

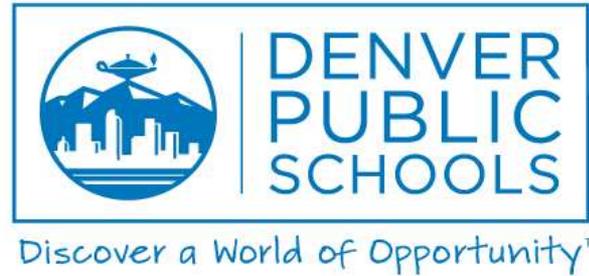


Discover a World of Opportunity™

PARENT SATISFACTION SURVEY

2017 Administration Webinar

2017 Administration Guide



PARENT SATISFACTION SURVEY: WHAT IS IT?

Remember to use the Chat Box for questions!

You can also e-mail

Katherine (SPF): spf@dpsk12.org

Karen (Surveys): karen_lutz@dpsk12.org

PARENT SATISFACTION SURVEYS

Why do we have them?

- Provide school leaders with information about satisfaction and engagement with school
- Information is factored into a school's School Performance Framework (SPF) rating
- Provided to parents and families of students grades ECE-12

Your School Your Voice.
2017 Parent Engagement and Satisfaction Survey
School Name: _____

The Parent Engagement and Satisfaction Survey is designed to measure how well your child's school is meeting our 10 critical parents, the quality of family school relationships and your satisfaction of the school environment. Completing this survey is completely anonymous. However, parent feedback is important to us, and on a need-to-know basis, the School Performance Framework (SPF) will use data from your child's school to inform our operations and programming.

Please complete only one survey per school and email it to the envelope provided to your child May 12, 2017.

Thank you for taking time to give us your opinion. _____

The following questions will help us better serve our students and parents:

- How many children do you have at this school? 1 2 3 4 5
- What grade are your children in at this school? (Mark all that apply)
 PK K 1 2 3 4 5 6 7 8 9 10 11 12
- Is English the primary language spoken in your household? P M
- Family ethnicity: American Indian Alaska-Native Asian Hispanic African Multi-ethnic
- Do you have internet access at home? Y N

For all of the questions, please think about the current school year.

How well do you think the school you attend is doing the following parent engagement activities at your child's school. How satisfied are you with...?

	never	not often	often	very often	always	never	not often	often	very often	always
1. Opportunities to connect you to other parents at your child's school.	<input type="radio"/>									
2. Resources (web, print, video, etc.) or help on ways you can support your child's learning at home.	<input type="radio"/>									
3. Links to your child's school.	<input type="radio"/>									
4. Home workshops or evening sessions provided at your child's school to support your child's learning.	<input type="radio"/>									
5. Parent-teacher conferences that provide information that is clear, useful, and related to my child's learning.	<input type="radio"/>									
6. Information about how you can be involved at your child's school.	<input type="radio"/>									
7. Opportunities to talk to the school about how you and the school can help your child succeed.	<input type="radio"/>									

How well does the school you attend support parent involvement? How well does your child's school do the following? My child's school:

	never	not often	often	very often	always
8. Encourage parents to participate in the school by providing services such as child care, translation and interpretation, convenient meeting times, locations accessible to parents, etc.	<input type="radio"/>				
9. Make parents feel welcome.	<input type="radio"/>				
10. Communicated respectfully with people from diverse cultural/language backgrounds.	<input type="radio"/>				
11. Encourage language placement for communication with their home in school and that school is doing.	<input type="radio"/>				
12. Encourage the community to be involved with the school in a variety of ways.	<input type="radio"/>				

Thank you very much for your participation in this survey. Please address on back of form.

How well do you think the school you attend supports parent involvement. How well does your child's school do the following? My child's school:

	I don't know	strongly disagree	disagree	agree	strongly agree
13. Ability to my input about classroom school decisions.	<input type="radio"/>				
14. Values the diversity of children's backgrounds.	<input type="radio"/>				
15. Provides a helpful person who will respond to my concerns.	<input type="radio"/>				
16. Offers a variety of opportunities for parents to volunteer at the school.	<input type="radio"/>				

Now, we'd like to know how satisfied you are with the school's ability to support your child's learning. How satisfied are you with your child's school's ability to...?

