



2016-2017 PARENT SATISFACTION SURVEY

The Your School, Your Voice, 2016-2017 Parent Satisfaction Surveys MUST be provided to ALL parents (ECE-12) in the Denver Public Schools. Carefully following the survey administration instructions below will ensure valid results that will help your school and district leadership improve services to families and students.

Please read all sections carefully. Following instructions will make administration easy!

2016-2017 PARENT SURVEY ADMINISTRATION

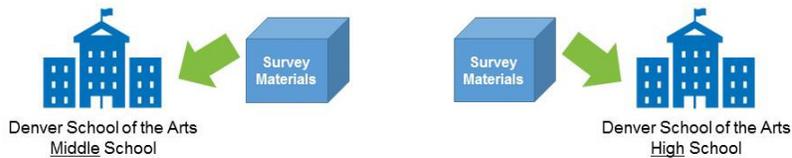
The Parent Survey will be administered between April 3 and April 28, 2017.

RECEIPT OF 2016-2017 PARENT SURVEY MATERIALS

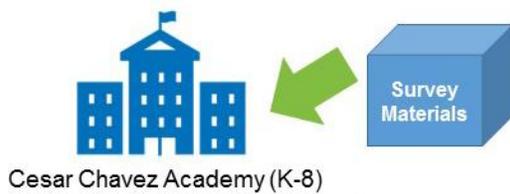
Between March 17, 2017 and March 24, 2017 every individual school in the district will receive a box of survey materials. For many schools, everything you will need to successfully complete your Parent Satisfaction Survey process will be included in your box of materials; if you find that you need additional materials, please read further in this document.

Who counts as an “individual school”?

The Parent Satisfaction Survey is an internal DPS process.



Schools serving multiple education levels but have different school numbers receive separate boxes.



Schools serving multiple education levels but DON'T have different school numbers receive one box.



What will be in my box of materials?

A single box of survey materials will contain all the material you should need for any ed level your school serves and all households your school serves:

- All parent surveys (English and Spanish forms)
 - Translation Guides if needed
- Pre-paid Return Envelopes
- Parent Survey rosters

Please note that your school will receive **one** parent survey for the **oldest (or only)** child in each household in Infinite Campus (IC). Additionally, if a student is assigned to multiple households, they should receive one survey per household. The total household count was pulled from IC on **3/3/2017**. This document outlines how this data quality of household counts could potentially impact your SPF ratings: goo.gl/1mhY91

What do I do with unused survey materials?

All unused materials, including all parent surveys that were not distributed, must be returned to the Processing Center by May 12th, 2017. Simply include them in your box with your materials.

How do I request additional survey materials?

Schools can request additional survey materials by contacting Karen Lutz.

Please note that all additional parent surveys requested will be added to the denominator used for SPF calculations. Failure to complete and return these additional materials could have a negative impact on schools' SPF calculation.

PARENT SURVEY ADMINISTRATION GUIDELINES

Overview of Process

Who takes the survey?	Every household with at least one student served by your school in grades EC-12 will have the opportunity to complete the Parent Satisfaction Survey.
<i>What if there is more than one student in a household?</i>	Homeroom teachers (or second period teachers, if necessary) are provided with rosters (Parent Survey Recipient List) to properly identify which students should receive a survey. In the case of siblings, the eldest sibling will receive a single survey for the entire household.
<i>What if a student has more than one household on record?</i>	In the case of a single student with multiple households, the single student would receive multiple surveys. We suggest reviewing your Recipient List carefully before distributing the surveys.
When do parents take the survey?	Parent surveys can be distributed and completed during at any time during the administration window (between April 3 and April 28, 2017).
Is this survey anonymous?	Yes--this survey is both anonymous and confidential. Parents should not mark their name anywhere on the survey, but each survey will have grade information and school information attached for demographic reasons.
<i>Why is confidentiality/ anonymity important for this survey?</i>	Making these kinds of surveys confidential and anonymous ensures that parents' answers are honest, and gives both school staff and the district the most useful and candid feedback possible.
<i>What else do I need to know?</i>	<p>Please, please <u>do NOT</u> staple, bend, fold, tape, or photocopy the surveys. Surveys that have been damaged or photocopied will be invalid and will not be included in the results.</p> <p>There is no standard introductory letter the district provides to the parent satisfaction survey. Schools are free to create their own letters for the survey.</p>

Administration Procedures for Non-Spanish English Learner Households

Please note that the Parent Satisfaction survey is only printed in English and Spanish forms. This means that English-speaking families should receive the English survey form and that Spanish-speaking families should receive the Spanish survey form.

Families that speak other languages should have the Parent Satisfaction Survey administered as follows:

- Receive the English survey form
- Include in the packet a translation guide in the families preferred language

The translation guide will help crosswalk the survey items from English to the family's preferred language. The family will use the translation guide to understand the items, then complete and return the English form.

