

Parent Satisfaction Survey: *KS Maui Campus, Spring 2003*

Overview

Kamehameha Schools conducts surveys to assess program planning and other needs among its three campuses. The Maui Campus Parent Community Coordinator and the office of Policy Analysis & System Evaluation (PASE) collaborated on a survey of parents of Maui Campus students to gauge parent satisfaction in the areas of curriculum, instruction, educational technology, integration of Hawaiian cultural values, homework, and home/school connections. The purpose of the survey is to identify areas of strength and opportunities for improvement from the perspective of parents.

This report summarizes findings from the spring 2003 survey and compares the results with those of the fall 2002 survey.¹

Methods

Parents of elementary students completed pencil-and-paper surveys at parent conferences, resulting in a 72% (N=184) response rate. For students in grades 6–9, paper surveys (along with a postage-paid envelope) were sent home in student backpacks, resulting in a 14% (N=47) response rate.²

Highlights of Spring 2003 Findings

Overall, parents expressed high levels of satisfaction and were most likely to strongly agree or agree with the following statements:

- My child learned to work cooperatively with others.
- The teacher's goals for my child were challenging.

ELEMENTARY SCHOOL

Table 1 shows that parents of elementary school students overwhelmingly agreed that their children learned to work cooperatively with others and that the teacher's goals for the children were challenging. Expressions of dissatisfaction were minimal; however, the statement "the physical education program met my child's needs" elicited fewer affirmative responses compared to other survey items.

GRADES 6–9

As shown in Table 1, parents of students in grades 6–9 who responded to the survey expressed high levels of agreement with the statements, "my child has a positive opinion of himself or herself as a learner," and "communications with school staff helped me support my child's learning." Expressions of dissatisfaction were minimal; however, 28% of the parents disagreed and 2% strongly disagreed with the statement, "instruction was individualized to meet my child's needs," while 9% were not sure (not shown in table).³

Comparison of Fall 2002 & Spring 2003

To examine changes in satisfaction levels, we matched the responses of parents who completed both the fall and spring surveys (N=155). Of these, 134 (86%) were from the elementary school, with 21 (14%) from grades 6–9. Responses from grades 6–9 are not included in this comparison because the relatively small number is not considered representative of the entire parent group for these grades.

INCREASED SATISFACTION

For parents of elementary school students, satisfaction rates increased across the board. The statements below reflect statistically significant gains in parental satisfaction. (See Table 2.)

- Instruction was consistently of high quality.
- Instruction was individualized to meet my child's needs.
- The teacher's goals for my child were reasonable.
- The amount of time my child spent on homework was reasonable.

Implications and Recommendations

This survey shows that overall, parents are highly satisfied with KS Maui Campus programs and services, and that satisfaction levels increased over the course of the school year. Survey responses indicate that the Maui Campus is a positive learning

1. For results of the fall 2002 survey, see PASE InfoBrief 02-03:11.

2. This relatively low response rate means the findings for grades 6–9 may not represent the opinions of most parents.

3. These findings should be viewed with caution as they represent a low response rate (14%).

environment which, from the perspective of parents, encourages students to work cooperatively with others, provides a forum for students to challenge themselves, and promotes parent involvement.

The survey also shows that some parents of elementary students feel the physical education program is not meeting the students' needs. As a result of the fall 2002 survey findings, the Maui Campus has extensively reviewed its physical education program and will offer a 45-minute (instead of 30-minute) class in school year 2004–05 to promote more active engagement in physical education. PASE recommends that parents of the Maui Campus be informed about the change and that any resulting student outcomes and/or parental perceptions be documented as part of program monitoring efforts.

Consistent with prior data, some parents of students in grades 6–9—though perhaps not representative of all parents for those grades—do not feel that the instruction is individualized to meet the students' needs. This does not necessarily indicate an area of concern, in part because of the low response rate (14%), and because it is possible that individualized instruction is substantively different as students

mature, and parents may be unaware of this. PASE recommends that the Maui Campus faculty and staff discuss their views on individualized instruction and then share the results with parents and students. Such a process will complement new and existing efforts being implemented by the school to improve communication with parents. These include open houses, "coffee hour," by-request parent conferences, and up-to-date faculty and course web pages, all of which are aimed at helping parents be better informed.

Finally, to increase the response rate for parents of middle and high school students, Kamehameha Schools should consider alternative survey administration methods. At a minimum, direct-mail surveys would ensure that parents actually receive the surveys. Other methods might include telephone follow-ups, focus groups, online technologies, or a satisfaction survey for the students themselves. By understanding the responses of a more representative sample of all students, the KS Maui Campus will be able to continue building on its strengths and make improvements as needed.

