



February 3, 2023

To: Dr. Mary Whitrock, Superintendent, Ripon Area School District
From: Joe Donovan
Re: Parent Satisfaction Survey

The purpose of this document is to report on the recent parent satisfaction survey conducted by the Donovan Group for the Ripon Area School District. This report provides an overview of the methodology used before outlining a summary of the results and a detailed review of the data.

OVERVIEW OF METHODOLOGY

The 2022 version of the Ripon Area School District's Parent Satisfaction Survey was first conducted in 2017. The purpose of the survey is to elicit responses from parents regarding their perceptions of four factors identified as important performance indicators: (1) the school and learning environment, (2) the relationship between the teacher and child, (3) the principal's leadership and relationships, and (4) the district and superintendent.

The survey comprises 21 questions, each scored on a 5-point Likert scale. The survey allows respondents to participate anonymously. All respondents are provided an opportunity to offer comments at the end of the survey for purposes of clarification and to offer more specific insight and direction.

Data analysis was conducted by the Donovan Group, an independent third party, using accepted practice for quantitative analysis, as used in previous surveys.

GENERAL SUMMARY

The Parent Satisfaction Survey was initiated on December 5, 2022, and was available to parents through December 16, 2022. At the close of the data collection period, 326 respondents participated in the survey (a decrease of 42 participants in 2021 but five more than completed the survey in 2020). Each of the respondents identified with at least one school (i.e., having a child in at least one school) within the district.

We had good participation across all levels. The breakdown by school(s) was: Ripon High School (90), Ripon Middle School (65), Murray Park and Quest Charter (72), Barlow Charter and Journey Project Elementary (73), and Odyssey Virtual Charter (36).

The table that follows includes an average, based on all the data that was collected in the 2022 survey, for each of the questions asked. These averages are compared with those from the 2017, 2019, 2020 and 2021 surveys. The column on the far right shows a difference between the 2021 and 2022 averages.

NARRATIVE AND ANALYSIS

A review of the data suggests that while the number of survey completions is higher than all but one year the survey has been offered (211 in 2017, 262 in 2019, 321 in 2020 to 368 in 2021 326 in 2022), the averages of 12 of the 21 questions are higher than in each of the first two years the survey was offered. Also, 18 of the 21 questions had lower averages than in 2021, although eight were 0.10 or less lower, while only one (principal addressing parent concerns) dropped by more than 0.20.

The compelling story from this data is that the vast majority of participants agree or strongly agree with every statement and-or question. This is an ongoing trend from 2017, the first year the survey was given. The number of surveys completed this year is significantly higher than the first year the survey was offered and higher than all but one year the survey has been offered (211/2017, 262/2019, 321/2020, 368/2021 and now 326/2022).

It is also not lost on us that the 2022 survey was conducted with lots of opinions shaped because of the global pandemic, when satisfaction among parents — as evidenced by surveys in other districts where we have conducted similar surveys — was down markedly. Therefore, we find the 2022 data positive and compelling.

Question Summary with 2017, 2019, 2020, 2021 and 2022 Comparison

Category	Question	2017	2019	2020	2021	2022	Diff
School & Learning Environment (Average: 4.06)	My child's learning is a high priority at this school.	4.07	4.05	4.32	4.22	4.14	-0.08
	School rules/discipline plans are enforced consistently at this school.	3.61	3.56	4.10	3.85	3.67	-0.18
	I regularly receive feedback from school staff on how well my child is learning.	3.43	3.42	3.76	3.57	3.44	-0.13
	My family is treated with respect at this school.	4.12	4.19	4.39	4.23	4.24	0.01
	My child has the necessary classroom supplies and equipment for effective learning.	4.21	4.23	4.41	4.40	4.43	0.03
	This school provides a safe environment for my child to learn.	4.10	4.07	4.44	4.19	4.13	-0.06
	The school is clean and well maintained.	4.41	4.45	4.45	4.38	4.37	-0.01
Relationship between Teacher & Child (Average: 3.92)	The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.00	4.07	4.28	4.10	4.00	-0.10
	I would recommend this school to other parents.	3.98	4.01	4.32	4.12	4.02	-0.10
	I am proud to say I have children at this school.	3.98	3.99	4.30	4.12	4.04	-0.08
	My child is recognized for good work and behavior at this school.	3.71	3.83	3.93	3.94	3.80	-0.14
	My child's teacher has high expectations for learning achievement.	3.96	4.07	4.10	4.06	4.01	-0.05
	My child's teacher cares about my child's success.	4.01	4.14	4.21	4.08	4.04	-0.04
	I receive positive phone calls or notes about my child from school.	3.00	3.16	3.51	3.25	3.32	0.07

