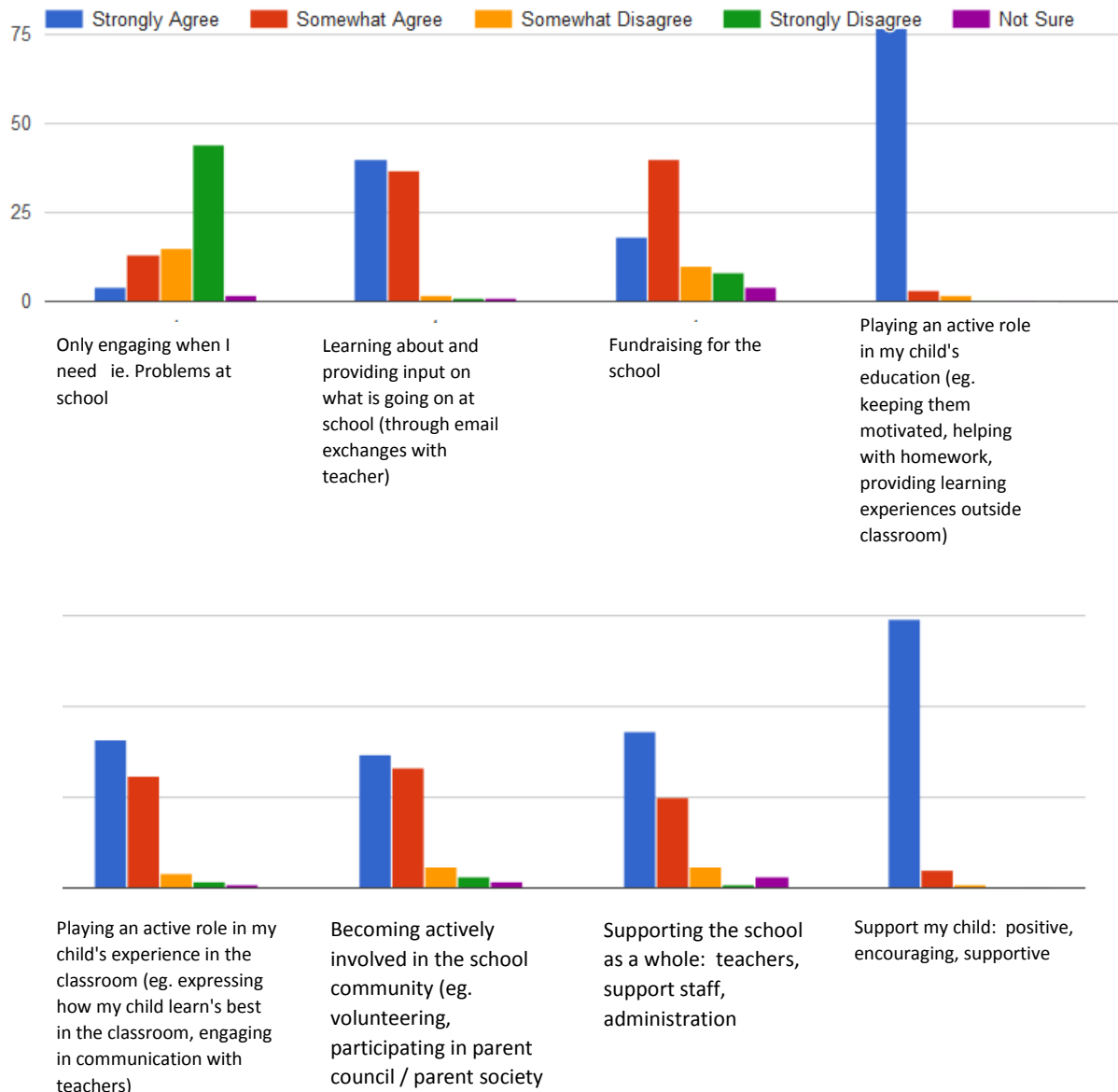


Hillhurst School 2016: School Communication Survey Summary

Of 257 families served by Hillhurst School, 83 replies were recorded. The following is a synopsis of the feedback received. Actions and Discussion points are embedded and summarized at end, with additional notes.

