



**ASM COMMUNITY  
SURVEY REPORT  
2020-2021**

## Context and Implementation

In the spring of 2021, ASM sent out the fourth annual community-wide parent survey. We have prepared this summary to share the results. The survey provided insight and data on parent satisfaction and perceptions of school culture, community, program, and services. The survey also gave us a sense of how the ASM community receives information about ASM.

First, thank you for your participation. We were very pleased to have such a strong return rate on this ASM Community Survey. We sent out over 1000 invitations by email and received 440 responses compared to 529 responses in 2020 and 359 responses in 2019.

**Our overall return rate was over 40%.** The general consensus from other international schools is that return rates above 20% provide valid data with only a very few schools reporting return rates higher than 30-50%.

The survey was prepared to help us get a comprehensive review of how parents feel about their ASM experience. The different perspectives help us get a clear picture of our community's experience. The parent survey was offered online and opened in May and June 2021. The results of these (annual) surveys help us determine which programs, resources, and practices are effective and those which may need improvement. Further, these annual surveys inform the review and development of the ASM goals, actions, and services for future planning initiatives. Some of the key areas addressed were:

- The quality of the academic program
- The effectiveness of our efforts to challenge every student appropriately
- The quality of the atmosphere and climate at ASM
- The level of satisfaction with ASM student opportunities
- The quality of our contracted services
- The level of connection and engagement experienced by ASM parents

In addition to the parent results, ASM staff conducted their own annual survey and separate student surveys were given to both Upper and Middle School students.

Please note, in the following summary and analysis, neutral responses were not included in satisfaction or dissatisfaction percentages.

## Key Findings and Highlights

The 2020-21 school year was a difficult year. While ASM stayed open for in-person learning all year the restrictions and protocols to safeguard health and safety made many traditional activities that connected our community difficult if not impossible. While overall levels of satisfaction are strong there was a slight shift downward in many categories. Of the 140 comments, many people spoke of the difficulty they experienced feeling connected whether this played a role in people's perception or not is difficult to determine but it is clearly an area to address going forward.

However, while satisfaction or agreement levels declined slightly there was not a corresponding increase in levels of dissatisfaction. There was more of a trend toward the middle with neither satisfaction/agreement nor dissatisfaction/disagreement. This fits with the overall tone of disengagement and lack of connection given the pandemic and mitigation measures.

## Top 10 Areas of Agreement or Satisfaction

Question	2021 level of satisfaction or agreement	2020 level of satisfaction or agreement	2019 level of satisfaction or agreement
The level of safety and security at ASM is satisfactory	92%	90%	83%
The academic climate at ASM encourages learning	88%	91%	84%
The overall climate at ASM is one of mutual respect and courtesy	87%	91%	84%
I feel welcome at ASM	86%	90%	88%
The Directors and Headmaster care about students and provide a positive learning environment	86%	89%	80%
ASM fosters a multicultural environment	84%	90%	88%
ASM staff and administration are responsive to the needs of parents	84%	85%	79%
I am well informed of the progress of my child in his /her subjects	84%	84%	72%
ASM is committed to ethical values and character development	83%	89%	81%
There is open communication between parents and teachers	83%	87%	80%

## Highest Areas of Disagreement or Dissatisfaction

### In only seven questions did rates of disagreement or dissatisfaction rise to 10% or higher

As important as it is to look at levels of satisfaction it is equally important to consider the levels of dissatisfaction. In 86% of the survey questions, the total levels of dissatisfaction, or concern, stand at 9% or less. In only one area did the level of concern or disagreement reach a level of 15% or more. The following table shows the seven areas where dissatisfaction was highest. These are clearly the areas we need to address going forward.

<b>Question</b>	<b>2021 level of dissatisfaction or disagreement</b>	<b>2020 level of dissatisfaction or disagreement</b>	<b>2019 level of dissatisfaction or disagreement</b>
An atmosphere of inclusiveness exists at ASM	10%	8%	11%
Students are appropriately challenged	11%	11%	20%
My child is getting academic programs comparable to independent US schools or international schools	11%	11%	19%
The bus app provides timely information	12%	7%	N/A
ASM offers me many ways to be involved in my child's education	12%	6%	7%
My child's experience at lunch is positive	15%	14%	16%
The cafeteria provides a variety of options for students	16%	14%	21%