Principal's Leadership and Relationships (Average: 3.84)	The principal at this school is respectful, receptive, and responsive to input.	3.89	3.91	4.19	4.05	3.88	-0.17
	The principal at this school is an effective leader.	3.87	3.86	4.10	4.03	3.86	-0.17
	The principal at this school is responsive to the concerns of parents.	3.80	3.82	4.13	4.04	3.81	-0.23
	The principal and teachers keep me well-informed of activities.	3.79	3.83	4.03	3.95	3.81	-0.14
District & Superintendent (Average: 3.71)	The Superintendent of the School District makes decisions that are in the best interest of children and parents of the district.	3.59	3.47	3.99	3.83	3.72	-0.11
	The Ripon Area School District is headed in the right direction in terms of improving student achievement.	3.60	3.51	3.99	3.83	3.67	-0.16
	I am confident the Ripon Area School District will deal successfully with future educational challenges.	3.68	3.60	4.11	3.91	3.75	-0.16
	Overall Satisfaction	3.85	3.87	4.15	4.01	3.92	-0.09
	Number of Responses	211	262	321	368	326	

RESULTS BY CATEGORY PER LEVEL

Next, we would like to provide a breakdown of the 2022 data by grade levels and by question categories.

The levels, which are shown by columns, include the following:

- 1) Barlow Charter and Journey Charter (grades Early Childhood through 2)
- 2) Murray Park and Quest Charter (grades 3-5)
- 3) Ripon Middle School (grades 6-8)
- 4) Ripon High School (grades 9-12)
- 5) Odyssey Virtual Charter (grades preschool through 12)

The question categories, as noted above, include:

- 1) School and Learning Environment
- 2) Relationship Between the Teacher and Child
- 3) Principal's Leadership and Relationships
- 4) District/Superintendent

Each of the categories is detailed in turn.

School and Learning Environment

Seven questions contribute to the overall parent perception score of their child's School and Learning Environment. The following table outlines this data by school level:

	Barlow Charter and Journey Project (Gr EC-2)	Murray Park and Quest Charter (Gr. 3-5)	Ripon Middle School (Gr. 6-8)	Ripon High School (Gr. 9-12)	Odyssey Virtual Charter (Gr 4PS-12)
My child's learning is a high priority at this school.	4.21	4.38	4.05	3.88	4.31
School rules/discipline plans are enforced consistently at this school.	3.82	3.94	3.43	3.42	4.31
I regularly receive feedback from school staff on how well my child is learning.	3.45	3.58	3.18	3.27	4.39
My family is treated with respect at this school.	4.22	4.33	4.22	4.07	4.69
My child has the necessary classroom supplies and equipment for effective learning.	4.40	4.47	4.51	4.26	4.64
This school provides a safe environment for my child to learn.	3.99	4.33	3.94	4.00	4.78
The school is clean and well maintained.	4.36	4.46	4.39	4.29	4.44
Average 2022	4.06	4.21	3.96	3.88	4.51
Average 2021	4.20	4.21	4.01	3.95	4.32
Average 2020	4.28	4.43	4.17	4.26	N/A
Average 2019	4.07	4.07	3.78	3.72	N/A

Every school scored at least 3.88 overall on the 5-point scale used, and only one (Barlow and Journey) scored lower than in 2019 and that drop was just 0.01.