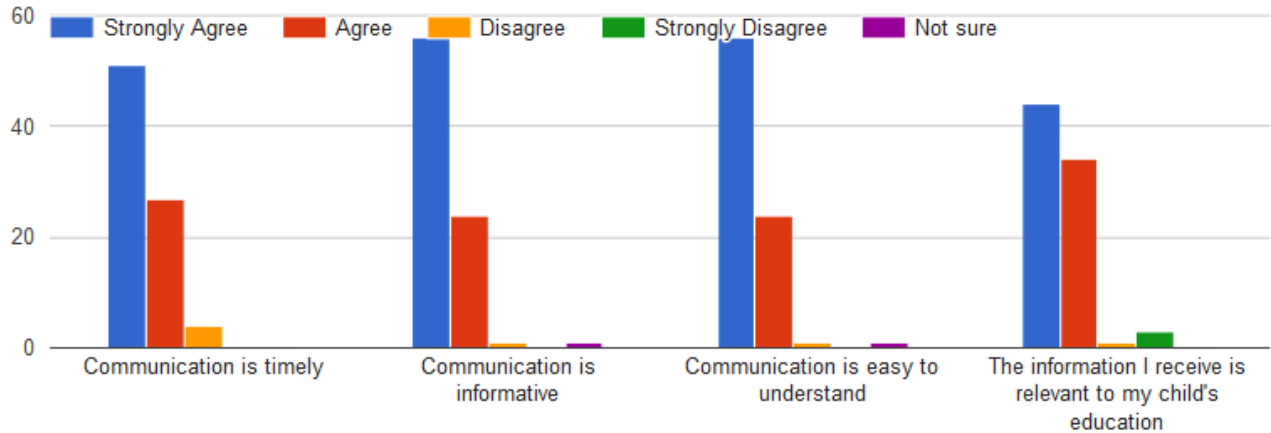
I Parent Role in Education

1. To what extent do you see the following items as your role in your child's education?

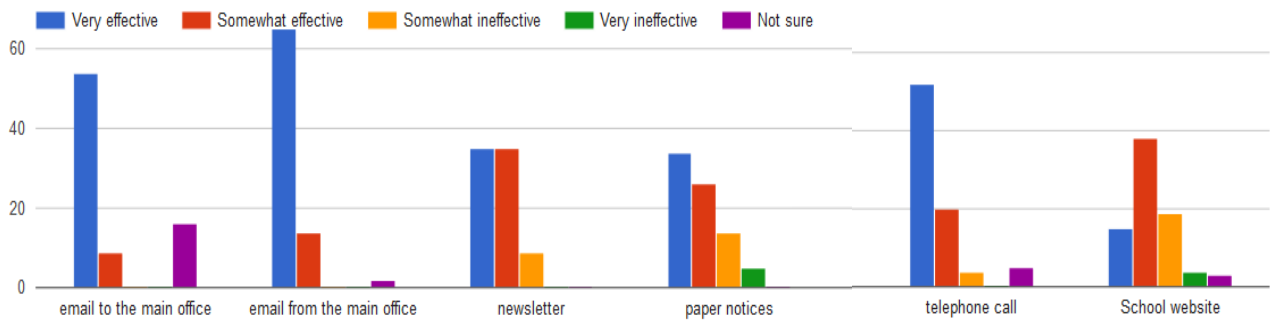


II Communication Coordinated by the Office

1. To what extent do you agree or disagree with each of the following statements about communication coordinated by our main office?



2. How effective do you find the following methods of communication with the main office?



3. Do you have comments on the last two questions? Are there methods of communication you would suggest we start using? Stop using?

