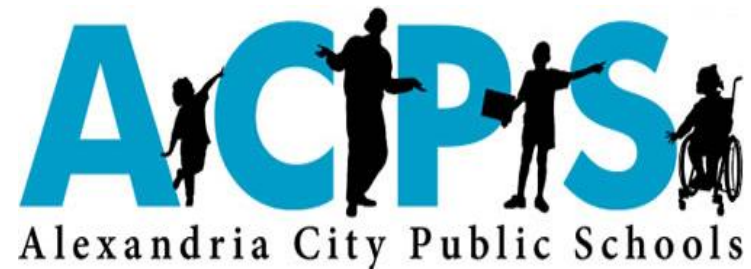


ACPS 2020 Community Survey: Division Report

Results and Analysis

Alexandria City Public Schools

April 23—May 16, 2017



Purpose of the Study

The Alexandria City Public Schools (ACPS) 2020 Community Survey asked parents and the community for feedback on the division's new strategic plan, ACPS 2020, to collect stakeholder opinions and perceptions about the division. Results will be used to inform decisions about division priorities and initiatives.

K12 *Insight* partnered with division leadership to develop the survey, which addressed the following topics:

- Mission
- Decision making
- Family and community engagement
- Community relations
- Facilities and learning environment
- Areas of improvement

The survey was open from April 23 through May 16. Participants learned about the survey via letters to parents and the community, social media posts, phone calls, the ACPS newsletter, and posters and flyers. Reminders were sent April 27, and May 2, 11, and 14.

Details of the Study

Email invitations with unique survey links were sent to parents and guardians of ACPS students. Stakeholders also could participate via a public link on the division's website.

A total of 1,531 people participated in the survey; however, results only show the 1,517 participants who submitted their survey. Fourteen people did not complete the survey. The majority of participants (77%) learned about the survey via email.

The online survey was translated into Spanish and Arabic. Paper surveys were available on request. Paper surveys were translated into Spanish and Amharic. The division team entered the paper surveys and translated the open-ended responses that were written in a language other than English.

Understanding the Results

This report summarizes this year's results and compares them to the results of the spring 2016 survey.

Limitations to the survey results and findings include:

- **Generalizability:** This is a census survey and does not represent a random sample. Therefore, results cannot be generalized to the entire City of Alexandria population.
- **Representation of Targeted Population:** While this survey was deployed to a variety of stakeholders, 73% of survey participants are parents of current students. Therefore, survey respondents are not representative of the entire population.

There were several open-ended items included in the survey:

- How can ACPS improve in the area of Academic Excellence and Educational Equity?
- How can ACPS improve in the area of Family and Community Engagement?
- How can ACPS improve in the area of An Exemplary Staff?
- How can ACPS improve in the area of Facilities and the Learning Environment?
- How can ACPS improve in the area of Health and Wellness?
- How can ACPS improve in the area of Effective and Efficient Operations?

The six open-ended items were analyzed using the constant comparative analysis (CCA) technique to analyze the feedback and identify common themes. CCA is an analytical approach where all units of data are compared with all other units to discover properties and dimensions in the data (O'Connor et. al, 2008). In order to do this 10% or 100 of the responses for each question, whichever quantity is more, were randomly selected and then analyzed.

Key Insights

- In 2016–2017, 1,517 parents, guardians, community members and ACPS employees participated in the ACPS 2020 Survey, which is slightly lower participation than 2015–2016, when 1,581 individuals participated.
- Overall, 63% of participants rated the quality of ACPS schools as excellent or good, which represents a 4 percentage-point decrease from last year.
- The survey dimension with the most favorable responses this year was Family and Community Engagement. A strong majority of participants (92%) strongly agreed or agreed that ACPS provides opportunities to volunteer for school programs, activities, and events.
- The percentage of Strongly Agree or Agree responses decreased for every survey item, except for “ACPS works with families to provide high-quality services,” which had a 1 percentage-point increase from the 2015–2016 survey.
- One theme that was evident across the open-ended comments was the need to develop a more effective method for communication between the district, schools, parents, and the community. Participants noted that this should include multiple methods (e.g., mail, phone calls, emails, social media).
- Other themes that emerged across two or more of the open-ended response questions included updating and building new buildings and facilities, providing more training and professional development opportunities for staff, and increasing transparency in decision making.
- One area division leadership may want to target for improvement is addressing overcrowding in schools by expanding or modifying facilities.

The qualitative thematic analyses presented within these findings are preliminary.

Participation

Participation

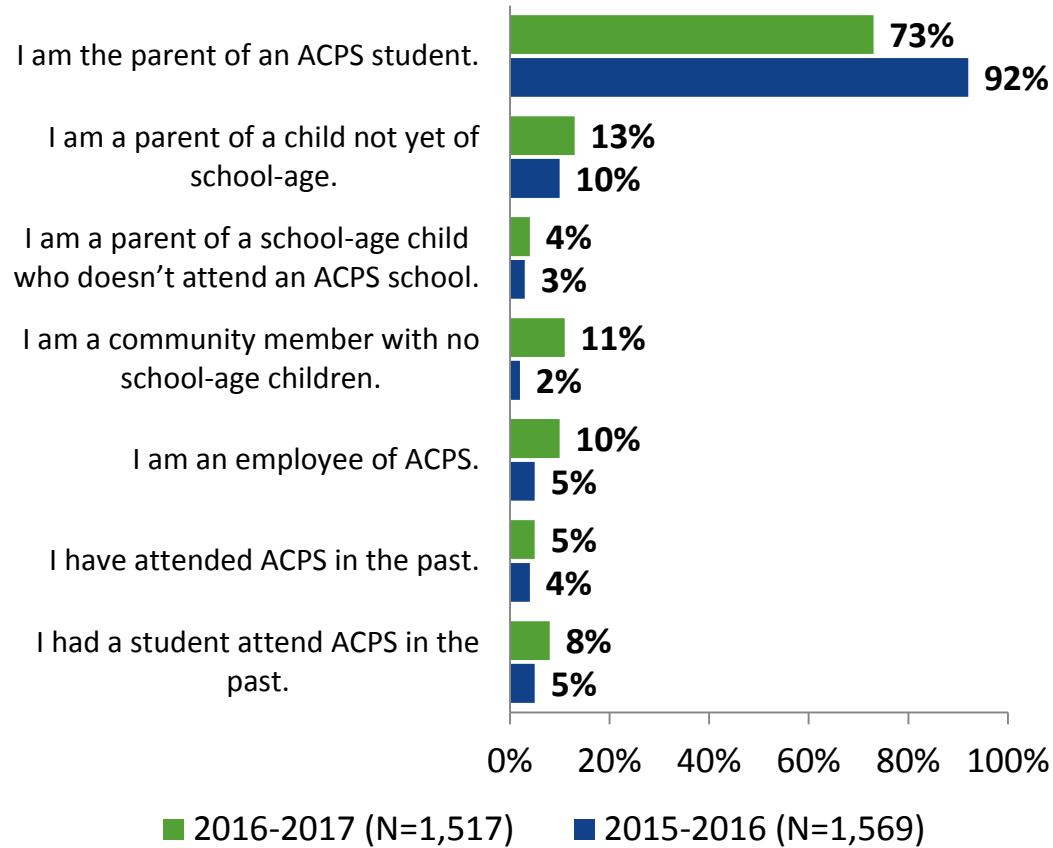
Overall, 7,656 invitations were delivered to parents and guardians, and 1,517 parents/guardians participated. This number includes responses from the email invitation, paper surveys, and the public URL.

