

2020-2021 School Quality Survey for Parents, Campus-based Staff, and Secondary Students

Results and Analysis

Hewlett-Woodmere Public Schools

April 19 - May 4, 2021



Overview of the Study

The Hewlett-Woodmere Public Schools School Quality Survey asked parents, school staff members, and students in grades 6-12 for feedback on school climate. K12 *Insight* partnered with District team members to develop the surveys, which addressed the following topics:

- Academic Support
- Student Support
- School Leadership
- Family Involvement
- Safety and Behavior
- Perceptions of Crisis Management (Parents and Staff Only)
- Communication (Parents and Staff Only)
- Remote Learning Experience (Parents and Students Only)
- Staff Support (Staff Only)

The surveys were open April 19 – May 4.

Email invitations with unique survey links were sent to parents, school staff members, and secondary students (grades 6-12). Parents with children attending more than one District school were able to take the survey again for each school. Reminders were sent April 22, 25, 26, 28, and May 1 and 3.

This report summarizes survey results and breaks them down by participant group. Results are compared with those from 2018-2019 and 2019-2020.

Results do not reflect random sampling; therefore, they should not be generalized to all Hewlett-Woodmere Public Schools parents, school staff members, and students in grades 6-12. Rather, results reflect only the perceptions and opinions of survey participants. School-level reports are also included in this project.

Findings for each item in the report exclude participants who did not answer. In charts and graphs, data labels less than 5 percent are not shown. Percentages may not total 100 due to rounding.

Summary and Insights

- When looking at ratings for overall quality ...
 - 95% of participating parents rated the overall quality of their child's school as excellent or good, a 4-percentage point increase from last year. It is important to note that 63% rated their child's school as excellent compared to 50% last year.
 - 97% of participating campus-based staff rated the overall quality of their school as excellent or good. The percentage of excellent and good ratings has remained steady over the last three survey administrations.
 - 75% of participating students rated the overall quality of their school as excellent or good, a 4-percentage point decrease from last year.
- Under the dimension of Academic Support, only 39% of participating students strongly agreed or agreed that teachers successfully show students how lessons relate to life outside of school compared to 67% of parents and 79% of campus-based staff members. It is interesting to note that when compared to last year, the percentage of favorable responses by parents increased by 10-percentage points, but for campus-based staff members it decreased by 6-percentage points.
- Under the dimension of Student Support, participating students were more likely to strongly agree or agree that there is a teacher, counselor, or other staff member students can go to for help with a school problem (87%) compared to a personal problem (67%).
- Under the dimension of Safety and Behavior, a perception gap emerged between stakeholder groups. For example, 55% of students and 59% of parents strongly agreed or agreed that staff members are responsive to bullying while 87% of campus-based staff said the same. Additionally, 68% of students said staff members and students treat each other with respect compared to 88% of parents and 90% of campus-based staff members who said the same.

Summary and Insights

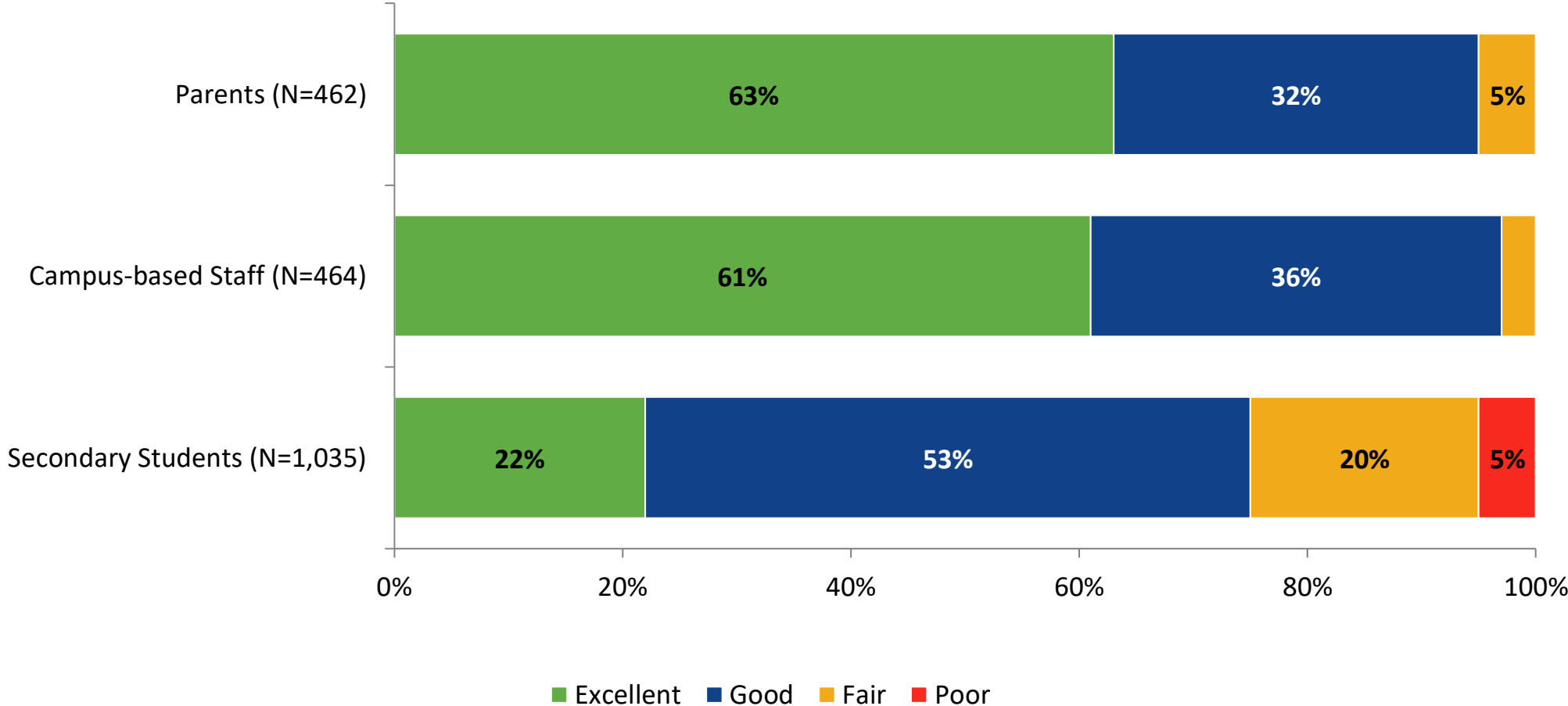
- Under the dimension of Communication ...
 - 94% of parents said the District and their child's school have maintained open lines of communication.
 - 87% of campus-based staff said the District has maintained open lines of communication and 89% said their school has maintained open lines of communication.
- When asked about the remote learning experience ...
 - 92% of parents and 72% of students said the overall process for distance learning was clearly explained.
 - 91% of parents said their child felt comfortable using the educational technology, slightly fewer (85%) said they felt comfortable using the educational technology. Additionally, even fewer (82%) of students strongly agreed or agreed that they were comfortable using the educational technology.
 - 82% of students said their teachers were engaged in their courses, but fewer (69%) said they were engaged in their courses. Additionally, only 48% of students strongly agreed or agreed that they felt like they were a part of a community with their classmates in their online courses.

Participation

Responding Group	Number of Invitations Delivered (NMax)	Number of Responses (N)	Response Rate	Public Access Link Responses	Total Responses
Parents	2,688	433	--	29	462
Campus-based Staff	791	467	59%	--	467
Secondary Students	1,694	1,036	61%	--	1,036

Overall Quality: Comparison by Respondent Type

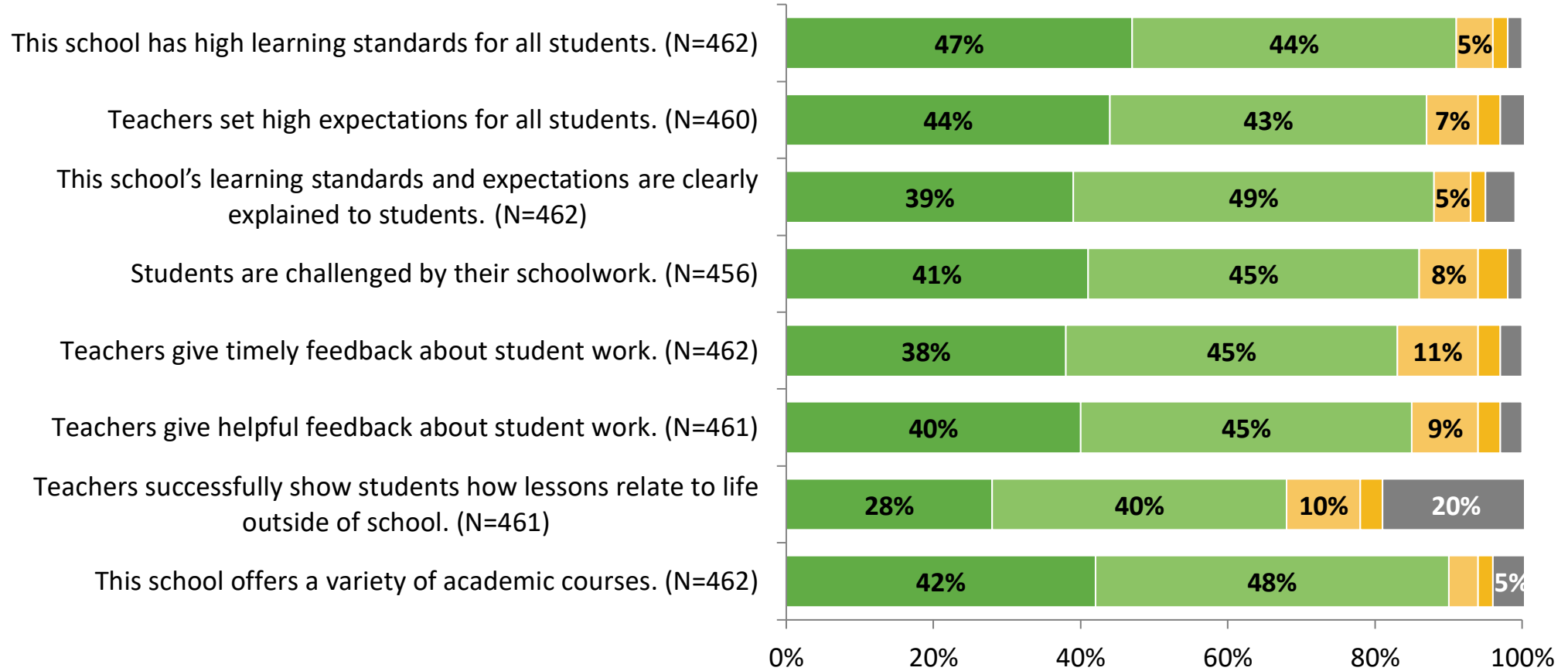
How would you rate the overall quality of your child's school/your school?



Academic Support

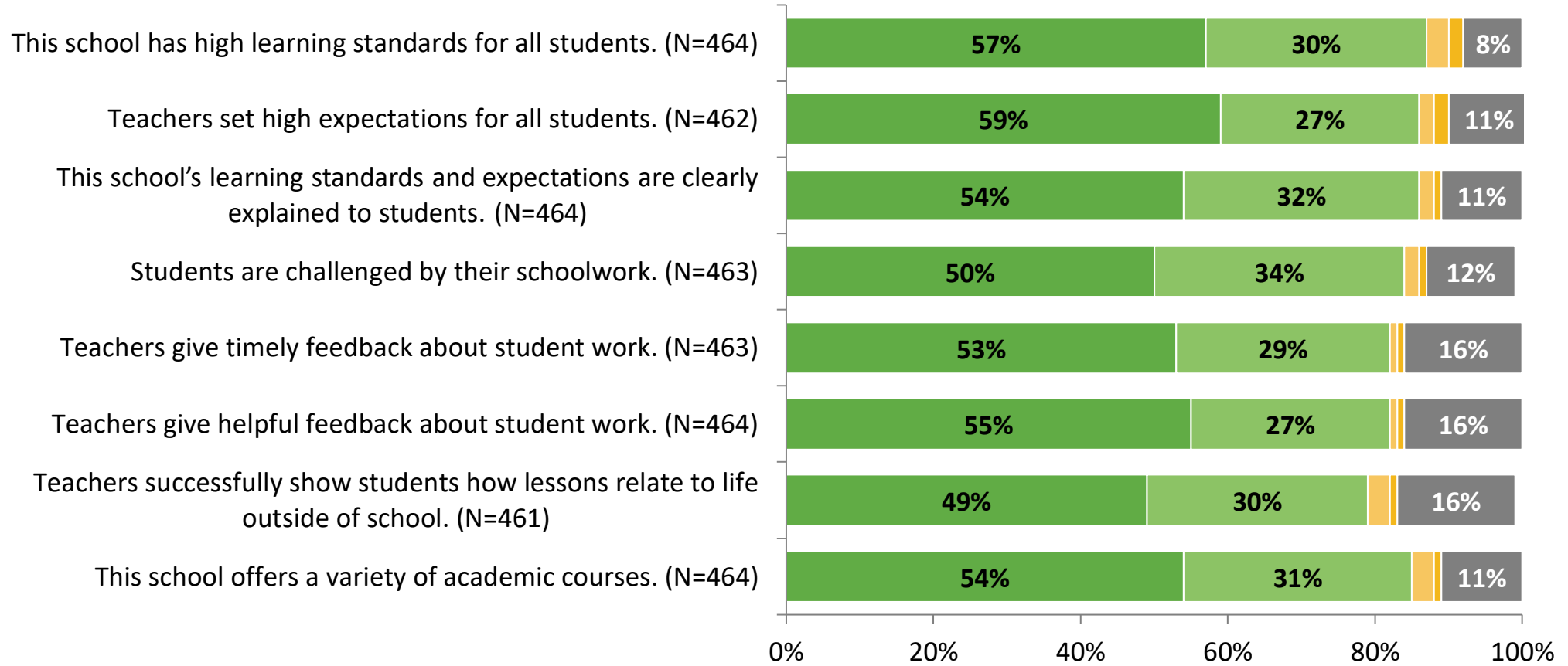
Academic Support

How strongly do you disagree or agree with the following statements?



Academic Support

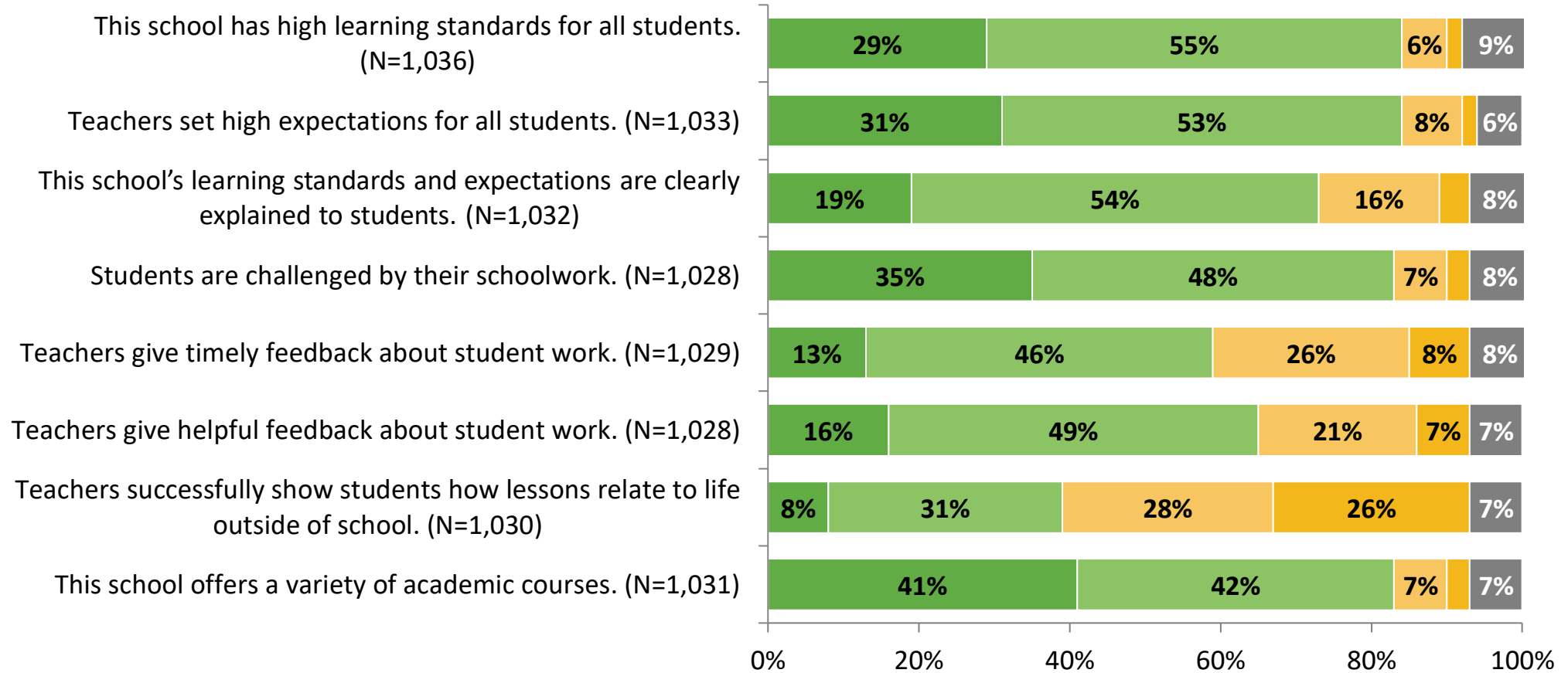
How strongly do you disagree or agree with the following statements?



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

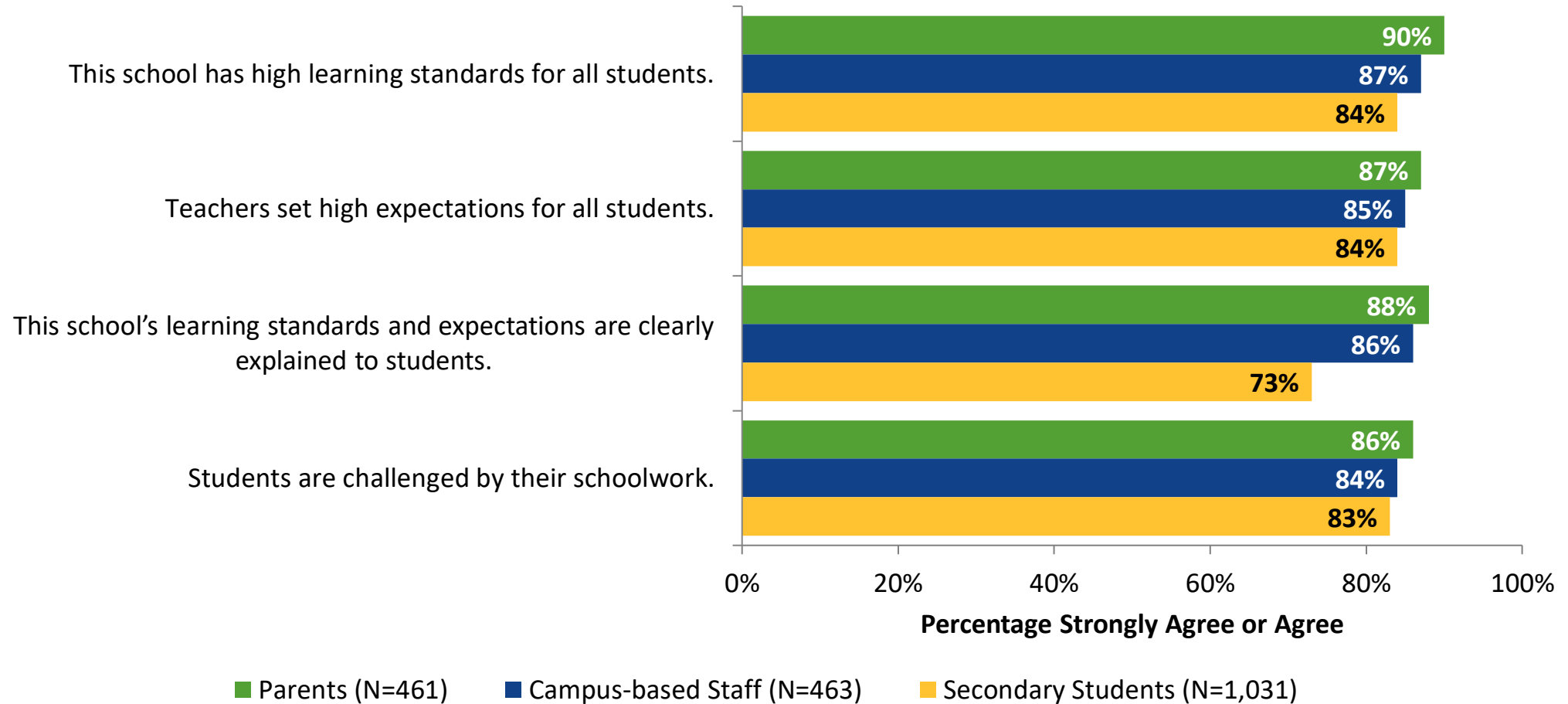
Academic Support

How strongly do you disagree or agree with the following statements?



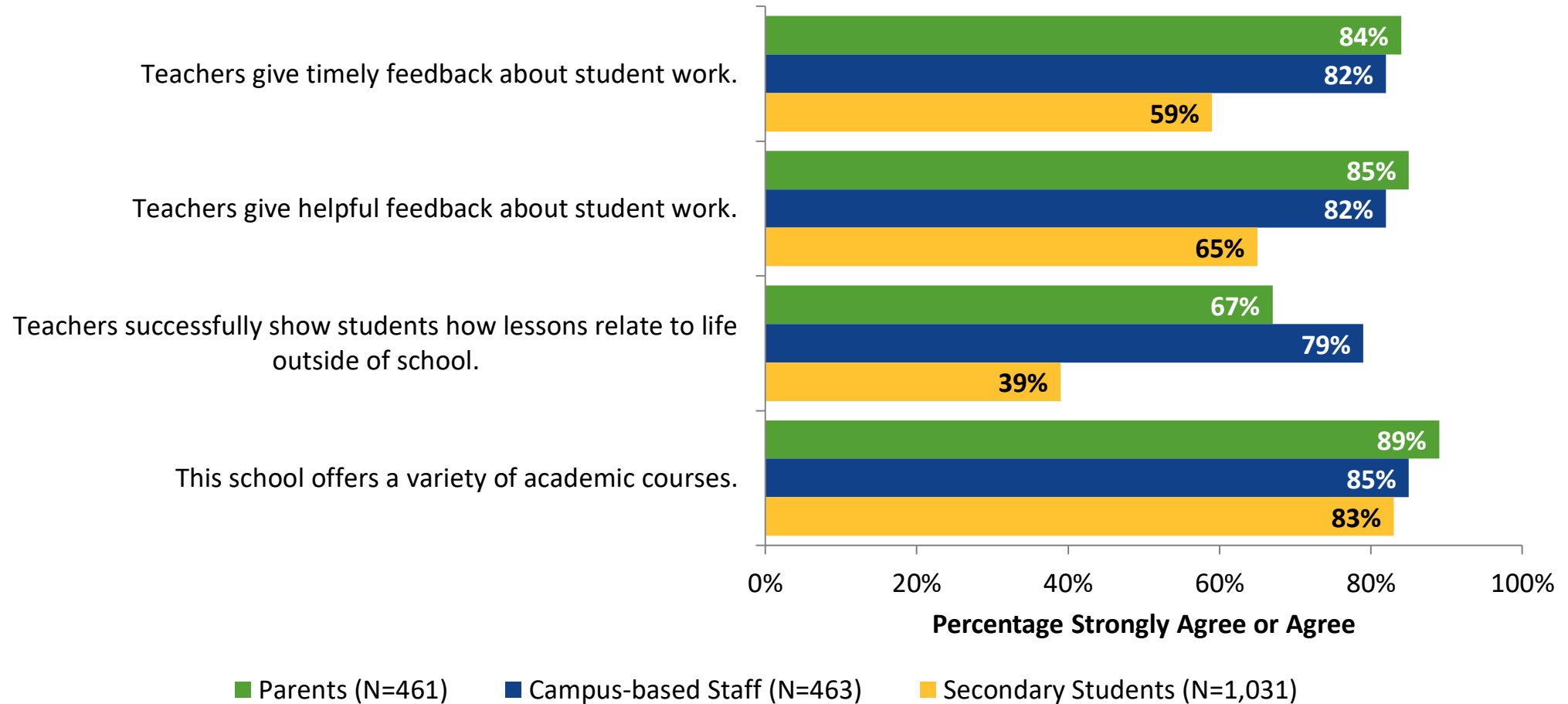
Academic Support: Comparison by Respondent Type

How strongly do you disagree or agree with the following statements?



Academic Support: Comparison by Respondent Type (Continued)

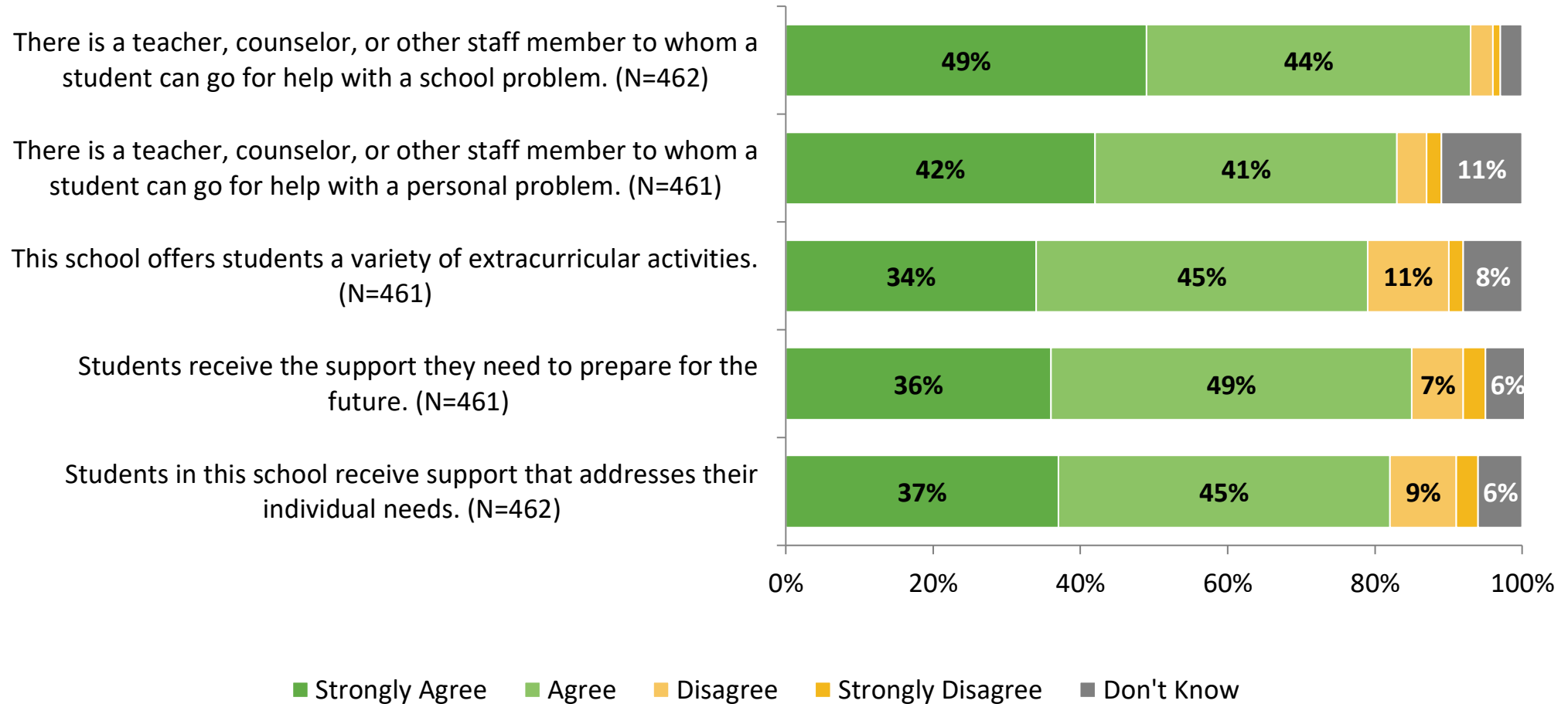
How strongly do you disagree or agree with the following statements?