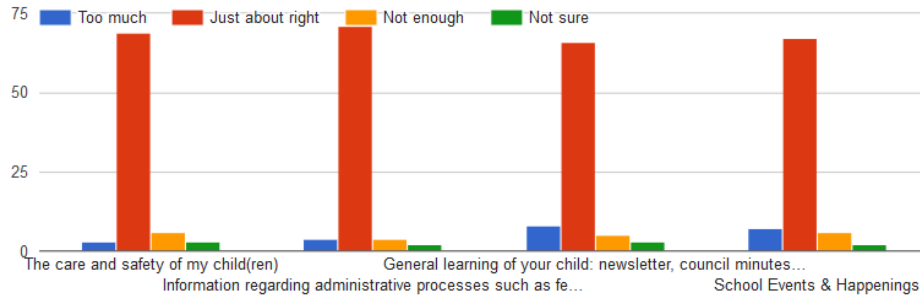
Topic / suggestion		Positive comment example		Constructive comment example
methods			3	-Start using more social media such as Twitter and Facebook for council and society but need volunteers to run -don't introduce more methods -important info via text or automated phone message
Paper			8	-use in cases where electronic ones are inaccessible to individuals. Otherwise it is redundant, wasteful and not very environmentally friendly -paper notices need to be sent home on the same day from all teachers -Paper difficult with 2 homes -often don't see it til much later
Website	1	I find it very useful to find basic information	7	-Use more for 'current events' -Don't check website -somewhat out-of-date
Timeliness	2	-appreciate promptness and response of office staff -hearing a voice in office / admin most effective. Thank you.	1	Working parents need more time for volunteering for field trips – as soon as booked
Email	8	-Great increase this year. -very effective -best for info	1	-compile a weekly set of email -email all opportunities to parents so I can encourage child to participate
Content			2	-Almost nothing about math & science -understandable to all parents?
Newsletter	4	-very effective -best for review and showcasing	1	-time commitment to read. Shorter.

Action: CBE has acknowledged this need. New system websites are currently being prepared for implementation – translator, rss feed, more user-friendly control, due in Sept

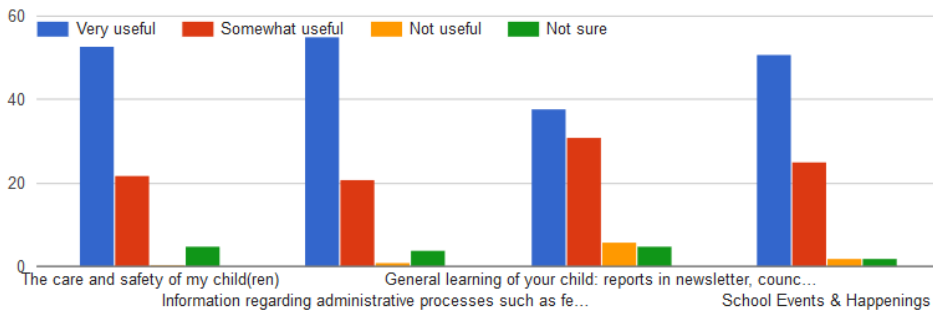
Question: 1. Do we offer opt out of paper notices that are also sent via email? (not items that require signature eg. Field trip forms)

2. We will have more direct control over website: What would we add?

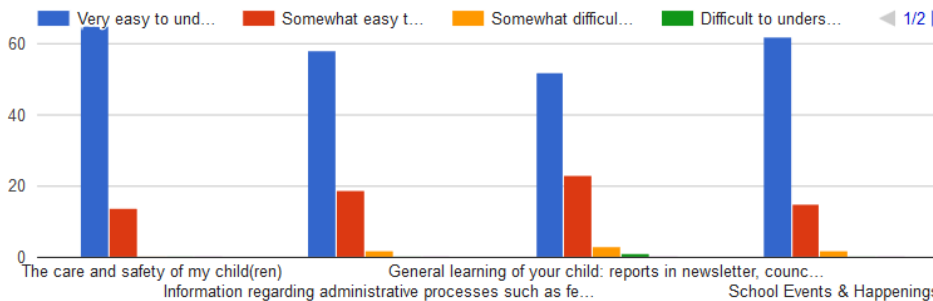
4. How would you rate the amount of information you receive from the main office regarding these topics?



5. How would you rate the usefulness of information you receive from the main office regarding these topics?

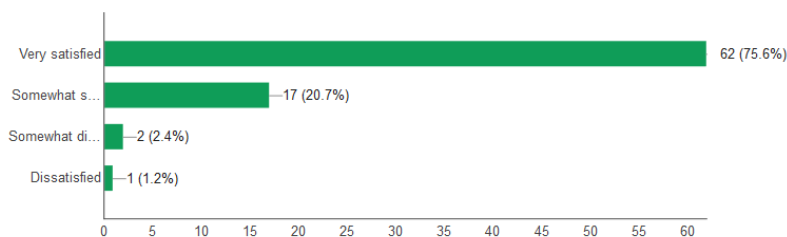


6. How would you rate the ease of understanding of information you receive from the main office regarding these topics?



7. Generally, how satisfied are you with communication coordinated by the main office?

(82 responses)