Translation guides are available in the following languages:

- Arabic
- Khmer
- Burmese
- French
- Somali
- Amharic
- Russian
- Vietnamese
- Swahili
- Tigrinya
- Chinese
- Nepali

How is this data used on my SPF?

The household counts pulled from Infinite Campus are used to determine *how many* Parent Satisfaction Surveys to send to your school. On all School Performance Frameworks (Traditional, Alternative, Early Ed), schools are assessed on Parent Survey measures:

2017 SPF Measure	Measure Description
Parent Satisfaction Response Rate – <u>Removed</u> (Early Education and Traditional SPF)	As of the 2017 SPF, the participation rate measure has been <u>eliminated</u> . Instead, a minimum 20% threshold has been applied to the positive response measure in order to simplify the SPF. <ul style="list-style-type: none"> Schools who do not have at least 20% of households respond <u>will not receive credit</u> on the Parent Satisfaction Positive Response rate measure.
Parent Satisfaction Response Rate & Response Rate Growth – <u>Bonus Measures</u> (Alternative SPF)	There are no changes to the 2017 SPF. This measure is the % of households which responded to the annual Parent Satisfaction Survey. <ul style="list-style-type: none"> Schools who do not have at least 30% of households respond are exempted from the Parent Satisfaction Positive Response rate measure.
Parent Satisfaction & Engagement Positive Response (All SPFs)	This measure is the % positive response to items on the Parent Satisfaction Survey (<i>how <u>satisfied and engaged</u> are the parents/guardians of students at your school</i>)

It's important to note that the response rate impacts the positive response measure--you have to correctly identify the parent/guardians (households) you're surveying in order to give them the opportunity to rate your school positively or negatively.





District-Approved Distribution and Collection Method

Please adhere to the following distribution and collection method as closely as possible. If you have any questions about these guidelines, please reach out to Karen Lutz (Karen_lutz@dpsk12.org).

What is the protocol for Distributing Parent Surveys?

- Surveys can be given to students to take home
- Schools can write and include letters in the survey packets as long as the voluntary nature of the survey is emphasized.
- Surveys can be given to parents at parent meetings or school events as long as parents do not fill them out and return them on site.

What is the protocol for Returning Parent Surveys?

- Schools should strongly encourage parents to return the survey using the District provided pre paid return envelope.
 - Doing so represents the best protection of parents' anonymity and confidentiality.
- If parents return completed surveys to a school on their own, the school should immediately return those surveys in their sealed envelope to the Processing Center.

Send Surveys Home With Students

Distribution:

Create packets of parent survey information and send these packets home with students. Use the provided parent survey rosters to help determine which students should receive survey packets in the case of siblings.

The only tracking that should occur is tracking which students have received survey packets. Tracking which surveys have been returned has potential to break parents' actual or perceived confidentiality and anonymity, which can change how parents answer the survey.

Instructions:

Ensure that each student on the recipient list receives the following:

- An English or Spanish version of the parent survey. (See Survey Recipient List to identify students who should receive a survey and which language form.)
- A stamped pre-addressed U.S. mail return envelope.
- A translation guide of the survey, if applicable (See Survey Recipient List to identify which students should receive a translation guide and the associated language.)

Tell students that:

- Parents should complete the entire survey as honestly as possible.
- **Parents should mail the survey back to the district in the provided envelope** (this return method is strongly preferred).

Material Return:

Parents may return surveys to the school building if they choose. If this occurs, please send those surveys to the Processing Center as soon as possible.



Why should parents mail surveys instead of returning them to my school?

Mailing the surveys best preserves parents' confidentiality and anonymity. When a survey is mailed directly to the district, we can be sure that:

- Participation in the survey was completely voluntary.
- No one but the parent has seen the parent's answers.
- The parent has answered the survey honestly.

It is fully appropriate for teachers and school leaders to emphasize the importance of this survey to both students and parents through verbal and written communications, but once the survey packet has been given to the student for delivery to parents, the school must trust the parents to complete the survey and return it of their own accord.

In addition, given the timing of the survey, allowing the survey to be completed off-site and mailed in by parents allows schools to focus on CMAS administration and READ Act administration. We recognize that this is a busy time for you!



ADDITIONAL INFORMATION

Implications for School Performance Framework

All additional surveys requested will be added to the denominator used for SPF calculations. This will have a negative impact on your response rate if not all provided surveys are completed and returned.

Implications for Family and Community Engagement

The questions on the survey are aligned with our Family and Community Engagement Standards, so it is important that your school receive adequate data from parents in order to utilize parent satisfaction data as a measure of family engagement within your school.

CONTACT FOR QUESTIONS AND COMMENTS

For questions about Parent Satisfaction Survey administration guidelines or how this survey may impact your SPF please contact:

- Administration questions: Karen Lutz; Karen_lutz@dpsk12.org
- SPF questions: Katherine Beck; Katherine_beck@dpsk12.org