

Parent/Caregiver Experience Survey

Results Report

Oxford School District

Effective Date: Spring 2024

Table 1. Participation, Overall Mean and Top Box by Survey Administration

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
Participation	882	1017	1268	1018
Overall Mean	4.07	4.06	4.15	4.14
Top Box Percentage	44.03%	43.91%	47.66%	48.33%

Table 2. Net Promoter Score

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
NPS: Organization	43.34	41.62	52.70	51.73
Promoter	59.95%	59.27%	66.38%	65.84%
Passive	23.44%	23.08%	19.95%	20.04%
Detractor	16.61%	17.65%	13.67%	14.12%
NPS Child's School	44.80	41.77	55.03	52.89
Promoter	61.26%	59.72%	67.98%	67.13%
Passive	22.29%	23.21%	19.07%	18.63%
Detractor	16.46 %	17.96%	12.95%	14.24%

Table 3. Item Means and Overall Mean by Survey Administration

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
1. I believe my child's learning is a high priority at this school.	4.24	4.22	4.27	4.24
2. I believe school rules are enforced consistently at this school.	3.81	3.87	4.01	3.99
3. I regularly receive feedback from school staff on how well my child is learning.	3.71	3.73	3.87	3.86
4. I am treated with respect at this school.	4.22	4.28	4.29	4.30
5. I believe my child has every opportunity to be successful at this school.	4.14	4.10	4.15	4.16
6. I believe my child has the necessary classroom supplies and equipment for effective learning.	4.33	4.29	4.35	4.35
7. I believe this school positively impacts my child's growth and development.	4.14	4.09	4.17	4.18
8. I believe this school provides a safe environment for my child to learn.	4.21	4.16	4.25	4.21
9. I believe my child is recognized for good work and behavior at this school.	3.97	3.96	4.06	4.02
10. I believe the school is clean and well maintained.	4.25	4.18	4.23	4.27
11. I believe the teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.12	4.11	4.16	4.17
12. I am proud to say I have a child at this school.	4.18	4.14	4.22	4.21
13. I receive positive phone calls, emails, or notes about my child from the school.	3.69	3.66	3.90	3.86
14. I feel comfortable approaching school administration.	4.11	4.12	4.20	4.20
15. I believe school administration make decisions that are in the best interest of children and families.	3.94	3.95	4.07	4.08
Overall Mean	4.07	4.06	4.15	4.14

Table 4. Item Top Boxes and Overall Top Box by Survey Administration

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
1. I believe my child's learning is a high priority at this school.	47.27%	49.46%	51.28%	50.50%
2. I believe school rules are enforced consistently at this school.	34.17%	36.05%	39.90%	39.72%
3. I regularly receive feedback from school staff on how well my child is learning.	37.13%	37.04%	40.88%	39.80%
4. I am treated with respect at this school.	47.89%	50.75%	52.48%	54.54%
5. I believe my child has every opportunity to be successful at this school.	44.06%	44.07%	46.76%	49.70%
6. I believe my child has the necessary classroom supplies and equipment for effective learning.	51.94%	50.20%	55.24%	55.83%
7. I believe this school positively impacts my child's growth and development.	45.91%	44.79%	47.52%	48.45%
8. I believe this school provides a safe environment for my child to learn.	46.86%	46.33%	50.16%	48.69%
9. I believe my child is recognized for good work and behavior at this school.	40.44%	39.37%	45.10%	42.57%
10. I believe the school is clean and well maintained.	46.67%	46.78%	48.64%	51.90%
11. I believe the teachers, staff, and administration at this school demonstrate a genuine concern for my child.	45.72%	45.92%	48.16%	49.70%
12. I am proud to say I have a child at this school.	47.89%	46.77%	50.72%	52.55%
13. I receive positive phone calls, emails, or notes about my child from the school.	36.54%	35.71%	42.06%	40.72%
14. I feel comfortable approaching school administration.	47.09%	45.24%	50.76%	51.91%
15. I believe school administration make decisions that are in the best interest of children and families.	40.85%	40.16%	45.24%	48.24%
Overall Top Box	44.03%	43.91%	47.66%	48.33%

Appendix

In the 2022-23 academic year, the Net Promoter Score metric was added to multiple surveys conducted by Studer Education partners: Employee, Parent/Caregiver, and Student Experience Surveys. The Net Promoter Score measures a loyalty relationship between an organization and the survey participants. The scores are categorized into 3 areas: Detractors (unhappy, dissatisfied), Passives ("on the fence"/neutral), and Promoters (engaged, enthusiastic). The NPS can range from -100 (lowest, everyone is a Detractor) to +100 (highest, everyone is a Promoter). The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

When interpreting the NPS, the following guidelines may be helpful:

- 100 to 0: there are more detractors than promoters and a good opportunity for improvement
- 0 to 30: good performance, opportunity for improvement
- 30 to 50: strong performance, sustain or grow
- 50 to 100: excellent performance, sustain

The NPS questions for Parent/Caregiver Experience were:

1. How likely are you to recommend this organization as a good place for your child to learn?
2. How likely are you to recommend your child's school as a good place for your child to learn?

In the first round of surveys administered in Fall 2022-Spring 2023, baseline NPS metrics were established.

Q1: How likely are you to recommend this organization as a good place for your child to learn?	Q2: How likely are you to recommend your child's school as a good place for your child to learn?
Individual Partner NPS ranged from -61.78 to +76.25.	Individual Partner NPS ranged from -58.92 to +75.21.
Average Partner Network NPS: 35.23	Average Partner Network NPS: 37.28
51,012 responses over 59 partners.	