Results and Data from the Parent Satisfaction Survey 2011
The following survey was the result of the collaborative efforts by the St Ambrose staff and the School Advisory Board.

It was presented to all families in term 3 of 2011.

148 surveys were sent to families and we were pleased to receive 97 completed surveys returned.

81 parents chose to add comments to their survey. Those comments are listed at the back of this document.
# Parent Satisfaction Survey

*Please rate your level of satisfaction with St Ambrose Parish Primary School.*

<table>
<thead>
<tr>
<th>No.</th>
<th>Statement</th>
<th>Very Dissatisfied</th>
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<th>Please add comments if you wish</th>
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<td>School leadership’s planning for future challenges</td>
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How many years have you been involved with St Ambrose’s? _____ years
The things I like most about St Ambrose’s School are:

The things I would like to see St Ambrose’s School improve are:

Other Comments:

This survey is confidential and can be completed anonymously. However, if you would like to discuss any issues on this survey, please put your name here _________________________________ and we will attempt to contact you.

Thank you for taking the time to complete this survey.
The following graphs show the results of the survey statement responses.
Quality, commitment and enthusiasm of the teachers

- Very Dissatisfied: 0%
- Dissatisfied: 1%
- Satisfied: 31%
- Very Satisfied: 67%

- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Cost of tuition

- Very Dissatisfied: 0%
- Dissatisfied: 9%
- Satisfied: 41%
- Very Satisfied: 49%

- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Strength of academic programs at the school

- Very Dissatisfied: 1%
- Dissatisfied: 0%
- Satisfied: 40%
- Very Satisfied: 51%

- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
3.1 Strength of the special needs program

- Very Dissatisfied: 2%
- Dissatisfied: 9%
- Satisfied: 32%
- Very Satisfied: 33%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 24%

Level of communications with parents

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 7%
- Very Satisfied: 46%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 47%

Value systems taught and experienced at the school

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 32%
- Very Satisfied: 67%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 0%
Student behaviour management and discipline

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 53%
- Very Satisfied: 42%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Learning about the Catholic Faith, traditions and Sacraments in Religious Education Programs

- Very Dissatisfied: 1%
- Dissatisfied: 1%
- Satisfied: 42%
- Very Satisfied: 57%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Class sizes

- Very Dissatisfied: 3%
- Dissatisfied: 1%
- Satisfied: 21%
- Very Satisfied: 26%
- 49%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
Facilities and education in technology and computers

- Very Dissatisfied: 1%
- Dissatisfied: 1%
- Satisfied: 41%
- Very Satisfied: 54%

Facilities and resources at the school (the physical environment)

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 36%
- Very Satisfied: 64%

Culture, tone and climate of the school

- Very Dissatisfied: 2%
- Dissatisfied: 0%
- Satisfied: 36%
- Very Satisfied: 62%
Level of safety and care for the students

- Very Dissatisfied: 0%
- Dissatisfied: 1%
- Satisfied: 28%
- Very Satisfied: 71%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Level of satisfaction with the Cyber-safety Program

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 39%
- Very Satisfied: 56%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

The Quality of the Principal and Leadership Team at the school

- Very Dissatisfied: 1%
- Dissatisfied: 1%
- Satisfied: 40%
- Very Satisfied: 58%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
The way that the school keeps up with current educational practices and methods

- Satisfied: 53%
- Very Satisfied: 42%
- Dissatisfied: 2%
- Very Dissatisfied: 0%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 0%

Opportunities for parental involvement

- Satisfied: 62%
- Very Satisfied: 33%
- Dissatisfied: 3%
- Very Dissatisfied: 2%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 0%

Staff and leadership approachability

- Satisfied: 61%
- Very Satisfied: 34%
- Dissatisfied: 4%
- Very Dissatisfied: 0%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 1%
The relationship between the school and the Parish

- Very Dissatisfied: 2%
- Dissatisfied: 0%
- Satisfied: 51%
- Very Satisfied: 46%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

The partnership between the school and parents in the faith development of the child

- Very Dissatisfied: 1%
- Dissatisfied: 0%
- Satisfied: 51%
- Very Satisfied: 48%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Level of satisfaction with the transition process from kinder to prep

- Very Dissatisfied: 6%
- Dissatisfied: 1%
- Satisfied: 47%
- Very Satisfied: 43%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
Level of satisfaction with the transition process from year six to year seven (if applicable)

- Very Dissatisfied: 24%
- Dissatisfied: 18%
- Satisfied: 58%
- Very Satisfied: 0%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 0%

Level of satisfaction with the transition process for children who have special needs.

