Studer Education
EXCELLENCE IN EDUCATION

Parent Satisfaction Survey

2017 Results Report

Arlington Independent School District

Summary of Results for Scaled Survey Data

The Arlington Independent School District is committed to creating a great place for students to learn, teachers to teach, staff to work, and for parents to send their children to receive a great education. To build on this commitment, the leadership of the school district gathers and analyzes data on four essential goals and measures – Employee Engagement, District Support Services, Parent Satisfaction and Student Engagement. This journey of excellence based on measurable goals began in 2013 and focuses on the use of data to identify gaps, take action, and follow through to ensure continuous improvement in the Arlington Independent School District.

The Parent Satisfaction Survey was administered to all parents with children enrolled in the school district **to assess their level of satisfaction with the school their child attends.** This report provides an overview of the findings for the 2017 administration of the Parent Satisfaction Survey.

District Data Summary

Table 1. Parent Participation and Overall Mean by Survey Administration

Date of Administration	Completed	Percent of Total Completed Non-English	Overall District Mean
2013	7,178	19.6	4.22
2014	7,169	16.9	4.39
2015	7,200	5.3	4.33
2016	8,282	18.9	4.38
2017	**8,771**	**24.5**	**4.40**

- The overall mean for the 2017 survey administration is 4.40 on a scale of 1 to 5, with five being the highest. All individual item means continue to be above a 4.00 on a scale of 1 to 5.

- Excluding the Superintendent items, the items with the highest mean are:

  - My family is treated with respect at this school. {4.56}
  - The school is clean and well maintained. {4.55}
  - My child has the necessary classroom supplies and equipment for effective learning. {4.55}
  - My child's learning is a high priority at this school. {4.55}

- The lowest item means excluding the Superintendent items are:

  - School rules/discipline plans are enforced consistently at this school. {4.35}
  - I regularly receive feedback from school staff on how well my child is learning. {4.24}
  - I receive positive phone calls, notes, and/or emails about my child from the school. {4.17}

- The mean for the school pride item, "I would recommend this school to other parents," increased from 4.40 to 4.43. The means for the two superintendent items also increased.

Table 2 on the following page shows the item means and overall means for the current survey administration and all prior survey administrations.

Table 2. Item Means by Survey Administration

Items 1 - 17	2013	2014	2015	2016	2017
1. My child's learning is a high priority at this school.	4.37	4.54	4.49	4.52	4.55
2. School rules/discipline plans are enforced consistently at this school.	4.18	4.34	4.29	4.32	4.35
3. I regularly receive feedback from school staff on how well my child is learning.	3.98	4.20	4.15	4.19	4.24
4. My family is treated with respect at this school.	4.39	4.54	4.51	4.54	4.56
5. My child has every opportunity to be successful at this school.	4.28	4.46	4.41	4.45	4.49
6. My child has the necessary classroom supplies and equipment for effective learning.	4.40	4.52	4.48	4.53	4.55
7. I would recommend this school to other parents.	4.21	4.40	4.34	4.40	4.43
8. This school provides a safe environment for my child to learn.	4.32	4.49	4.43	4.46	4.48
9. My child is recognized for good work and behavior at this school.	4.23	4.41	4.38	4.41	4.43
10. The school is clean and well maintained.	4.46	4.54	4.49	4.54	4.55
11. The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.26	4.43	4.39	4.43	4.46
12. I am proud to say I have a child at this school.	4.26	4.44	4.39	4.44	4.46
13. I receive positive phone calls or notes about my child from the school.	3.79	4.09	4.07	4.12	4.17
14. The principal at this school is approachable and reachable.	4.20	4.37	4.28	4.36	4.37
15. The principal at this school is an effective leader.	4.21	4.39	4.30	4.36	4.37
16. The Superintendent of the Arlington Independent School District is an effective leader.	4.09	4.22	4.13	4.20	4.23
17. The Superintendent of the Arlington Independent School District makes decisions that are in the best interest of children and parents of the district.	4.09	4.22	4.11	4.19	4.21
Overall Mean	**4.22**	**4.39**	**4.33**	**4.38**	**4.40**

Item n ranges (2013: 6,599 – 6,780; 2014: 6,932 – 7,133; 2015: 7,034 – 7,200; 2016: 8,034-8,254; 2017: 8,542-8,773)

Figure 1 (page 3) shows the percentage distribution of response choices across all items in the current survey administration. Parents choosing "Strongly Agree" and "Agree" equaled 87.7%. This represents an increase in percent of responses of 1.1%, and a positive shift (or decrease) in percent of responses in the "Mixed Feelings," "Disagree," and "Strongly Disagree" categories.