Student Support

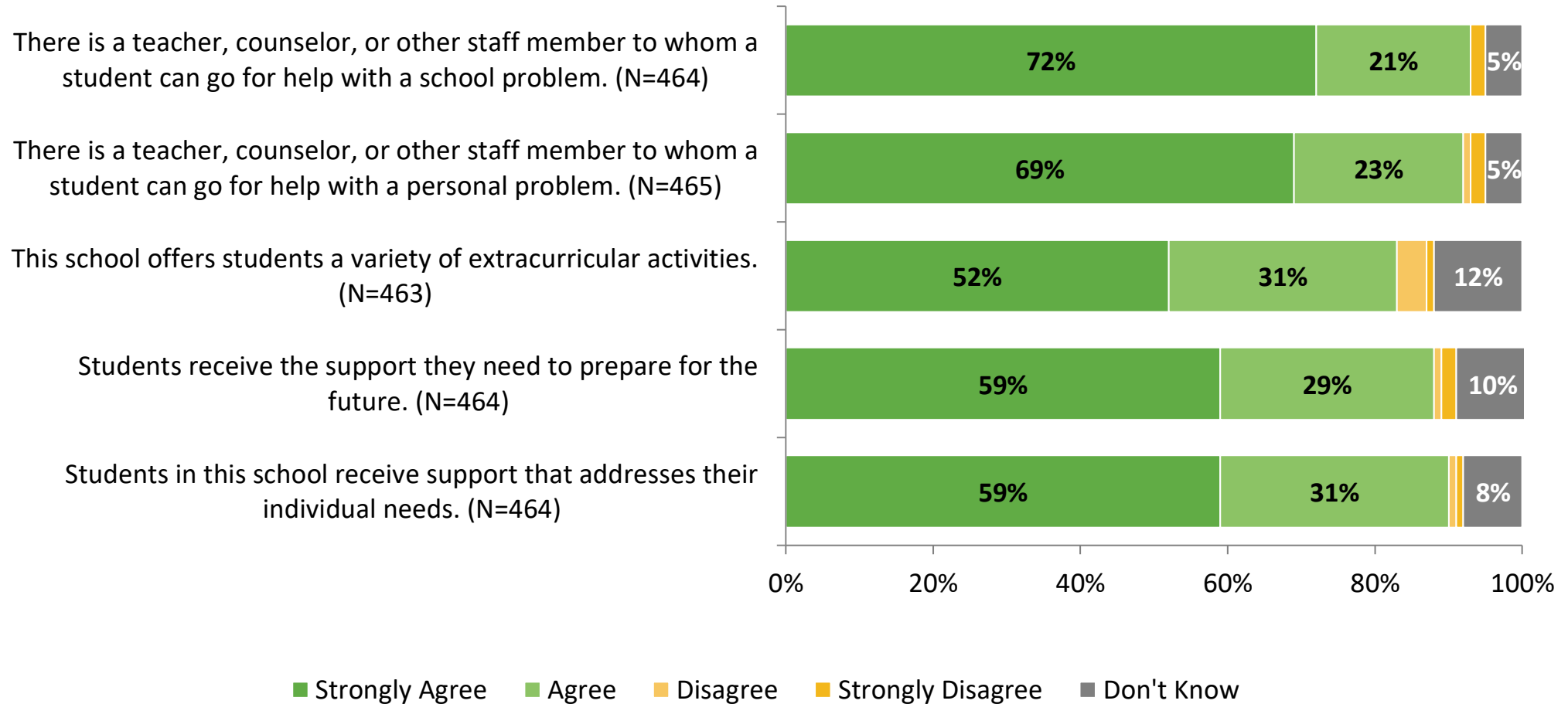
Student Support

How strongly do you disagree or agree with the following statements?



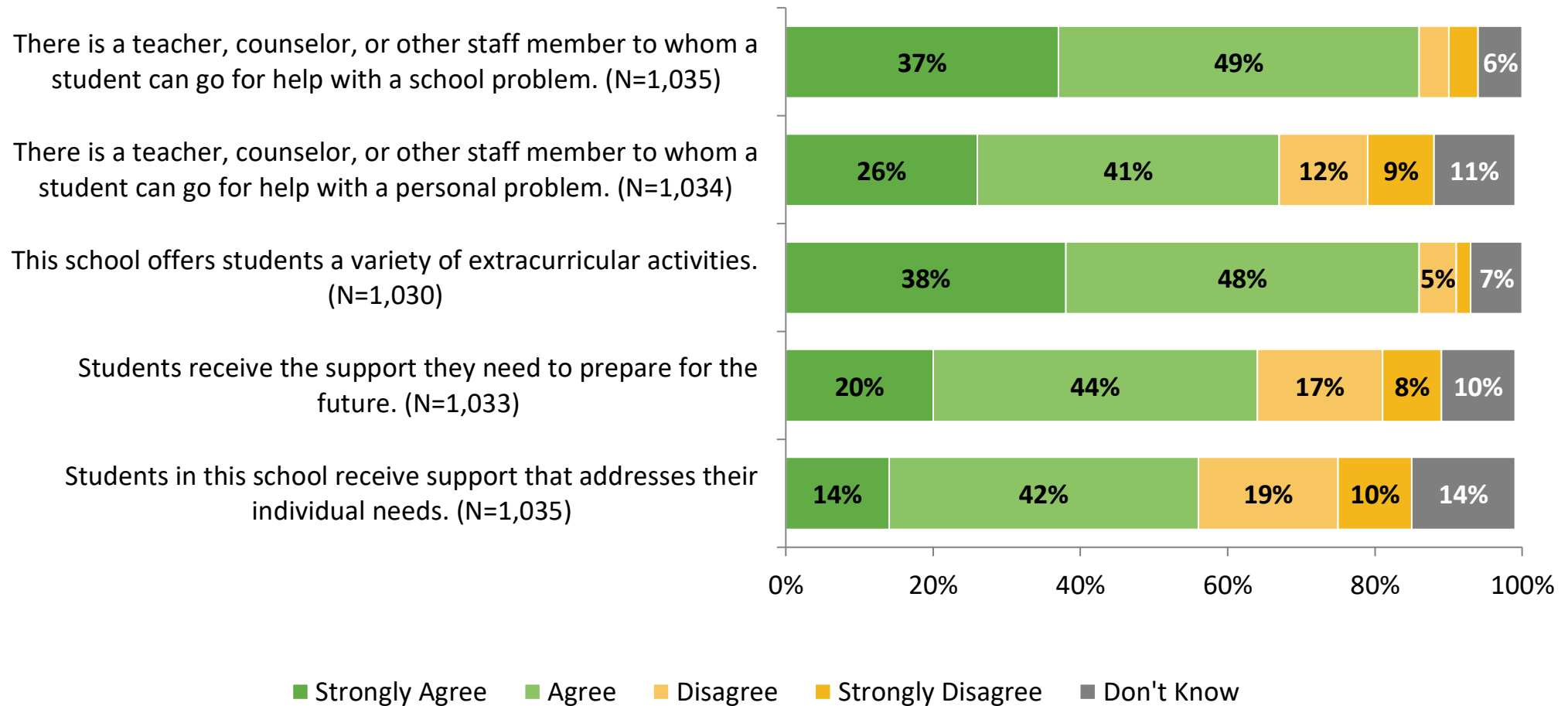
Student Support

How strongly do you disagree or agree with the following statements?



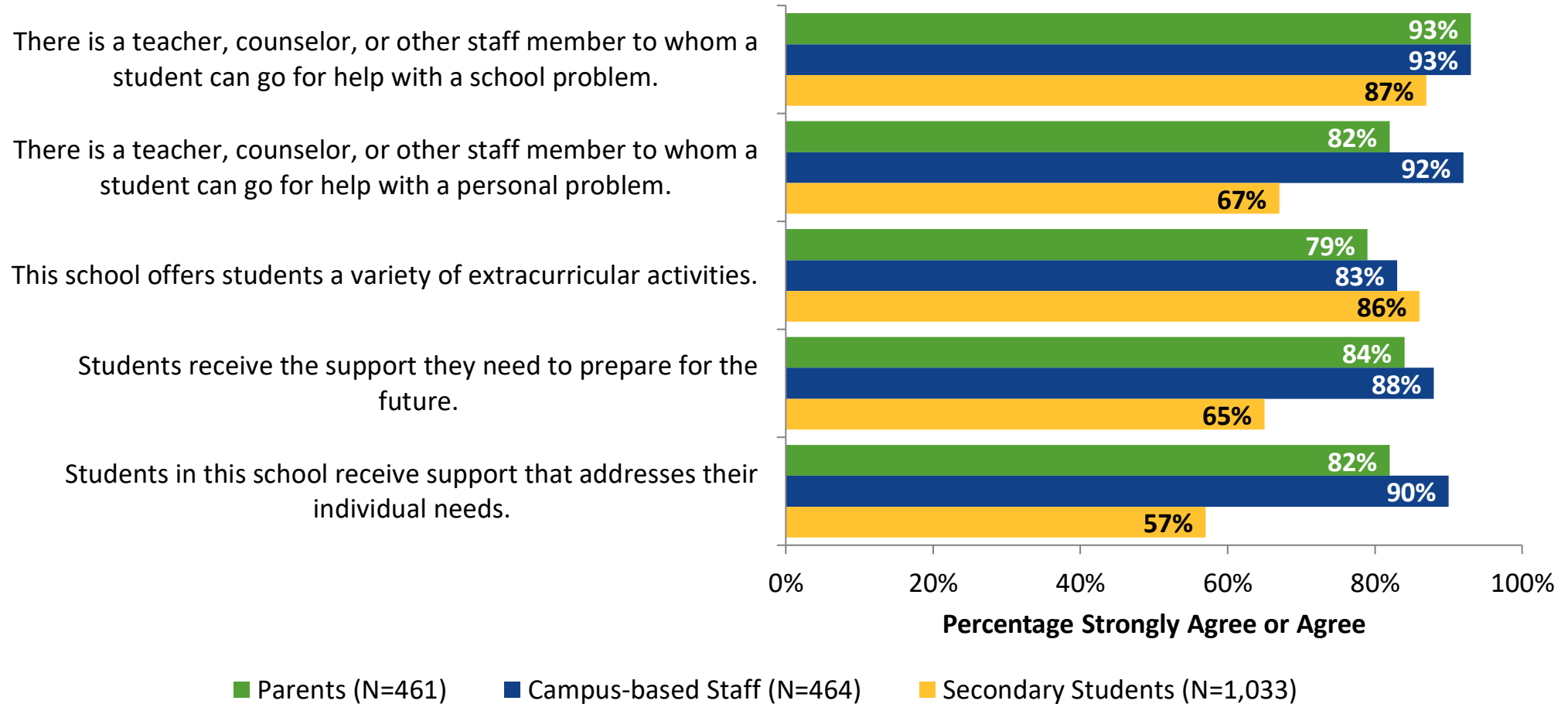
Student Support

How strongly do you disagree or agree with the following statements?



Student Support: Comparison by Respondent Type

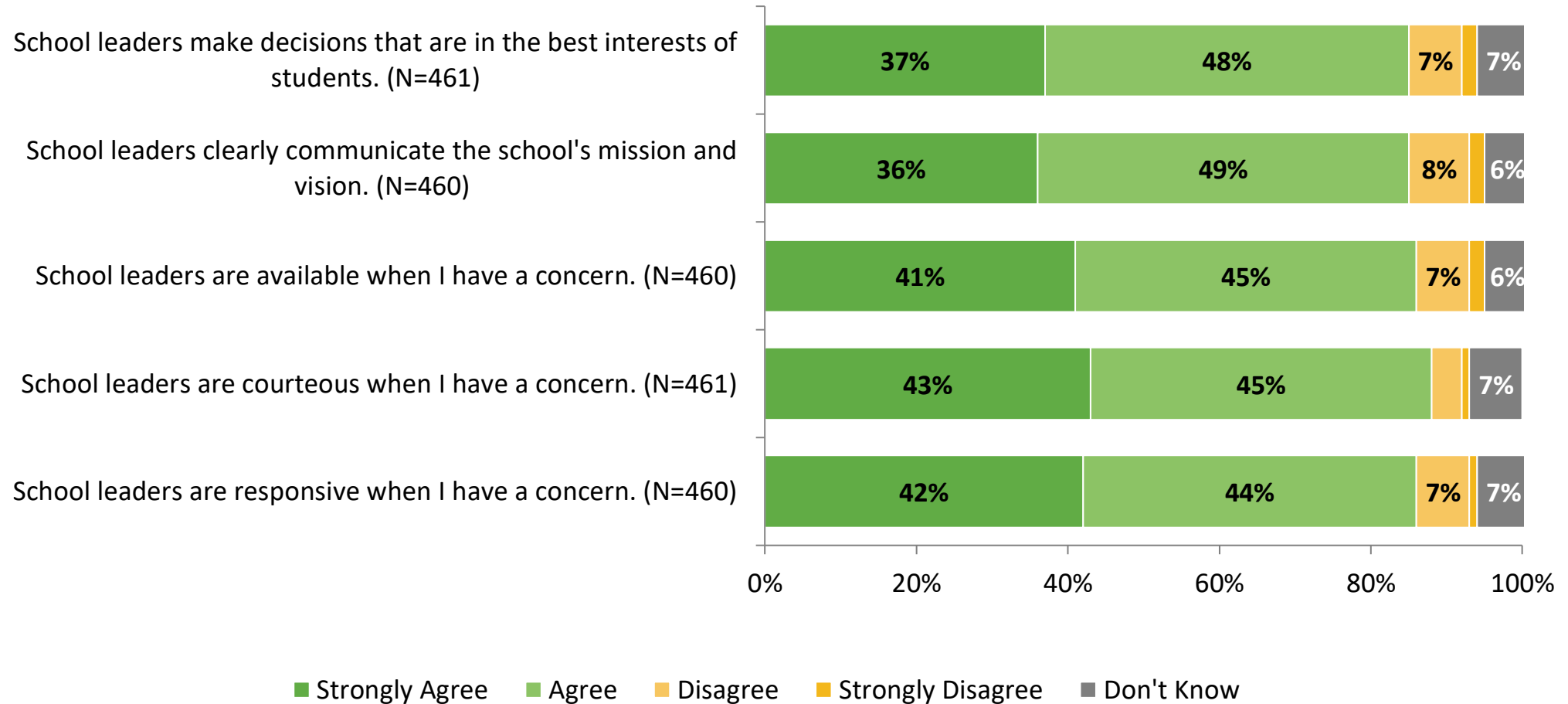
How strongly do you disagree or agree with the following statements?



School Leadership

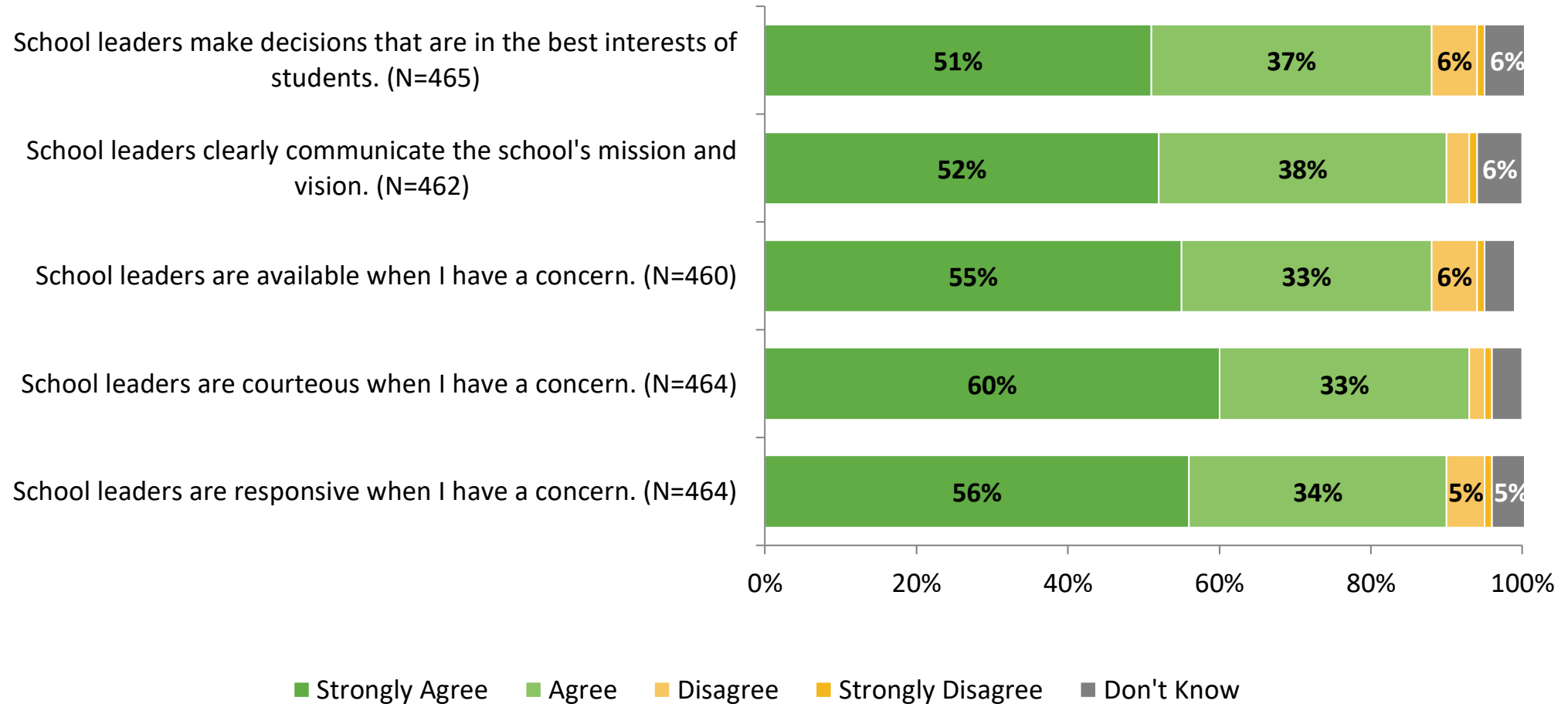
School Leadership

How strongly do you disagree or agree with the following statements?



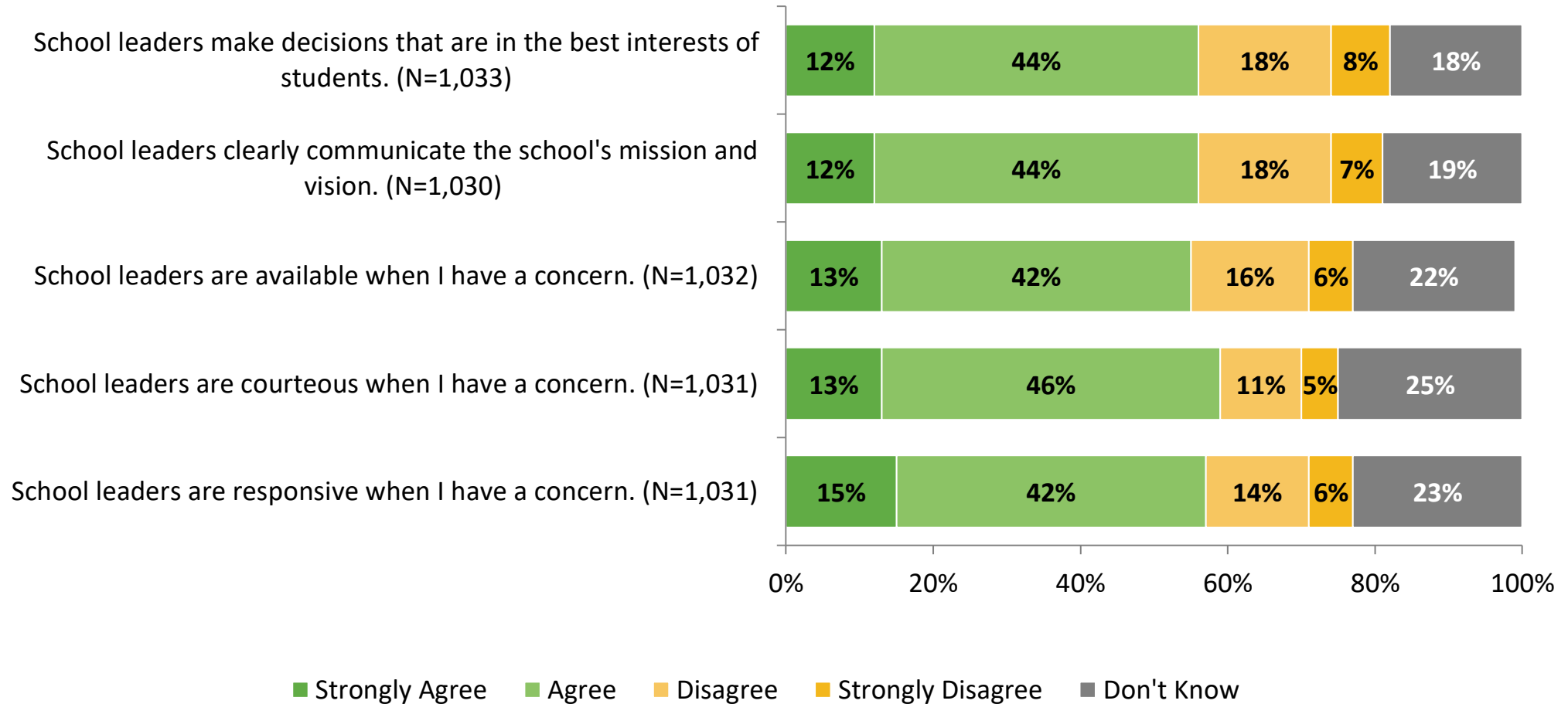
School Leadership

How strongly do you disagree or agree with the following statements?



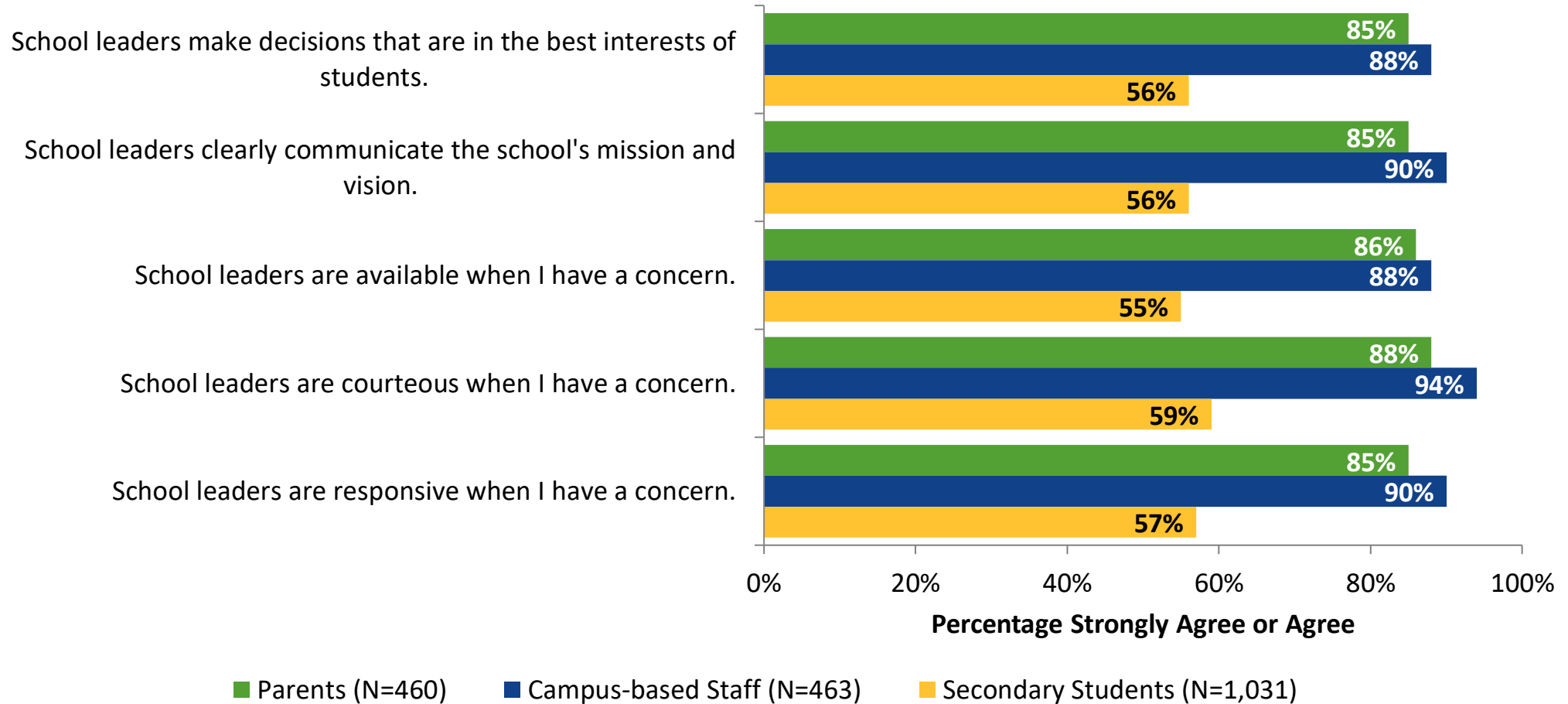
School Leadership

How strongly do you disagree or agree with the following statements?



School Leadership: Comparison by Respondent Type

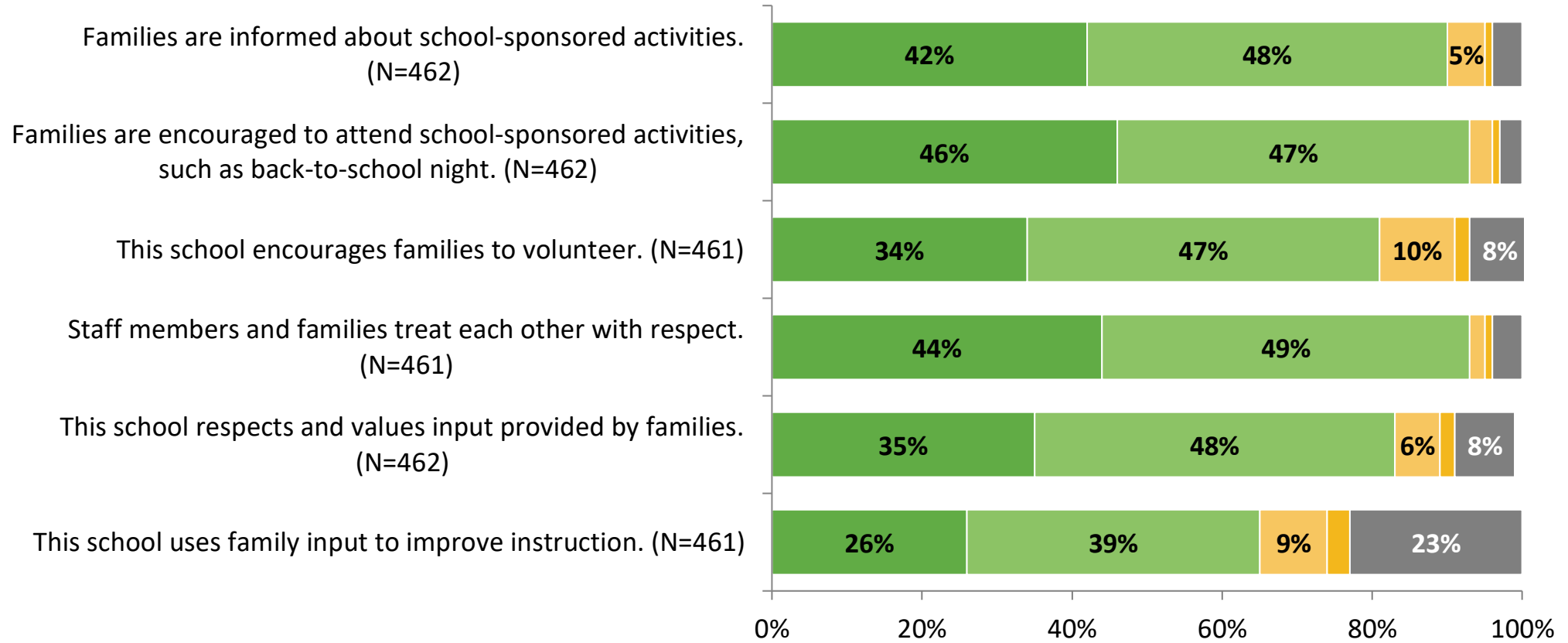
How strongly do you disagree or agree with the following statements?