School Year	Number of Invitations Delivered (NMax)	Number of Surveys Completed via Email Invitation	Number of Surveys Completed from Public URL	Number of Paper Surveys Entered	Number of Responses (N)
2016-2017	7,565	846	628	43	1,517
2015-2016	5,724	1,063	451	67	1,581

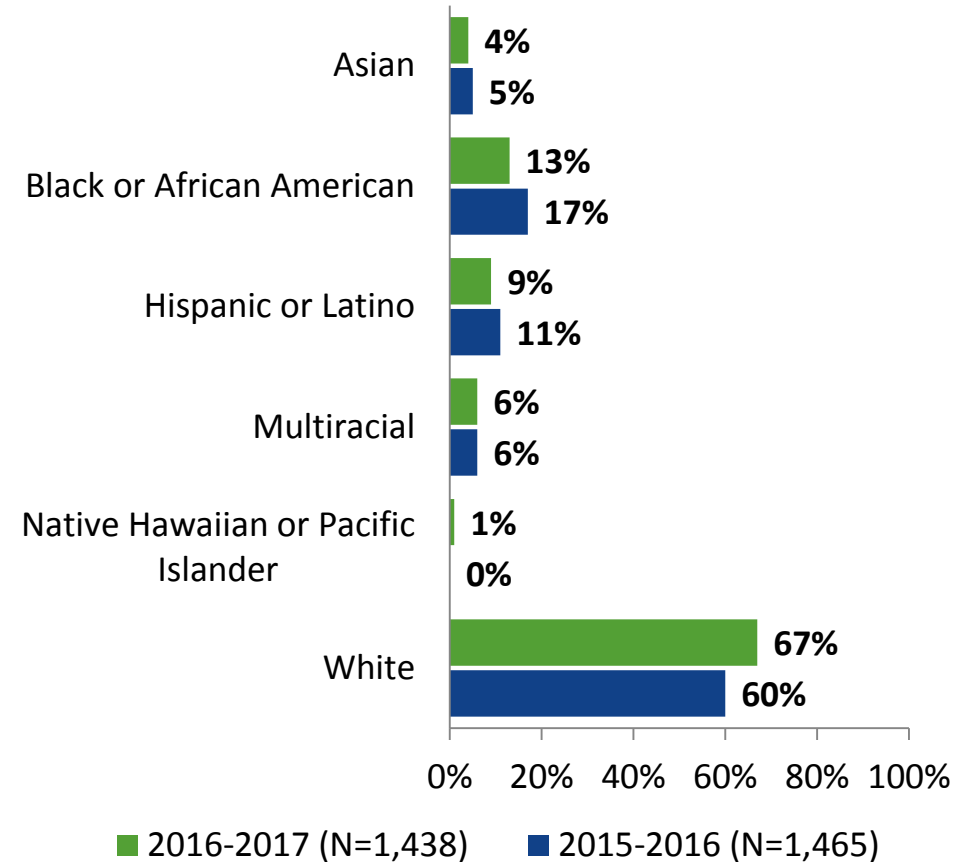
School Year	Number of Responses			
	Arabic	Amharic	English	Spanish
2016-2017	3	0	1,492	22
2015-2016	11	4	1,527	39

Participation

Which of the following applies to you?