Figure 1. Percentage of Responses by Item Response Category

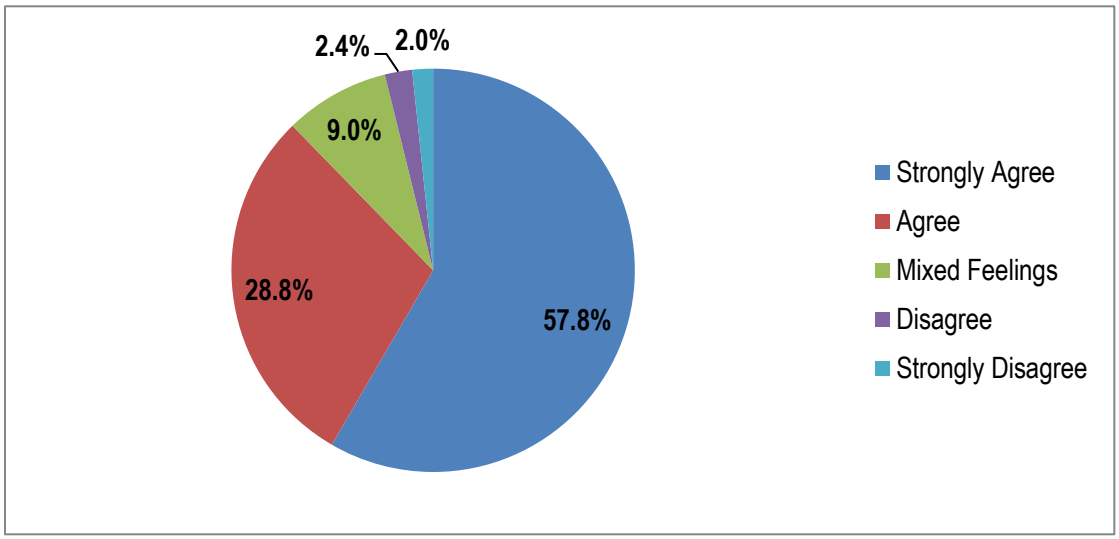

Table 3 below shows the distribution of responses from "Strongly Agree" to "Strongly Disagree" across each survey administration by frequency and percentage.

Table 3. Response Frequencies by Category by Survey Administration and Overall

Survey Administration	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2013	57,444	36,901	13,056	4,300	3,448
Percent of Total Responses (n=115,149)	49.9%	32.0%	11.3%	3.7%	3.0%
2014	69,353	35,582	10,035	2,918	2,304
Percent of Total Responses (n=120,192)	57.7%	29.6%	8.3%	2.4%	1.9%
2015	66,008	38,126	11,462	3,256	2,553
Percent of Total Responses (n=121,405)	54.4%	31.4%	9.4%	2.7%	2.1%
2016	80,635	40,213	12,566	3,364	2,747
Percent of Total Responses (n=139,525)	57.8%	28.8%	9.0%	2.4%	2.0%
2017	86,291	43,368	12,453	3,238	2,462
Percent of Total Responses (n=147,812)	58.4%	29.3%	8.4%	2.2%	1.7%

Percentile Benchmark Comparisons

Percentile ranks are used to provide a *normed* comparison for each district's Parent Satisfaction Survey overall mean, and ranges for each item mean. Two benefits of using percentile ranks include:

(a) a standardized frame of reference for the support characteristic mean / overall mean interpretation, and

(b) showing where a score, in this case the district's support characteristic means and overall mean, fits within a larger distribution of scores.

The "larger distribution of scores" in this report includes responses from Studer Education partners with students completing the Parent Satisfaction Survey across all survey administrations through Spring 2016. Using Monte Carlo simulation, the survey administration data are used to generate a dataset with 100,000 districts. The simulated dataset is based on the mean and standard deviation of the actual dataset, but has enough cases to smooth out the curve. The simulated dataset is used to calculate the percentile ranks.

- AISD's overall mean of 4.40 ranks at the 90th percentile of all benchmark districts' overall means.

Appendix 2 includes a table of ranges for percentile ranks for each item in the Parent Satisfaction survey for district comparison.