8. What else do you want us to know about communication with our main office?

Topic / suggestion		Positive comment example		Constructive comment example
Tone	9	-Suzanne is such a joy, whether on the phone or corresponding via email. She is always very quick to respond and happy to answer all inquiries. It's very much appreciated on our end. -office staff very patient with constant interruptions		
Effectiveness	3	-Right message, right method -email for absences is great	1	For upcoming announcements, would the office consider putting a "slide of information" on the TV in the front office so it rotates announcements?
Target			3	-target audience. Eg. Send grandparent messages to K-2 only -Pls make a clear communication plan. Example: Pls specify clearly which type of info is info communicated via which method. Example methods that school use currently are emails, phone, paper, website, student Agenda and class websites, sign-up genius, news letter. -receiving email not directed at me is irritating
General			3	Vaccination issue, critical of opera work, bottle drive notices

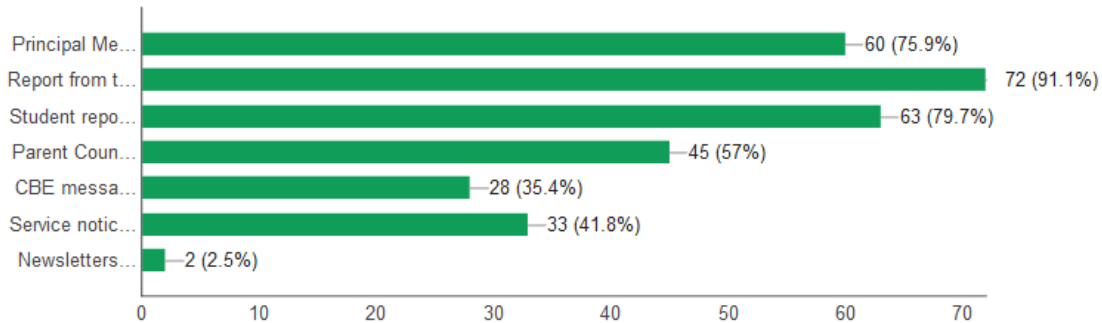
Action:

1. *Be more mindful of target audience and / or explanation of why message is being sent.*
2. *Outline communication process for parents for how to raise issues / concerns, and outline the accountabilities staff have to respond.*

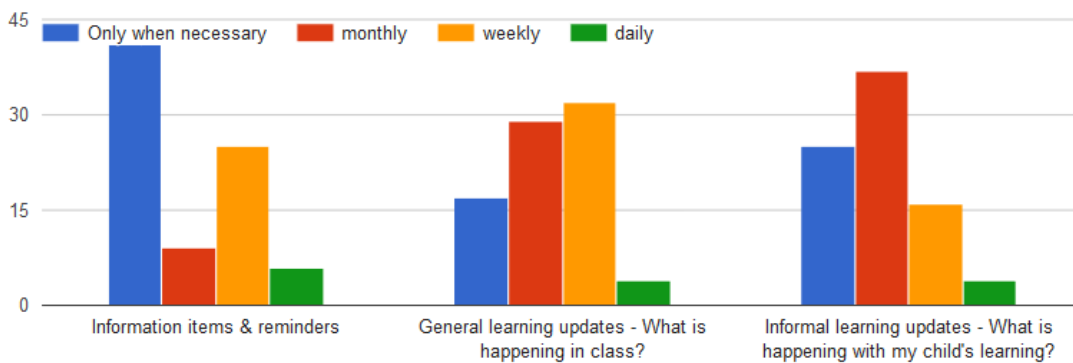
Question: Do we target different groups for different Parent Council activities? Grandparent reading, bottle drives to non-bussed students?

III Communication Specifics

1. Monthly newsletter: What features of the newsletter interest you?



2. Knowing a teacher's main duties are planning, teaching, and assessing, how often do you expect communication from a teacher regarding the following items?