	I don't know	strongly disagree	disagree	agree	strongly agree
17. Provide academic support needed to meet your child's needs.	<input type="radio"/>				
18. Use appropriate resources, such as technology, to enhance student learning.	<input type="radio"/>				
19. Provide information about before or after school activities, tutoring, or other school programs that can support your child.	<input type="radio"/>				
20. Incorporate your child's goals, strengths, and interests in home learning.	<input type="radio"/>				

How well do you think the school you attend is doing the following statements?

	strongly disagree	disagree	neutral	agree	strongly agree
21. The school creates an environment that emphasizes the importance of positive relationships between school and home.	<input type="radio"/>				
22. The trust allows staff to be friendly and welcoming.	<input type="radio"/>				
23. I would recommend this school to others.	<input type="radio"/>				
24. I have confidence in the people at my child's school.	<input type="radio"/>				
25. The school creates a safe environment that helps students learn.	<input type="radio"/>				
26. My child's school is a safe place to learn.	<input type="radio"/>				
27. My child is challenged by the work in the classroom.	<input type="radio"/>				
28. The teachers care about better success.	<input type="radio"/>				
29. My child's school motivates my child to work hard.	<input type="radio"/>				
30. School leadership emphasizes high academic expectations for all students.	<input type="radio"/>				
31. For parents of ECE to 121 grade students: My child's school prepares students for the next academic year.	<input type="radio"/>				
32. For parents of high school students only: My child's school prepares students for college and career.	<input type="radio"/>				

Overall, how satisfied are you with your child's school? 1 2 3 4 5

Please share comments or suggestions you would like to see included in the school in the space provided.

2017 Denver Public Schools. All rights reserved.

PARENT SATISFACTION SURVEYS

Timeline

March 1

Parent Satisfaction Survey Administration Guide posted on ARE website

March 3

Parent Satisfaction Survey Denominator Counts

March 9

Parent Satisfaction Survey Training Webinar

March 17 - 24

Parent Satisfaction Survey Materials Delivered to Schools

April 3 - 28

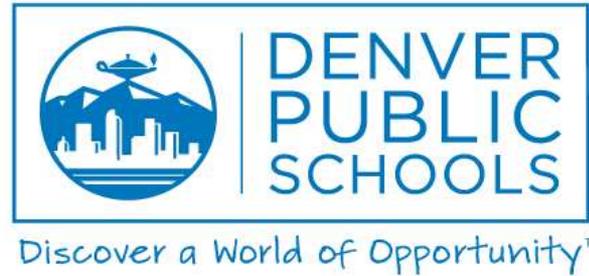
Parent Satisfaction Survey Administration Window: Send Surveys Home or Distribute to Parents

May 1 - 12

Parent Satisfaction Materials Returned via US mail or hand-delivered to Processing Center

July 1

Parent Satisfaction Survey Results



PARENT SATISFACTION SURVEY: RECEIVING MATERIALS

Remember to use the Chat Box for questions!

You can also e-mail

Katherine (SPF): spf@dpsk12.org

Karen (Surveys): karen_lutz@dpsk12.org

PARENT SATISFACTION SURVEYS

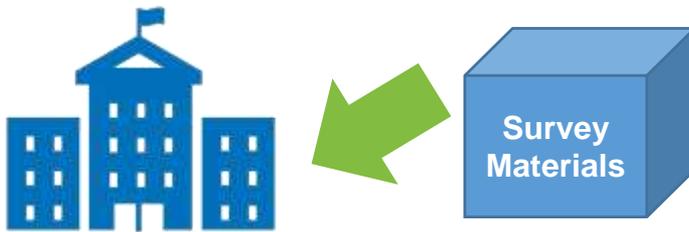
Material Receipt

- The Parent Survey will be sent home with students between April 3 and April 28, 2017.
- You will receive materials between March 17 and 24.
- For many schools, everything you will need to successfully complete your Parent Satisfaction Survey process will be included in your box of materials.

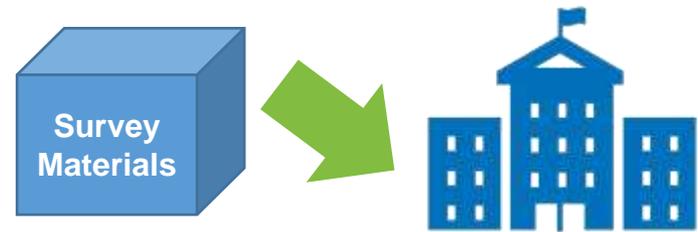
PARENT SATISFACTION SURVEYS

How many boxes will I get?

