

Parent Survey

2018-2019

STRATEGIC GOALS

1. Students will achieve success through meaningful learning experiences, innovative pathways, and personalized opportunities.
2. Northwest ISD will recruit, value, and retain an exceptional staff to create a rewarding learning environment.
3. Northwest ISD will create and foster an environment where all stakeholders are engaged in the transformational work of the NISD family.

Survey Highlights

- Survey was available November 26 – December 14
- **NEW** – Mobile-friendly component
- **NEW** – Revised, updated survey questions to meet areas of focus for the school district
 - Average response time – 7 minutes
- **NEW** – NISD saved approximately \$8,000 by the communications team and technology team conducting the survey and reports

Communication



 **Parent Survey** | November 26 to December 14
To complete the survey, go to www.nisdtx.org/parentsurvey.

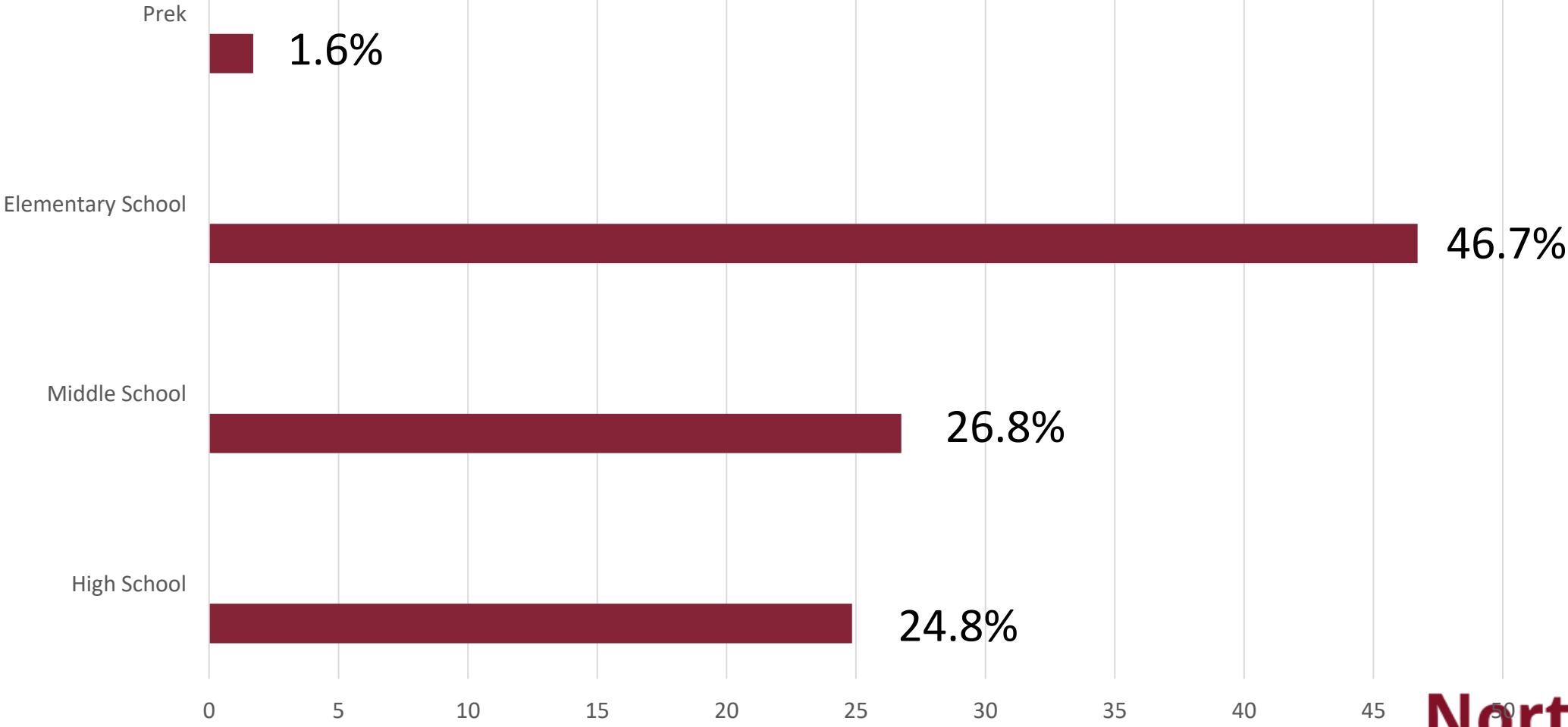
Quick Stats

- 11% response rate based off total enrollment
 - 2700 responses
- Ability to respond for multiple students
- Available in Spanish
- NA selection available