Satisfaction among parents whose children attend Odyssey Virtual Charter remains higher in six of the seven statements and the overall average for that school is 0.30 higher than the next closest. There were slight decreases in the overall averages for Ripon Middle School, along with Ripon High School. Barlow Charter and Journey Project Elementary saw the overall average drop by 0.14, with the largest drops in the statements for classroom supplies (4.40, down from 4.85) and feedback (3.45, down from 3.70).

It is interesting to note that the lowest score among the statements at every level other than Odyssey Virtual Charter related to receiving regular feedback from staff, which was the case with the 2021 survey as well.

Relationship Between the Teacher and Child

Seven questions contribute to the overall parent perception score of the Relationship Between the Teacher and Child. The following table outlines the averages by school level:

	Barlow Charter and Journey Project (Gr EC-2)	Murray Park and Quest Charter (Gr. 3-5)	Ripon Middle School (Gr. 6-8)	Ripon High School (Gr. 9-12)	Odyssey Virtual Charter (Gr 4PS-12)
The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.10	4.18	3.88	3.82	4.64
I would recommend this school to other parents.	4.10	4.24	4.00	3.76	4.67
I am proud to say I have children at this school.	4.11	4.26	4.02	3.79	4.61
My child is recognized for good work and behavior at this school.	4.01	4.04	3.52	3.49	4.44
My child's teacher has high expectations for learning achievement.	4.03	4.18	4.06	3.69	4.44
My child's teacher cares about my child's success.	4.32	4.29	3.95	3.66	4.58
I receive positive phone calls or notes about my child from school.	3.38	3.38	2.89	3.35	4.36
Average 2022	4.01	4.08	3.76	3.65	4.53
Average 2021	4.16	4.19	3.70	3.65	4.28
Average 2020	4.31	4.26	3.87	4.11	N/A
Average 2019	4.05	3.91	3.60	3.56	N/A

Every school scored at least 3.65 overall on the 5-point scale used, with only one (Barlow and Journey) scoring lower than in 2019 and that drop was just 0.04 and the overall average is still above 4.0.

It was good to see that Ripon Middle School saw a 0.06 increase in the overall average in this area compared to 2021, while Ripon High School's overall average remained the same. Odyssey Virtual Charter saw a significant increase (4.53, from 4.28) in its overall average, with all seven statements seeing gains. At the elementary level, each set of schools saw a decline of more than 0.10 in their overall average from a year ago.

Once again, the question about feedback, specifically *I receive positive phone calls or notes about my child from school*, still receives the lowest scores among this set of questions and has still provides the greatest opportunity for staff to impact parent’s overall satisfaction. Efforts in this area should continue. However, it is important to note that Odyssey, Ripon Middle School, and Ripon High School all saw gains in this area in 2022.

Principal’s Leadership and Relationships

Four questions contribute to the overall parent perception score associated with the Principal’s Leadership and Relationship. The following table outlines the averages by school level:

	Barlow Charter and Journey Project (Gr EC-2)	Murray Park and Quest Charter (Gr. 3-5)	Ripon Middle School (Gr. 6-8)	Ripon High School (Gr. 9-12)	Odyssey Virtual Charter (Gr 4PS-12)
The principal at this school is respectful, receptive, and responsive to input.	3.56	3.89	4.18	3.57	4.58
The principal at this school is an effective leader.	3.58	3.99	3.95	3.55	4.39
The principal at the school is responsive to the concerns of parents.	3.51	3.83	4.11	3.57	4.47
The principal and teachers keep me well-informed of activities	3.71	3.92	3.72	3.68	4.50
Average 2022	3.59	3.91	3.99	3.59	4.49
Average 2021	3.93	4.14	4.00	3.84	4.47
Average 2020	4.11	4.35	4.09	3.93	4.14
Average 2019	3.79	3.98	3.90	3.60	N/A

Every school scored at least 3.59 overall on the 5-point scale used, although three saw drops from their respective averages in 2019.

For this set of questions, the averages are still well above average, although only Ripon Middle School is above the 2019 averages, which were the lowest until this year. Odyssey Virtual Charter was the only school that saw an increase in average from 2021, while Barlow Charter and Journey Project Elementary saw the biggest drop at 0.34. Principal efforts in terms of being responsive and informative should be continued and emphasized.