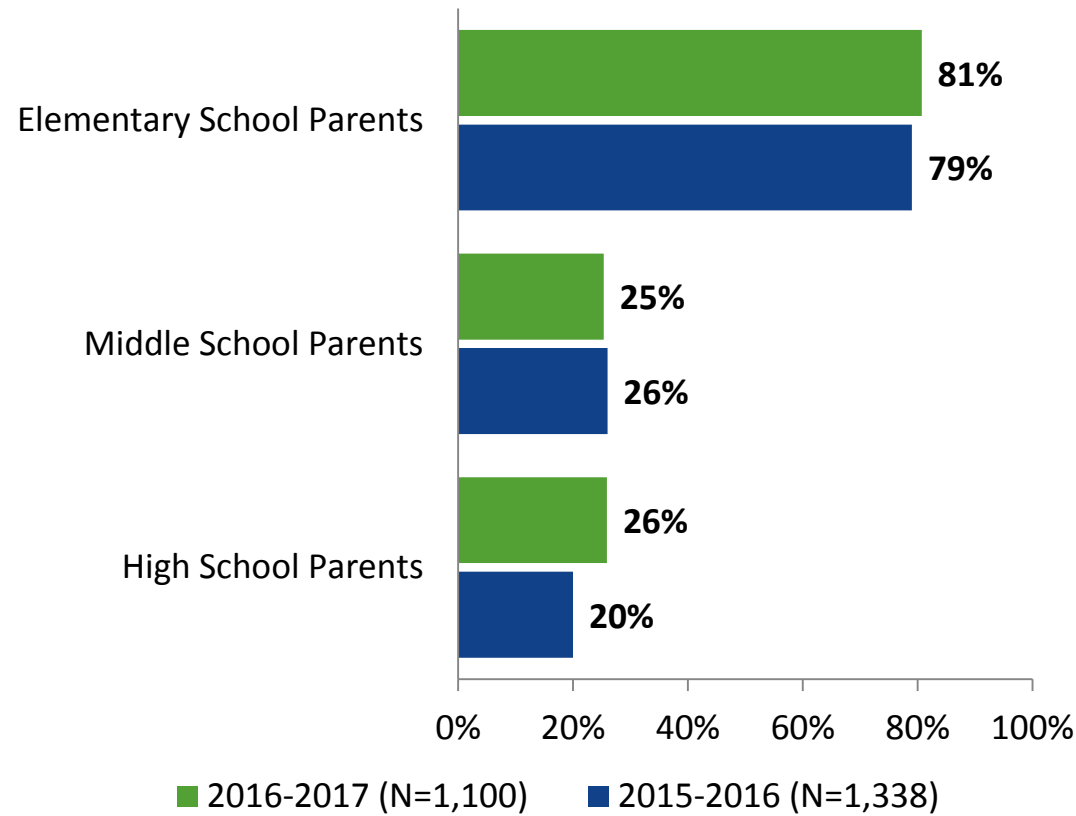
Which of the following best describes your race/ethnicity?



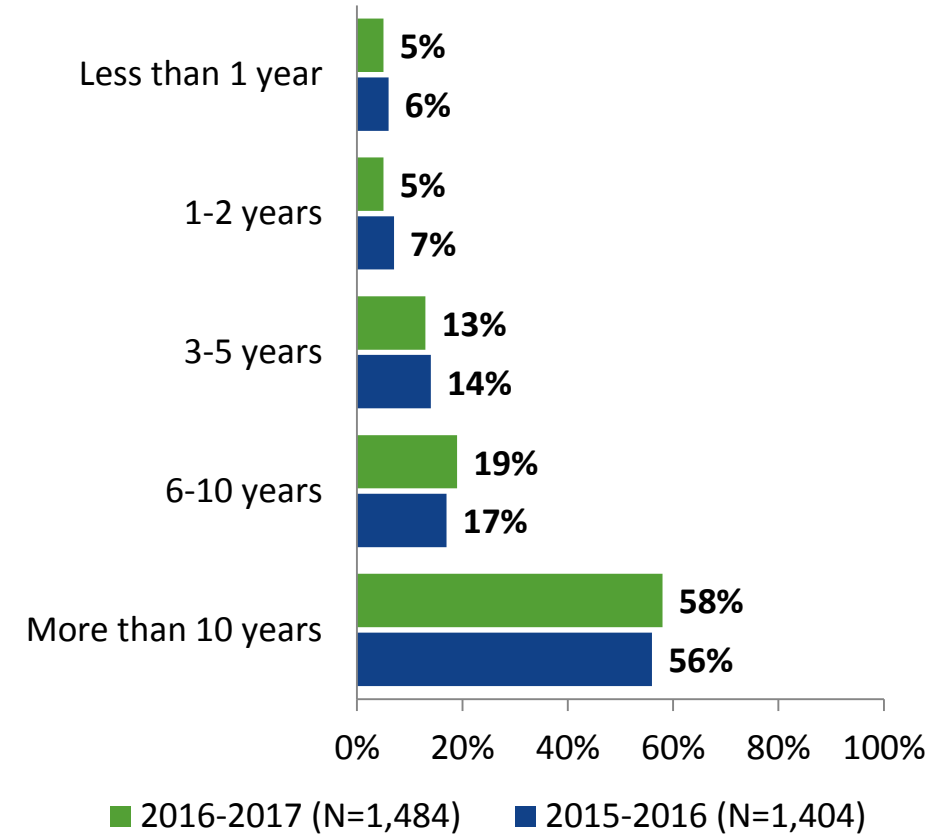
Notes: The question text differs slightly for each respondent group. The graphs and tables in this report show the text from the 2016-2017 survey. The sum of percentages may exceed 100 because participants could select more than one response. None of the participants selected American Indian and Alaskan Native as their answer choice in 2015-2016 or 2016-2017.

Participation (Continued)

Which school does/do your child/children attend?



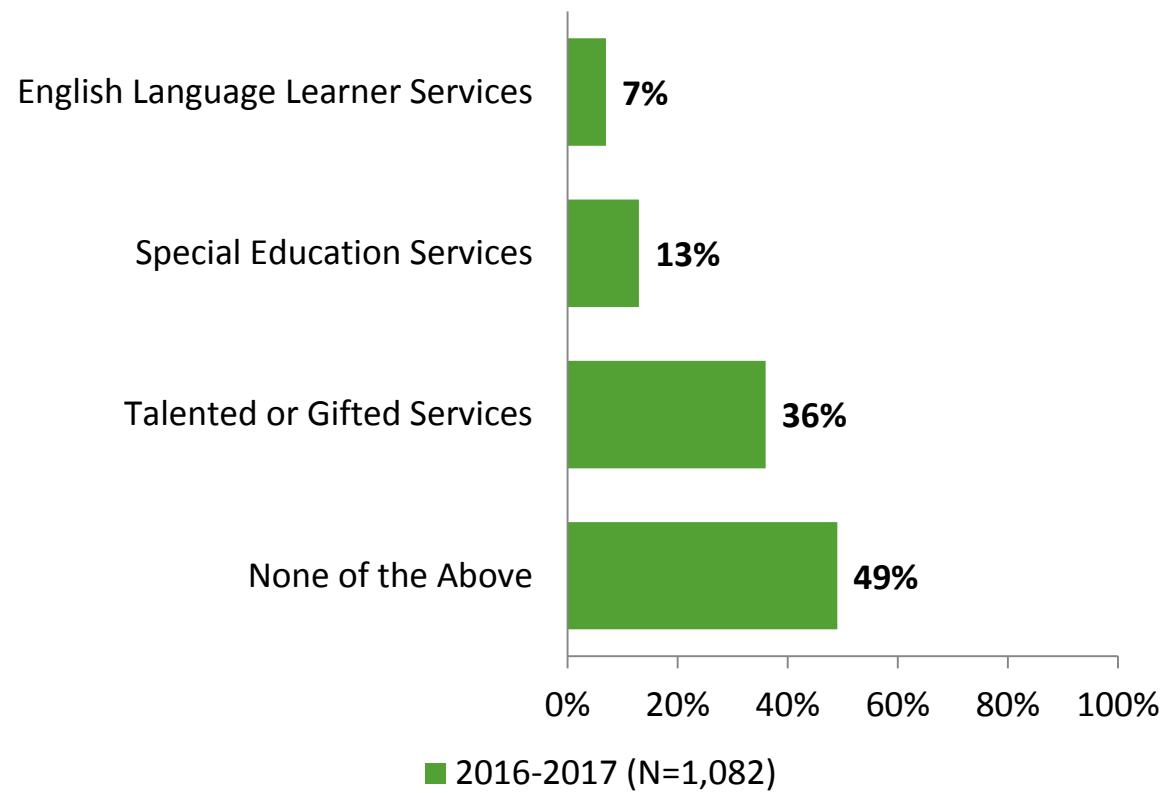
How long have you lived in Alexandria?