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

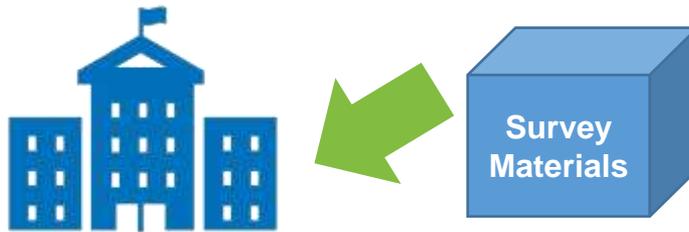


Denver School of the Arts
Middle School



Denver School of the Arts
High School

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



Cesar Chavez Academy (K-8)

PARENT SATISFACTION SURVEYS

What will be in my boxes?

- ✓ Parent Survey Guidelines/Instructions
- ✓ Parent Survey Recipient Lists: Alphabetical by Student and Alphabetical by Teacher
(One Survey Per Household)
- ✓ Parent Survey
(English and Spanish)
- ✓ Parent Survey Translation Templates
(Arabic, Khmer, Burmese, French, Somali, Amharic, Russian, Vietnamese, Swahili, Tigrinya, Chinese and Nepali)
- ✓ Pre-paid parent Return Envelopes

PARENT SATISFACTION SURVEYS

Unused or Extra Survey Materials



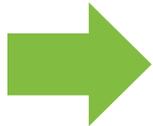
What do I do with unused survey materials?

- All unused materials, including surveys that were not distributed, must be returned to the Processing Center by Thursday, May 12.



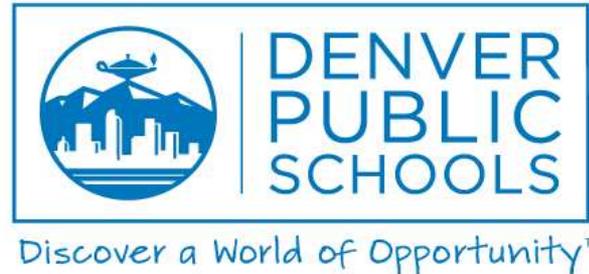
How do I request additional survey materials?

- Contact Karen Lutz (karen_lutz@dpsk12.org)



Why would I request additional survey materials?

- If the March 3 household count was not accurate for a few families, you may need to request a couple additional surveys. (Photocopies will not be accepted.)
- However, you might not want any additional materials! 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 SATISFACTION SURVEY: ADMINISTRATION

Remember to use the Chat Box for questions!

You can also e-mail

Katherine (SPF): spf@dpsk12.org

Karen (Surveys): karen_lutz@dpsk12.org

PARENT SATISFACTION SURVEYS

Administering the Survey: *Who, What, When, Where*



Who fills out this survey?

- Every household with at least one student served by your school in grades EC-12 must be given the opportunity to complete the Parent Satisfaction Survey.
- 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.



What if there are multiple students per household at my school?

- Your school will receive one parent survey for the oldest (or only) child in each household in Infinite Campus (IC).
- If a student is assigned to multiple households, they should only be counted once.
- The total household count was taken from IC on March 3.



What if my data in IC is incorrect?

- Data in IC should be kept up to date all year long.
- [Click here](#) to learn more about how this data quality could affect your survey.

PARENT SATISFACTION SURVEYS

Administering the Survey: *Who, What, When, Where*

What if a student has more than one household on record?

- The student would receive multiple surveys, in order to gather a response from each household. We suggest reviewing your recipient list carefully before distributing the surveys.

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.
- 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.
- We need schools' support in appropriately distributing the surveys in order to maintain this confidentiality and security. *More details are discussed in later slides.*

PARENT SATISFACTION SURVEYS

Administering the Survey: *Who, What, When, Where*



What will happen to surveys that are stapled, bent, folded, taped or photocopied?

- Surveys that have been damaged or photocopied will be invalid and will not be included in the results.



Do I need to send a letter with the parent satisfaction survey?

- There is no standard introductory letter the district provides to the parent satisfaction survey. You may choose to write your own letter to accompany this survey, including information about how to fill it out as well as other engagement opportunities available at your school.