Family Involvement

Family Involvement

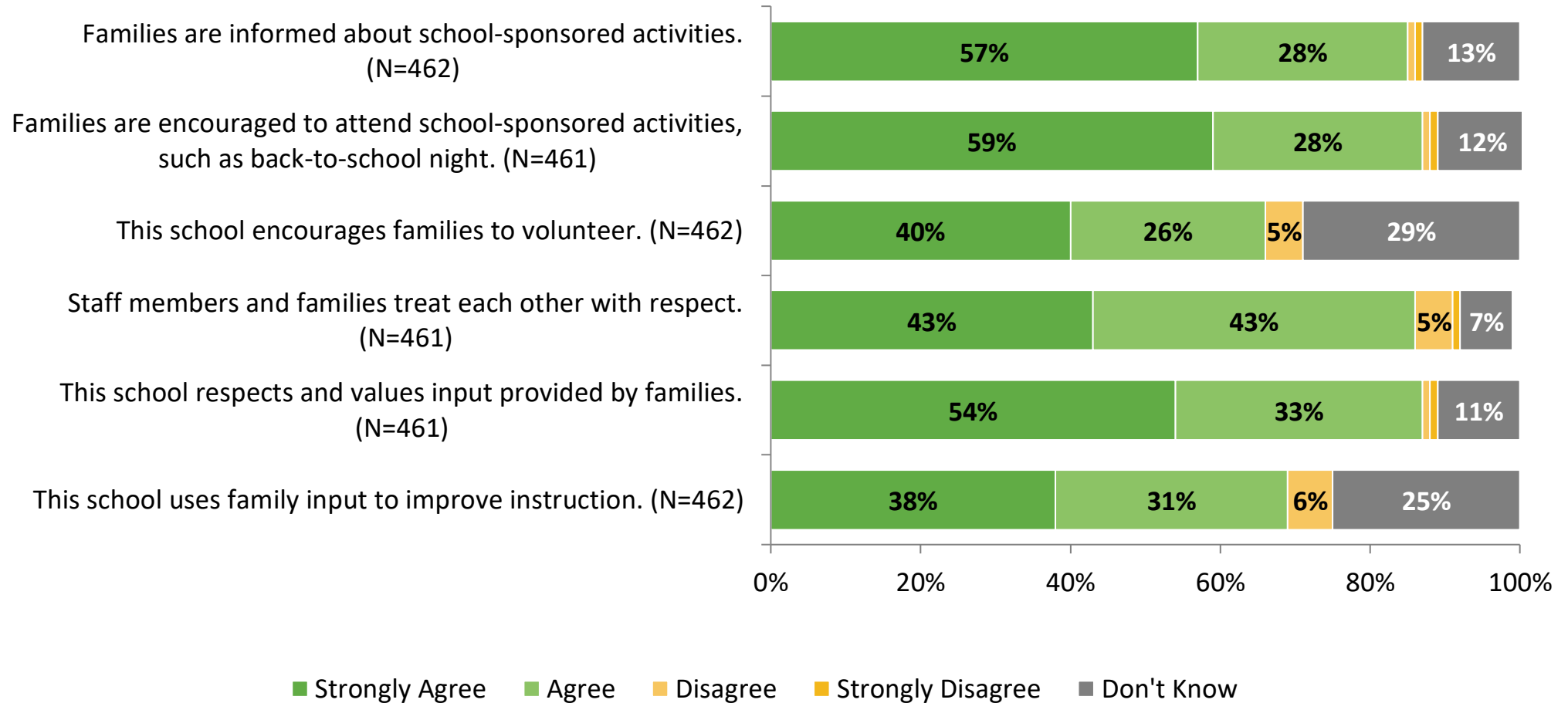
How strongly do you disagree or agree with the following statements?



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Don't Know

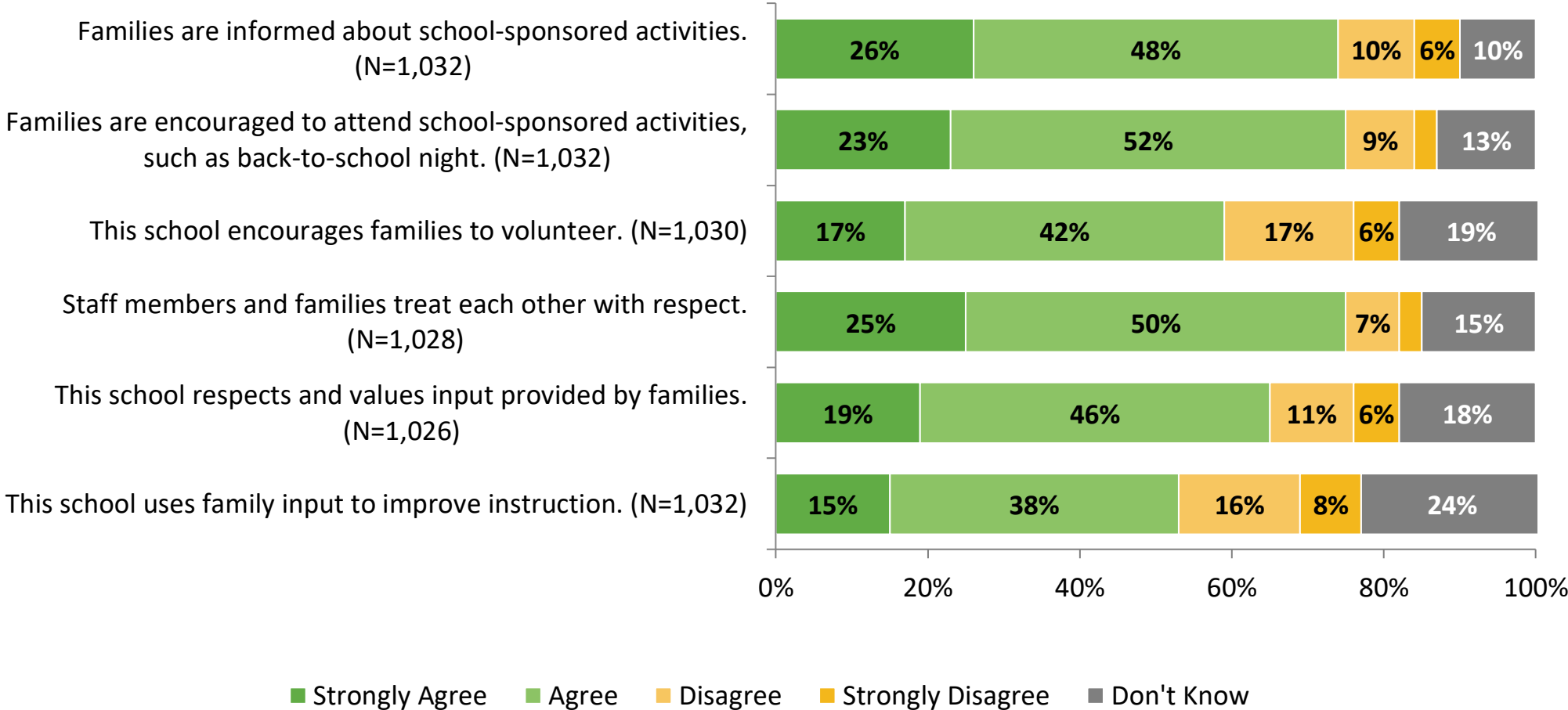
Family Involvement

How strongly do you disagree or agree with the following statements?



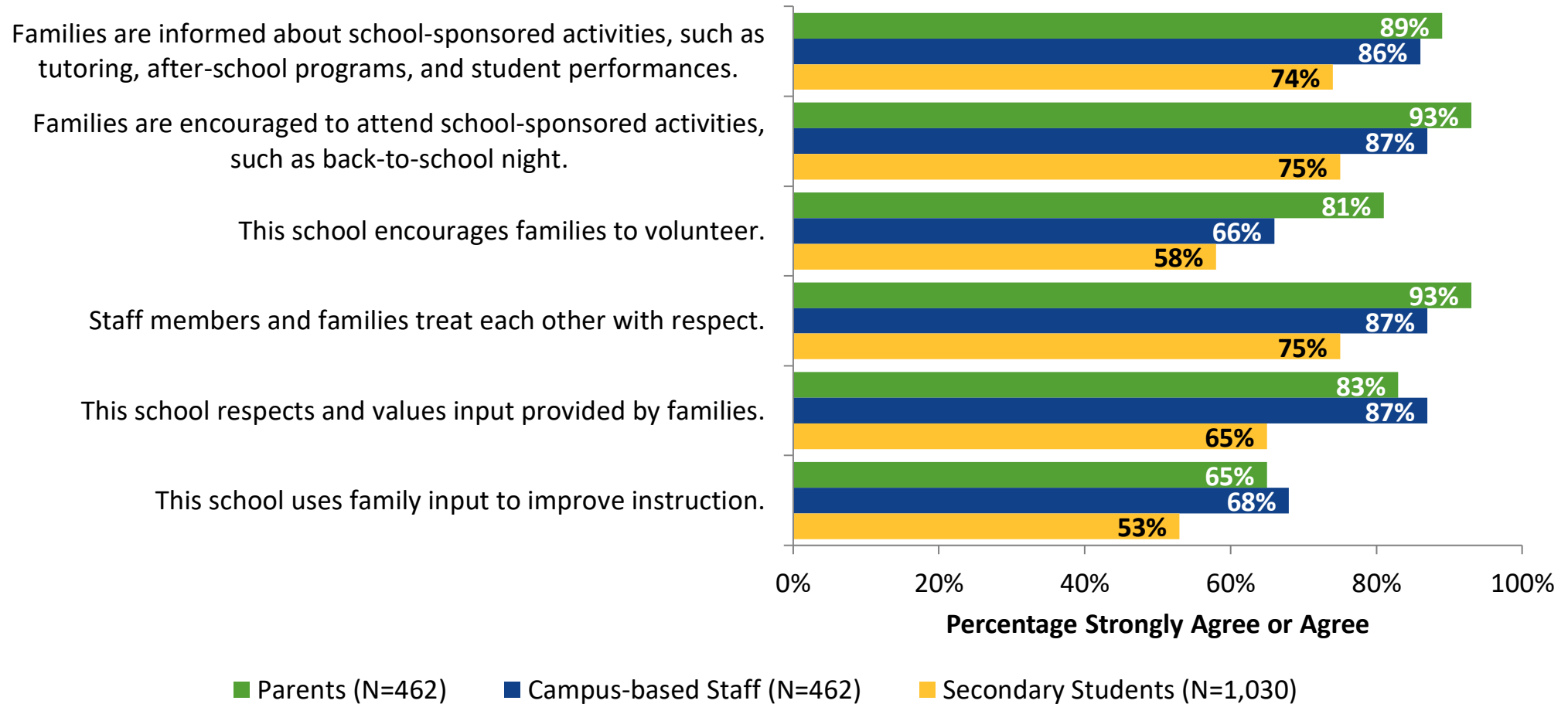
Family Involvement

How strongly do you disagree or agree with the following statements?



Family Involvement: Comparison by Respondent Type

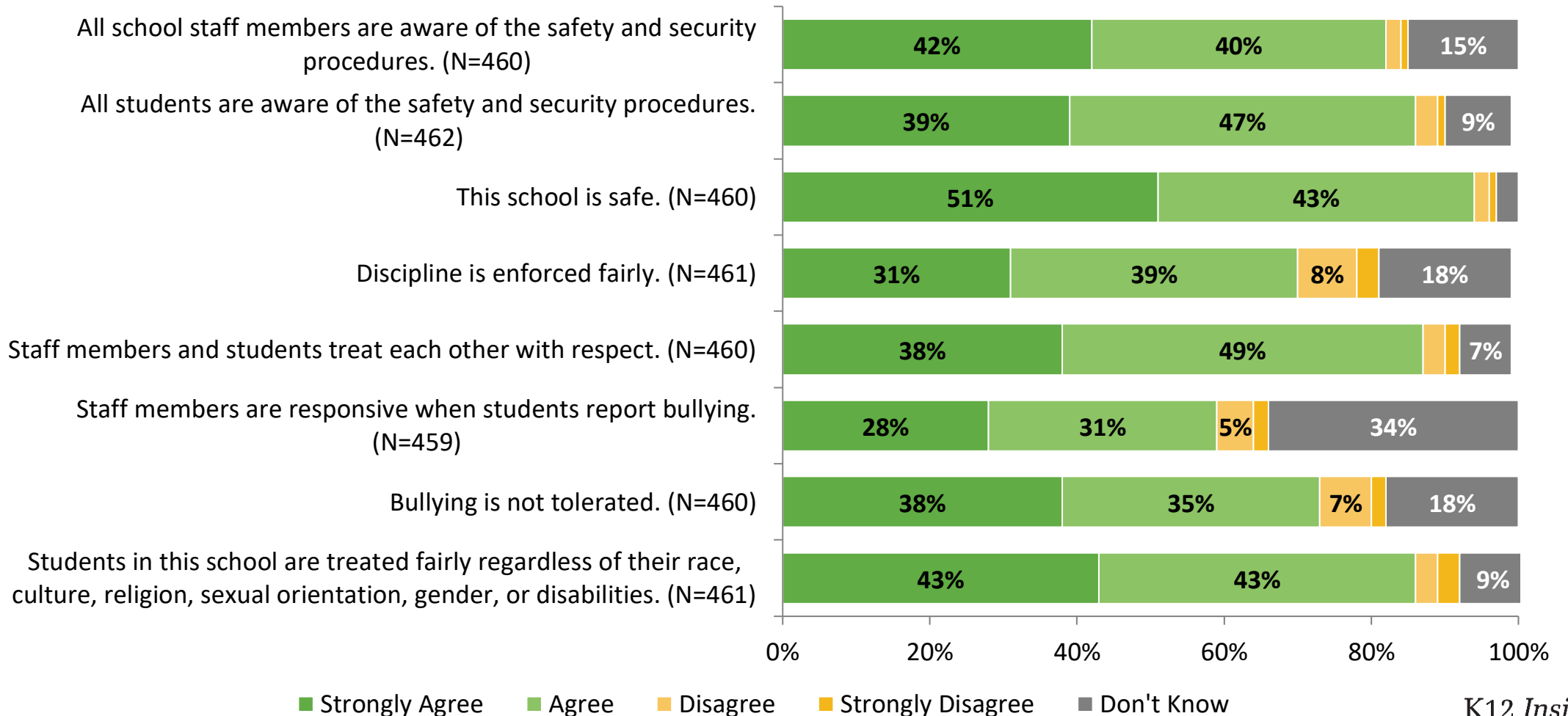
How strongly do you disagree or agree with the following statements?



Safety and Behavior

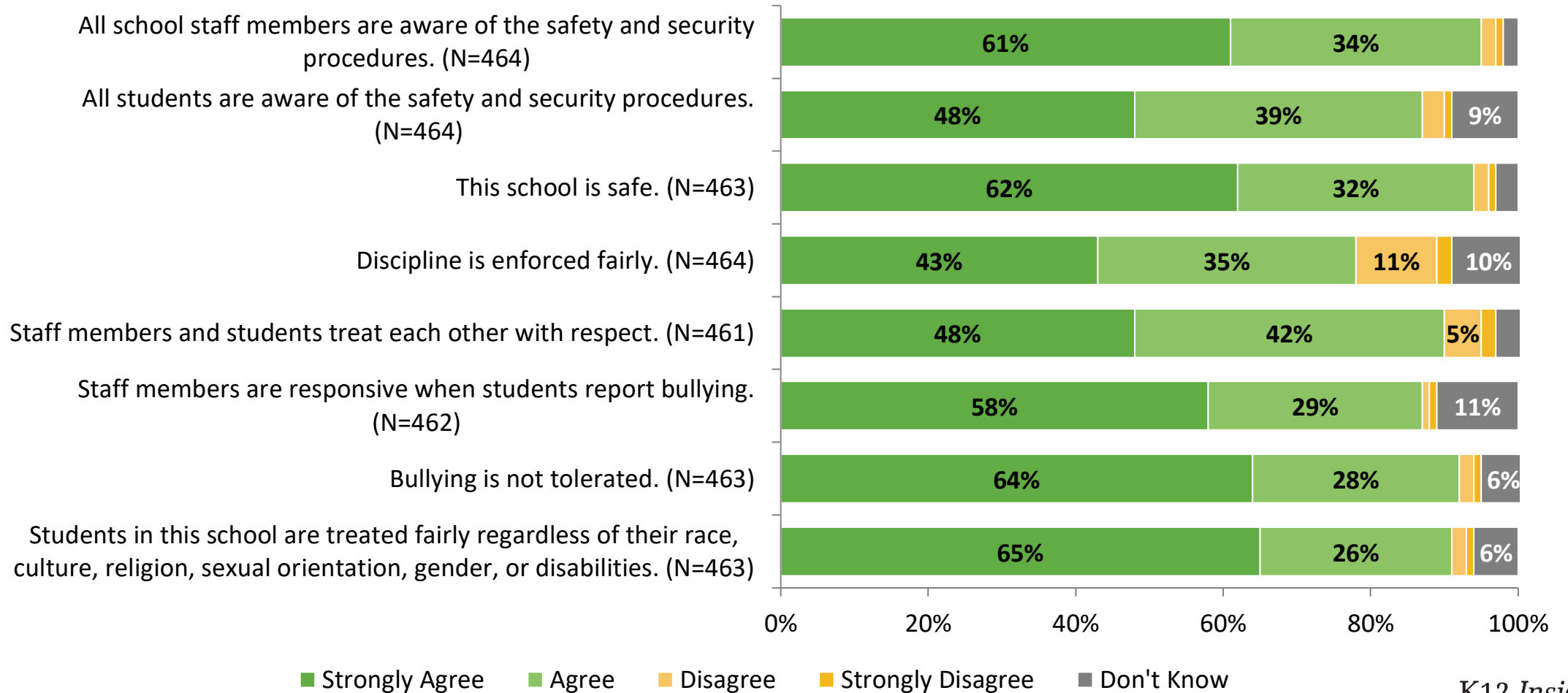
Safety and Behavior

How strongly do you disagree or agree with the following statements?



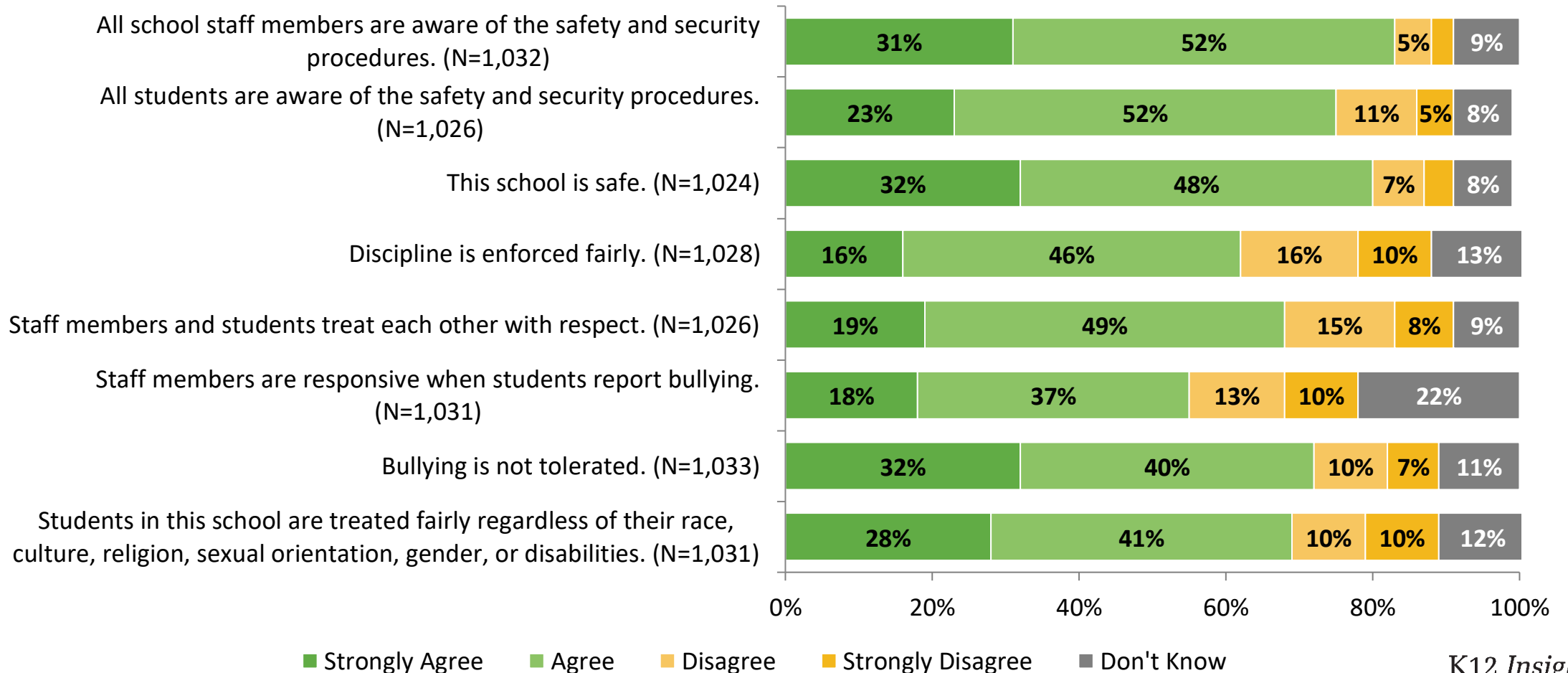
Safety and Behavior

How strongly do you disagree or agree with the following statements?



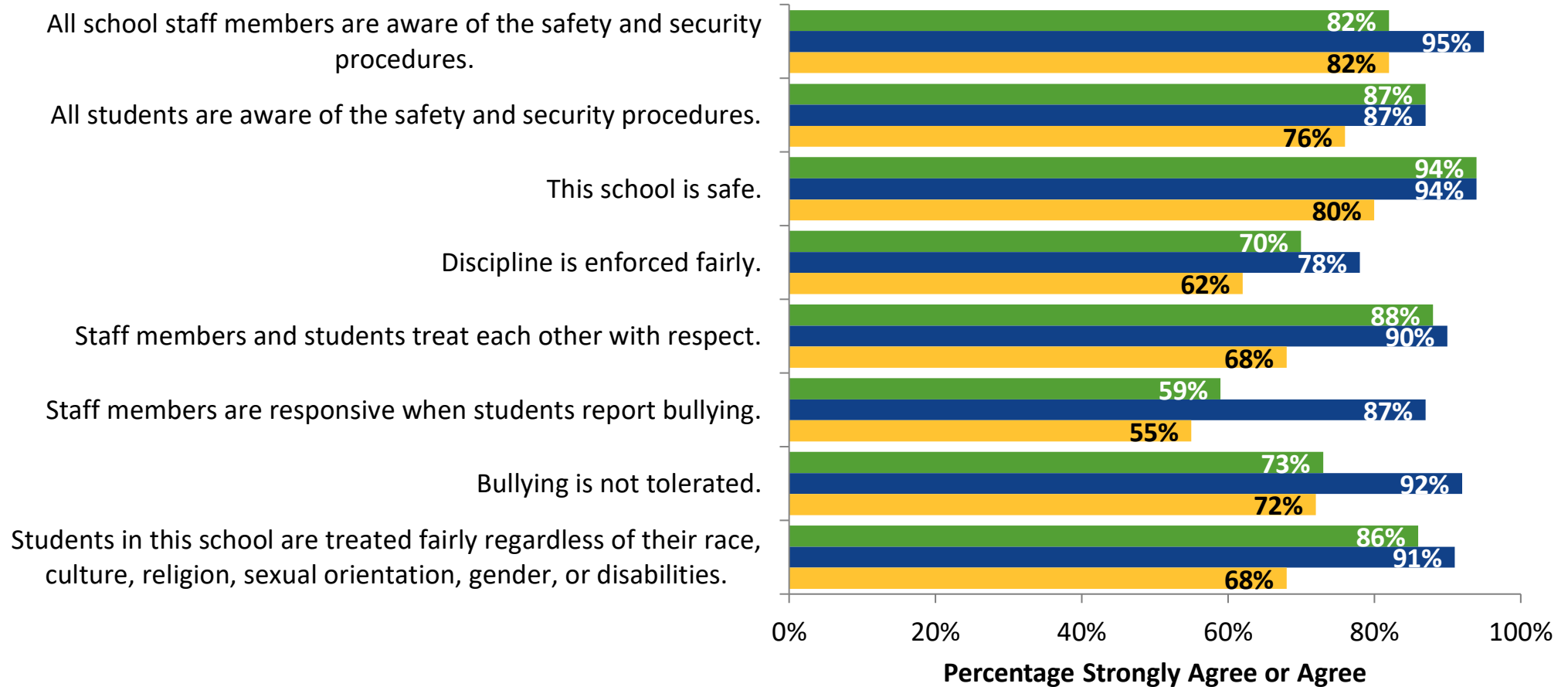
Safety and Behavior

How strongly do you disagree or agree with the following statements?



Safety and Behavior: Comparison by Respondent Type

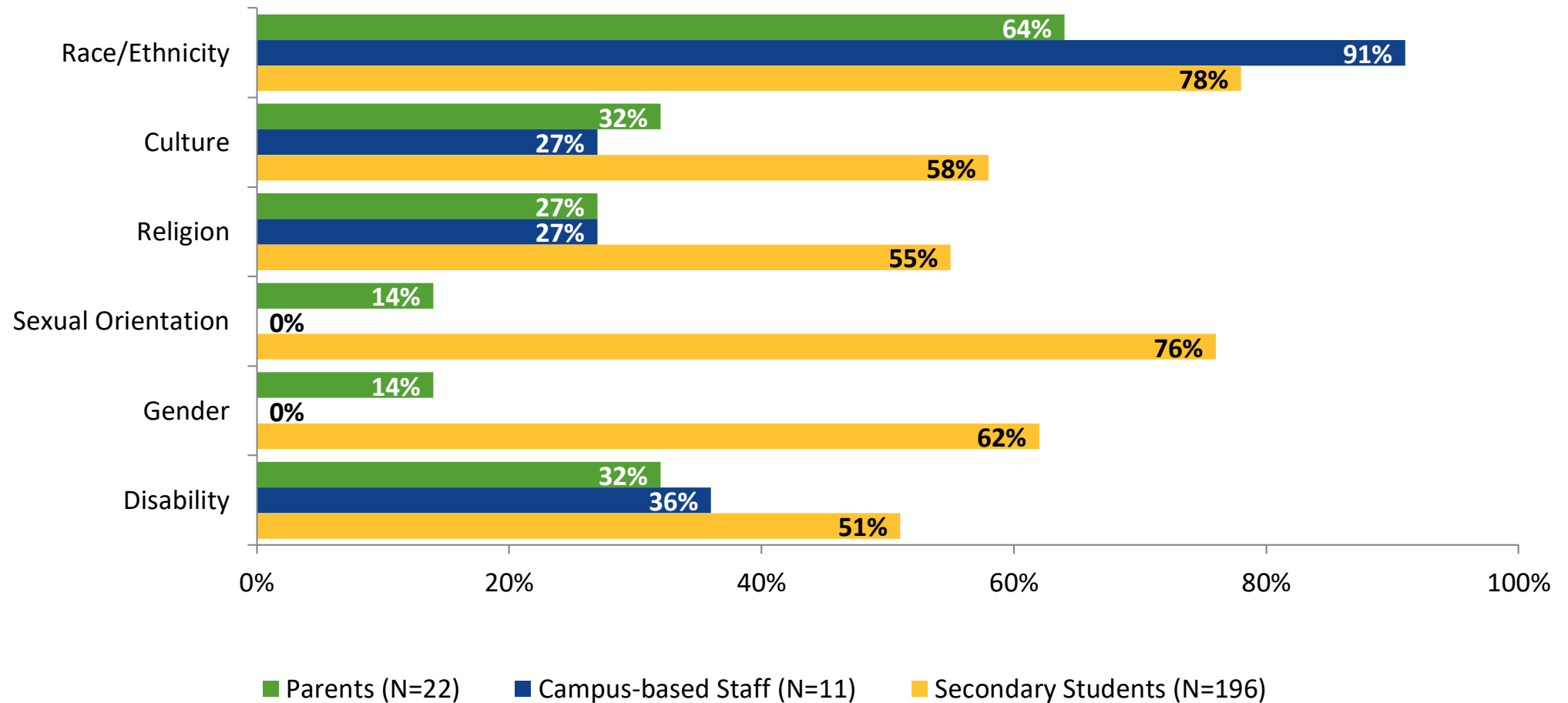
How strongly do you disagree or agree with the following statements?