School Results

On the following pages, Table 4 provides the number of respondents for individual schools by survey administration and Table 5 provides the overall means for each school by survey administration. Appendix 1 begins on page 10 and includes the overall mean and item mean for each school.

Table 4. Number of Responses by Survey Administration

School	2013 n	2014 n	2015 n	2016 n	2017 n
Adams Elementary		37	35	68	119
Amos Elementary	221	150	74	7	33
Anderson Elementary	1	167	74	51	72
Arlington Collegiate High School			79	114	178
Arlington High School	184	162	157	250	157
Ashworth Elementary	189	144	153	207	249
Atherton Elementary	152	117	33	126	113
Bailey Junior High	97	121	154	142	142
Barnett Junior High	53	67	144	42	274
Bebensee Elementary	41	149	71	83	65

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Table 4. Number of Responses by Survey Administration *(continued)*

School	2013 n	2014 n	2015 n	2016 n	2017 n
Beckham Elementary	69	59	6	56	92
Berry Elementary	11	52	259	184	234
Blanton Elementary	6	12	8	52	62
Boles Junior High	65	50	94	87	86
Bowie High School	119	96	61	18	29
Bryant Elementary	222	173	103	168	163
Burgin Elementary	193	30	70	205	88
Butler Elementary	144	74	54	324	320
Carter Junior High	10	22	50	24	37
Community Based Program	49	2	1	0	3
Corey Elementary	63	33	31	225	220
Crouch Elementary	53	261	170	157	100
Crow Elementary	69	108	6	41	230
Ditto Elementary	211	31	181	132	146
Duff Elementary	57	149	38	189	117
Dunn Elementary	81	59	31	96	91
Ellis Elementary	116	6	11	6	67
Farrell Elementary	17	67	100	177	172
Ferguson Junior High	59	4	43	2	0
Fitzgerald Elementary	14	12	5	94	87
Foster Elementary	13	48	164	38	77
Goodman Elementary	239	174	234	87	77
Gunn Junior High	77	76	31	32	36
Hale Elementary	11	138	92	94	84
Hill Elementary	126	103	62	116	111
Hutcheson Junior High	34	50	1	1	0
Johns Elementary	118	222	297	138	104
Jones Academy				66	123
Key Elementary	87	48	94	126	129
Knox Elementary	59	45	86	76	103

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Table 4. Number of Responses by Survey Administration *(continued)*

School/Department	2013 n	2014 n	2015 n	2016 n	2017 n
Kooken Center	117	65	106	157	2
Lamar High School	222	78	69	117	60
Larson Elementary	391	367	319	116	216
Little Elementary	113	212	38	250	151
Martin High School	254	190	145	116	81
McNutt Elementary	-	-	-	-	115
Miller Elementary	53	45	69	71	50
Moore Elementary	72	67	63	96	101
Morton Elementary	128	118	69	66	77
Newcomer Center	1	23	112	84	195
Nichols Junior High	39	27	49	6	20
Ousley Junior High	93	151	123	91	181
Patrick Elementary	-	-	-	226	230
Peach Elementary	-	-	-	-	27
Pearcy Elementary	128	67	41	71	49
Pope Elementary	71	19	22	30	29
Rankin Elementary	132	154	7	98	47
Remynse Elementary	79	61	76	173	185
Roark Elementary	238	35	299	240	437
Roquemore Elementary	160	41	51	135	00
Sam Houston High School	25	81	89	57	40
Seguin High School	64	133	235	146	100
Shackelford Junior High	54	32	37	79	154
Sherrod Elementary	94	196	286	149	126
Short Elementary	46	108	77	46	130
South Davis Elementary	116	179	122	125	150
Speer Elementary	158	160	146	185	185
Starrett Elementary	73	136	112	114	69
Swift Elementary	213	25	39	185	162
Thornton Elementary	176	227	173	107	74
Turning Point High School	1	35	13	7	0

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Table 4. Number of Responses by Survey Administration *(continued)*

School/Department	2013 n	2014 n	2015 n	2016 n	2017 n
Turning Point Junior High	5	5	10	31	24
Venture High School	19	44	3	98	66
Webb Elementary	24	135	142	159	148
West Elementary	74	20	21	115	48
Williams Elementary	199	34	21	59	15
Wimbish Elementary	50	61	33	34	22
Wood Elementary	57	391	407	59	139
Workman Junior High	27	69	24	30	48
Young Junior High	82	60	193	251	228
Missing (No School Name Provided)	-	-	2	2	2
Total Number of Responses	**7,178**	**7,169**	**7,200**	**8,282**	**8,773**