PARENT SATISFACTION SURVEYS

Administration Procedures for Non-Spanish English Learner Households

Please note that the Parent Satisfaction survey is only printed in English and Spanish.

» The **English-language** surveys will go to **English-speaking** households.

» The **Spanish-language** surveys will go to **Spanish-speaking** households.

The surveys are not translated into all languages; we are including a **translation template** to help families use the English-language survey.

Indiquez les réponses sur le formulaire d'enquête officiel.

Votre école – Votre opinion
Enquête de satisfaction et de participation des parents

Nom de l'école :

L'enquête de satisfaction et de participation des parents est conçue pour mesurer à quel point l'école de votre enfant encourage la participation des parents, le niveau de qualité des relations famille/école et votre perception de l'environnement scolaire. La participation à cette enquête est totalement facultative. Toutefois, l'opinion des parents est très importante pour nous, et en conséquence, elle est incluse dans le schéma des performances scolaire (SPT, School Performance Framework) afin de nous aider à évaluer à quel point l'école est au service de votre enfant et vous encourage à participer.

Veuillez répondre à cette enquête et la renvoyer dans l'enveloppe prépayée incluse. Vous n'avez à répondre qu'à une seule enquête (en anglais ou en français) pour chaque école ou est allé l'un de vos enfants pendant l'année scolaire 2015-2016. L'enquête doit être expédiée le 12 mai 2017 au plus tard, le cachet de la poste faisant foi. Nous vous remercions de bien vouloir nous faire part de votre opinion.

Les questions suivantes nous aideront à mieux servir nos élèves et leurs parents. Utiliser un crayon n°2 uniquement.

1. Combien avez-vous d'enfants dans cette école ? 1 2 3 4 5

2. Dans quelle année scolaire sont vos enfants dans cette école ?

Maternelle, Préscolaire, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12

3. La principale langue parlée à la maison est-elle l'anglais ? Oui Non

4. Origine ethnique de la famille : Amérindienne Afro-américaine Asiatique Hispanique Blanche Pluriethnique

5. Avez-vous accès à Internet à la maison ? Oui Non

Pour toutes les questions, utilisez comme référence l'année scolaire en cours (2016-2017).

Nous aimerions tout d'abord savoir à quel point vous êtes satisfait(e) des activités avec participation des parents dans l'école de votre enfant. À quel point êtes-vous satisfait(e) des... ?		Je ne sais pas	N'est pas offert	Très (insatisfait(e))	Insatisfait(e)	Satisfait(e)	Très satisfait(e)
1	Possibilités de vous mettre en relation avec d'autres parents de l'école de votre enfant	<input type="radio"/>					
2	Ressources (verbales, imprimées ou en ligne) sur la manière dont vous pouvez soutenir l'apprentissage de votre enfant à la maison	<input type="radio"/>					
3	Informations sur l'école de votre enfant	<input type="radio"/>					
4	Ateliers ou formations pour les parents proposés par l'école afin de soutenir l'apprentissage de votre enfant.	<input type="radio"/>					
5	Rencontres parents/enseignants fournissant des informations claires, utiles et en rapport avec l'apprentissage de mon enfant.	<input type="radio"/>					

PARENT SATISFACTION SURVEYS

Administration Procedures for Non-Spanish English Learner Households

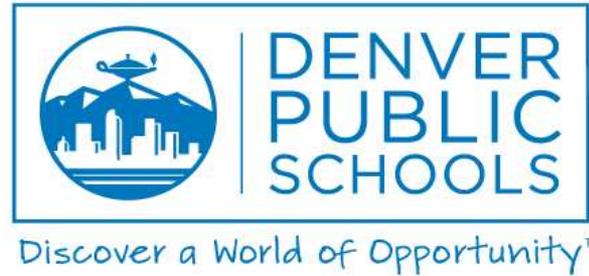
Families that speak a language other than English and Spanish should have the Parent Satisfaction Survey administered as follows:

1. Provide the family with the English survey form. Include in their packet a translation template in the family's preferred language.
2. Families will use the translation template to understand, complete and return the survey.

Languages Included in the translation template

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

Need another language?
Please contact Karen Lutz to
request a template guide from the
DPS translations department.



PARENT SATISFACTION SURVEY: ACCOUNTABILITY

Remember to use the Chat Box for questions!