■ Parents (N=460) ■ Campus-based Staff (N=463) ■ Secondary Students (N=1,029)

Perceptions of Unfair Treatment: Comparison by Respondent Type

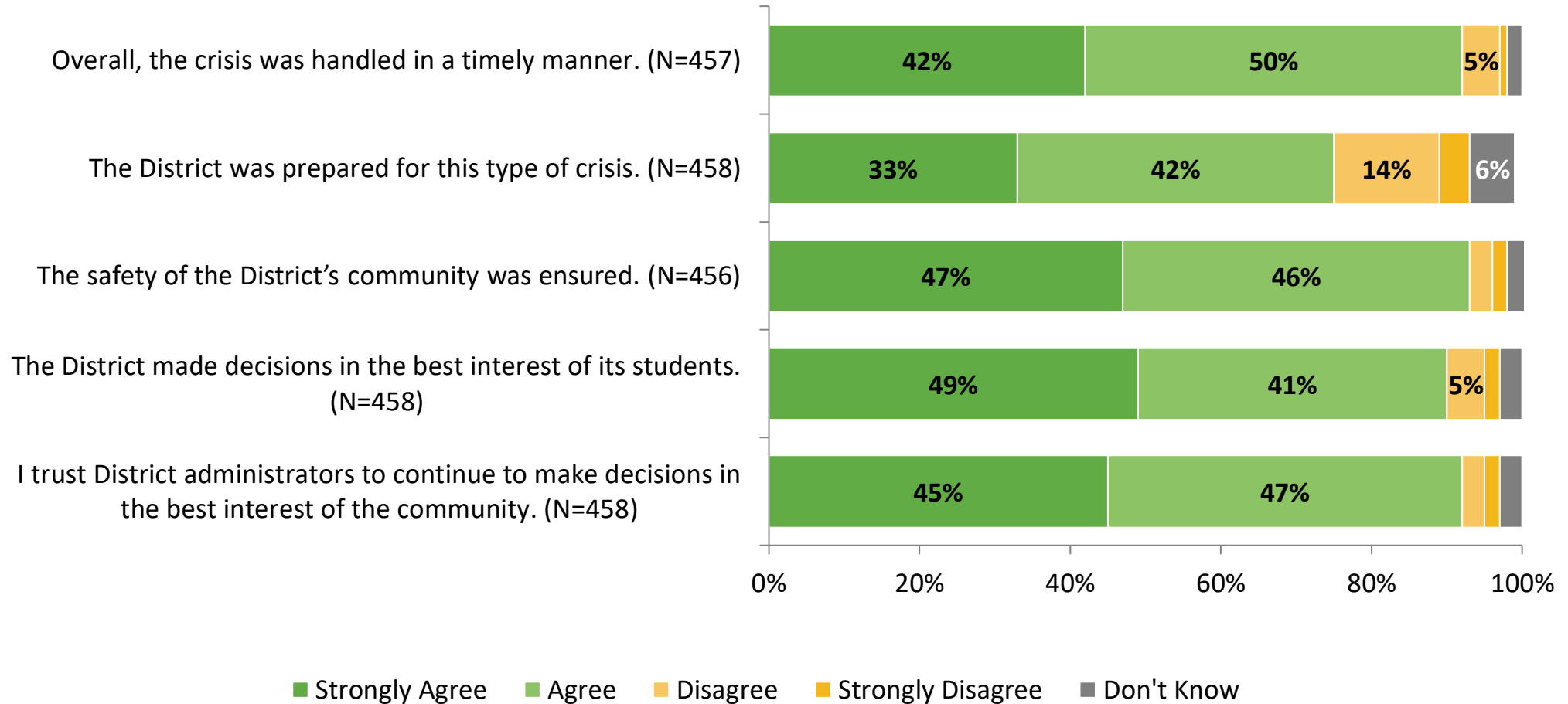
For which of the following are students treated unfairly?



Perceptions of Crisis Management

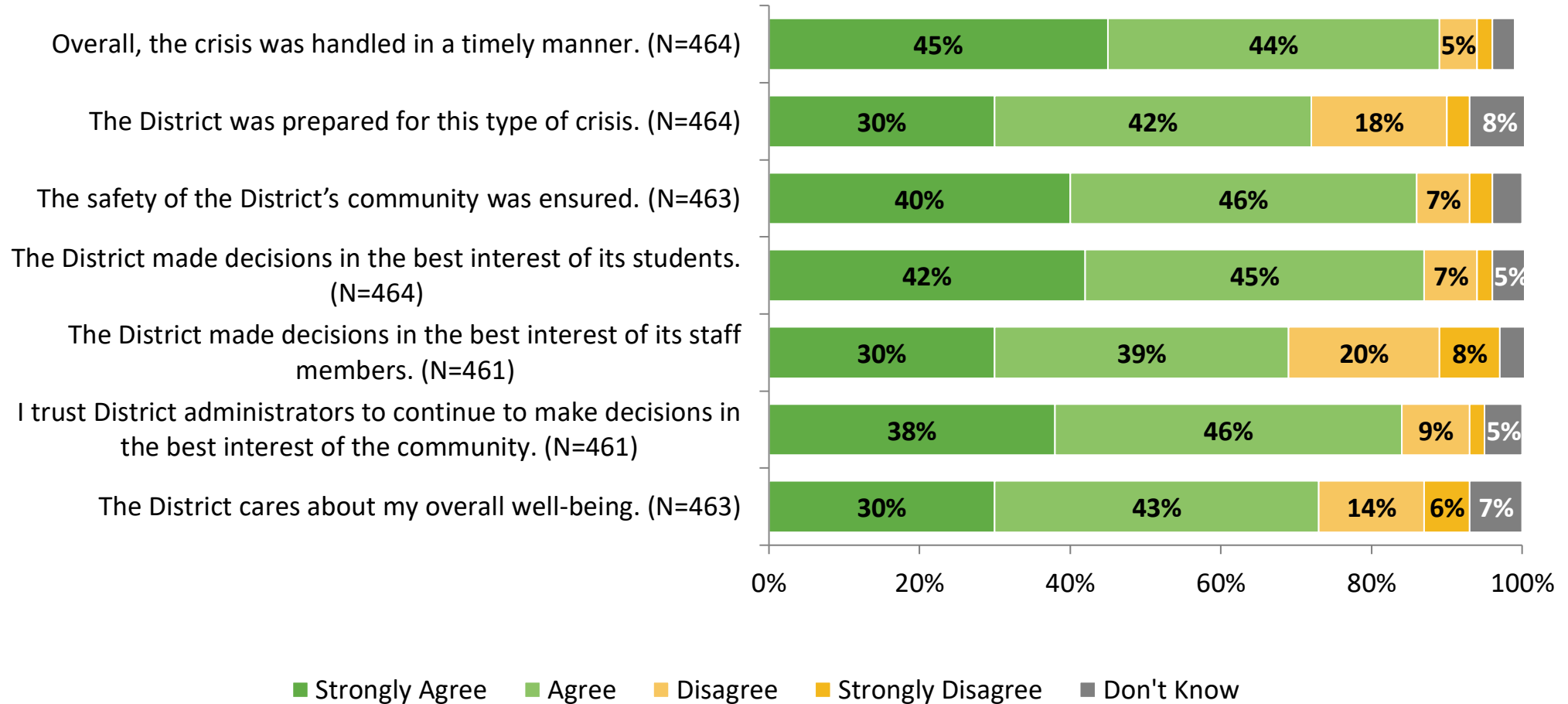
Crisis Management

How strongly do you agree or disagree with the following statements?



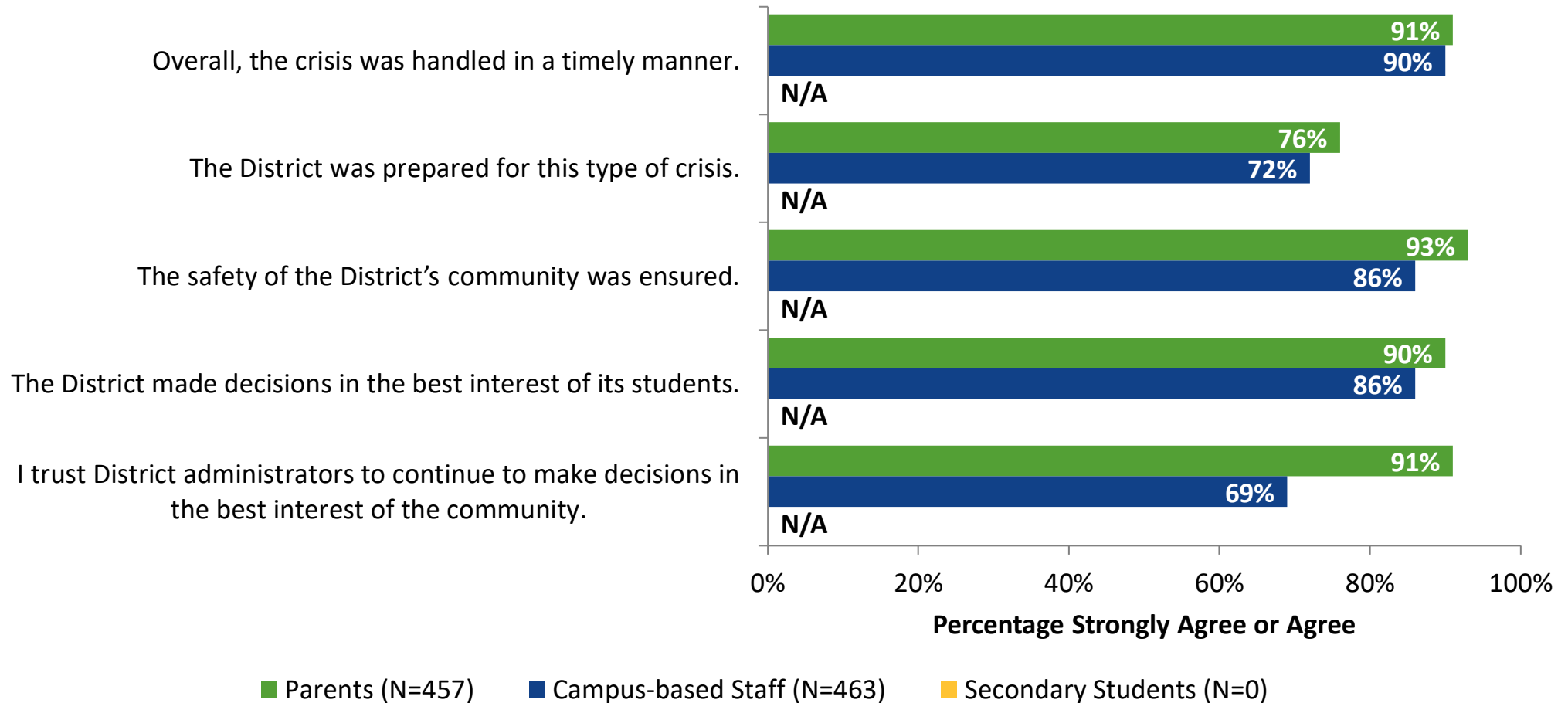
Crisis Management

How strongly do you agree or disagree with the following statements?



Crisis Management: Comparison by Respondent Type

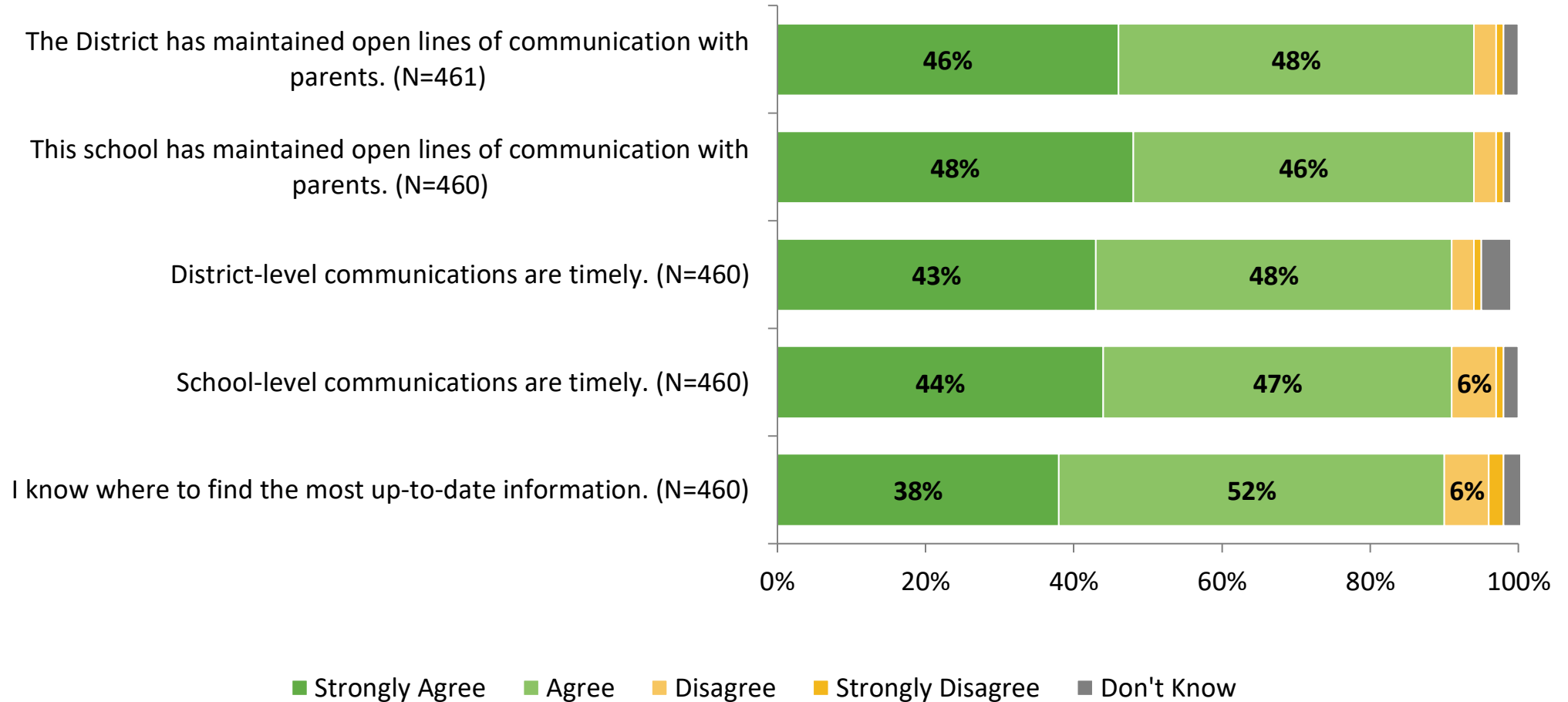
How strongly do you agree or disagree with the following statements?



Communication

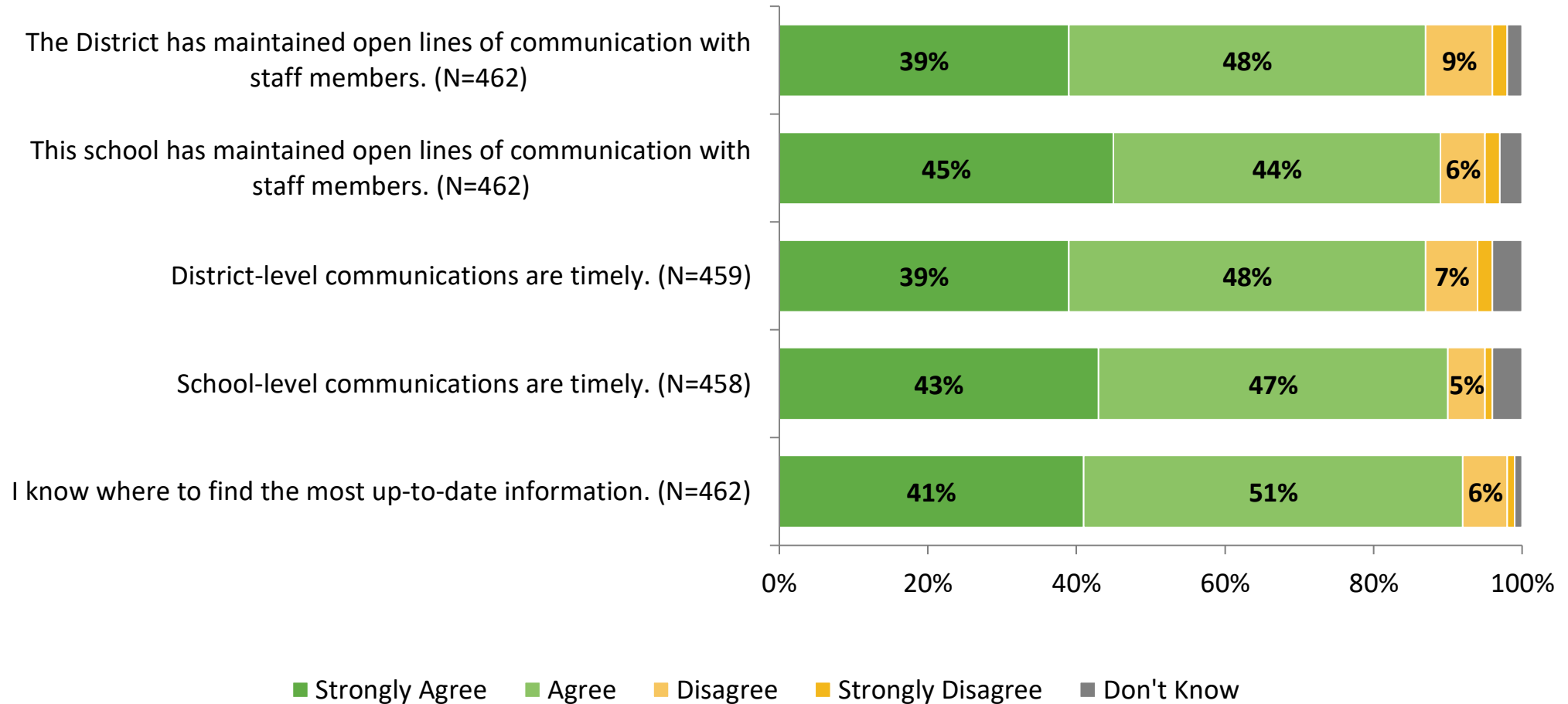
Communication

How strongly do you agree or disagree with the following statements?



Communication

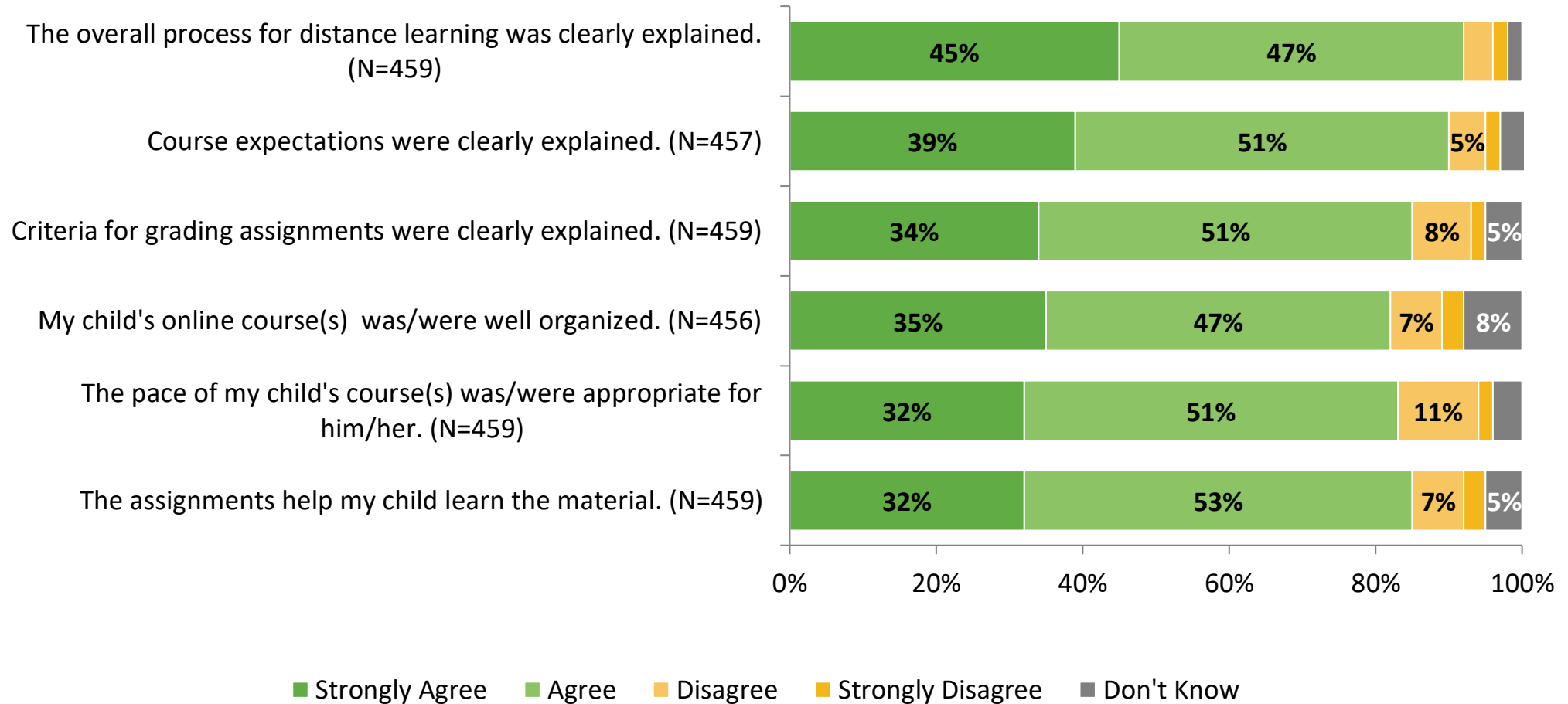
How strongly do you agree or disagree with the following statements?



Preparation for Remote Learning

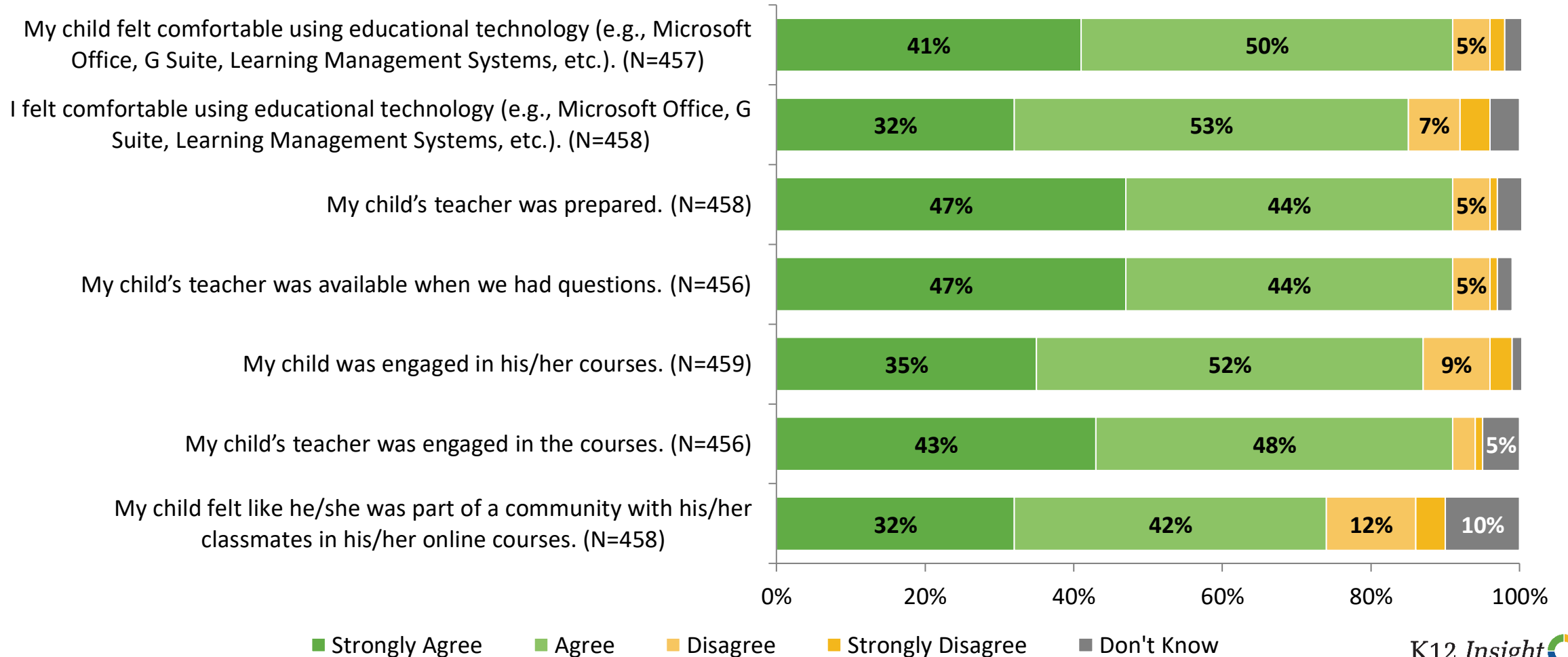
Overall Preparation for Remote Learning

How strongly do you agree or disagree with the following statements?