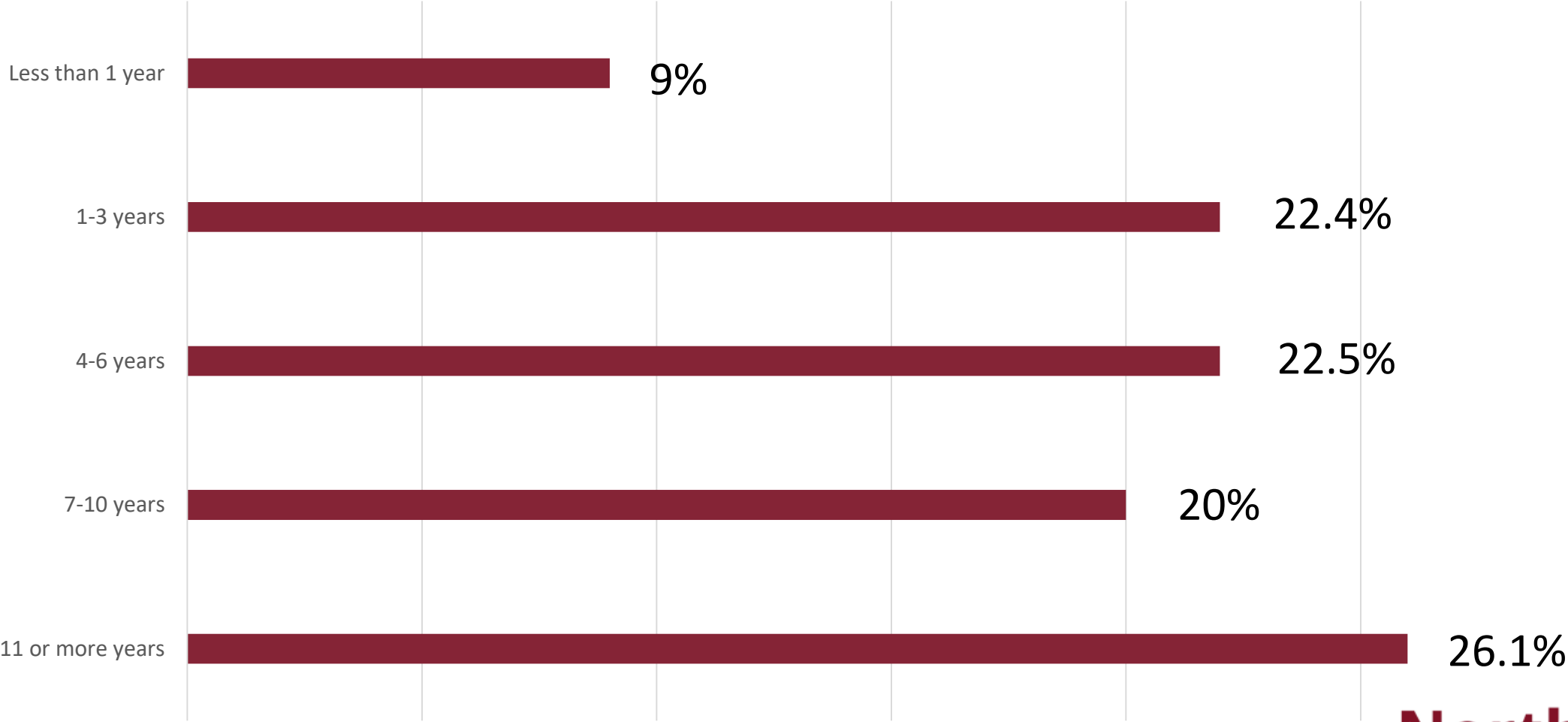
Internet Accessibility

Yes	98.45%
No	.52%
Only at work	1.04%

Breakdown by Grade Level



Years in District



Parent Age Ranges

20-29	3.4%
30-39	38.6%
40-49	45.5%
50-59	10.9%
60+	1.7%

Survey Composition

Category	Questions
School Climate	7
Communications	9
Safe and Orderly Environment	6
Instructional Program	10
Support Services	5