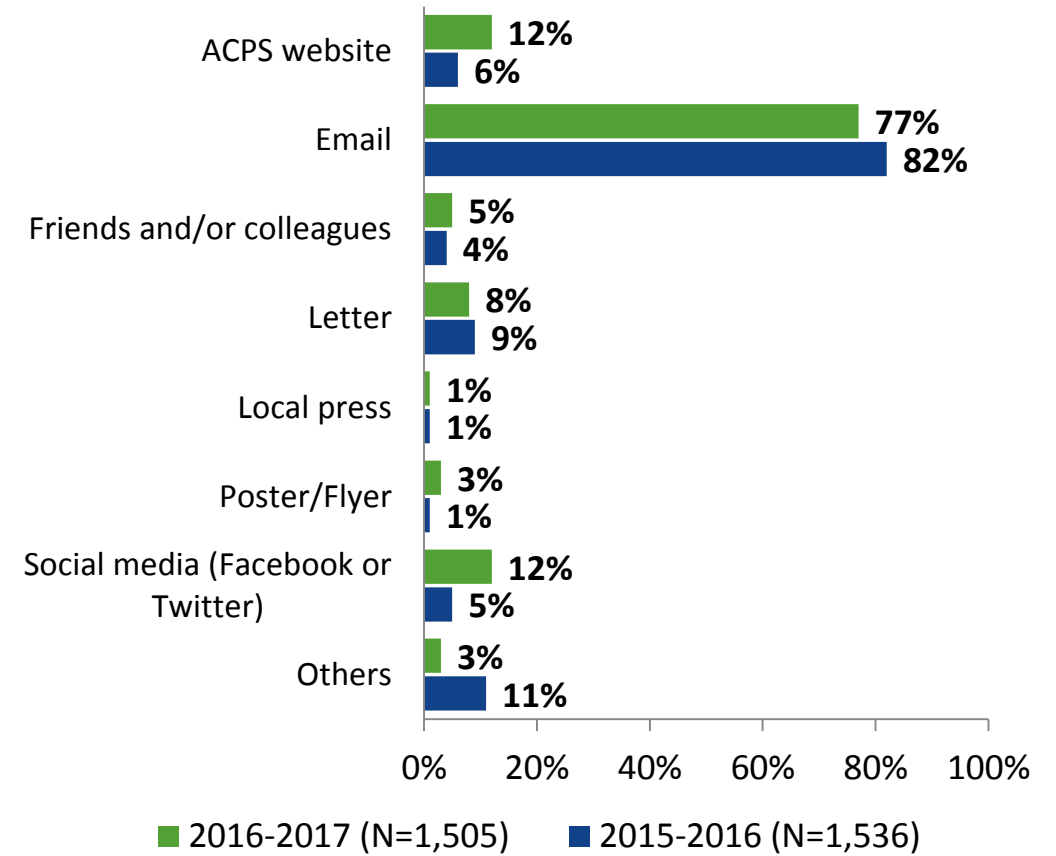
Notes: The question text differs slightly for each respondent group. The graphs and tables in this report show the text from the 2016-2017 survey. The sum of percentages may exceed 100 because participants could select more than one response.

Participation (Continued)

Please select which of the following services your child/children is/are currently receiving.



How did you hear about this survey?