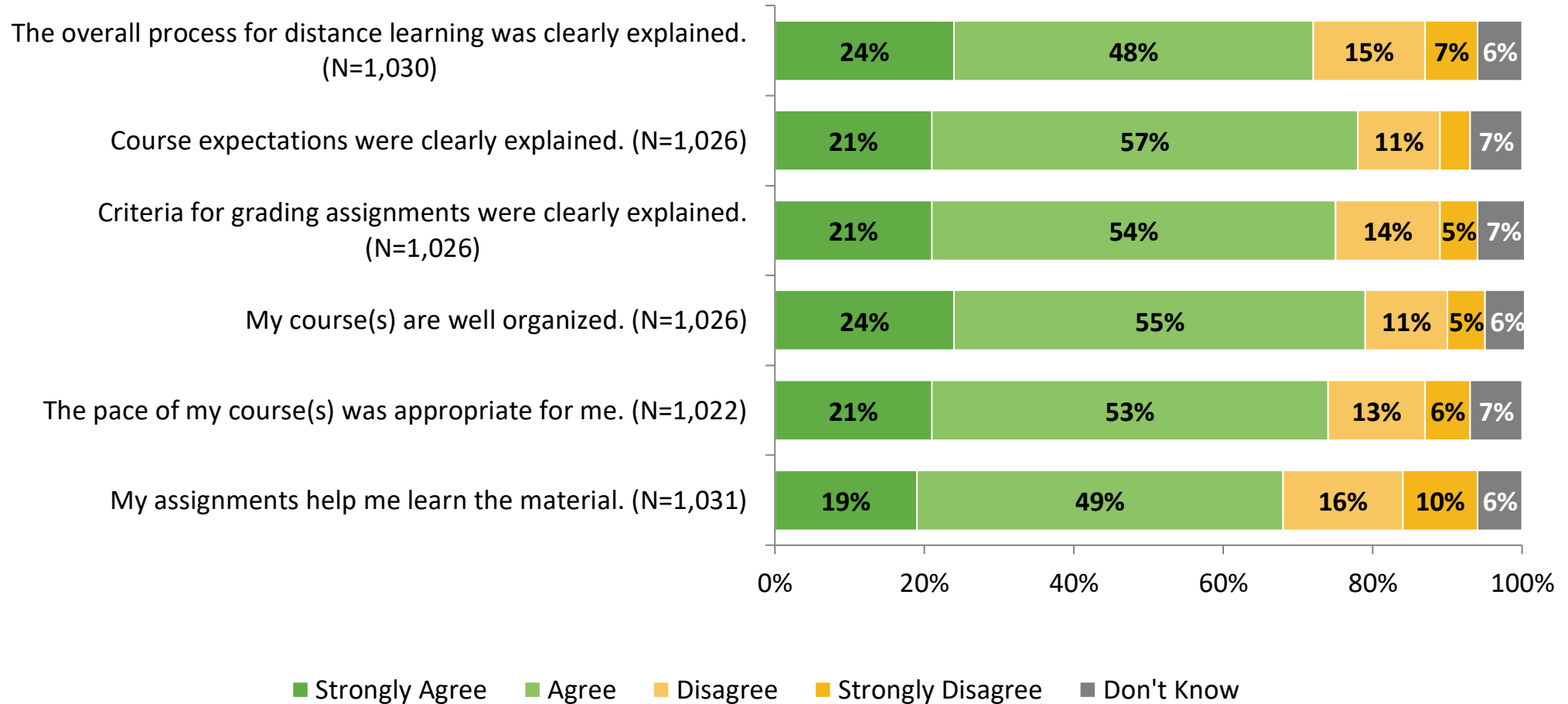
Overall Preparation for Remote Learning (Continued)

How strongly do you agree or disagree with the following statements?



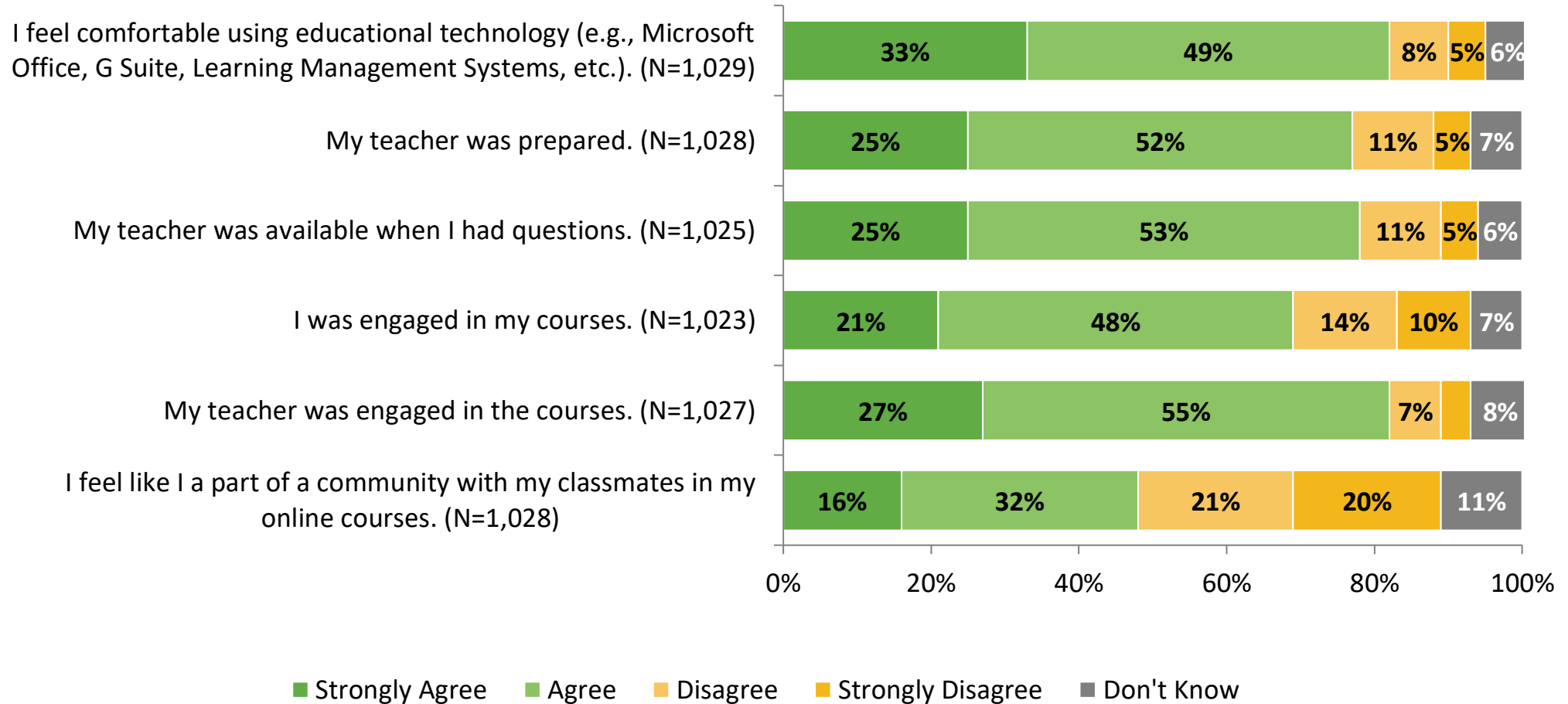
Overall Preparation for Remote Learning

How strongly do you agree or disagree with the following statements?



Overall Preparation for Remote Learning

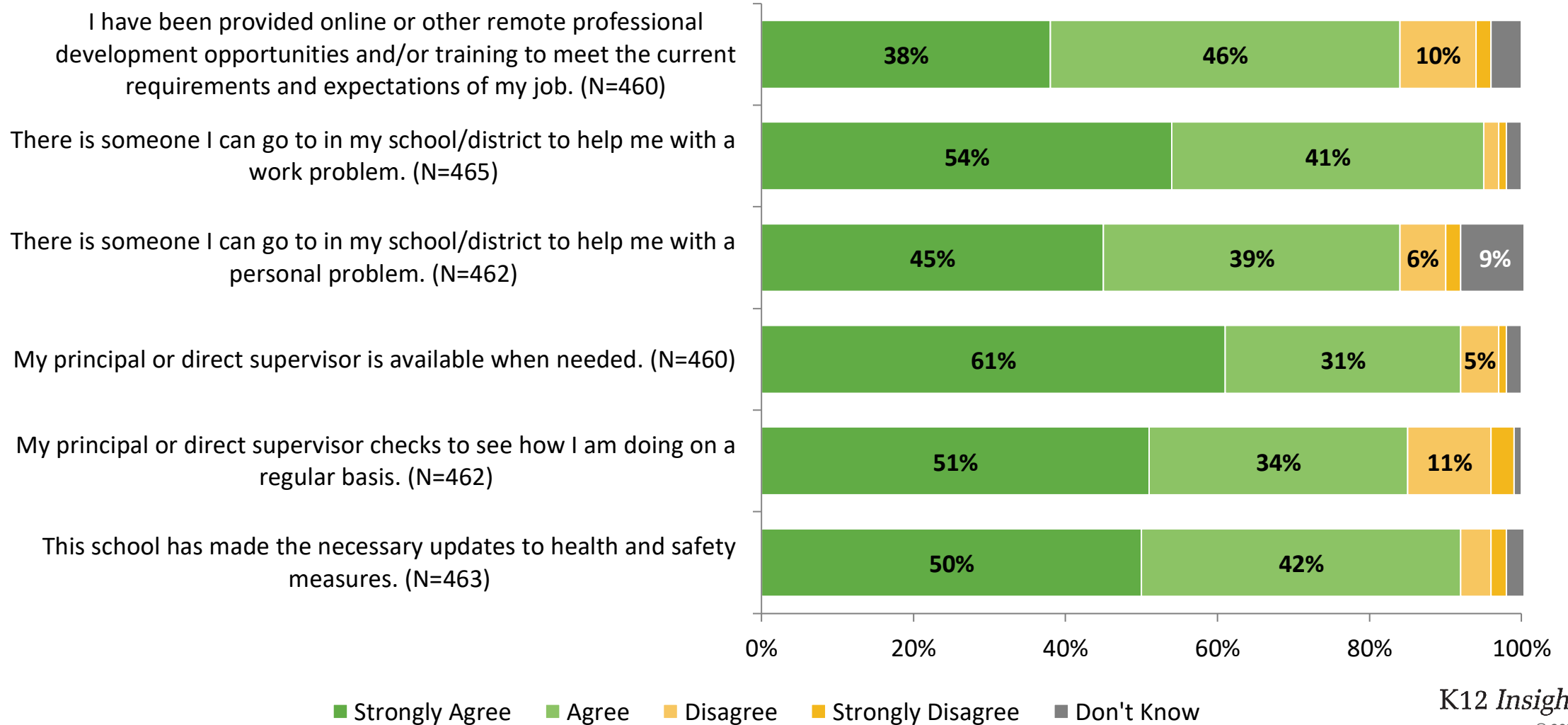
How strongly do you agree or disagree with the following statements?



Staff Support

Staff Support

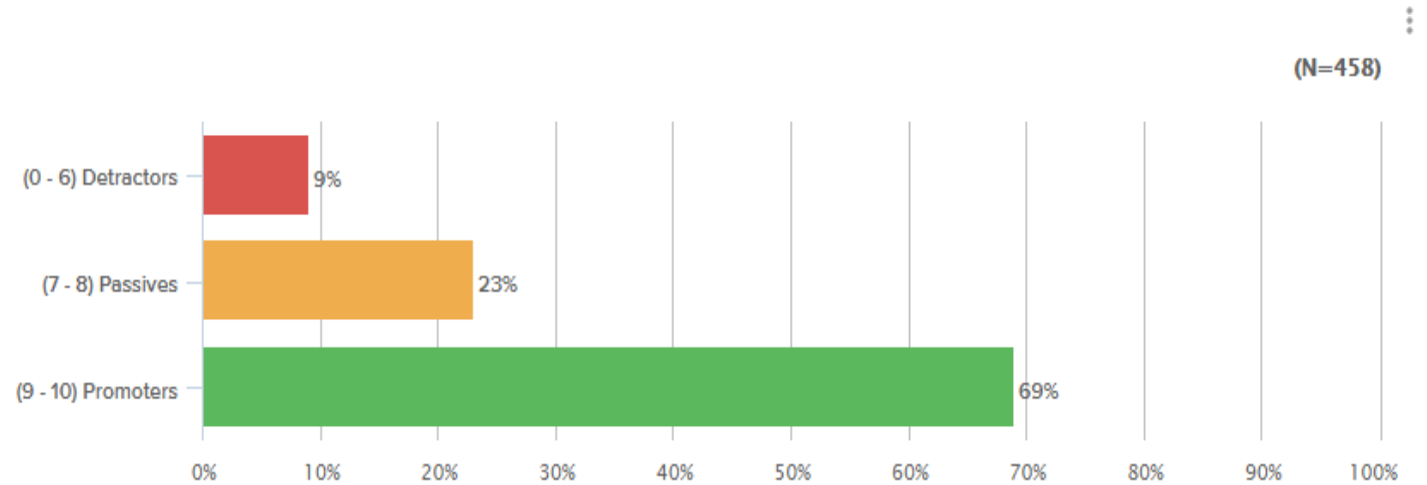
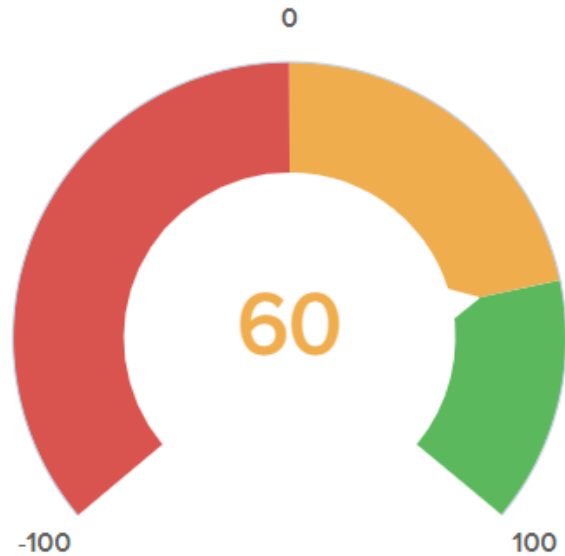
How strongly do you agree or disagree with the following statements?



Net Promoter Scores

Net Promoter - School

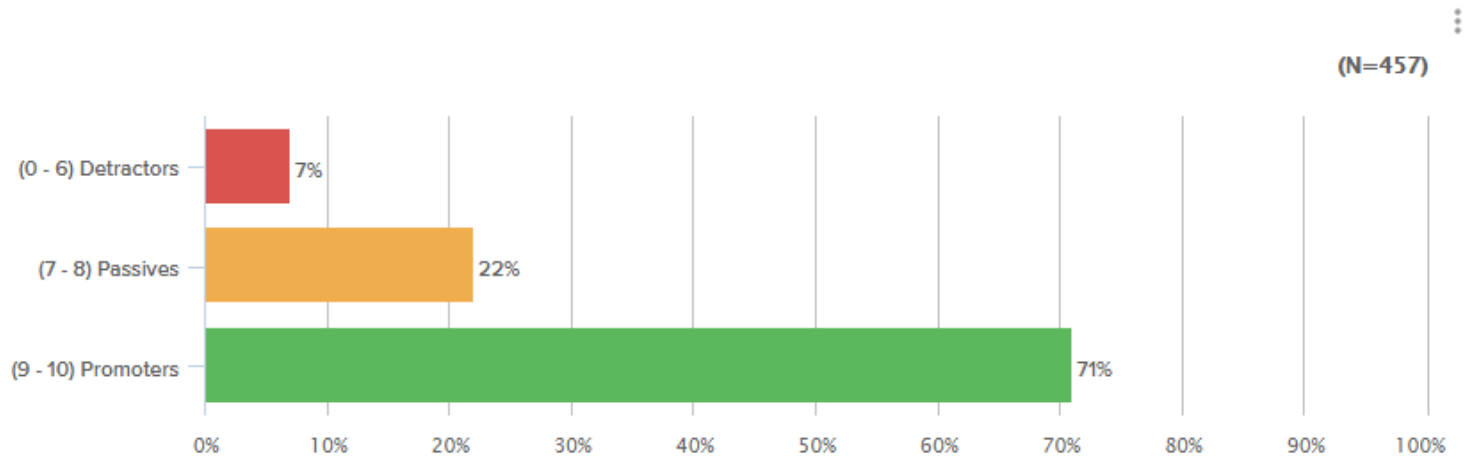
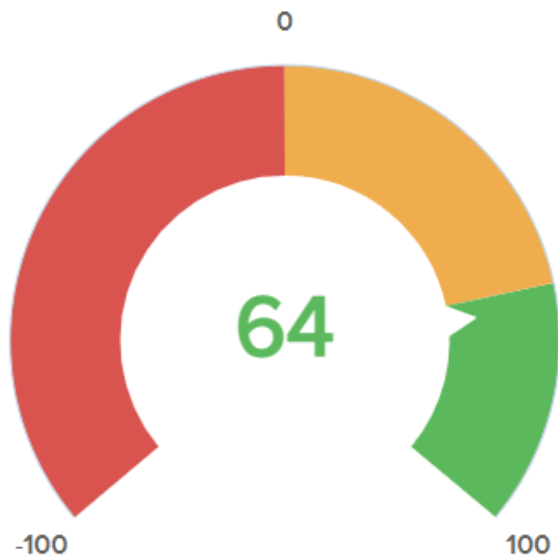
How likely are you to recommend your child's school to a friend or colleague? (N=458)



Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Net Promoter - District

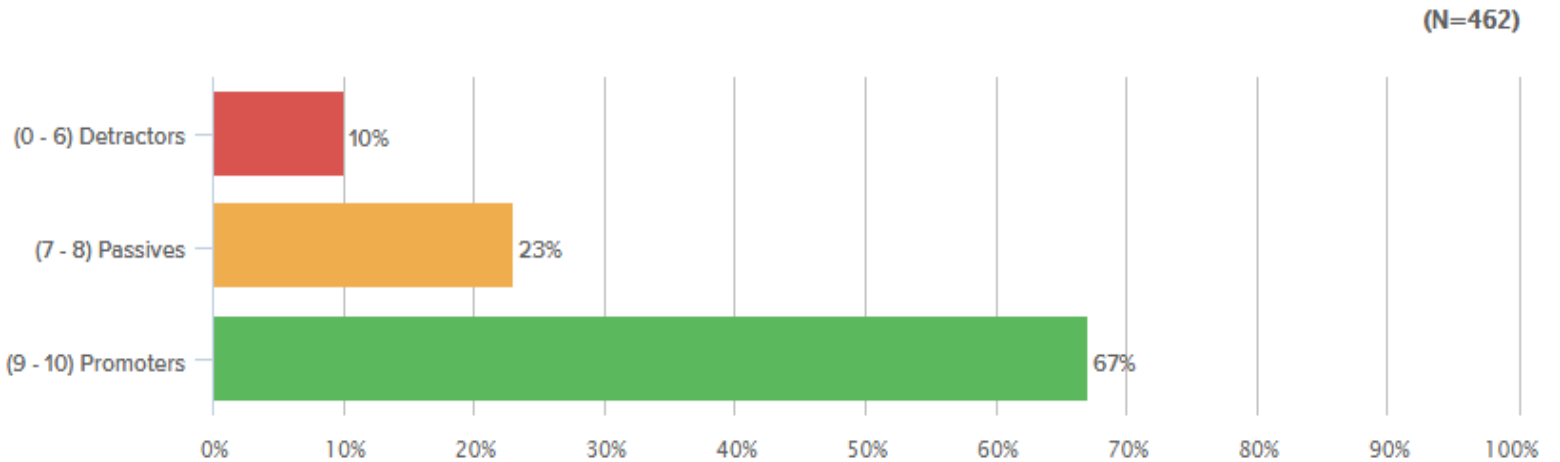
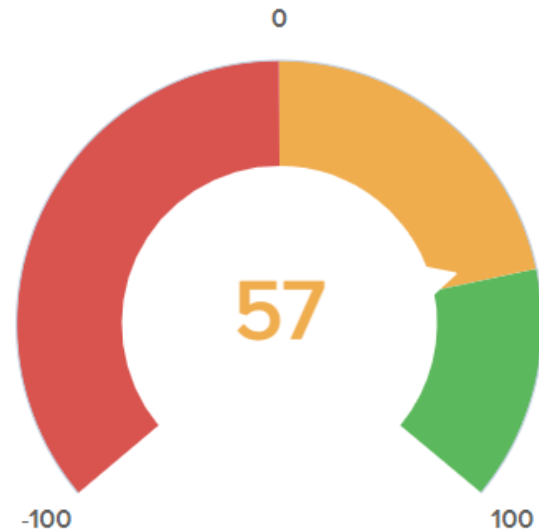
How likely are you to recommend Hewlett-Woodmere Public Schools to a friend or colleague? (N=457)



Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Net Promoter - School

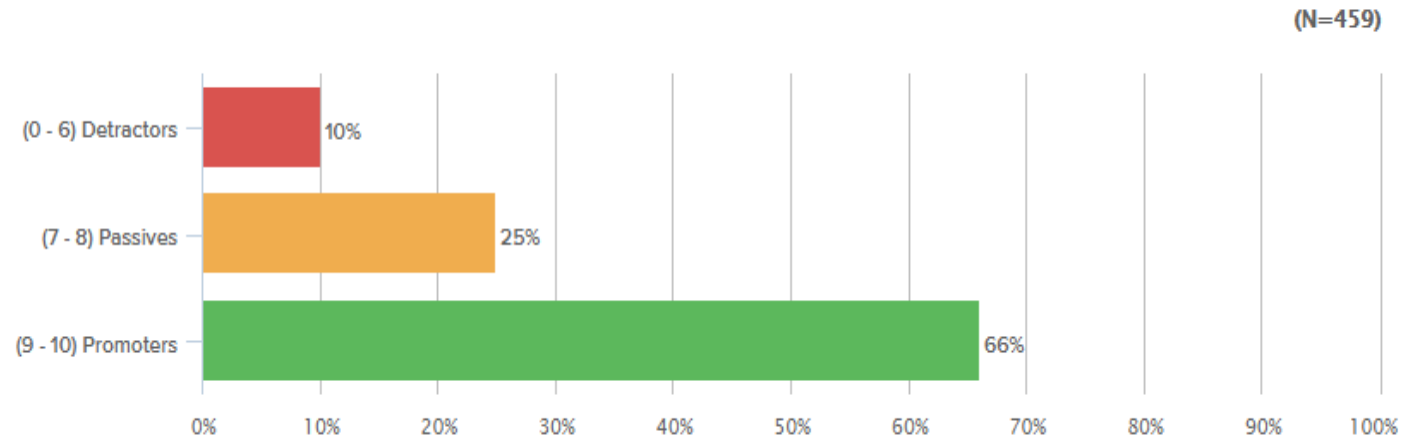
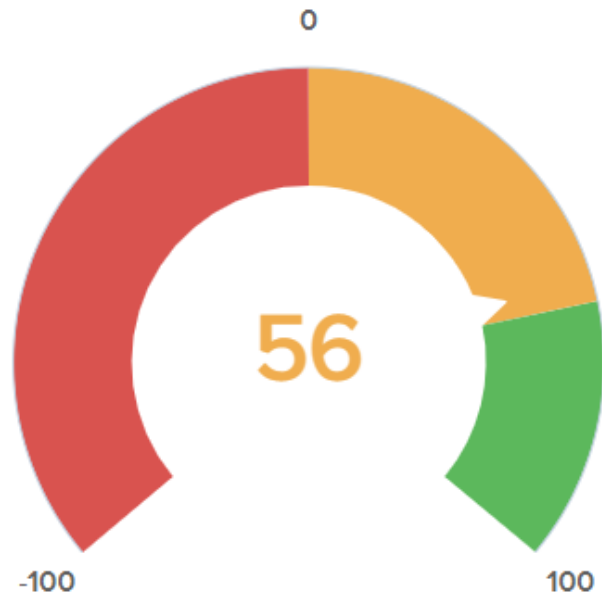
How likely are you to recommend your school to a friend or colleague? (N=462)



Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Net Promoter - District

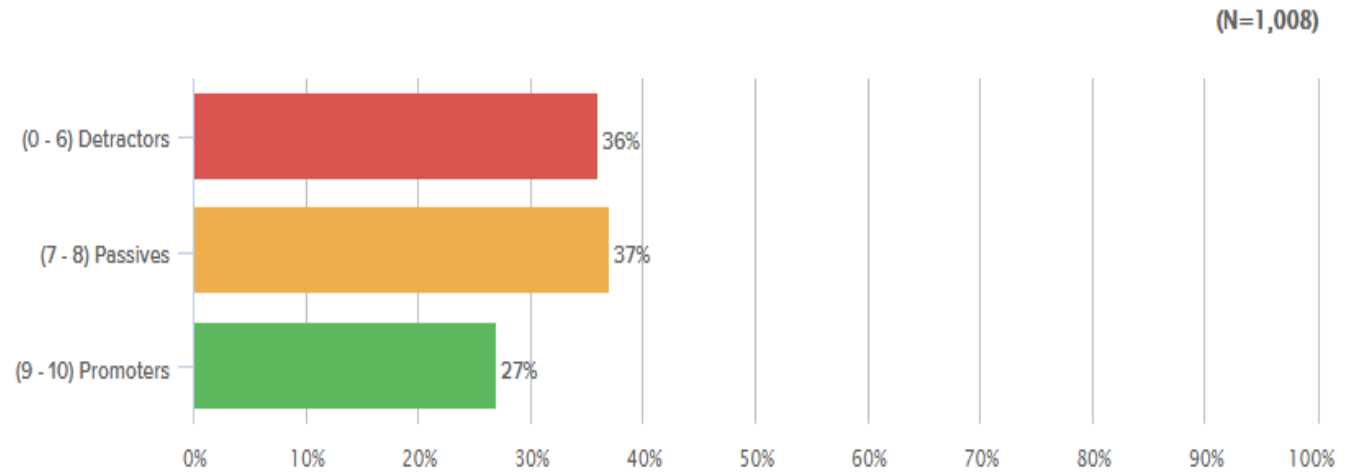
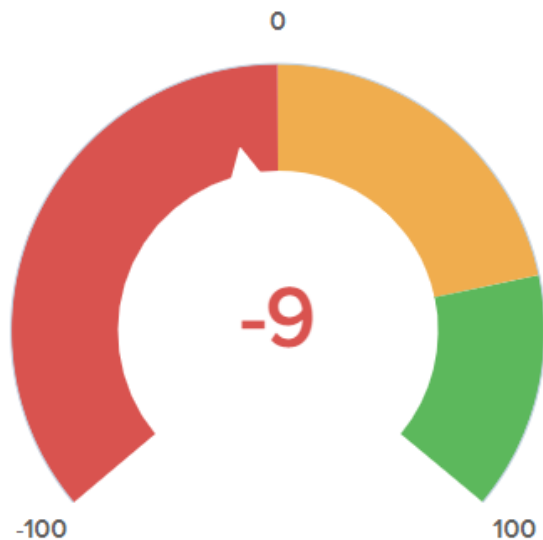
How likely are you to recommend Hewlett-Woodmere Public Schools to a friend or colleague? (N=459)



Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Net Promoter - School

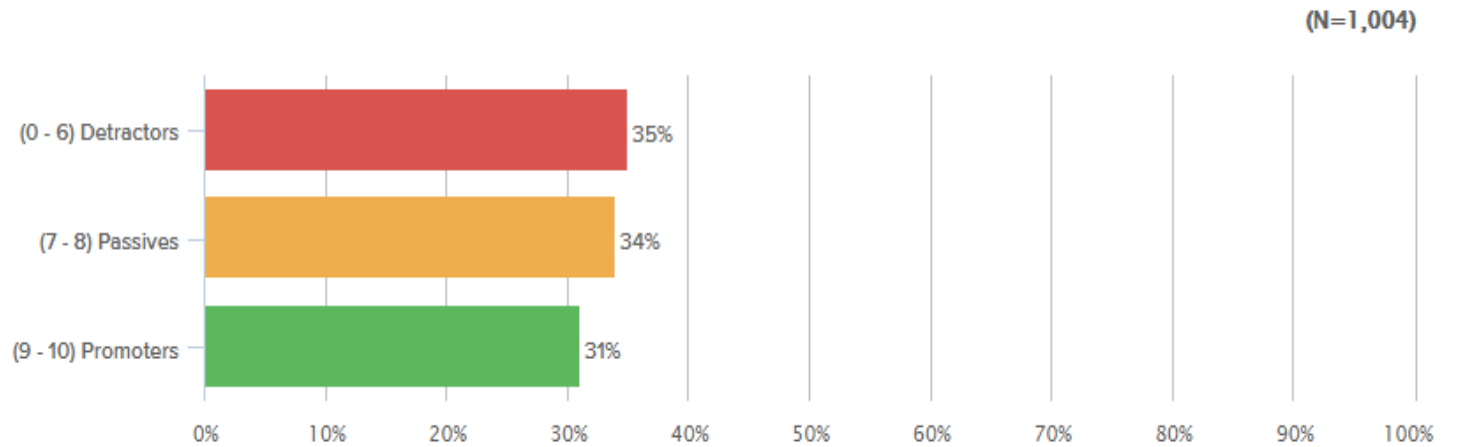
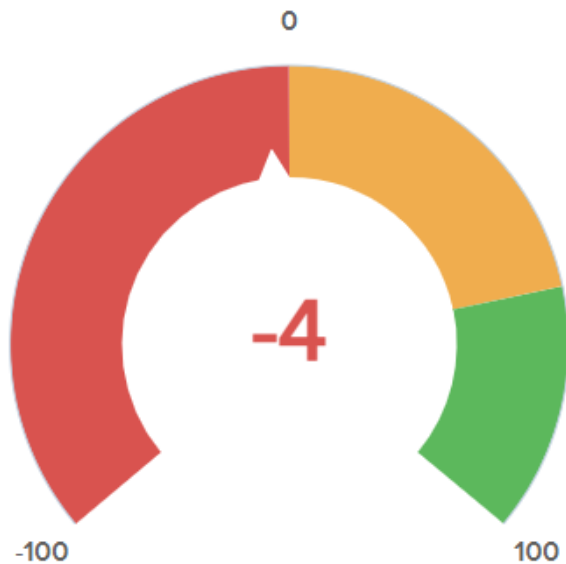
How likely are you to recommend your school to a friend or colleague? (N=1,008)



Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Net Promoter - District

How likely are you to recommend Hewlett-Woodmere Public Schools to a friend or colleague? (N=1,004)

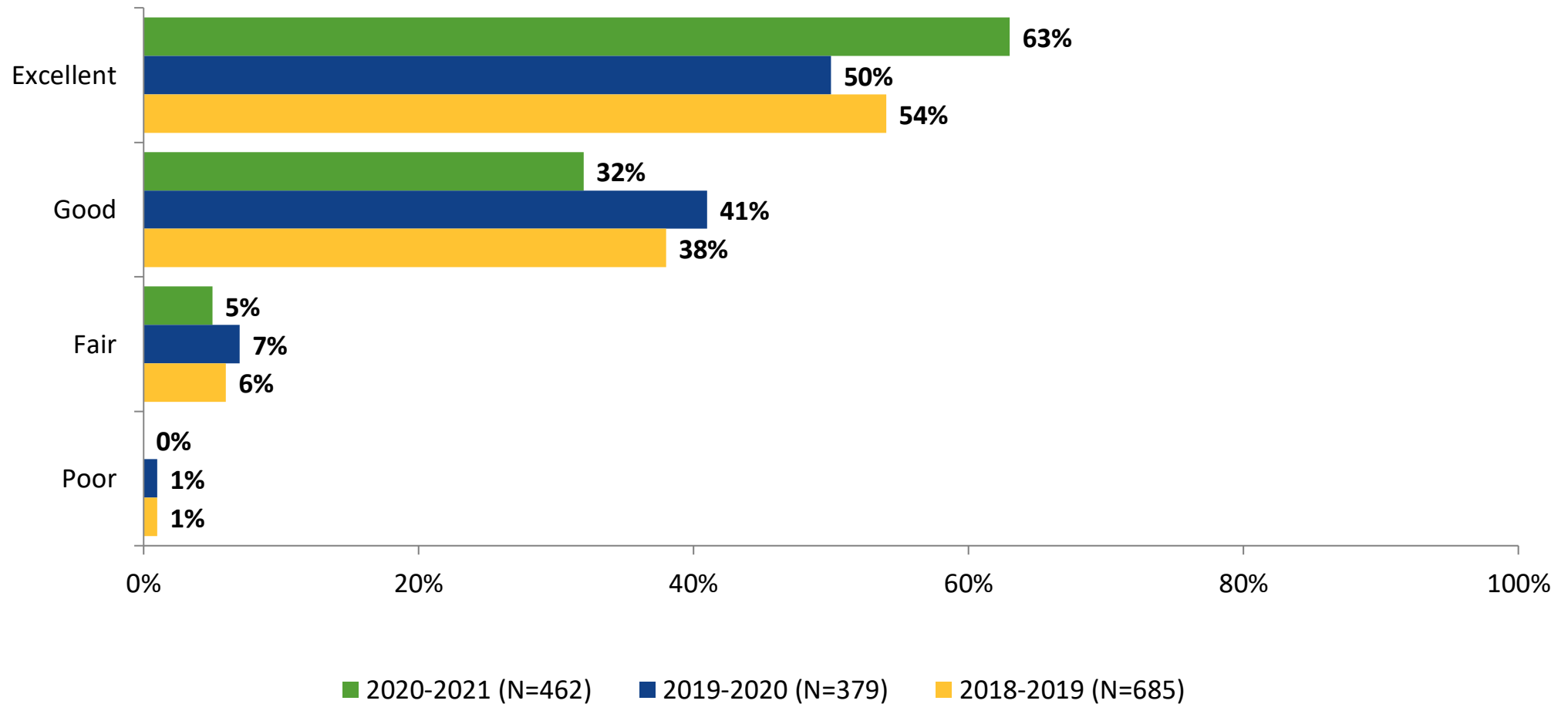


Net Promoter Score® (NPS) gauges customer loyalty. Those who give a score of 0 to 6 are classified as Detractors, those who respond with a 7 or 8 are Passives, and customers who choose 9 or 10 are Promoters. The overall NPS score is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

Parents Trending Data

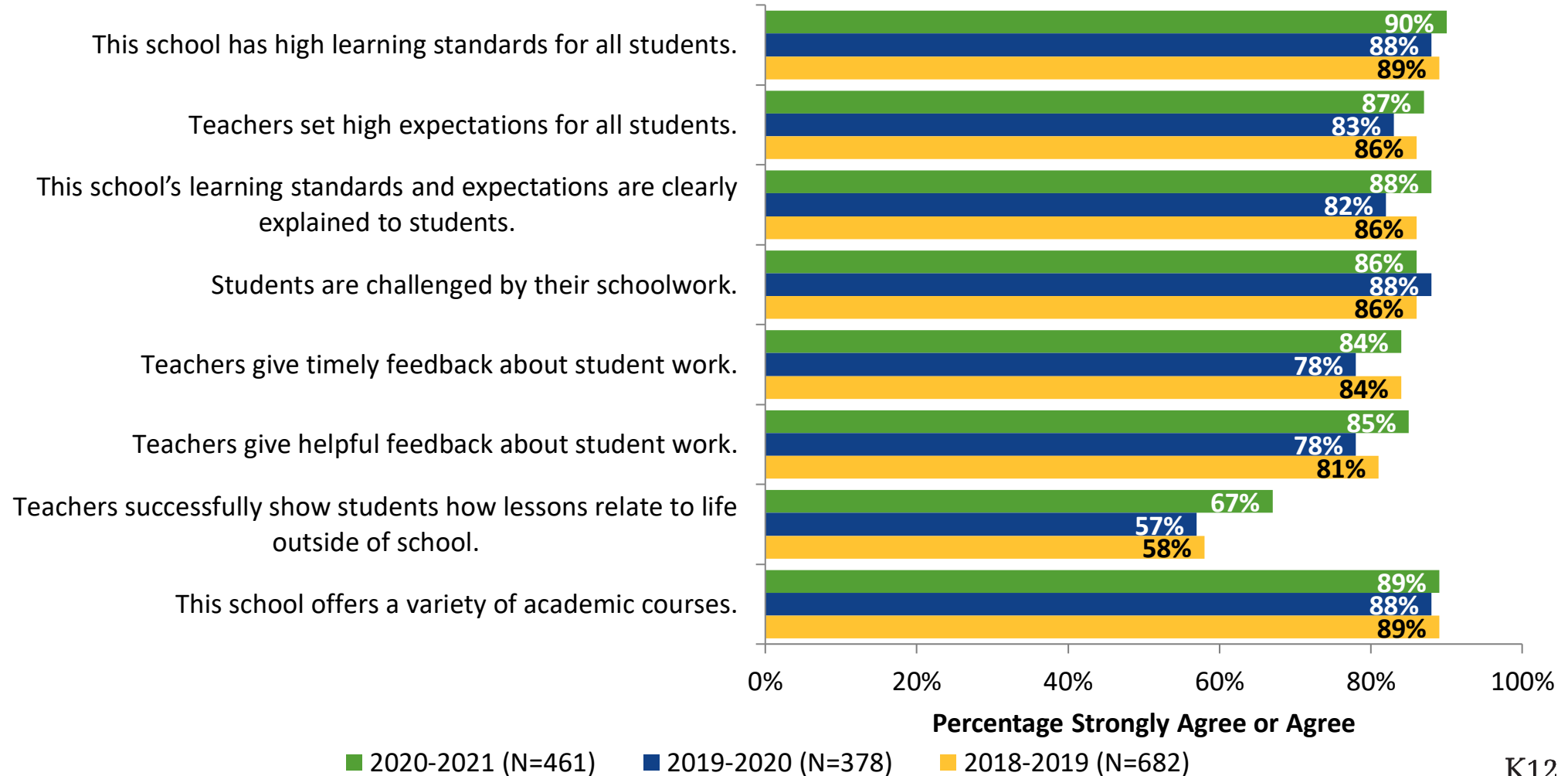
Overall Quality: Comparison Over Time

How would you rate the overall quality of your school?



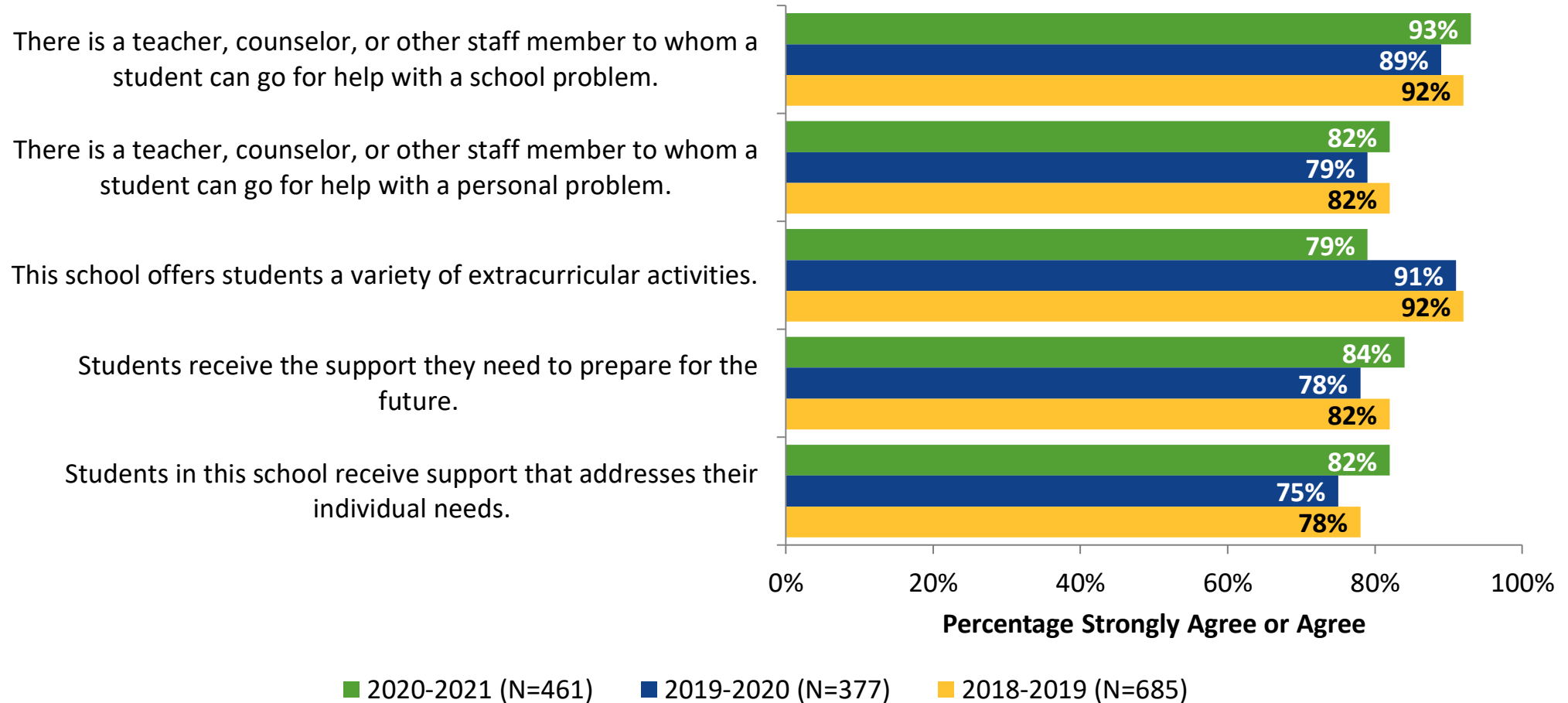
Academic Support: Comparison Over Time

How strongly do you disagree or agree with the following statements?



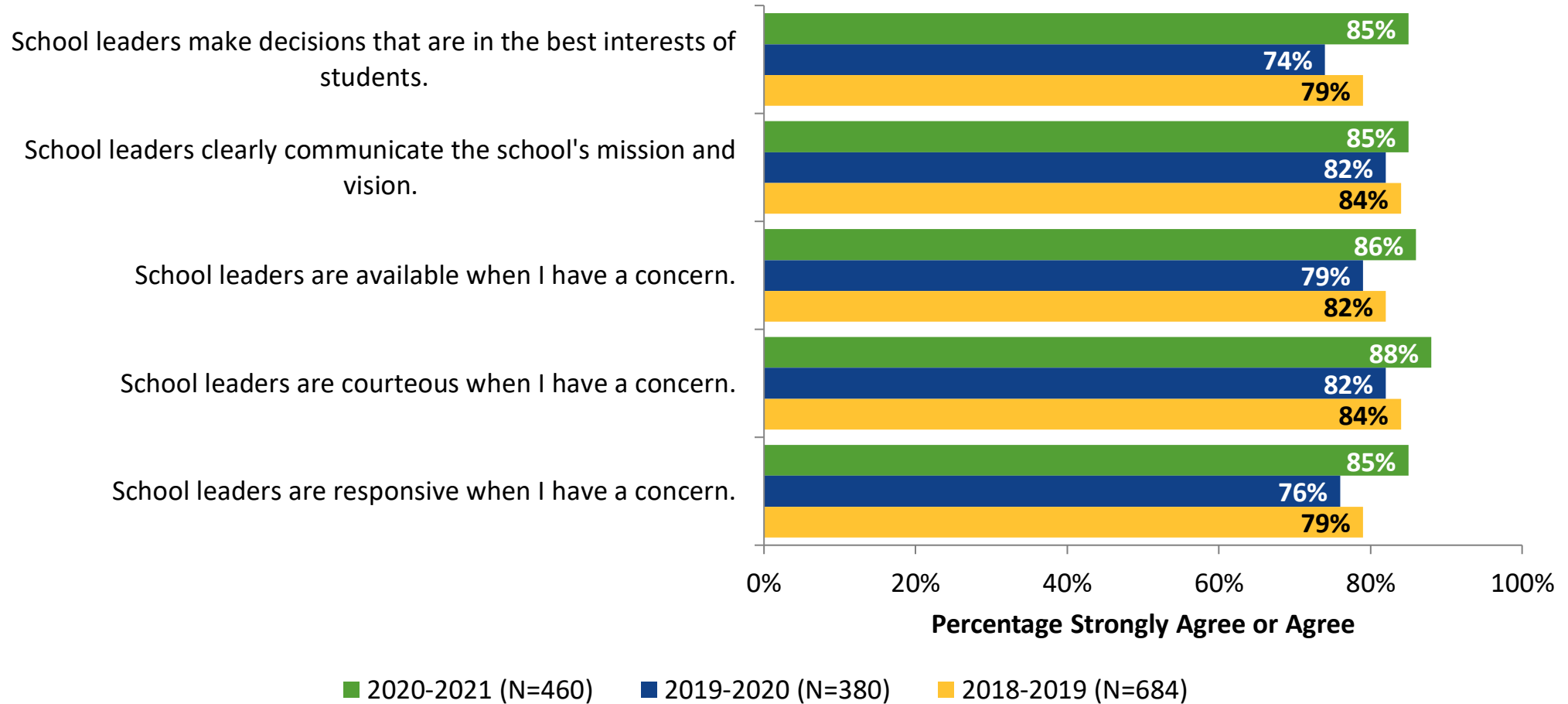
Student Support: Comparison Over Time

How strongly do you disagree or agree with the following statements?



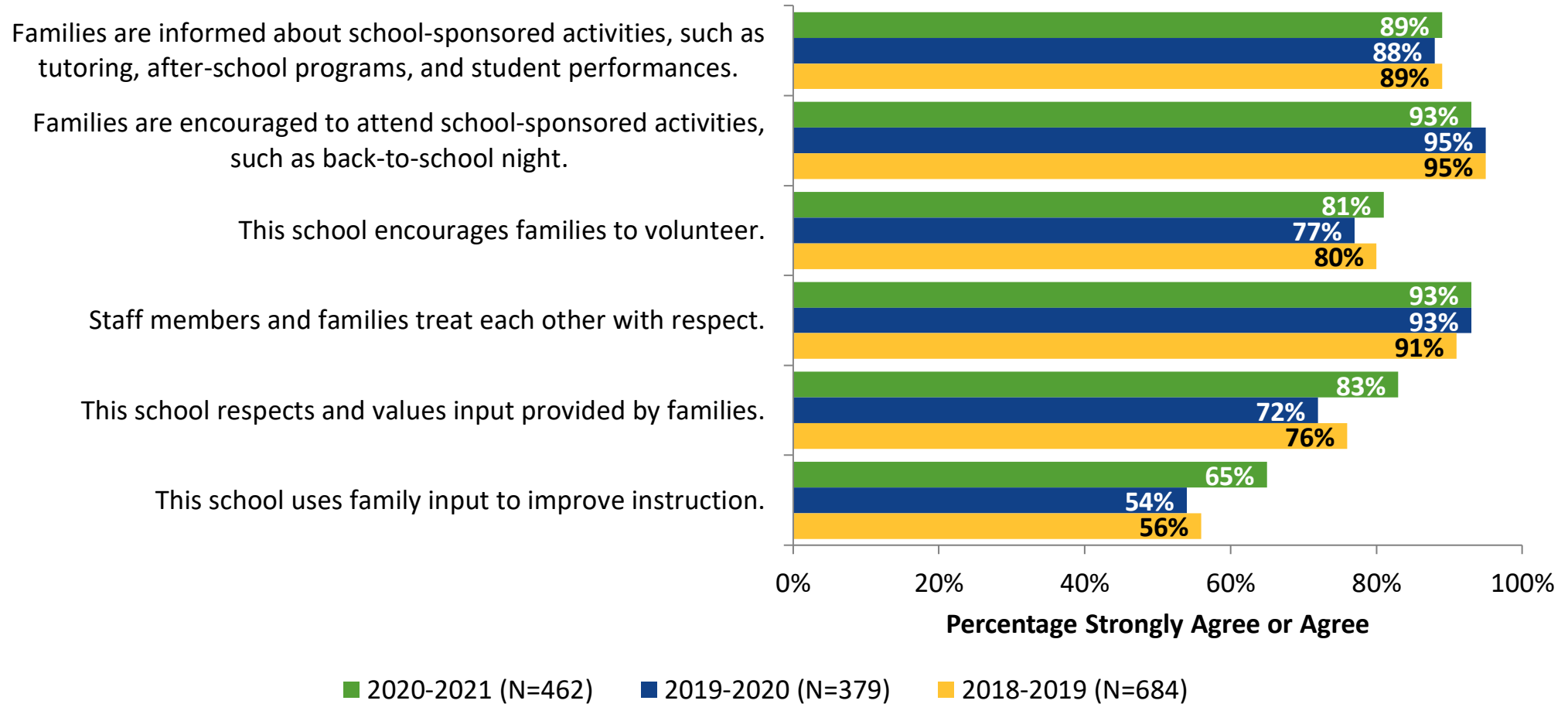
School Leadership: Comparison Over Time

How strongly do you disagree or agree with the following statements?



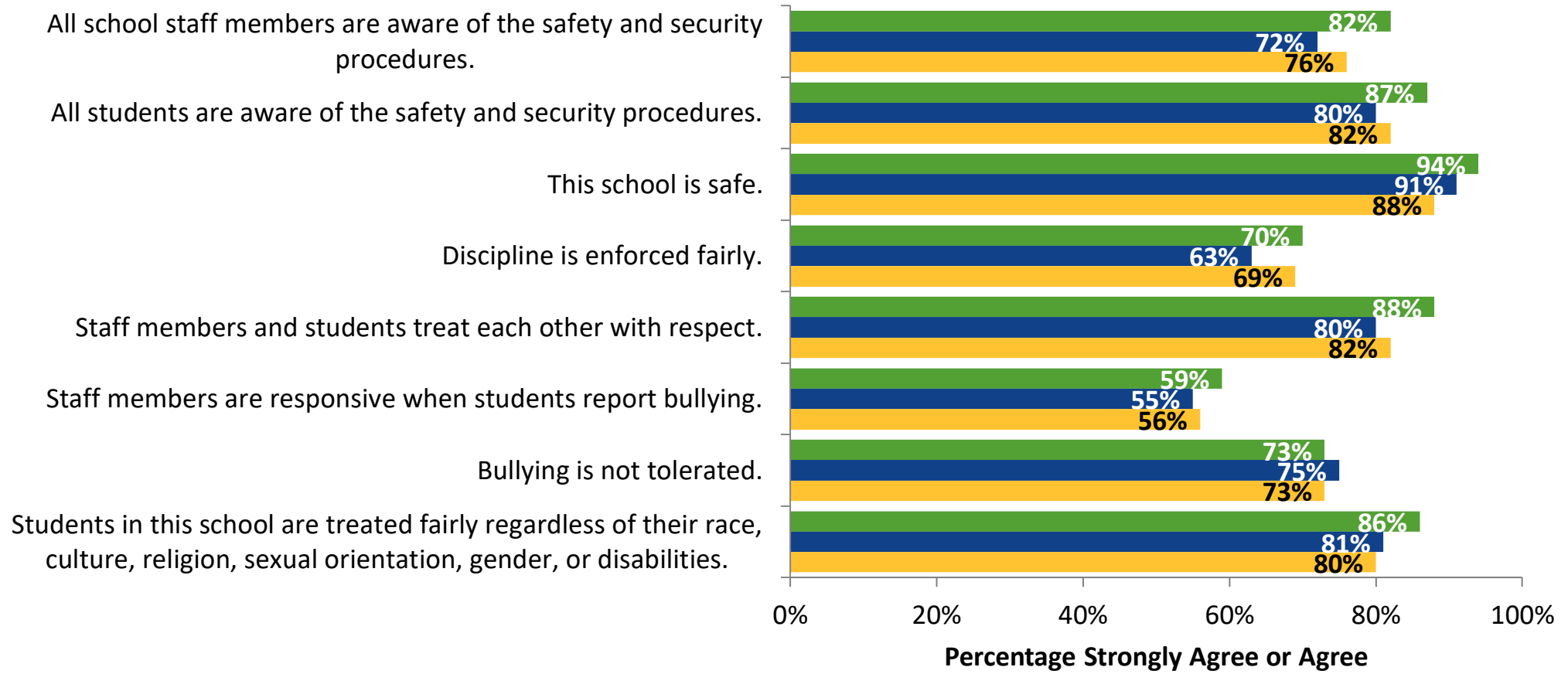
Family Involvement: Comparison Over Time

How strongly do you disagree or agree with the following statements?



Safety and Behavior: Comparison Over Time

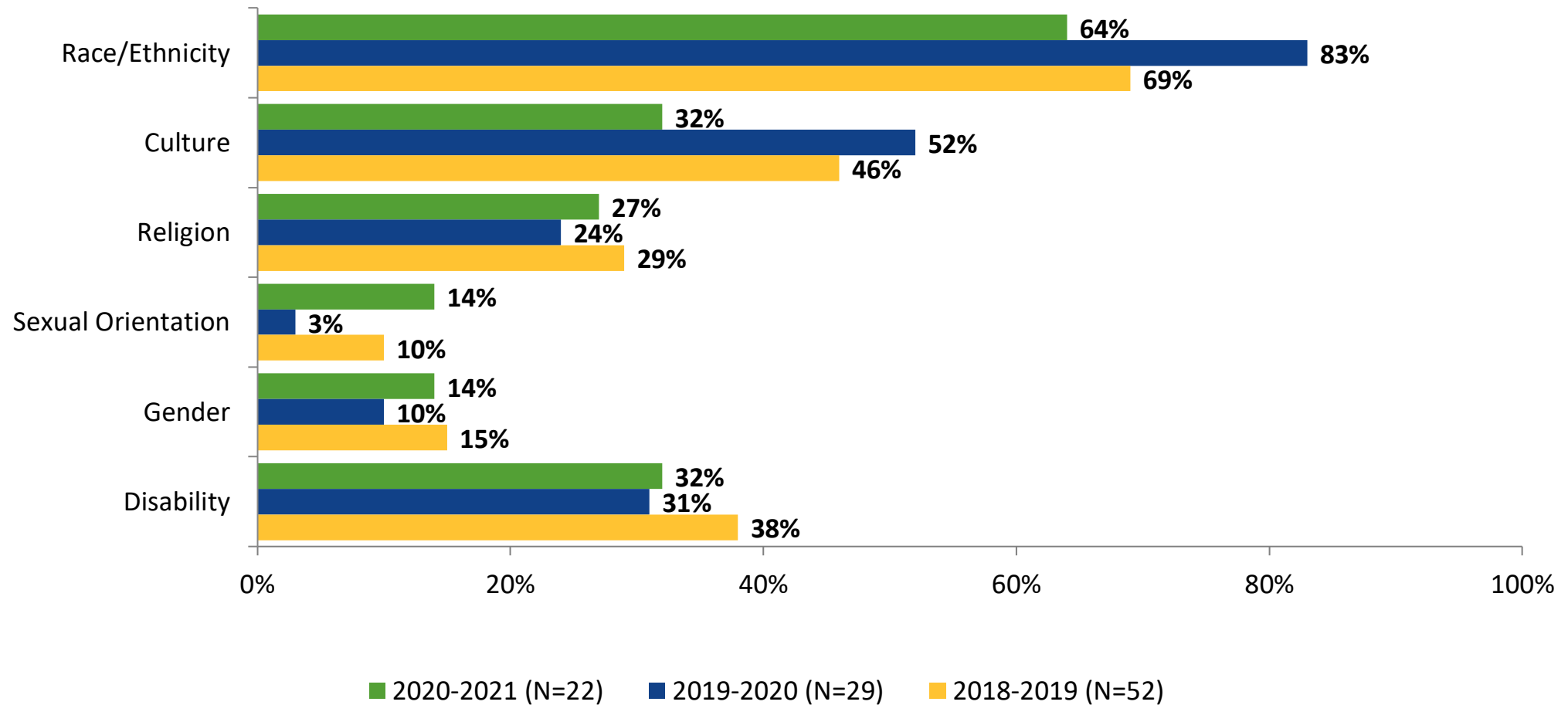
How strongly do you disagree or agree with the following statements?