District Leadership & Support	Closed-Ended Questions	Open-Ended Questions
General Questions	16	2
Demographic Questions	3	0

District Leadership/Support

When you've had an opportunity to discuss or share an idea with a central office staff member...	Strongly Agree	Agree	Disagree	Strongly Disagree
You easily found out who to contact and spoke to the correct person.	30.1%	53.2%	12.4%	4.1%
The staff member was polite and your thoughts were addressed in a professional manner.	40.1%	51.5%	5.3%	3.1%

These communication sources provide adequate information about the school district...	Strongly Agree	Agree	Disagree	Strongly Disagree
Northwest News newsletter	38.6%	57.3%	3%	1.2%
Northwest Navigator (magazine)	30.4%	56.1%	9.7%	3.8%
NISD website	33.5%	57.2%	7.8%	1.6%
Facebook	31%	56.6%	9%	3.4%
Facebook Live Presentations	38.8%	52.6%	6.7%	3.9%
Twitter	30.5%	52.7%	9.4%	7.3%
Videos created by NISD	32.3%	59.8%	5.1%	2.8%
Mobile App	28.7%	48.4%	15.9%	7%
Text Messages	40.3%	52.3%	5.4%	1.9%
Phone Calls	38.2%	56.2%	4.2%	1.5%

How do you prefer to receive information from NISD?

Text Messages	64%
Phone Calls	43%
Northwest News newsletter	36%
NISD website	32%
Facebook	27%
Mobile App Notifications	15%
Printed/Mailed Newsletter	14%
Twitter	8%
Videos created by NISD	8%
Northwest Navigator (district magazine)	4%

	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel the school district adequately informs me about issues and major decisions regarding crisis situations, academic programs, student growth, school finance, school calendar, district policies, etc.	34.8%	52.2%	9.9%	3.1%

Budget and Operations

	Strongly Agree	Agree/Yes	Disagree/No	Strongly Disagree
Do you feel NISD invests resources to ensure students, parents and the community receive optimal educational services?	33.3%	54.1%	9.2%	3.5%
Are you aware that NISD is required to annually send millions of local tax dollars to the state of Texas under “Robin Hood” provisions in state law?	NA	56.4%	43.6%	NA

Campus Category Overview Rates

2018 Category Response Rates	Strongly Agree	Agree	Disagree	Strongly Disagree
School Climate	47.2%	42.2%	7.6%	3%
Communication	34.2%	50.1%	11%	4.8%
Safe and Orderly Environment	40.8%	45.6%	9.8%	4%
Instructional Program	41.6%	47.5%	7.7%	3.1%
Support Services	42.1%	47.6%	6.8%	3.4%
Average	41.2%	46.6%	8.6%	3.7%

School Climate	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel welcome at my child’s school.	53%	39.1%	5.9%	2%
My child feels excited to go to school.	42.3%	45.3%	8.9%	3.6%
I am provided opportunities to volunteer at my child’s school	46.9%	43.5%	7.4%	2.1%
I am adequately informed about activities at my child’s school.	40%	44.1%	12.5%	3.9%
I feel comfortable talking to my child’s teacher(s) about my child’s progress.	51.7%	41%	5.2%	2.1%
My child is treated fairly regardless of their race, culture, religion, sexual orientation, gender, language or disabilities.	51.3%	41.2%	4.3%	3%
All staff at my child’s school is approachable and addresses my concerns courteously.	45.3%	41.3%	9%	4.4%
Average	47.2%	42.2%	7.6%	3%
Total Percent Agree 89.4%				