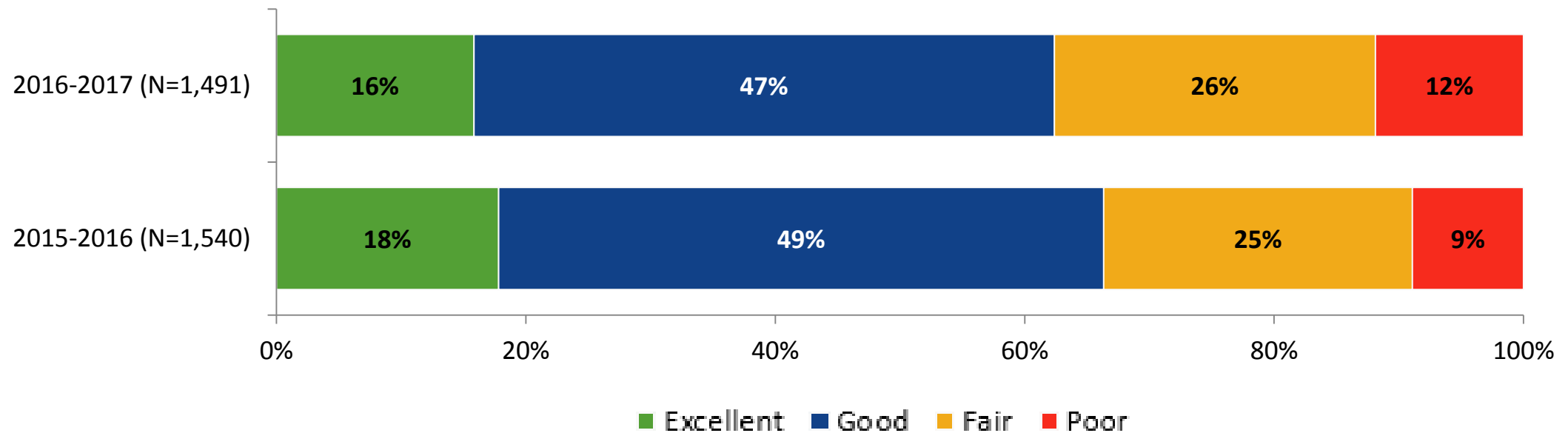


Notes: The question text differs slightly for each respondent group. The graphs and tables in this report show the text from the 2016-2017 survey. The sum of percentages may exceed 100 because participants could select more than one response. The answer option "None of the Above" was not available on the 2015-2016 survey; therefore, there is no comparison data. Please note that only parents/guardians of current students responded to the question about services.

Perception of Quality

Overall, 63 percent of survey participants perceive the quality of ACPS schools to be excellent or good, which represents a 4 percentage-point decrease from last year.

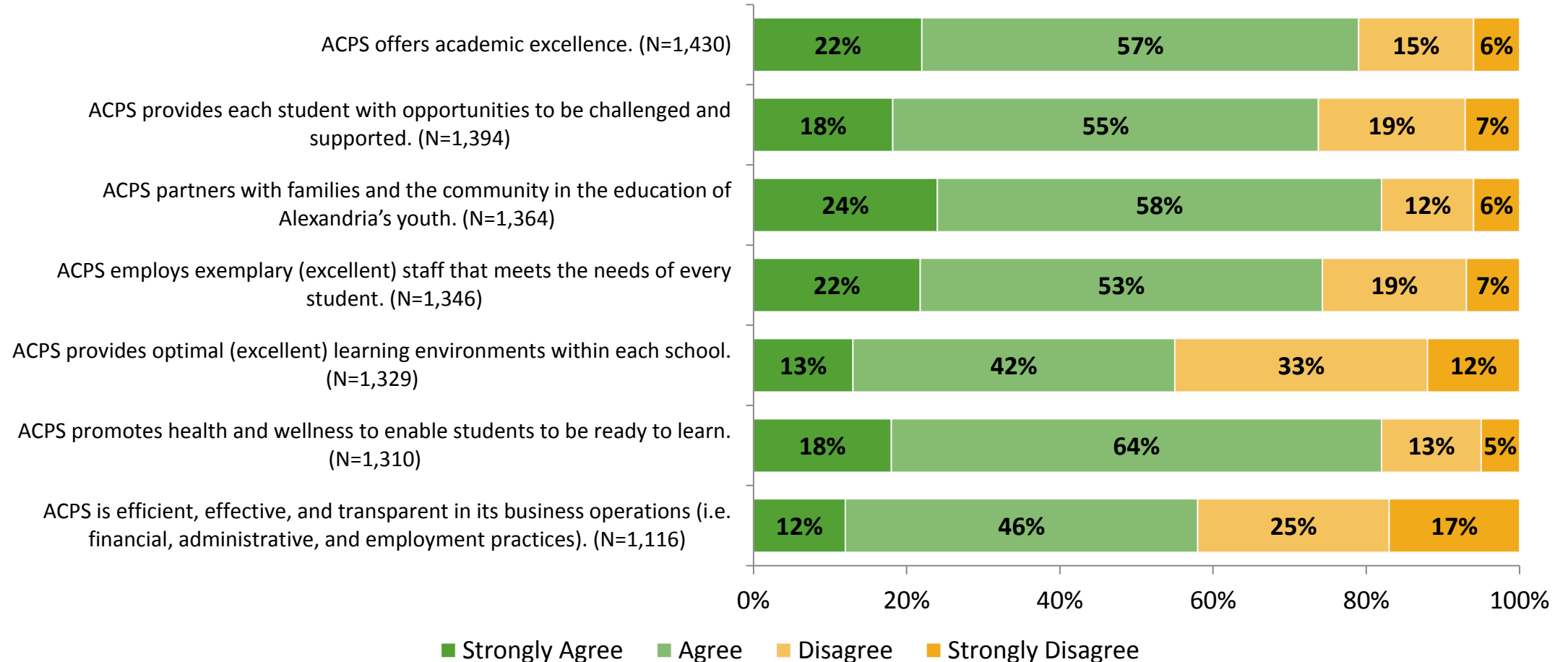
Overall, what is your opinion of the quality of Alexandria City Public Schools?



Answer Options: Excellent, Good, Fair, Poor, No Opinion
Note: No Opinion responses were excluded from the calculations.

Mission

Please rate the following statements with your level of agreement based on your experience with ACPS during the current school year.



Answer Options: Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know
 Note: Don't Know responses were excluded from the calculations.