3. What comments would you add about what you would like communicated?

Topic / suggestion		Positive comment example		Constructive comment example
Method	10	-email updates are effective x5 -conferences are excellent, don't need much beyond these -blogs are great, wish for more frequent update x2 - I do feel that communication is a shared responsibility between the teacher and parent. My role as a parent is to approach the teacher if I want updates or have concerns. And it is nice to receive regular general updates. -daily agenda is great x3	6	-a brief, personal agenda note is helpful -Homework helps me see what's going on x2 -send work home so we can see what's happening -if we have agendas, we should use them to communicate. -currently don't hear anything from teacher between conferences

Timeliness	7	-teacher sends a msg each Friday that helps us understand what's happening and gives topics for discussion -We are currently very happy with the level of communication provided by our child's teacher. It is weekly, detailed and often provides discussion points for us with our child to better understand her learning experiences at school. -Between weekly and monthly including area of improvement	4	-Bi-weekly or weekly helps me understand how to support what's going on -with only 2 Reports, need more info on projects, tests, etc -daily is best, but weekly is manageable -at present, I receive nothing between conferences. It would be nice to receive an email once in awhile about what's happening or about my child.
Quantity	4	-right amount, if not, I ask -detailed communication should be determined by need according to the teacher or parent. General communication should be routine and include topics of study, reminders -they work hard at communicating regularly. I trust them to contact me if there is an issue outside of this.	6	-want to know more about my child's learning -I worry about burdening teachers. I want to know, but I don't want to ask. When I do, it's good. -I need to know when my unmotivated child is not following through on work so I can support them at home.
Content	3		3	-want to more math / literacy updates -without textbooks, I have trouble following what's going on. Need help.

This comment deserves a spot of its own:

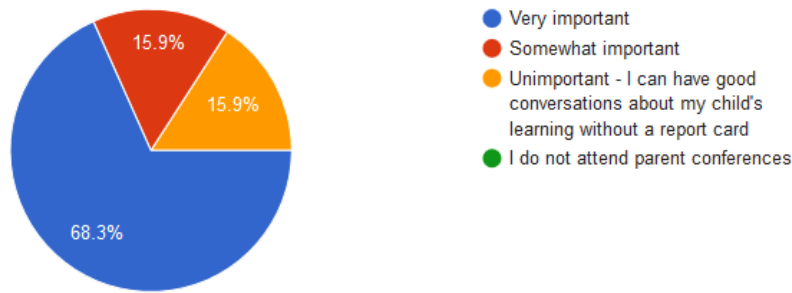
I view our school as a community and each classroom a community unto itself too but part of a whole. It is heartwarming to read a tidbit, soundbite or shoutout to a student who enriched another or a teacher who was a change agent. It isn't to showcase one child before another but I my hope is that from the sharing we all realize how fortunate we are to experience this community called our school. Examples that come to mind are Ms. Odegaard's video for opera ukelele practice, collaboration amongst the students who attended the Makerspace field study (students interacted seamlessly between age, gender and program without emotional dysregulation) or the student observed before school reading to a group of younger students. Simply lovely.

Action: 1. Create and publish a school communication plan.

2. Work with teachers to determine a more consistent classroom communication plan, with considerations of age-level, student need, what is communicated, how, and how often.

3. Continue to showcase moments and trends of success.

4. Parent - Teacher Conferences: We are limited to 3 formal conference times a year. How important for you is it to have one of these conferences organized immediately after the mid-year report card?



5. Do you have comments on Parent-teacher conferences?

Topic / suggestion		Positive comment example		Constructive comment example
Time	3	-critical times that we value greatly -if we get valuable feedback within the time, it works	15	-15 minutes not enough x8 -even 20 minutes would be better x4 -Struggle to have good conversation within that time -If more work were coming home, would not need more time -would be less important with more info between -perhaps the time frame would work if there were set questions to discuss. I often don't know what to ask.
Format	9	-better when teacher led -good to hear student, but want to hear more from the teacher -private conversations are much better -Greatly appreciate the 'no surprises' mandate x3 -better without my child so we can discuss difficult issues	5	-want to understand better how my child got their mark -skype or video conference would be great -no surprises, should not wait til conference to hear about a problem -separate 'showcase' of student work from the discussion of progress

Action: 1. Timeframe: Already made decision to design next year calendar to maintain conference times in proximity to report dates.

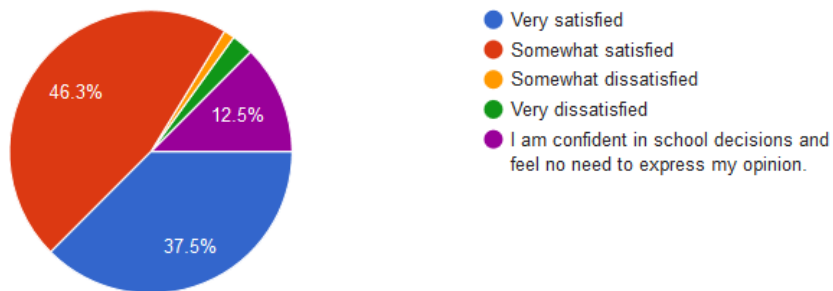
2. Time amount: Review the past two years' conference times to determine if 20 minutes is feasible (assignable time is a factor).