Table 5. Overall Mean by School and by Survey Administration

School	2013 Means	2014 Means	2015 Means	2016 Means	2017 Means
Adams Elementary		4.44	4.39	4.03	4.48
Amos Elementary	4.31	4.35	4.34	4.08	4.62
Anderson Elementary		4.60	4.60	4.42	4.61
Arlington Collegiate High School			4.67	4.69	4.65
Arlington High School	3.86	4.16	3.71	3.79	3.55
Ashworth Elementary	4.47	4.61	4.63	4.54	4.49
Atherton Elementary	4.05	4.36	4.30	4.60	4.52
Bailey Junior High	4.13	4.30	4.26	4.49	4.51
Barnett Junior High	3.42	3.78	3.96	4.09	4.00
Bebensee Elementary	4.17	4.46	4.35	4.27	4.27
Beckham Elementary	4.35	4.56	3.98	4.55	4.59
Berry Elementary	3.94	4.79	4.52	4.43	4.45
Blanton Elementary	4.01	4.65	3.60	4.20	4.35
Boles Junior High	4.01	3.98	4.09	4.22	4.15

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Table 5. Overall Mean by School and by Survey Administration *(continued)*

School	2013 Means	2014 Means	2015 Means	2016 Means	2017 Means
Bowie High School	3.36	3.44	3.43	3.39	3.55
Bryant Elementary	4.41	4.62	4.45	4.52	4.63
Burgin Elementary	4.43	4.30	4.42	4.45	4.64
Butler Elementary	4.26	3.94	4.14	4.56	4.62
Carter Junior High	4.35	4.37	4.39	4.41	4.15
Community Based Program	4.68	3.97	n = 1	n = 0	n = 3
Corey Elementary	4.38	4.25	3.67	4.57	4.50
Crouch Elementary	4.45	4.60	4.56	4.43	4.62
Crow Elementary	4.52	4.40	3.46	4.53	4.53
Ditto Elementary	4.58	4.41	4.45	4.46	4.53
Duff Elementary	4.20	4.39	4.18	4.57	4.52
Dunn Elementary	4.21	4.41	4.10	4.50	4.47
Ellis Elementary	4.44	3.07	3.32	3.51	4.52
Farrell Elementary	3.40	4.47	4.40	4.37	4.54
Ferguson Junior High	4.26	3.76	4.38	n = 2	n = 0
Fitzgerald Elementary	3.05	4.40	4.02	4.44	4.47
Foster Elementary	3.10	4.05	4.38	4.05	4.42
Goodman Elementary	4.43	4.36	4.36	4.46	4.53
Gunn Junior High	3.87	4.30	4.43	4.43	4.38
Hale Elementary	4.36	4.45	4.43	4.64	4.42
Hill Elementary	3.93	4.32	3.58	4.34	4.34
Hutcheson Junior High	4.11	4.30	n = 1	n = 1	n = 0
Johns Elementary	4.53	4.57	4.60	4.61	4.65
Jones Academy				4.43	4.58
Key Elementary	4.44	4.53	4.70	4.64	4.53
Knox Elementary	4.50	4.53	4.42	4.45	4.60
Kooken Center	4.70	4.61	4.75	4.77	n = 2
Lamar High School	3.38	3.25	3.62	3.77	3.54
Larson Elementary	4.55	4.60	4.52	4.18	4.41
Little Elementary	4.34	4.64	4.07	4.65	4.71
Martin High School	3.23	3.62	3.81	3.74	3.88
McNutt Elementary					4.50
Miller Elementary	3.73	3.93	3.80	4.09	4.18

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Table 5. Overall Mean by School and by Survey Administration *(continued)*