The District/Superintendent

The following table outlines the District/Superintendent averages by school level.

	Barlow Charter, and Journey Project (Gr EC-2)	Murray Park and Quest Charter (Gr. 3-5)	Ripon Middle School (Gr. 6-8)	Ripon High School (Gr. 9-12)	Odyssey Virtual Charter (Gr 4PS-12)
The Superintendent of the School District makes decisions that are in the best interest of children and parents of the district.	3.89	3.76	3.75	3.45	4.22
The Ripon Area School District is headed in the right direction in terms of improving student achievement.	3.81	3.75	3.75	3.41	4.11
I am confident Ripon Area School District will deal successfully with future educational challenges.	3.88	3.79	3.80	3.51	4.19
Average 2022	3.86	3.77	3.77	3.46	4.17
Average 2021	3.68	4.08	3.71	3.62	4.14
Average 2020	4.20	4.20	3.98	4.00	N/A

Every statement scored at least 3.46 overall on the 5-point scale used.

The averages for Odyssey Virtual Charter, Barlow Charter and Journey Project Elementary, along with Ripon Middle School, increased from 2021, while Ripon High School saw a 0.16 drop and Murray Park and Quest Charter saw a 0.31 decrease. Odyssey Virtual Charter continues to have the highest average by a large margin, which continues to make sense considering the strong scores that school received in the previous sections.

CORRELATIONS

In an effort to find the questions that were most positively correlated with high levels of overall satisfaction, a Person Coefficient calculation was conducted as the final analysis in this report. Specifically, correlation was calculated for each of the questions and their relationship to the total levels of satisfaction based on a sum of all the responses.

Using this calculation, the numbers will fall between -1 and +1, with a perfect positive correlation between the two variables as +1 and a perfect negative correlation as -1. If no correlation exists between the numbers, the correlation would be zero or near zero.

As would be expected, especially considering that the individual responses for each question were baked into the total satisfaction number, correlation for each item was very high and ranged from "The teachers, staff, and administration at this school demonstrate a genuine concern for my child" (r=0.931) to "I receive positive phone calls or notes about my child from school" (r=0.740). The top three items are the same as a year ago, but in a different order. There is also a much stronger correlations this year.

A complete list of all the questions and their Pearson Coefficients is listed below.

Correlation Summary: Showing r for each question's correlation to total satisfaction

Category	Question	r	Rank
School & Learning Environment	My child's learning is a high priority at this school.	0.914	6
	School rules/discipline plans are enforced consistently at this school.	0.849	18
	I regularly receive feedback from school staff on how well my child is learning.	0.803	20
	My family is treated with respect at this school.	0.924	4
	My child has the necessary classroom supplies and equipment for effective learning.	0.8986	7
	This school provides a safe environment for my child to learn.	0.8982	8
	The school is clean and well maintained.	0.880	10
Relationship between Teacher & Child	The teachers, staff, and administration at this school demonstrate a genuine concern for my child.	0.931	1
	I would recommend this school to other parents.	0.925	3
	I am proud to say I have children at this school.	0.930	3
	My child is recognized for good work and behavior at this school.	0.859	17
	My child's teacher has high expectations for learning achievement.	0.876	12
	My child's teacher cares about my child's success.	0.913	5
	I receive positive phone calls or notes about my child from school.	0.740	21
Principal's Leadership and Relationships	The principal at this school is respectful, receptive, and responsive to input.	0.875	13
	The principal at this school is an effective leader.	0.879	11
	The principal at this school is responsive to the concerns of parents.	0.872	14
	The principal and teachers keep me well-informed of activities.	0.868	15
District & Superintendent	The Superintendent of the School District makes decisions that are in the best interest of children and parents of the district.	0.848	19
	The Ripon Area School District is headed in the right direction in terms of improving student achievement.	0.861	16
	I am confident the Ripon Area School District will deal successfully with future educational challenges.	0.884	9