3. Format: Continue with current format. Explore providing questions / topics prior.

4. If you have an opinion on school decisions, how have you expressed them to the school?

Email reply to announcement, or to principal, or to teacher x13	
I have not expressed them X2	I do not have all the facts leading up to the point of decision making to provide a meaningful response.
Have had no issues X7	Trust the school for the decisions and policies. Did not feel the need to comment yet.
Personal conversation with teacher X10	
Personal conversation with principal or AP X13	I have felt comfortable to speak directly to the principal and assistant principal. I feel there is a very open, inviting communication link extended to the parents.
Parent Council meetings X6	

5. Parent Voice: how satisfied are you with your opportunities to express your opinion regarding school decisions?



6. What would improve communication between the school and parents?

#	Positive comment example	Constructive comment example
11	<p>-I think communication between school and parents via email & newsletter is working quite well actually!</p> <p>-survey is great starting point</p> <p>-recent quick survey on Doppel was great</p> <p>-I do not want to create additional work for teachers</p>	<p>-A central forum that I can look at every day that has general information for everyone then a separate space I can click into pertaining to the particular teacher</p> <p>-1 stop shopping website</p> <p>-have meetings on different nights, other than Wednesdays</p>
<p>Other questions / suggestions / concerns</p> <p>-A central forum that I can look at every day that has general information for everyone then a separate space I can click into pertaining to the particular teacher</p> <p>-1 stop shopping website</p> <p>-have meetings on different nights, other than Wednesdays</p> <p>-A higher (not lower) resolution grading system. Also opportunity to compare individual results with averages. [Indicator scale set by system. System policy not to compare students.]</p> <p>-disconnect between the reporting the fun events like Doppel and what is happening for my child in class [need to clarify for parents in communication plan what communication format serves what purpose]</p> <p>-more regular / consistent updates from teacher x7 [identified action earlier]</p> <p>-more advanced notice on events / volunteering x2 [identified action earlier]</p> <p>-Allow for some kind of forum where parents can openly express concerns/ ask questions regarding curriculum/their child's learning: for example, several parents have expressed concerns about math scores/curriculum etc. in private conversations, but there hasn't been a way for us to collectively have a discussion on the matter. [see summary notes]</p>		

Summary of Actions / Discussion Points / Next Steps

Communication Plan: Refine and publish a school communication plan.

- Work with teachers to determine a more consistent classroom communication plan, with considerations of age-level, student need, what is communicated, how, and how often.
- Outline communication process for parents for how to raise issues / concerns, and outline the accountabilities staff have to respond.
- Continue to showcase moments and trends of success.
- Continue to offer timely individualized areas for growth and next steps for learning
- Highlight parents voice concerns to us, rather than to each other, so we can respond better.
- Clarify engagement types within plan:
 - When communication is information
 - When communication is to seek opinion
 - When opinion will impact decision
 - Opinion, no matter how strongly held, may not impact decisions
 - Commit to clarity of decision rationale

Parent-Teacher Conferences:

- Timeframe - Already made decision to design next year calendar to maintain conference times in proximity to report dates based on parent council and teacher input.
- Time amount - Review the past two years' conference times to determine if 20 minutes is feasible (assignable time is a factor).
- Format - Continue with current format of individual, teacher led. Explore providing questions / topics of discussion prior to conferences.

School website: CBE has acknowledged this need. New system websites are currently being prepared for implementation – translator, rss feed, more user-friendly control, due in Sept

Email: Be more mindful of target audience and / or explanation of why message is being sent.

Math: Parent interest in math reflects school's interest. Admin addressed this topic at council meetings in response to global PISA results in 2014 & in regards to PAT results in October, 2015. Introduced a math resource this year that is currently under review. Teachers considering a numeracy evening next school year to outline how we program for numeracy and how students can be supported at home.

Questions: 1. Do we target different groups for different Parent Council activities? Grandparent reading, bottle drives to non-bussed students?

2. What would be important to include / add to the website?