You can also e-mail

Katherine (SPF): spf@dpsk12.org

Karen (Surveys): karen_lutz@dpsk12.org

PARENT SATISFACTION SURVEYS

Surveys and the School Performance Framework

Reminder: The household counts pulled from Infinite Campus are used to determine how many Parent Satisfaction Surveys to send to your school. *Be sure your front staff is updating this data.*

On the School Performance Framework (SPF), schools are assessed on Parent Survey measures:

Parent Satisfaction & Engagement Positive Response

(all frameworks)

- This measure is the % positive response to items on the Parent Satisfaction Survey (how satisfied and engaged are the parents/guardians of students at your school)

PARENT SATISFACTION SURVEYS

Surveys and the School Performance Framework

Parent Satisfaction Response Rate & Response Rate Growth (*Bonus*)

(Alternative only)

- There are no changes to the 2017 SPF. This measure is the % of households which responded to the annual Parent Satisfaction Survey.
- Schools who do not have at least 30% of households respond are exempted from the Parent Satisfaction Positive Response rate measure.

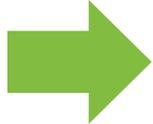
Parent Satisfaction Response Rate

(Traditional and Early Ed only)

- This measure will no longer be on the 2017 SPF. This measure was taking time away from instruction without a meaningful return.
- A minimum 20% threshold has been applied to the positive response measure in order to simplify the SPF.
- Schools who do not have at least 20% of households respond will not receive credit on the Parent Satisfaction Positive Response rate measure.

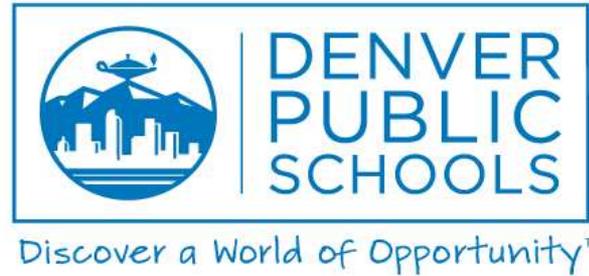
PARENT SATISFACTION SURVEYS

IC Data and Parent Satisfaction Surveys



Why is accurate IC data important?

- Many measures on the SPF come from the data in IC. Without accurate data, your rating may be lower than anticipated.
- The household data (including household language) for the survey comes from IC data.
- The number of surveys you receive from your community impacts the positive response measure on the SPF.
 - You have to correctly identify the parent/guardians (households) you are surveying in order to give them the opportunity to rate your school positively or negatively.
- 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.



PARENT SATISFACTION SURVEY: COLLECTION

Remember to use the Chat Box for questions!

You can also e-mail

Katherine (SPF): spf@dpsk12.org

Karen (Surveys): karen_lutz@dpsk12.org

PARENT SATISFACTION SURVEYS

Distributing and Collecting Surveys



What is the protocol for distributing Parent Surveys?

- Surveys should 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 collecting Parent Surveys?

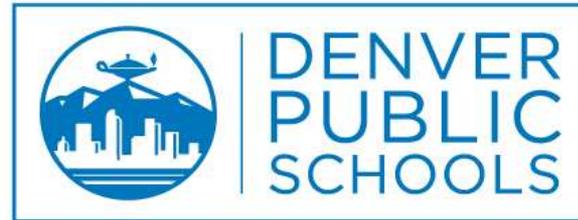
- Schools should strongly emphasize that parents are to return the survey using the district-provided pre-paid return envelope.
 - Doing so represents the best protection of parents' anonymity and confidentiality.
- If parents return completed surveys to a school on their own, the school should immediately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

PARENT SATISFACTION SURVEYS

Distributing and Collecting Surveys

PLEASE REMEMBER

- Parents are strongly encouraged to mail the survey via postal mail. This helps us ensure 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.
- Do not track which households have filled out the survey. Do not encourage students whose families have not sent in the survey. *The survey should be anonymous and confidential.*
- 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!
- Review the instructions in the [2017 Administration Guide](#).



Discover a World of Opportunity™

CONTACT US!

Katherine Beck,

Senior Accountability Manager

spf@dpsk12.org | 720-423-3736

Karen Lutz,

Senior Assessment Specialist

Karen_lutz@dpsk12.org | 720-423-3020