These communication sources provide adequate information about my child's campus...	Strongly Agree	Agree	Disagree	Strongly Disagree
Campus eNewsletter	40.1%	49.9%	7.4%	2.5%
Campus website	30.5%	53.4%	12.9%	3.2%
Teacher website	27.3%	46.3%	19.7%	6.8%
Home Access Center	34.2%	56%	7.1%	2.6%
Campus Facebook	33.1%	49.9%	11.6%	5.4%
Campus Twitter	32.5%	43.8%	13.9%	9.8%
Text Messages	38%	48.9%	8.8%	4.4%
Phone Calls	37.6%	52.4%	6.7%	3.3%
Average	34.2%	50.1%	11%	4.8%
Total Percent Agree 84.3%				

Safe and Orderly Environment	Strongly Agree	Agree	Disagree	Strongly Disagree
My child feels safe at school.	47.7%	46%	4.6%	1.6%
Discipline is applied consistently and fairly to my child at school.	40.4%	46.2%	9.4%	4.4%
My child and their teachers demonstrate respect to one another at school.	45.3%	47.5%	5.2%	2%
My child has not been threatened or bullied at school.	33.7%	40.9%	17.6%	7.8%
My child and I are aware that we can report safety concerns by using the district's anonymous online CrimeStoppers tip line.	35.9%	44.6%	14.5%	5 %
I am aware that my child's school has an emergency response plan.	41.7%	48.2%	7.2%	2.9%
Average	40.8%	45.6%	9.8%	4%
Total Percent Agree 86.4%				

Instructional Program

	Strongly Agree	Agree	Disagree	Strongly Disagree
My child's teacher(s) holds and communicates high expectations for my child.	46.6%	46.5%	5%	1.9%
I am kept informed about what my child is learning in school.	40.1%	44.2%	12.1%	3.7%
My child's teacher(s) gives relevant and useful work.	39.1%	51.6%	6.9%	2.5%
My child's school work requires them to think critically and problem solve.	41%	53.5%	3.9%	1.6%
My child is given the support needed to set and reach academic goals.	40.3%	47.4%	8.7%	3.7%
My child learns how to use technology resources to enhance his/her learning.	46.6%	49.4%	2.7%	1.2%

I am informed about the state and local tests and understand my child's results.	38.8%	52.2%	7.7%	1.3%
My child receives adequate counseling to make informed decisions for his/her academic and personal success.	35.4%	45.2%	13.5%	5.9%
I am satisfied with the specialized services that are provided for my child. (i.e. special education, GATES, 504, ELL/bilingual, speech, etc.)	41.9%	41.9%	9.6%	6.7%
My child takes an interest in the activities (student clubs, sports, band, Ag, field trips, other) offered at the school.	46.1%	44.6%	6.7%	2.6%
Average	41.6%	47.5%	7.7%	3.1%

Total Percent Agree 89.1%

Support Services	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with the food service program at my child's school.	22.4%	48.4%	19.3%	9.8%
I am satisfied with the transportation services that are provided for my child.	51.6%	36.8%	7.2%	4.5%
My child's school is clean and well-maintained.	47.4%	48.9%	2.7%	0.9%
The school grounds at my child's school are well-maintained.	44%	51.7%	3.4%	0.9%
The health services provided at my child's school meet the needs of the students.	45.1%	52.3%	1.6%	1%
Average	42.1%	47.6%	6.8%	3.4%

Total Percent Agree 89.7%

Key Points

- ❖ 87% feel the school district adequately informs me about issues and major decisions regarding crisis situations, academic programs, student growth, school finance, school calendar, district policies, etc.
- ❖ 87% feel NISD invests resources to ensure students, parents and the community receive optimal educational services.
- ❖ 56% are aware of Robin Hood and NISD's Chapter 41 status.
- ❖ 94% feel their child is safe at school!
- ❖ 71% satisfied with food service – decrease of 11% from 2016.
- ❖ 89% satisfied with transportation – increase of 10% from 2016.
- ❖ 94% agree teachers hold high expectations for their children.
- ❖ 92% felt central office staff were polite and helpful.
 - ❖ GEM Award – customer service training

Next Steps

- ❖ Results made public to families at www.nisdtx.org/parentsurvey
 - ❖ Shared on social media.
 - ❖ Shared on Northwest News enewsletter.
 - ❖ Shared with campus leaders at a DLT meeting.
- ❖ Continue to review at the district and campus level to determine key areas of focus for improvements needed