School/Department	2013 Means	2014 Means	2015 Means	2016 Means	2017 Means
Moore Elementary	4.08	4.09	3.73	4.17	4.17
Morton Elementary	4.29	4.34	4.24	3.95	4.15
Newcomer Center		4.63	4.45	4.47	4.57
Nichols Junior High	3.68	4.19	4.08	3.66	3.34
Ousley Junior High	4.20	4.34	4.27	4.22	4.31
Patrick Elementary				4.57	4.60
Peach Elementary					4.25
Pearcy Elementary	4.26	4.57	4.31	4.52	4.49
Pope Elementary	3.86	3.56	4.02	4.22	4.08
Rankin Elementary	4.39	4.58	3.18	4.34	4.13
Remynse Elementary	4.59	4.35	4.58	4.34	4.45
Roark Elementary	4.49	4.50	4.49	4.50	4.51
Roquemore Elementary	3.95	4.21	4.19	4.33	n = 0
Sam Houston High School	3.80	4.45	4.33	4.18	4.12
Seguin High School	3.30	4.14	4.07	4.11	4.29
Shackelford Junior High	4.00	4.14	3.82	4.32	4.11
Sherrod Elementary	4.48	4.54	4.49	4.46	4.26
Short Elementary	4.56	4.74	4.67	4.53	4.61
South Davis Elementary	4.37	4.51	4.41	4.38	4.35
Speer Elementary	4.47	4.49	4.39	4.50	4.47
Starrett Elementary	4.36	4.45	4.34	4.52	4.35
Swift Elementary	4.48	3.89	3.87	4.22	4.29
Thornton Elementary	4.27	4.62	4.47	4.42	4.44
Turning Point High School		4.22	4.22	4.67	n = 0
Turning Point Junior High	3.83	4.56	4.77	4.01	4.15
Venture High School	4.63	4.67	n = 3	4.50	4.75
Webb Elementary	3.63	4.33	4.34	4.32	4.31
West Elementary	4.33	4.08	3.98	4.33	4.20
Williams Elementary	4.24	4.27	3.59	4.28	3.19
Wimbish Elementary	4.29	4.26	4.12	3.78	3.67
Wood Elementary	3.82	4.54	4.55	4.24	4.44
Workman Junior High	4.32	4.52	4.41	4.10	3.97
Young Junior High	3.62	3.87	4.20	4.16	4.21
Overall Mean	**4.22**	**4.39**	**4.33**	**4.38**	**4.40**

Appendix 2

Item Mean Percentile Ranges

Percentile Ranges by Item Chart

		Item 1	Item 2	Item 3	Item 4	Item 5	Item 6	Item7	Item 8	Item 9	Item 10
Percentiles	10	4.17	3.78	3.48	4.20	4.00	4.15	3.99	4.09	3.98	4.19
	20	4.25	3.89	3.62	4.26	4.09	4.21	4.08	4.17	4.07	4.25
	30	4.30	3.97	3.71	4.30	4.15	4.26	4.14	4.23	4.13	4.30
	40	4.34	4.04	3.79	4.34	4.21	4.30	4.20	4.27	4.18	4.34
	50	4.38	4.10	3.87	4.37	4.26	4.34	4.25	4.32	4.23	4.38
	60	4.42	4.16	3.95	4.40	4.31	4.38	4.30	4.37	4.28	4.42
	70	4.46	4.23	4.03	4.44	4.36	4.42	4.36	4.41	4.33	4.46
	80	4.51	4.31	4.12	4.48	4.43	4.47	4.42	4.47	4.39	4.51
	90	4.58	4.42	4.25	4.54	4.52	4.53	4.51	4.55	4.47	4.57

		Item 11	Item 12	Item 13	Item 14	Item 15	Item 16	Item 17	Overall Mean
Percentiles	10	4.06	4.01	3.28	3.87	3.81	3.39	3.37	3.90
	20	4.13	4.10	3.43	3.95	3.92	3.53	3.51	3.98
	30	4.18	4.16	3.55	4.01	3.99	3.63	3.62	4.05
	40	4.22	4.22	3.64	4.06	4.05	3.72	3.70	4.10
	50	4.27	4.27	3.73	4.11	4.11	3.81	3.79	4.15
	60	4.31	4.32	3.82	4.16	4.17	3.89	3.87	4.20
	70	4.35	4.38	3.91	4.21	4.23	3.98	3.96	4.25
	80	4.40	4.44	4.03	4.27	4.30	4.09	4.07	4.32
	90	4.48	4.53	4.18	4.35	4.40	4.23	4.21	4.40

Using the Chart: Note from Table 1 in the report that the Arlington ISD overall mean is 4.40. In the chart above, find the "Overall Mean" column and locate the means between which the AISD overall mean of 4.40 is located. The green shading shows 4.40 does not fall between two means, but is closest to or the same as "4.40," the mean aligning to the 90th percentile. This means the AISD overall mean is higher than 90% of benchmark districts. This is confirmed on page 4 in the statement that the Arlington ISD mean of 4.40 is found in the 90th percentile meaning it is higher than 90% of benchmark districts.