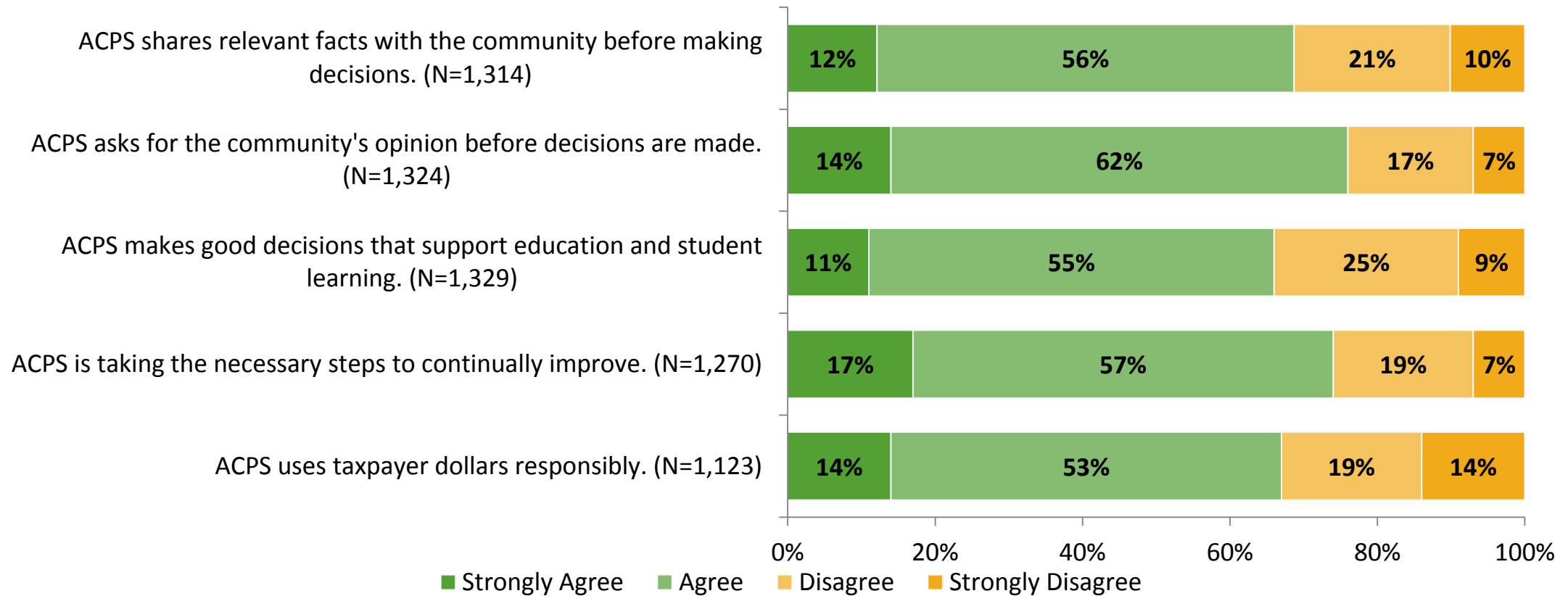
Mission – Comparison Data

Survey Item	2016-2017	2015-2016
Percentage Strongly Agree or Agree (%)		
ACPS offers academic excellence.	79%	84%
ACPS provides each student with opportunities to be challenged and supported.	73%	78%
ACPS partners with families and the community in the education of Alexandria’s youth.	82%	86%
ACPS employs exemplary (excellent) staff that meets the needs of every student.	75%	77%
ACPS provides optimal (excellent) learning environments within each school.	55%	62%
ACPS promotes health and wellness to enable students to be ready to learn.	82%	85%
ACPS is efficient, effective, and transparent in its business operations (i.e., financial, administrative, and employment practices).	58%	66%

Notes: Don’t know responses were excluded from the calculations. Survey items were slightly modified for greater clarity, such as adding “excellent” after “optimal” and “exemplary” in the 2016-2017 survey. While the updates added clarity, interpreting year-to-year results should be approached cautiously. Survey participants may have responded differently this year than last year because of the updates.

Decision Making

Please rate the following statements with your level of agreement based on your experience with ACPS during the current school year.



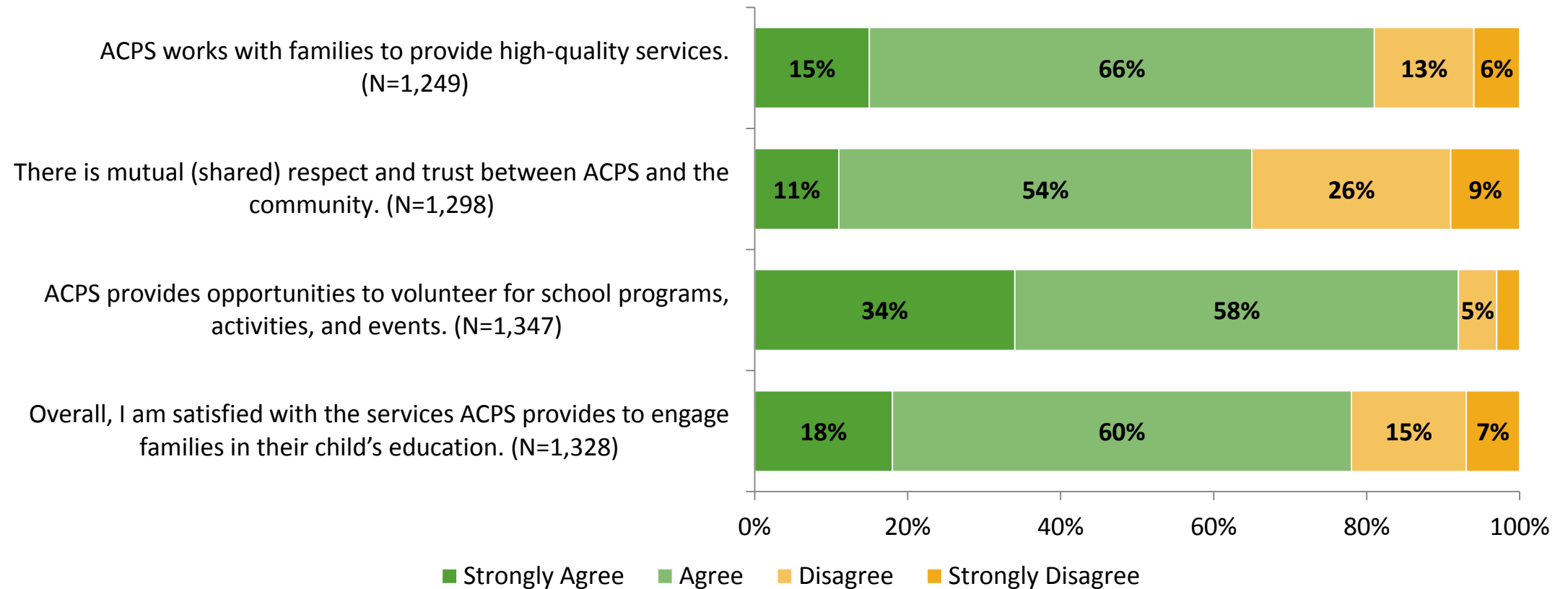
Answer Options: Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know
 Note: Don't Know responses were excluded from the calculations.

