures that the School is already taking in focusing on teacher quality and professional learning and the Board's view on supporting and developing our teachers. The 2016-2018 Business Plan also focuses strongly on these areas, with the four strategic pillars being (1) high levels of student performance, (2) high quality teaching and leadership, (3) a safe, supportive learning environment and (4) effective partnerships with the community.

Curriculum Areas

Satisfaction with the curriculum areas has either remained the same or improved compared to 2013 (with significant improvements in science, visual arts, numeracy and literacy). The music, language and religious education programs were included for the first time in 2015.

Music continues to be a key strength for the school with a very relatively high 44% of parents Very Satisfied and 41% Satisfied with the Music Program. Physical Education is also highly rated with 89% of parents satisfied with the Program. Levels of satisfaction were not as high for the language program. The School is planning a review of the language program.

Understanding of the Board's Role

Communication is still the key issue with people wanting to know more about what the Board does and the discussions had at Board level. There is still some confusion over the level of Board involvement in staff management, in which it has no involvement.

In Summary

The key areas requiring focus and incorporation into the 2016-2018 Business Plan include quality of teaching, student performance and the programs available to the students, the community feel of the School and communication. These areas will continue to be key focus areas for the School and monitored by the School Board.