- Very Dissatisfied: 1%
- Dissatisfied: 4%
- Satisfied: 21%
- Very Satisfied: 21%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 53%

The interactions between your child and their peers

- Very Dissatisfied: 0%
- Dissatisfied: 3%
- Satisfied: 46%
- Very Satisfied: 51%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.: 0%
The quality of social justice programs within the school

- Very Dissatisfied: 1%
- Dissatisfied: 7%
- Satisfied: 46%
- Very Satisfied: 47%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

The effectiveness of the Pastoral Care Programs within the school

- Very Dissatisfied: 4%
- Dissatisfied: 0%
- Satisfied: 51%
- Very Satisfied: 45%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Level of satisfaction with the camps/excursion program offered

- Very Dissatisfied: 0%
- Dissatisfied: 5%
- Satisfied: 39%
- Very Satisfied: 44%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
The opportunities for students in regards to leadership

- Very Dissatisfied: 9%
- Dissatisfied: 12%
- Satisfied: 41%
- Very Satisfied: 45%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

School leadership's planning for future challenges

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 48%
- Very Satisfied: 38%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.

Overall degree of satisfaction with the school

- Very Dissatisfied: 0%
- Dissatisfied: 0%
- Satisfied: 58%
- Very Satisfied: 38%
- Left out response/tick placed between satisfied & dissatisfied/not able to comment, etc.
Comments Added to the Survey

The following responses were collated from the comments section alongside the survey statements, from the section about what parents like about the school, or from the section about what parents would like to see improved. 81 of the surveys included additional comments.

SCHOOL FACILITIES, SAFETY AND ATMOSPHERE:

- 42 parents made positive comments about the school atmosphere or made reference to a welcoming community feel
- 27 parents made positive comments about the facilities, buildings and grounds
- 1 parent suggested that the sand pit be updated
- 1 parent suggested that the children should show greater respect for the school and its grounds
- 8 parents wrote comments about the safe environment of the school
- 1 parent suggested that the school should continue with an anti-bullying focus
- 7 parents commented that their child/children loved coming to school
- 7 parents commented positively about the smaller school environment
- 2 parents made comments about poor parking facilities/lack of school crossing supervisor
- 1 parent commented on the poor state of the dirt road alongside the school
- 1 parent commented that the school should have 40km/h signs in front of the school
- 1 parent made a positive comment about the proximity of the school
- 1 parent made a positive comment about the discipline within the school

LEADERSHIP, STAFF, PARENTS, CHILDREN & PARISH COMMUNITY:

- 19 parents made favourable comments about our school staff
- 14 parents made positive comments about the attention and commitment shown towards the children
- 1 parent suggested that there should be more positive encouragement of children
- 12 parents made positive comments about the Principal and/or Leadership Team of the school
- 10 parents made favourable comments about the level of communication between the staff and parents
- 4 parents made negative comments about the level of communication between the staff and parents
- 10 parents made positive comments about the opportunities for parent involvement within the school
- 1 parent suggested that the school needed a more vibrant, welcoming environment for parental involvement
- 5 parents made positive comments about the children in our school being polite and/or well behaved
• 1 parent made a suggestion that the school should have more of a connection with the Parish
• 4 parents made positive comments about the enthusiasm of the teachers in our school
• 3 parents made positive comments about the pastoral care/welfare/counselling programs within the school
• 1 parent suggested that the school hold more family days
• 1 parent suggested that there should be more involvement with the Parish
• 2 parents made positive comments regarding the way that the children look after each other
• 1 parent made a positive comment about their child/ren having friends
• 1 parent made a positive comment about the children presenting as neat and tidy
• 1 parent made a positive comment about the socialization within the school
• 1 parent made a positive comment about the children in general at the school
• 1 parent made a positive comment about teachers who have speciality interests
• 1 parent made a positive comment about the parents being friendly
• 1 parent made a positive comment about the opportunities for student leadership
• 2 parents suggested more leadership opportunities for students

CURRICULUM/LEARNING & TEACHING:

• 9 parents made positive comments about the education that the school provides
• 8 parents made positive comments about the values demonstrated throughout the school
• 5 parents made positive comments about the Religious Education Program in the school
• 1 parent suggested that the school improve the attention given to children who are ‘just getting by’
• 1 parent suggested that improvements could be made in regards to the academic program within the school
• 3 parents suggested more preparation for secondary school/more stimulation for the senior children
• 1 parent suggested more specialist programs should be introduced
• 1 parent suggested that the school should nurture areas other than sport
• 2 parents suggested introducing a swimming program
• 15 parents wrote that a more formal music program should be provided by the school
• 3 parents suggested more camps
• 9 parents suggested more excursions
• 4 parents suggested that the school should provide a play or a musical
• 7 parents suggested art as an area for improvement
• 3 parents suggested that there should be more emphasis on spelling, reading and writing
• 6 parents suggested that children who cope extremely well academically should be challenged further
• 2 parents suggested more homework was required
• 1 parent commented that there was too much homework
• 1 parent commented that there wasn’t enough feedback about the homework from teachers
• 1 parent suggested that the school provide more inside play games instead of videos on wet days
• 3 parents suggested that the school introduce a more formal science program
• 1 parent suggested that there should be a connection between growing vegetables and then cooking them
• 3 parents made positive comments about the Buddy Program
• 2 parents made positive comments about the social justice programs within the school
• 1 parent made a positive comment about LOTE – Japanese
• 1 parent suggested that there should be more done in the area of sustainability and environment
• 1 parent made a positive comment about the sports program
• 5 parents made comments suggesting improvement in the area of preparation for sporting events and/or training
• 4 parents made comments suggesting improvement in the area of the sports program
• 1 parent made a comment suggesting that vertical groups be introduced
• 1 parent suggested that the school reports seem negative