■ 2020-2021 (N=460) ■ 2019-2020 (N=377) ■ 2018-2019 (N=684)

Perceptions of Unfair Treatment: Comparison Over Time

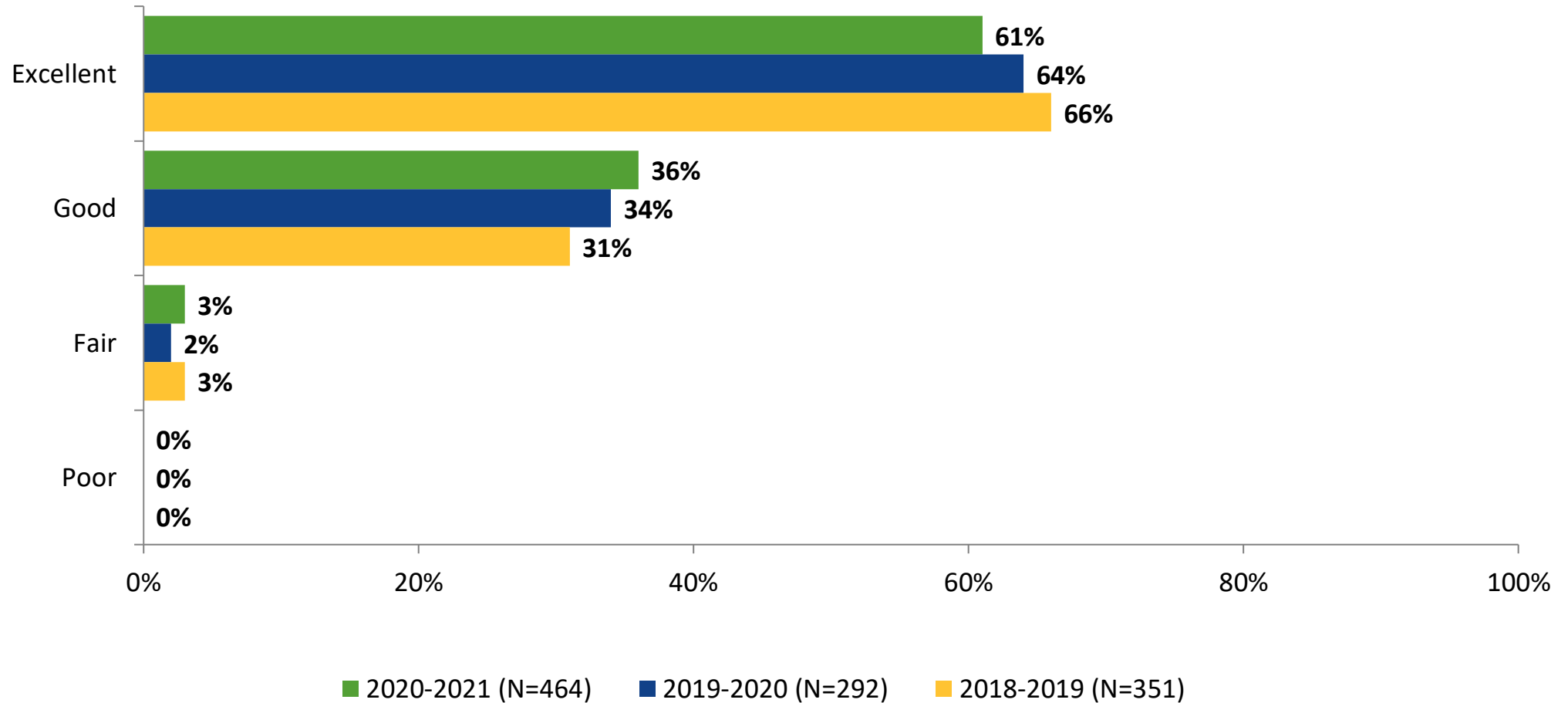
For which of the following are students treated unfairly?



Campus-based Staff Trending Data

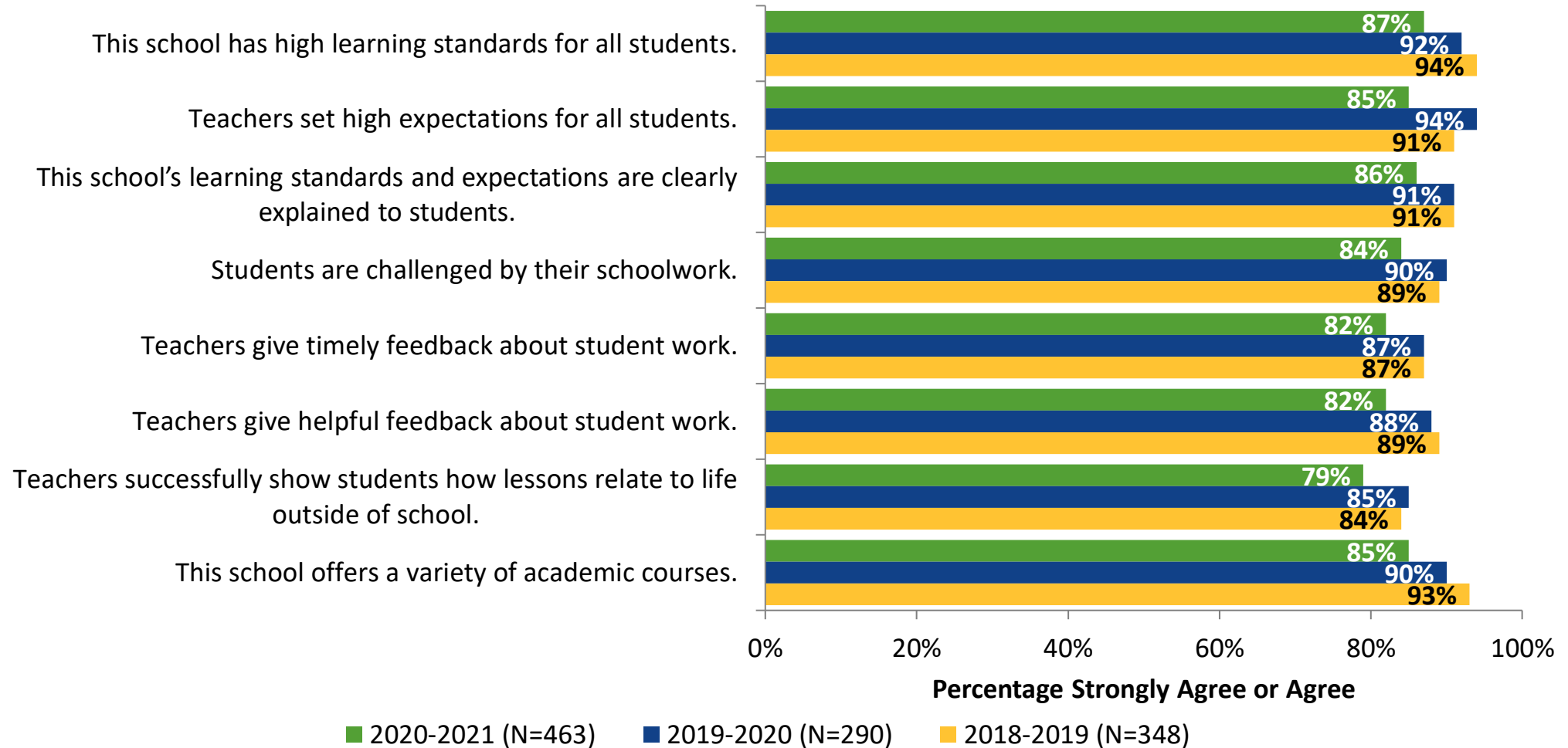
Overall Quality: Comparison Over Time

How would you rate the overall quality of your school?



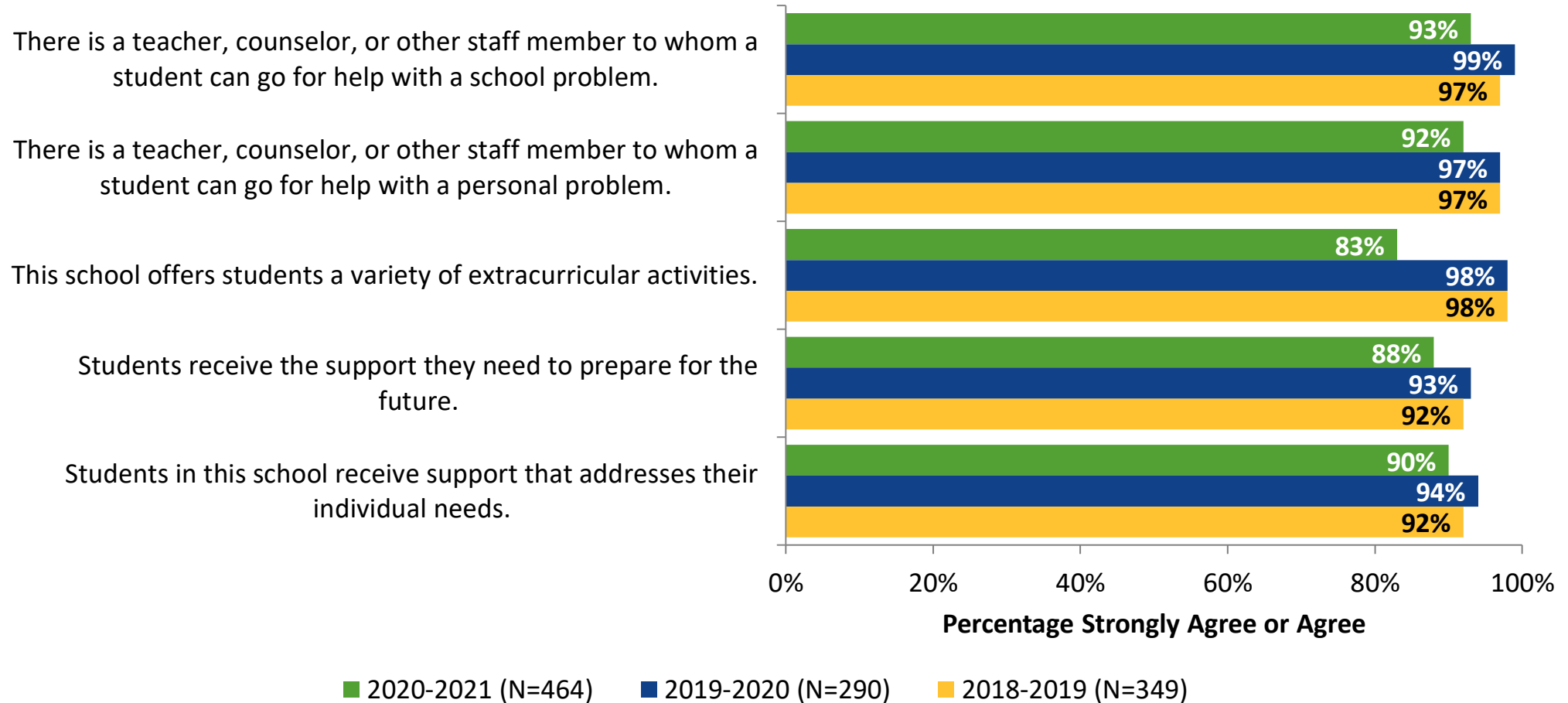
Academic Support: Comparison Over Time

How strongly do you disagree or agree with the following statements?



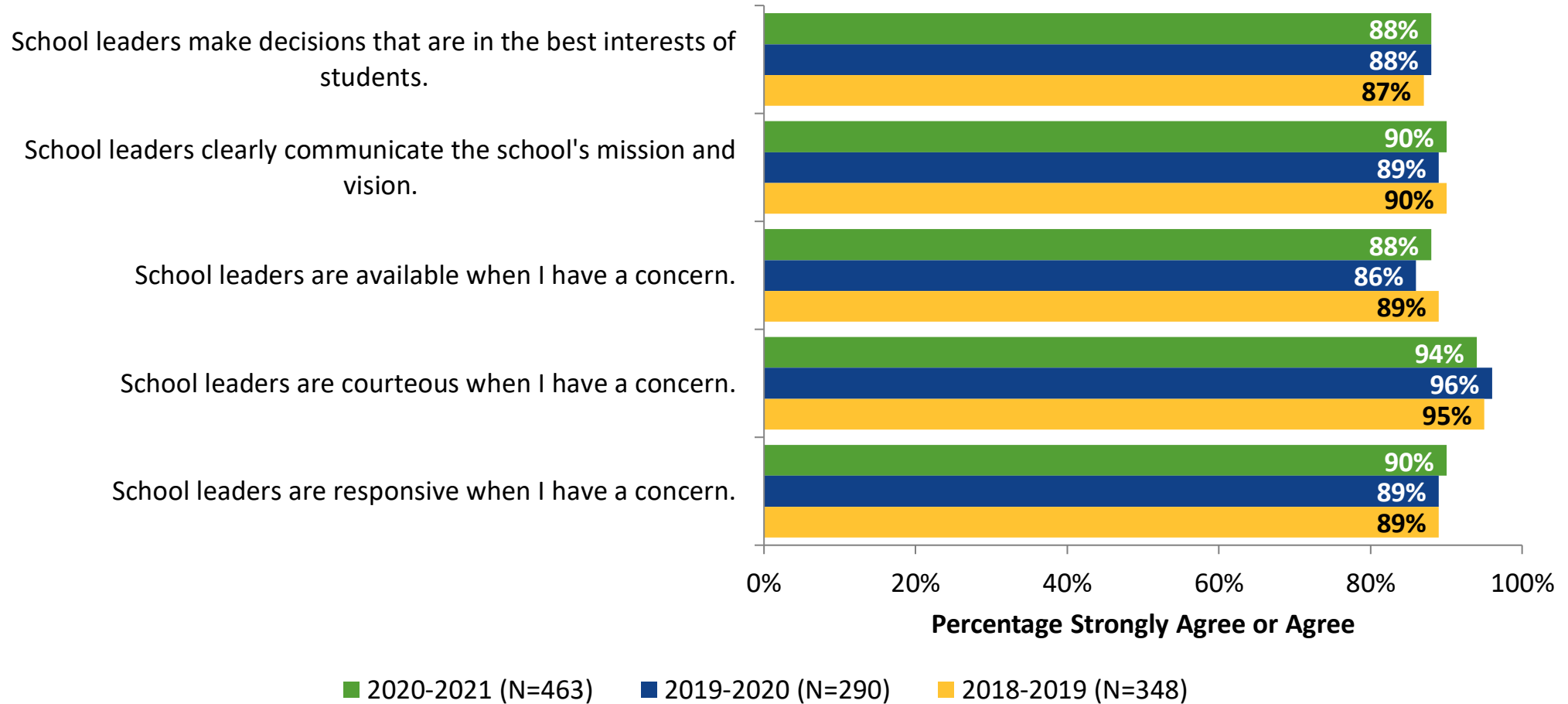
Student Support: Comparison Over Time

How strongly do you disagree or agree with the following statements?



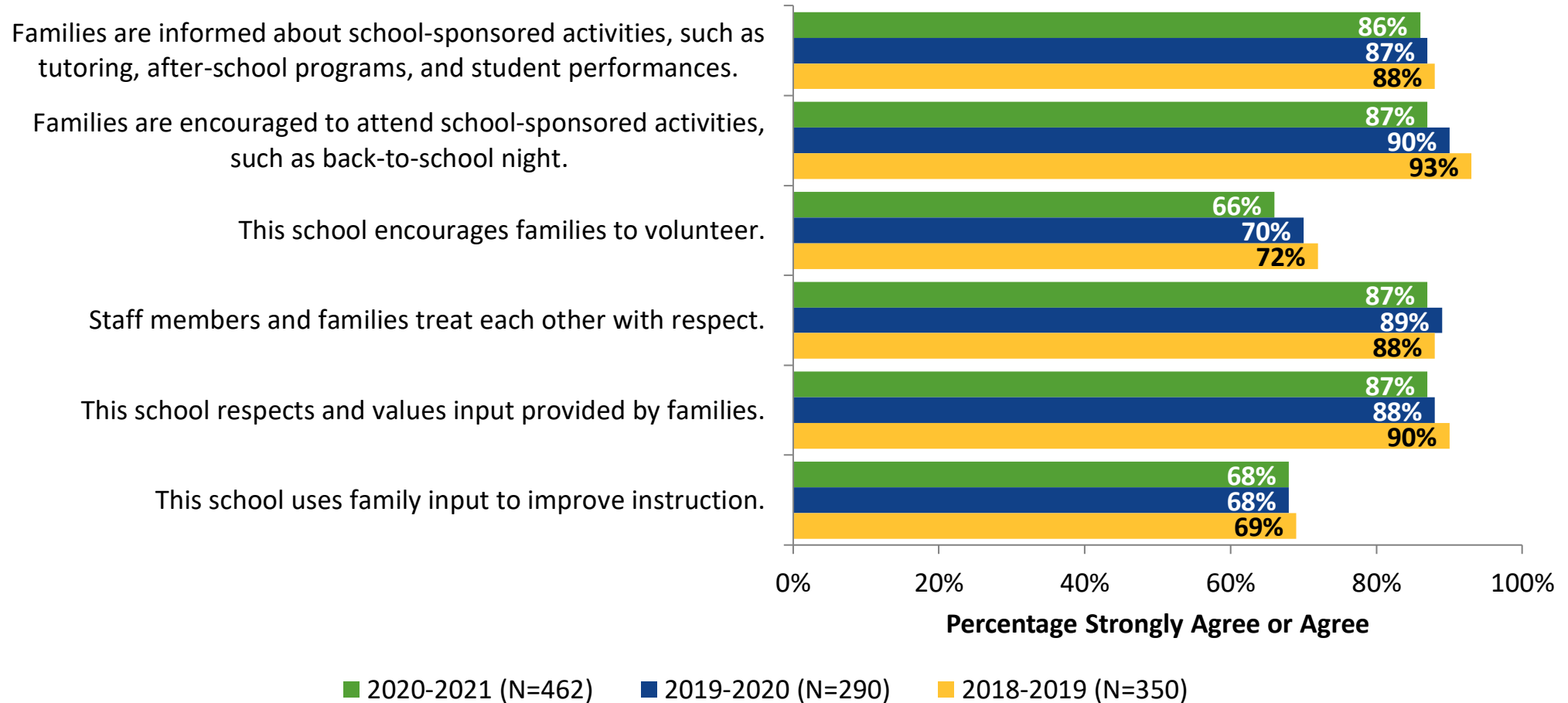
School Leadership: Comparison Over Time

How strongly do you disagree or agree with the following statements?



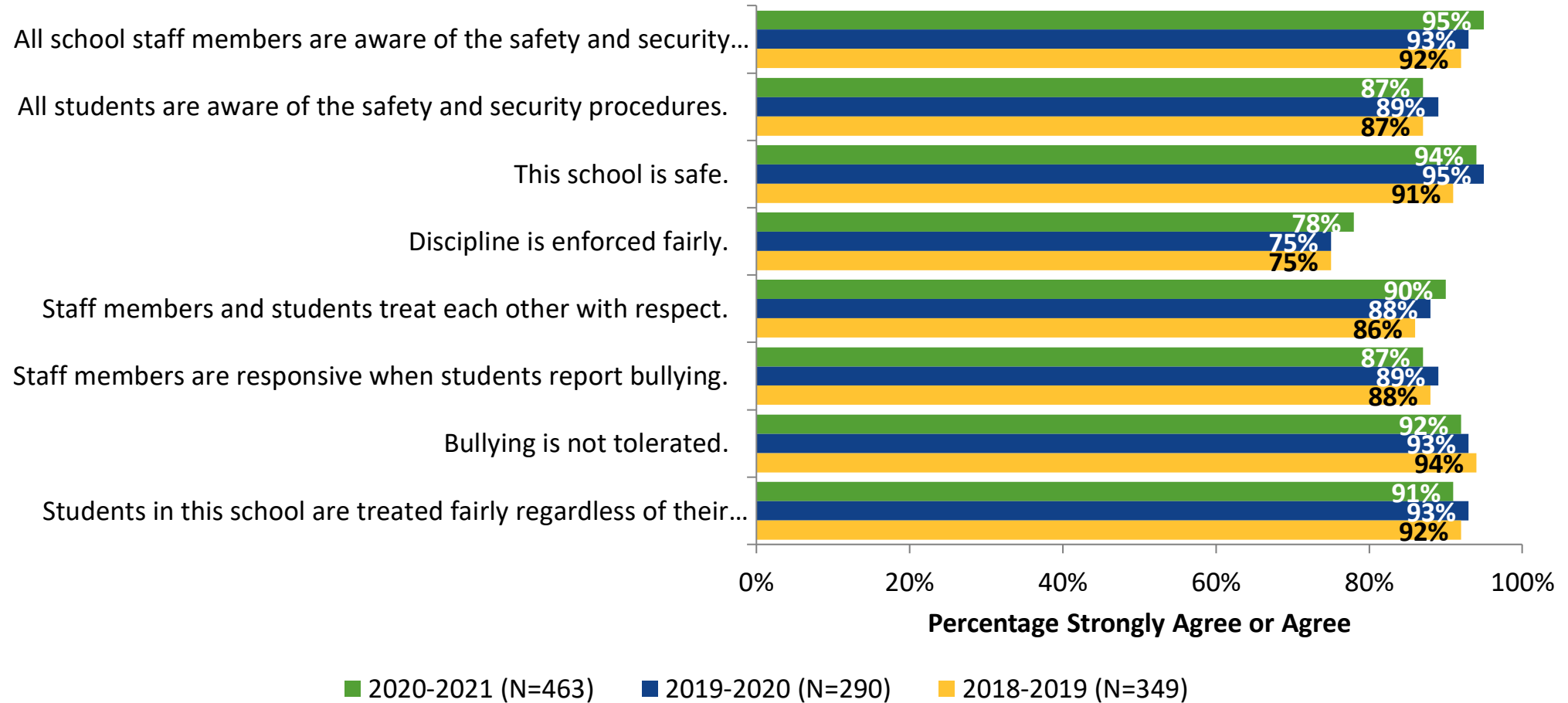
Family Involvement: Comparison Over Time

How strongly do you disagree or agree with the following statements?



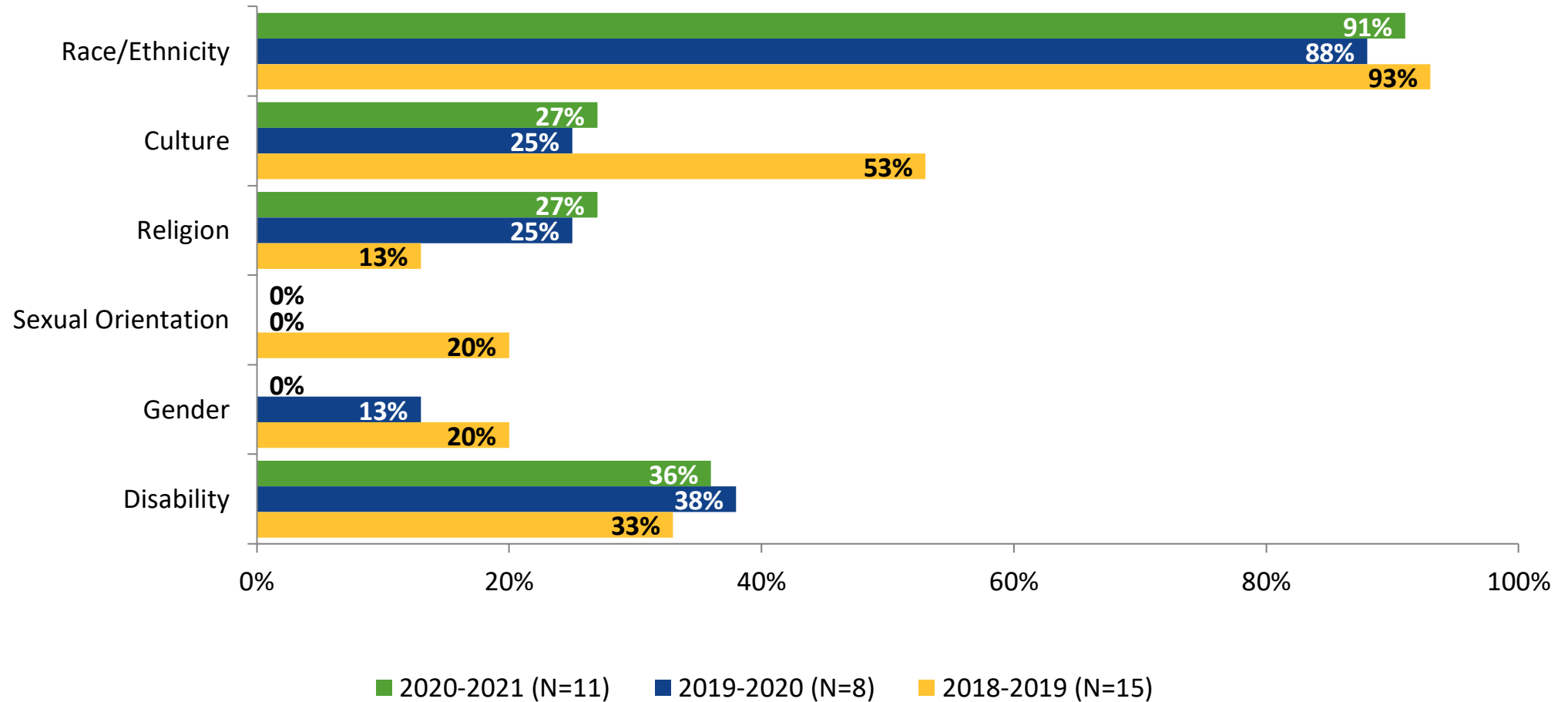
Safety and Behavior: Comparison Over Time

How strongly do you disagree or agree with the following statements?



Perceptions of Unfair Treatment: Comparison Over Time

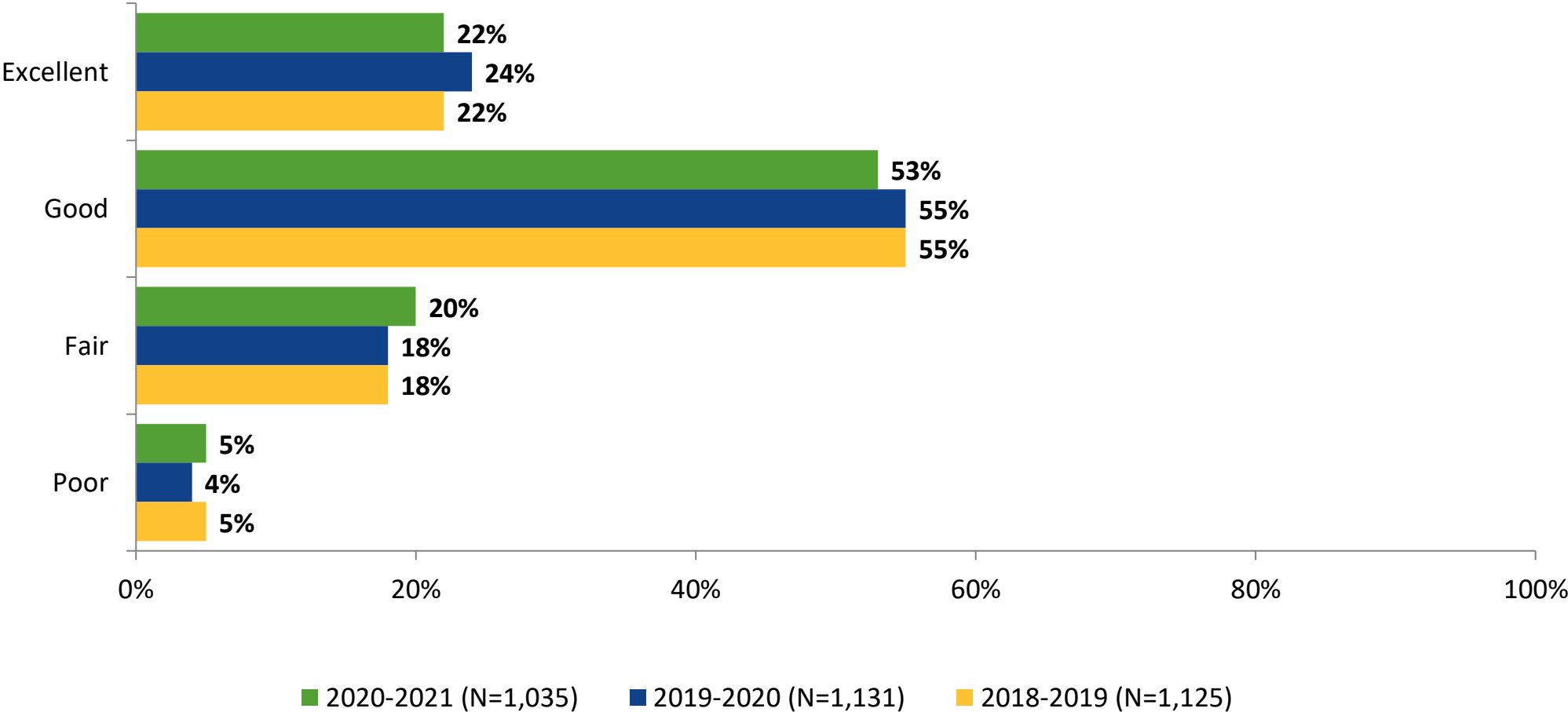
For which of the following are students treated unfairly?