Decision Making – Comparison Data

Survey Item	2016-2017	2015-2016
	Percentage Strongly Agree or Agree (%)	
ACPS shares relevant facts with the community before making decisions.	68%	74%
ACPS asks for the community's opinion before decisions are made.	76%	78%
ACPS makes good decisions that support education and student learning.	66%	75%
ACPS is taking the necessary steps to continually improve.	74%	80%
ACPS uses taxpayer dollars responsibly.	67%	70%

Family and Community Engagement

Please rate the following statements with your level of agreement based on your experience with ACPS during the current school year.



Answer Options: Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know
 Note: Don't Know responses were excluded from the calculations.

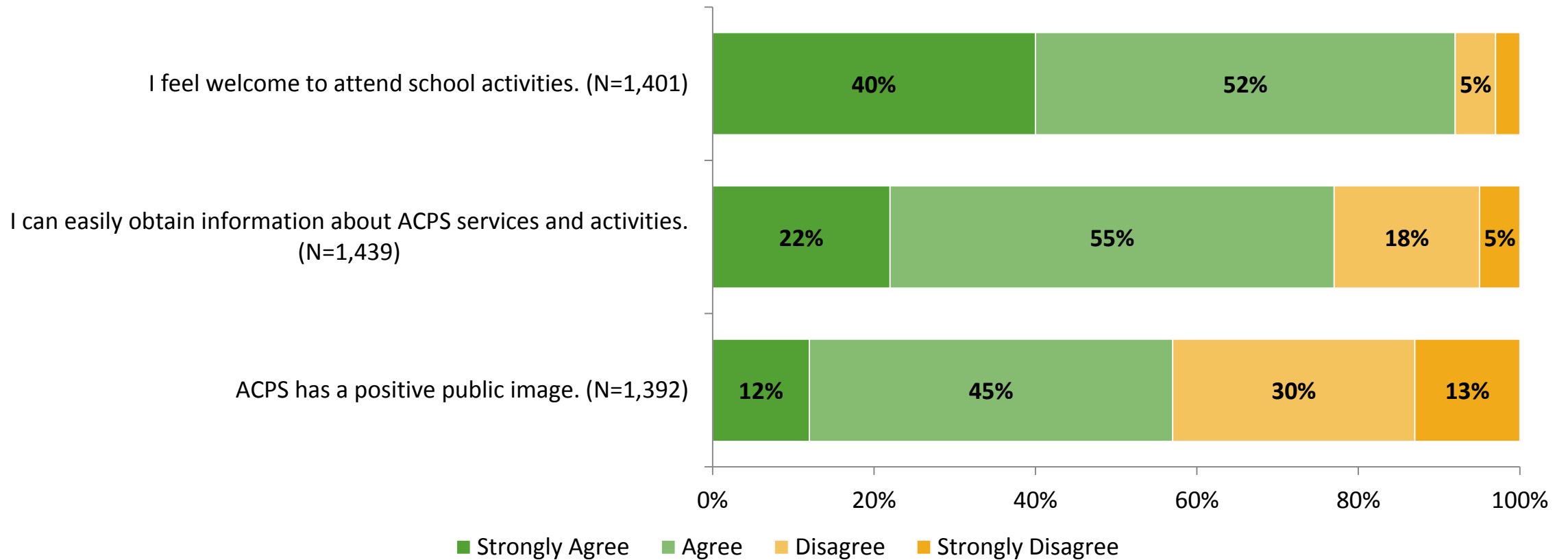
Family and Community Engagement – Comparison Data

Survey Item	2016-2017	2015-2016
	Percentage Strongly Agree or Agree (%)	
ACPS works with families to provide high-quality services.	81%	80%
There is mutual (shared) respect and trust between ACPS and the community.	65%	75%
ACPS provides opportunities to volunteer for school programs, activities, and events.	92%	93%
Overall, I am satisfied with the services ACPS provides to engage families in their child's education.	78%	80%

Notes: Don't Know responses were excluded from the calculations. Survey items were slightly modified for greater clarity, such as adding "shared" after "mutual" in the 2016-2017 survey. While the updates added clarity, interpreting year-over-year results should be approached cautiously. Survey participants may have responded differently this year than last year because of the updates.

Community Relations

Please rate the following statements with your level of agreement based on your experience with ACPS during the current school year.



Answer Options: Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know

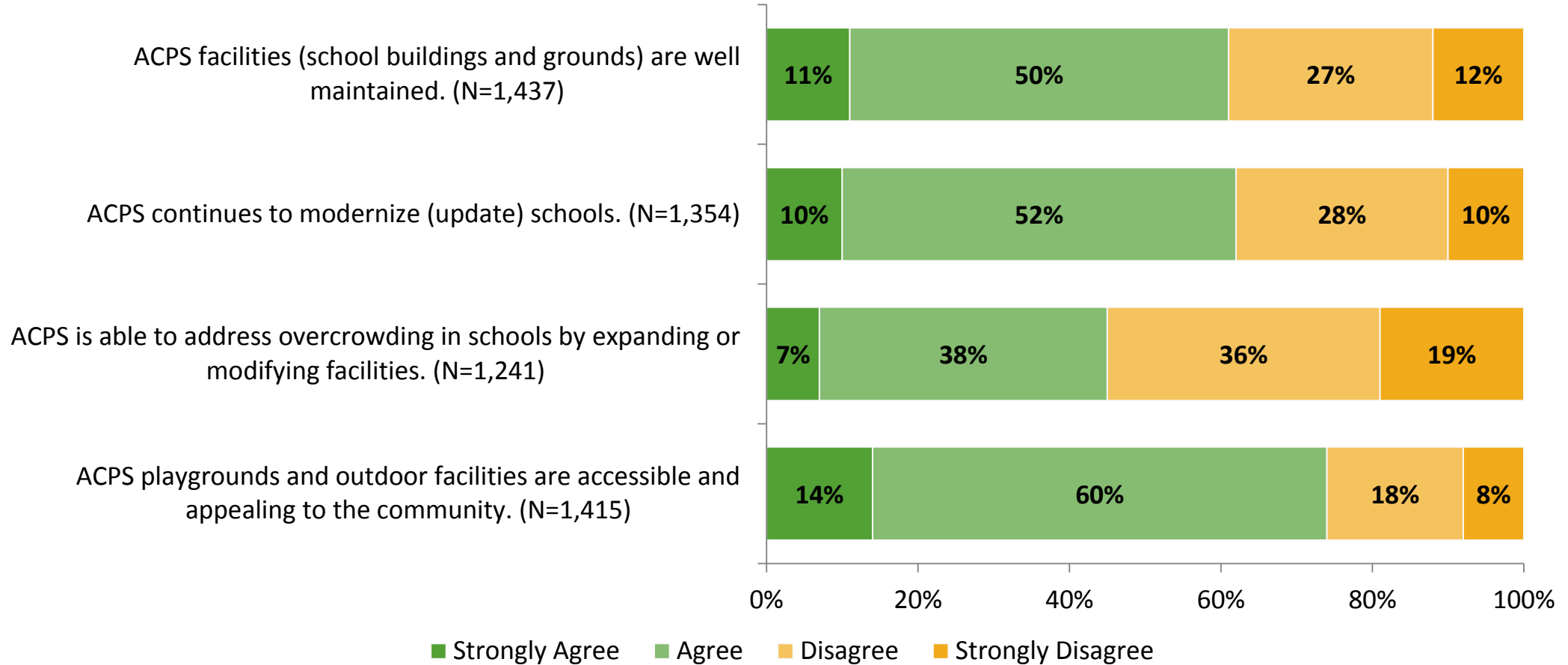
Note: Don't Know responses were excluded from the calculations.