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Table 1: Spring 2003 Parent Survey Responses, KS Maui Campus

Survey Item	Grades K-5 (N=184, 72%)			Grades 6-9 (N=47, 14%)*		
	Strongly Agree (%)	Agree (%)	Disagree/Strongly Disagree(%)	Strongly Agree (%)	Agree (%)	Disagree/Strongly Disagree(%)
Curriculum						
All aspects of my child’s academic needs were satisfactorily addressed.	57	40	2	26	57	11
My child was given opportunities to demonstrate his or her learning in a number of ways.	57	40	1	13	70	6
Creativity in the arts was encouraged.	60	35	1	17	68	13
The Physical Education program met my child’s needs.	27	49	14	47	38	15
My child has a positive opinion of himself or herself as a learner.	49	47	3	28	62	11
My child learned to work cooperatively with others.	57	41	2	30	68	2
Quality of Instruction						
Instruction was consistently of high quality.	64	33	2	26	62	9
Instruction was individualized to meet my child’s needs.	48	45	3	15	45	30
The teacher’s goals for my child were reasonable.	57	39	2	23	64	13
The teacher’s goals for my child were challenging.	53	45	2	23	66	9
Educational Technology						
Educational technology was used effectively to enhance my child’s learning.	69	28	0	45	36	13
Hawaiian Cultural Values						
Hawaiian cultural values such as mālama, pono, and laulima were evident throughout the school environment.	55	41	1	51	36	4
Homework						
The amount of time my child spent on homework was reasonable.	41	54	5	15	62	21
The level of difficulty of my child's homework was appropriate for him or her.	43	53	4	17	70	11
Home/School Connections						
I know what my child’s learning goals are.	34	58	4	15	62	9
Communications with school staff helped me support my child’s learning.	50	46	3	26	64	6
I see my child using things she or he learned at school to solve problems and learn more outside of school.	45	52	1	21	57	9
I believe the information provided through reports and conferences gave me a clear understanding of my child’s progress.	57	40	3	30	55	11
I am satisfied with the opportunities for me to be involved with my child’s learning at home and at school.	49	45	4	23	55	15

Note: Percentages in this table may not equal 100% due to rounding and because “Not Sure” values are not included. Full tables are available in the online version of this report at www.ksbe.edu/services/pase/pdf/Reports/K-12/03_04_19.pdf.

* The findings for grades 6–9 should be viewed with caution as they represent a low response rate.

Table 2: Comparison of Fall and Spring Parent Surveys, KS Maui Campus (Grades K-5 only)*

Survey Item	Fall 2002			Spring 2003		
	Strongly Agree (%)	Agree (%)	Disagree/Strongly Disagree(%)	Strongly Agree (%)	Agree (%)	Disagree/Strongly Disagree(%)
Curriculum						
All aspects of my child’s academic needs were satisfactorily addressed.	52	43	3	58	40	1
My child was given opportunities to demonstrate his or her learning in a number of ways.	53	43	3	60	40	0
Creativity in the arts was encouraged.	52	44	0	58	38	2
The Physical Education program met my child’s needs.	29	48	5	28	53	9
My child has a positive opinion of himself or herself as a learner.	49	48	2	55	42	4
My child learned to work cooperatively with others.	56	41	2	60	38	0
Quality of Instruction						
Instruction was consistently of high quality.**	52	44	2	67	31	1
Instruction was individualized to meet my child’s needs.**	47	37	6	52	43	2
The teacher’s goals for my child were reasonable.**	48	46	3	61	37	0
The teacher’s goals for my child were challenging.	54	39	4	55	43	1
Educational Technology						
Educational technology was used effectively to enhance my child’s learning.	64	32	1	69	28	0
Hawaiian Cultural Values						
Hawaiian cultural values such as mālama, pono, and laulima were evident throughout the school environment.	58	36	3	59	37	1
Homework						
The amount of time my child spent on homework was reasonable.**	37	51	10	45	52	4
The level of difficulty of my child's homework was appropriate for him or her.	36	59	4	46	52	2
Home/School Connections						
I know what my child’s learning goals are.	34	59	2	36	58	4
Communications with school staff helped me support my child’s learning.	57	39	2	52	46	2
I see my child using things she or he learned at school to solve problems and learn more outside of school.	42	53	3	46	52	0
I believe the information provided through reports and conferences gave me a clear understanding of my child’s progress.	58	38	2	60	40	0
I am satisfied with the opportunities for me to be involved with my child’s learning at home and at school.	52	40	7	52	44	4

Note: Numbers reported here may not match those in Table 1 because responses are included only for those parents who completed both the fall and spring surveys. Percentages in this table may not equal 100% due to rounding and because “Not Sure” values are not included. Full tables are available in the online version of this report at www.ksbe.edu/services/pase/pdf/Reports/K-12/03_04_19.pdf.

* N=134. Results for grades 6–9 are not included in this comparison because the relatively small number of parents who turned in both surveys (N=21) is not considered representative of the parent group for these grades.

** Responses to these statements reflect a statistically significant improvement in satisfaction at the $p < 0.05$ level.