Secondary Student Trending Data

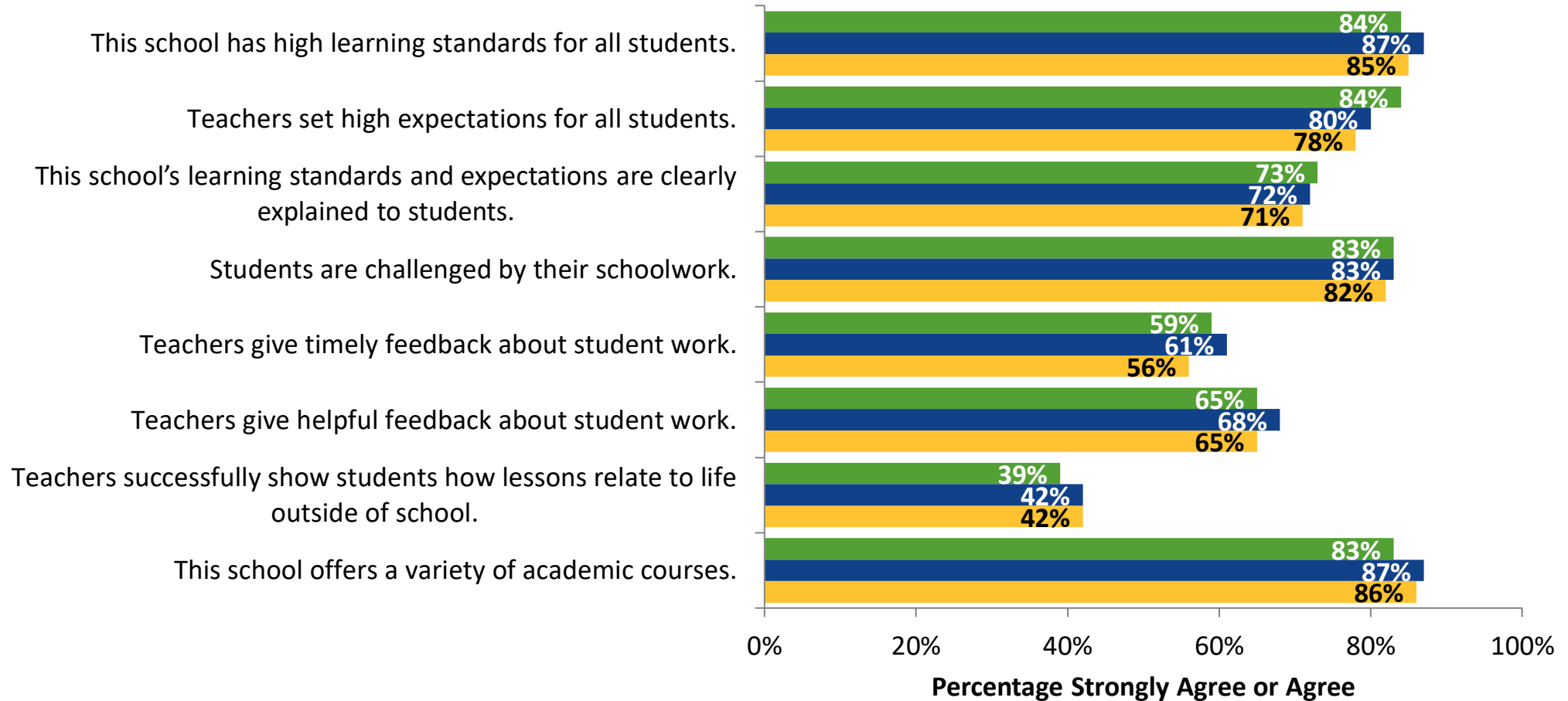
Overall Quality: Comparison Over Time

How would you rate the overall quality of your school?



Academic Support: Comparison Over Time

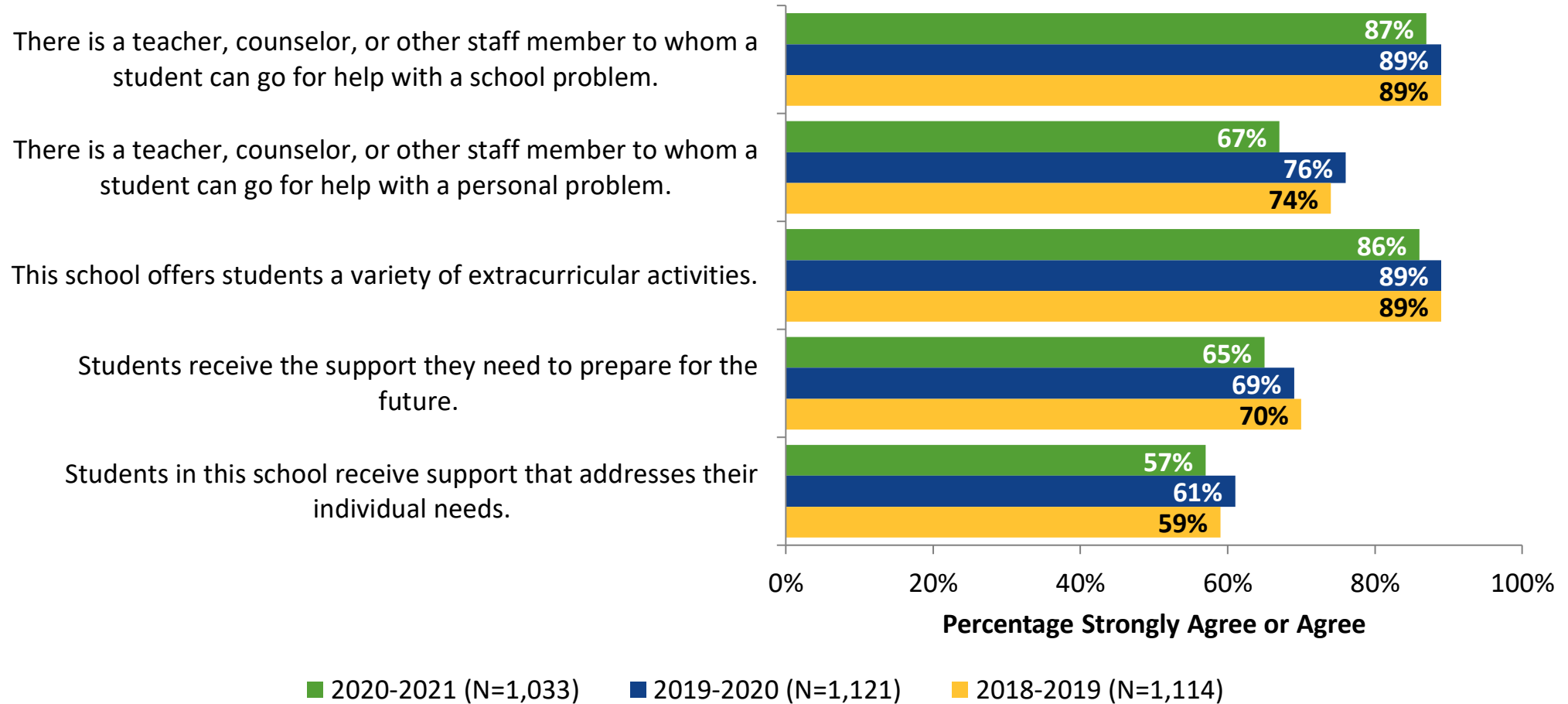
How strongly do you disagree or agree with the following statements?



■ 2020-2021 (N=1,031) ■ 2019-2020 (N=1,114) ■ 2018-2019 (N=1,110)

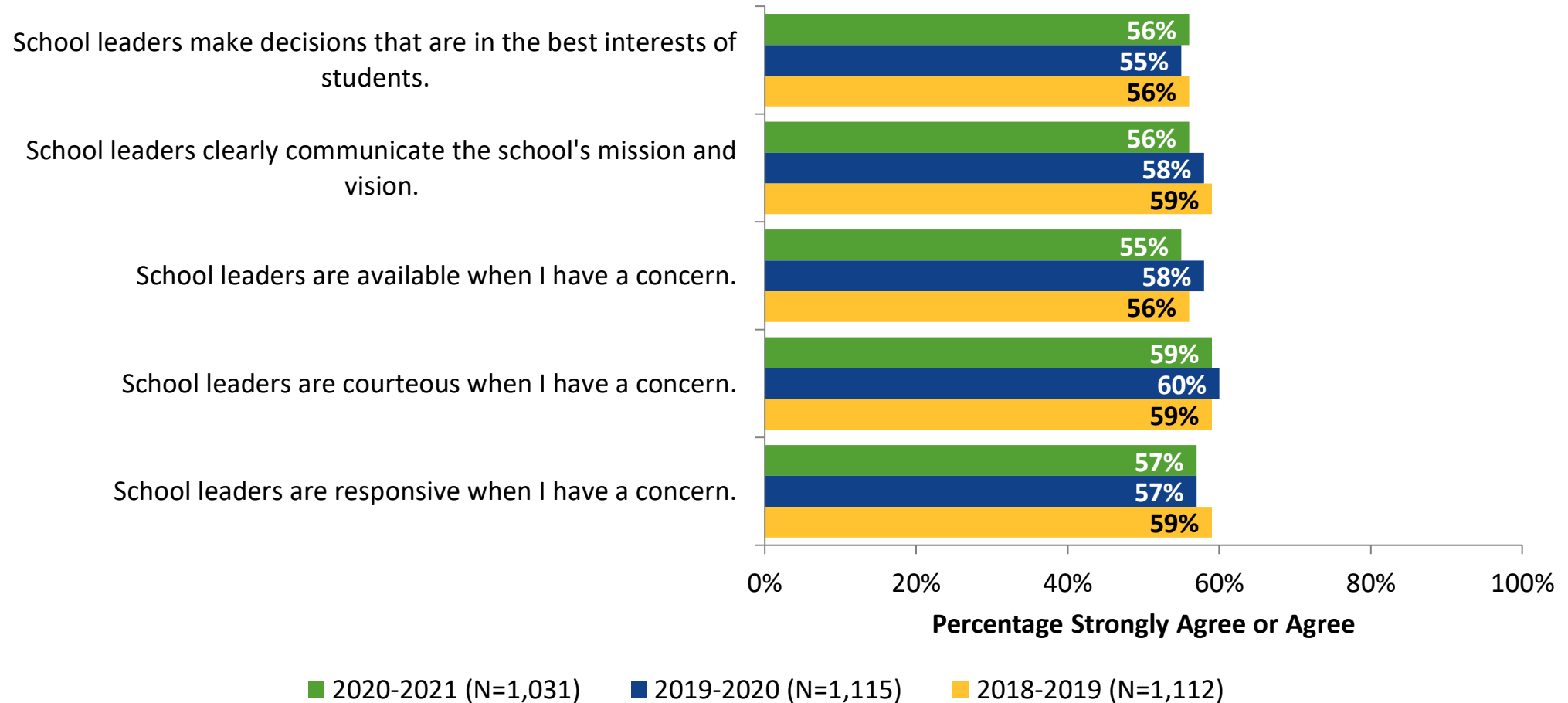
Student Support: Comparison Over Time

How strongly do you disagree or agree with the following statements?



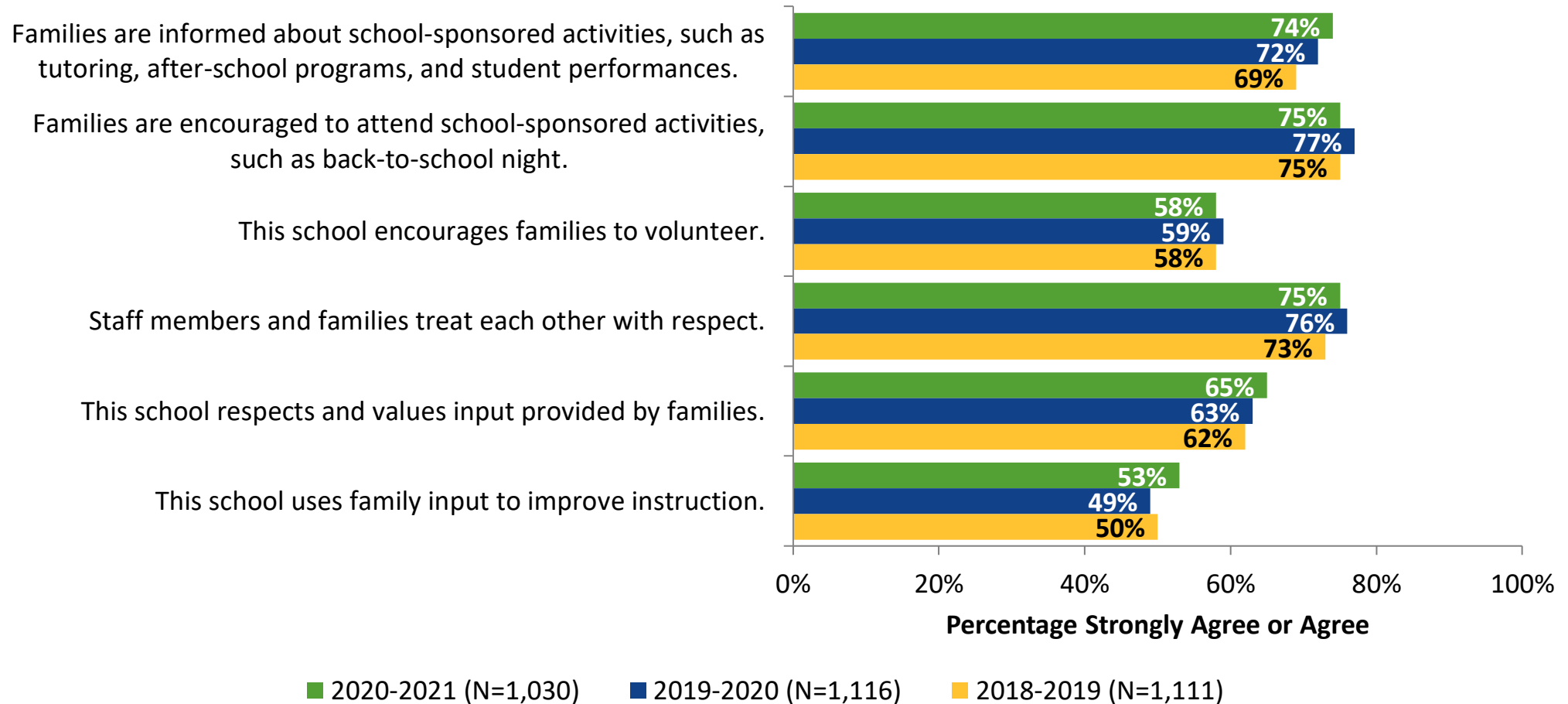
School Leadership: Comparison Over Time

How strongly do you disagree or agree with the following statements?



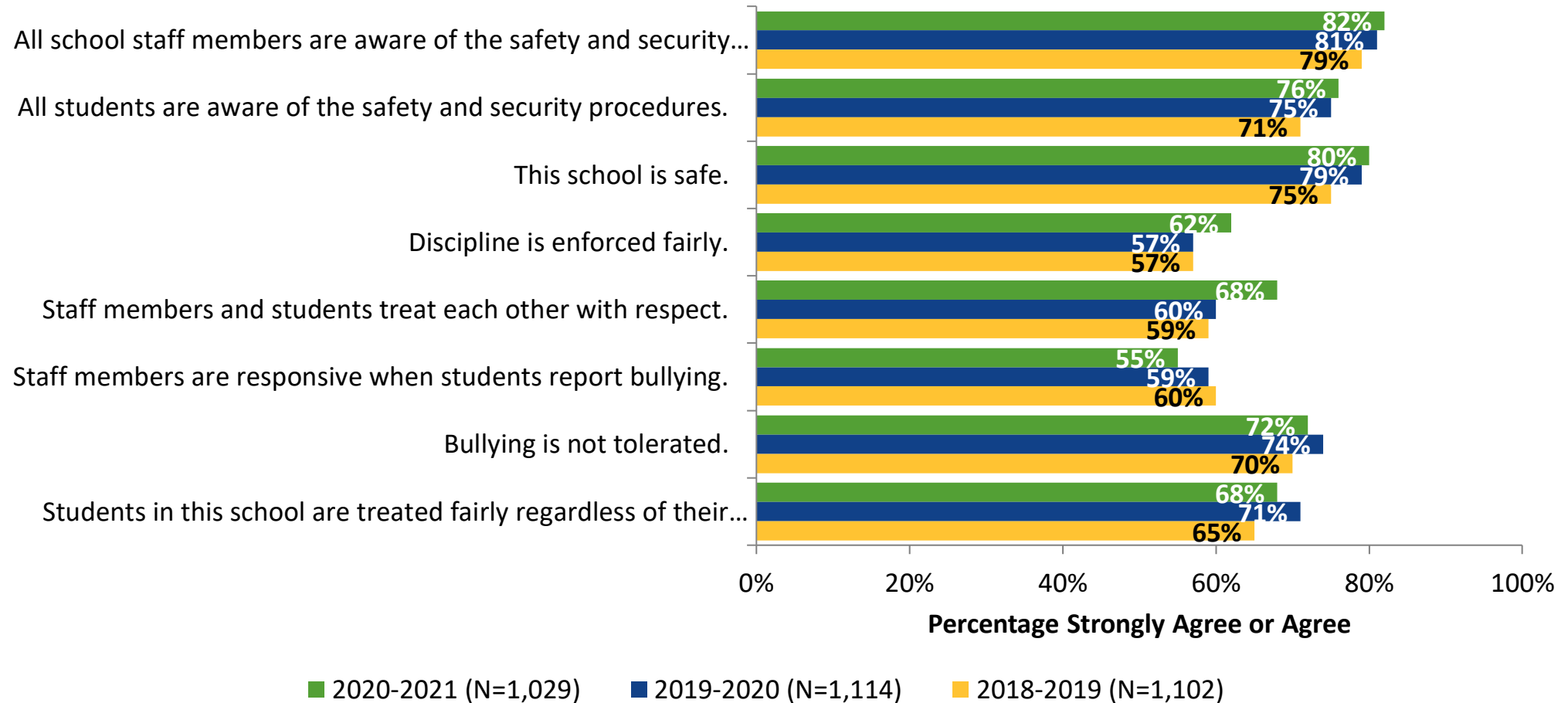
Family Involvement: Comparison Over Time

How strongly do you disagree or agree with the following statements?



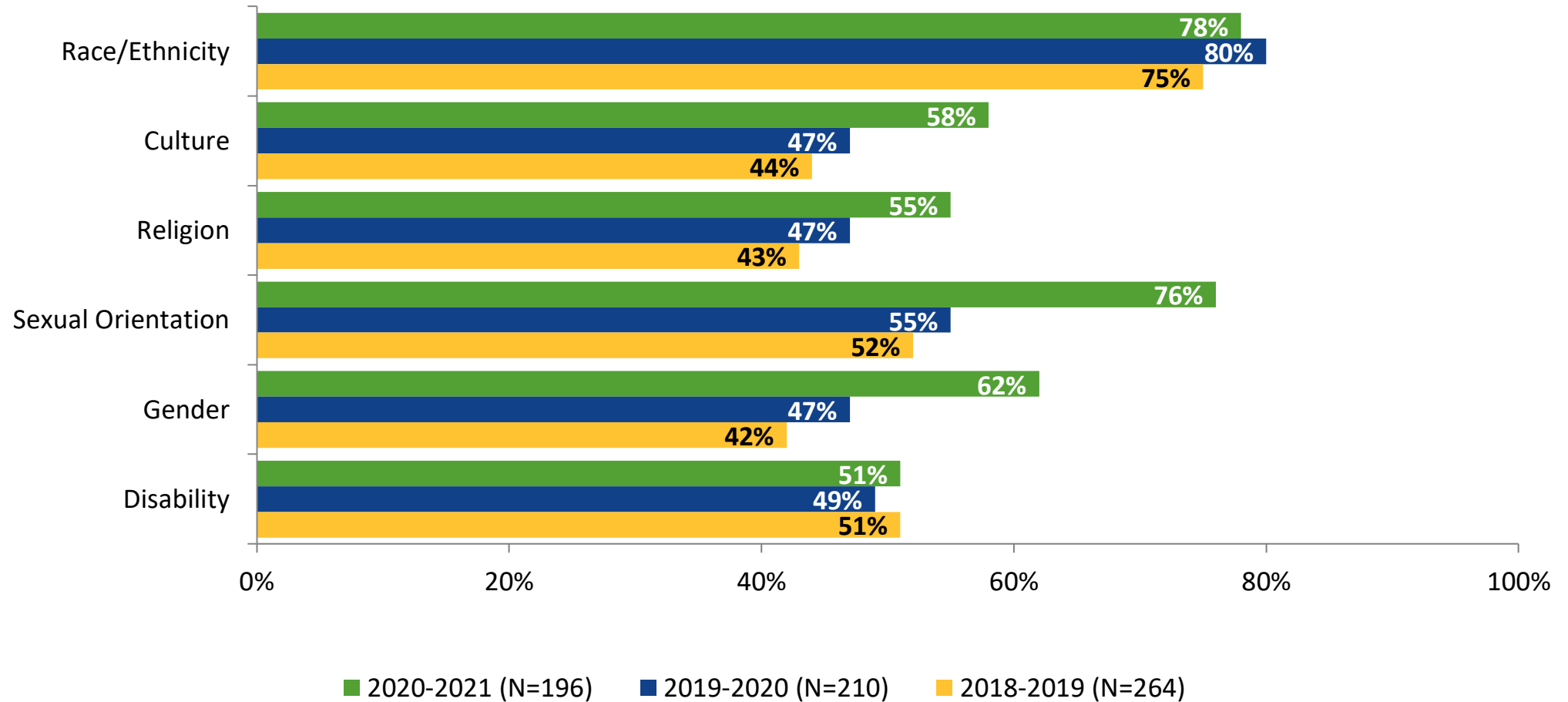
Safety and Behavior: Comparison Over Time

How strongly do you disagree or agree with the following statements?



Perceptions of Unfair Treatment: Comparison Over Time

For which of the following are students treated unfairly?



Participant Demographics

Campus

Please select your child’s school. (N=462)

Response	Count (N)	Percentage (%)
Franklin Early Childhood Center	77	17%
Hewlett Elementary School	74	16%
Ogden Elementary School	56	12%
Woodmere Middle School	111	24%
George W. Hewlett High School	144	31%

Campus

Please select your worksite location. (N=467)

Response	Count (N)	Percentage (%)
Franklin Early Childhood Center	65	14%
Hewlett Elementary School	71	15%
Ogden Elementary School	56	12%
Woodmere Middle School	91	19%
George W. Hewlett High School	129	28%
Woodmere Education Center (WEC)	55	12%

Campus and Grade

Please select your school. (N=1,036)

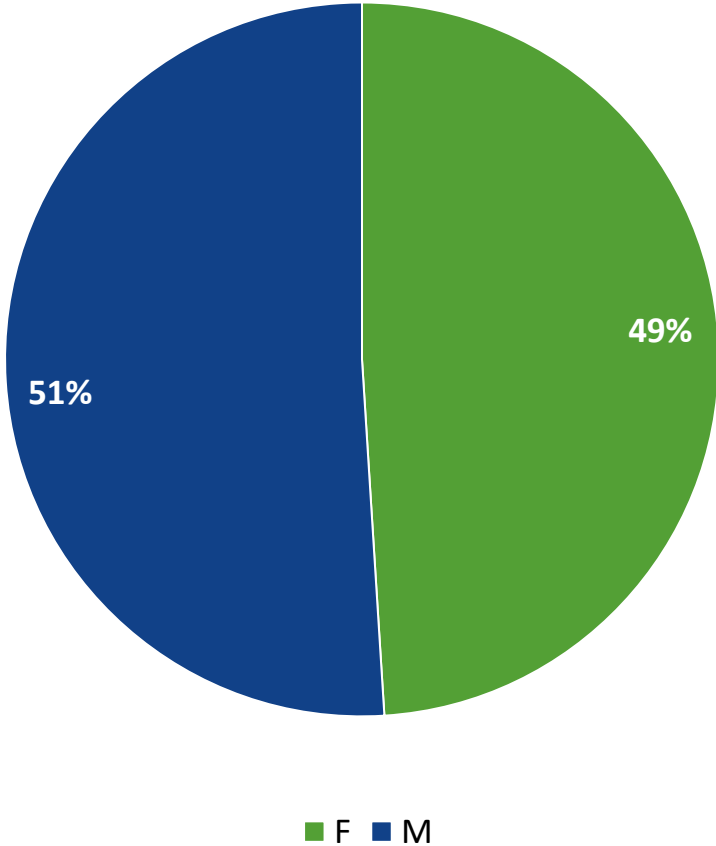
Response	Count (N)	Percentage (%)
Woodmere Middle School	522	50%
George W. Hewlett High School	514	50%

Grade (N=1,036)

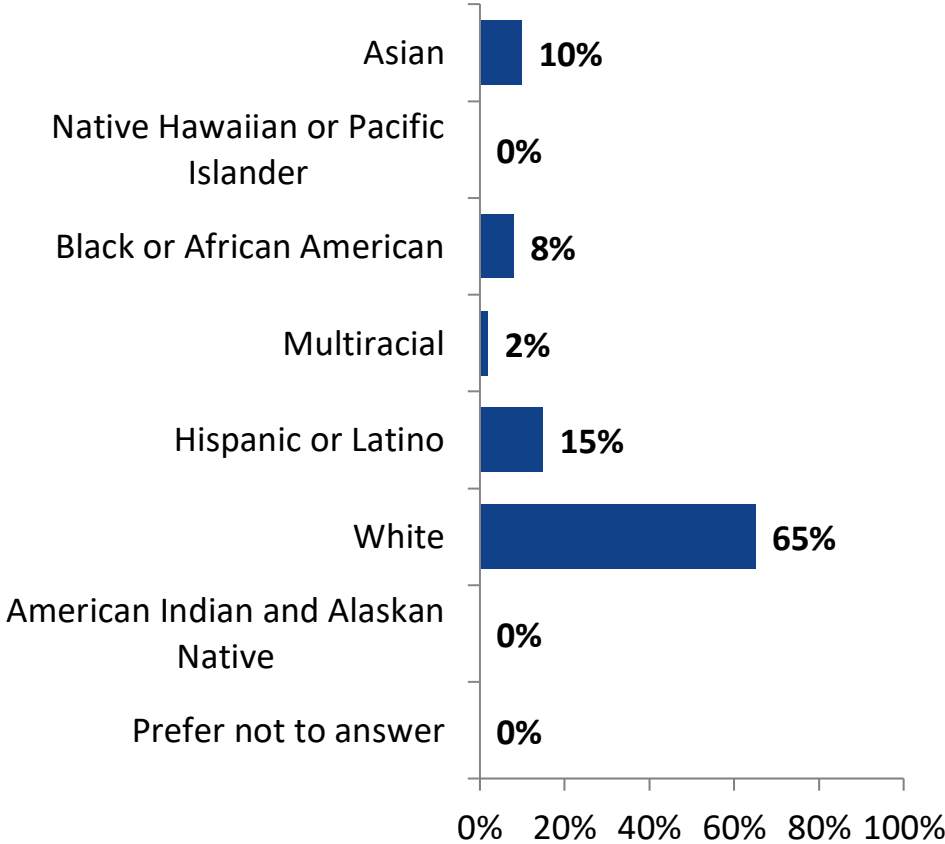
Response	Count (N)	Percentage (%)
6	122	12%
7	196	19%
8	204	20%
9	175	17%
10	135	13%
11	102	10%
12	102	10%

Student Demographics

Gender (N=1,036)



Race/Ethnicity (N=1,033)



K12 *Insight* 

Follow us on Twitter: @k12insight
www.k12insight.com