SPECIAL NEEDS:

• 2 parents made positive comments about the attention given to students with special needs
• 1 parent suggested more aide time for children with special needs
• 2 parents suggested improvement in the area of programs for children with special needs
• 1 parent suggested that the Reading Recovery Program should be extended
• 2 parents made positive comments about the transition process for children with special needs
• 1 parent expressed dissatisfaction with the transition process for children with special needs

ADMINISTRATION:

• 1 parent suggested that there were times when there were too many notes, requests and activities
• 1 parent suggested that parents should be charged per child for school fees
• 2 parents wrote negative comments about the cost of tuition
• 1 parent suggested that the newsletter should be emailed
• 1 parent suggested that assembly should be at the beginning or end of the day
• 1 parent suggested that there should be more information about Board Members and perhaps updates given on a regular basis
• 1 parent suggested that the lists of parent occupations should be available for committee members so that they can tap into areas of expertise
• 17 parents made negative comments regarding class sizes

TECHNOLOGY:
• 6 parents made positive comments about the technology within the school
• 1 parent made a comment that the facilities and education in technology and computers could be improved
• 1 parent said that there was too much emphasis on facilities and education in technology and computers
• 3 parents made comments for an area of improvement: computer education as a specialist subject
• 1 parent suggested that we have more computers
• 1 parent made a positive comment about the cyber-safety program

TRANSITION:
• 3 parents made positive comments about the Prep Transition Program
• 7 parents suggested that Prep Transition was an area for improvement
• 2 parents made positive comments about the grade 6 transition process

OTHER:
• 1 parent suggested that the Confirmation robes should no longer be used
• 2 parents made positive comments about inclusiveness within the school
• 1 parent made a positive comment about events such as the carnival/supper dance

The following responses were collated from the last section of the survey, where parents were given the opportunity to add any additional comments.

The following issues were single comments that had not been raised by other parents.

o A suggestion to follow up with children who walk to school to ensure that they arrive
o Great to see the electronic newsletter
o The website is fabulous
o Would be good to review the school progress reports
o Individual teachers were commended for their efforts
o Great that school payments can be spread
o A suggestion that the interactive whiteboards caused eye strain
o To provide evidence of teacher first aid training
o Wanted data/research/studies to show that composites work
o School report for the behaviour and effort section has had inconsistent marking
o A comment that the student behaviour was poor at times due to class sizes
o A suggestion to improve staff knowledge of auditory processing and learning difficulties
o A suggestion for the school to fundraise for more teacher aide assistance
o A comment that the school reports don’t really show the individual case of a student
o A comment that the same students are selected over again for leadership roles
o A suggestion for touch typing lessons
o A comment that the beginning of prep was too drawn out
o A comment that the girl/boy ratio in year 3 is uneven
o A suggestion to enter more local council competitions and to go to more local excursions
o A comment questioning the relevance of homework sheets
o A comment about a child who felt dismissed about a friendship situation
o A suggestion for another playground
o A suggestion for a prep parent/teacher night at the end of term for preps only
o A suggestion for more student leadership opportunities
o A comment suggesting that the technology should be used more as a learning tool rather than for toys
o A tremendous amount of care and encouragement provided to the children
o Good comments about the ‘No Dig Garden’
o Prefer less composite grades
o The reading program for children who are behind is excellent
o Knows that the school is in touch with fast evolving trends in education
o Lack of area for wet weather
o That there are times when there is considerable pressure to attend/provide/pay for things, with no apparent choice

o Two comments that the academic strength of programs were not consistent amongst the teachers
o Two comments wanting access to emailing teachers directly
o Two comments wanting staff to rotate amongst year levels more

All of the following issues were raised in one parent survey (alongside survey statements):

- Quality, commitment and enthusiasm of teachers was mostly positive
- Poor delivery of the curriculum by some teachers
- Experience of Reading Recovery was inadequate
- Mostly positive and helpful level of communication with parents
- Inconsistent delivery of value systems: favouritism of some students obvious
Disagree with policy of sending children to lower grades (student behaviour management and discipline), is belittling
- For optimal learning class sizes need to be smaller – not greater than 24
- Library books have improved
- Playground safety poor – balls on playground all the time
- Positive experience – satisfaction with Cyber-safety Program
- Principal needs to ensure high level of confidentiality at all times across the school
- Most teachers appear to keep up with current educational practices and methods
- PFA do a great job, can they nominate their fundraising for specific projects please.
- Staff and leadership approachability – sometimes defensive
- Could have family masses where each grade organises mass and is involved
- Could have children’s mass at Christmas and a nativity play
- Kinder – prep transition – great day
- Year 6-7 transition – covered well
- Social justice programs – only recently implemented but is positive
- Pastoral Care Programs – positive
- Need grade level camps to promote cohesiveness
- Children need to be taught what true leadership is and not just popularity
- Planning for future challenges – not communicated
- The school has improved over the past 18 months