Community Relations – Comparison Data

Survey Item	2016-2017	2015-2016
	Percentage Strongly Agree or Agree (%)	
I feel welcome to attend school activities.	92%	94%
I can easily obtain information about ACPS services and activities.	77%	85%
ACPS has a positive public image.	57%	66%

Facilities and the Learning Environment

Please rate the following statements with your level of agreement based on your experience with ACPS during the current school year.



Answer Options: Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know

Note: Don't Know responses were excluded from the calculations.

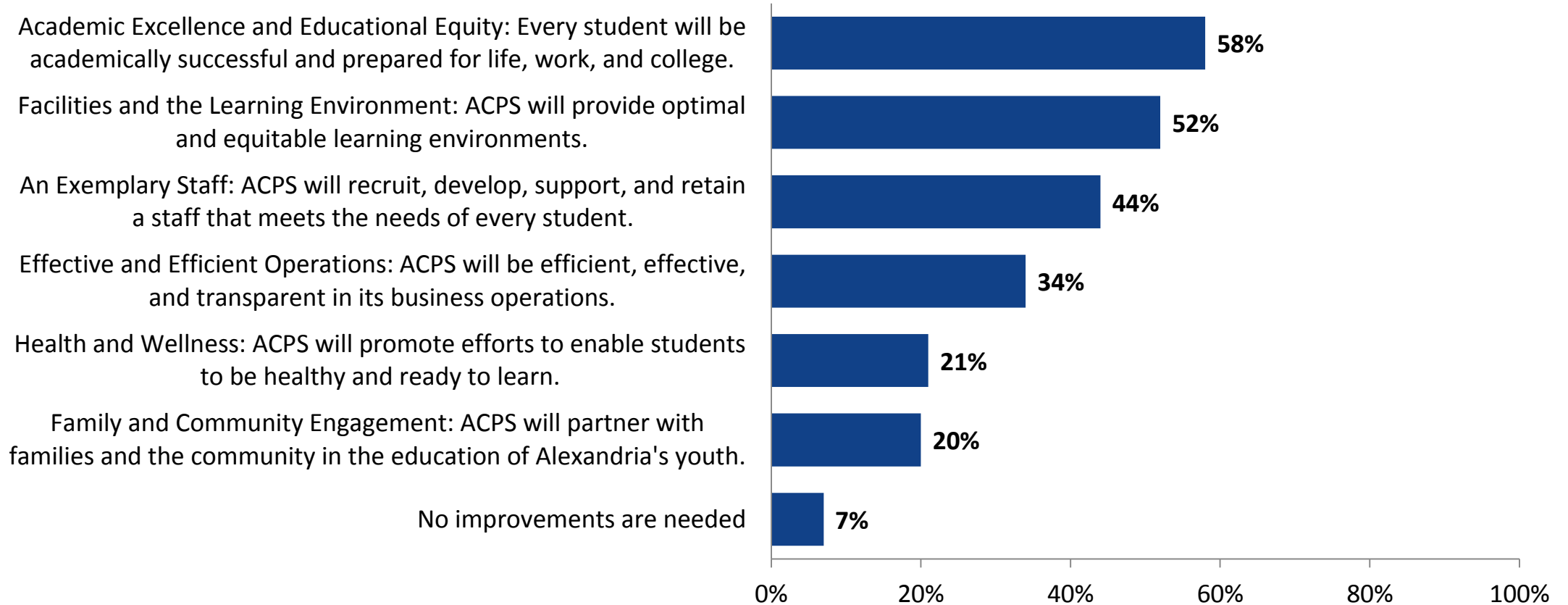
Facilities and the Learning Environment – Comparison Data

Survey Item	2016-2017	2015-2016
	Percentage Strongly Agree or Agree (%)	
ACPS facilities (school buildings and grounds) are well maintained.	61%	66%
ACPS continues to modernize (update) schools.	62%	71%
ACPS is able to address overcrowding in schools by expanding or modifying facilities.	45%	64%
ACPS playgrounds and outdoor facilities are accessible and appealing to the community.	74%	78%

Note: Don't know responses were excluded from the calculations. Survey items were slightly modified for greater clarity, such as adding "school buildings and grounds" after "facilities" in the 2016-2017 survey. While the updates added clarity, interpreting year-over-year results should be approached cautiously. Survey participants may have responded differently this year than last year because of the updates.

Areas of Improvement

In which of the following areas could ACPS improve? Select all that apply. (N=1,470)



Notes: This question was added to the 2016-2017 ACPS 2020 Survey; therefore, there is no comparison data. The sum of percentages may exceed 100 because participants could select more than one response.

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