

Peak to Peak Response to 2017 Annual Family Survey Results

Summary

The results of the 2017 Peak to Peak Annual Family Survey were provided to the Peak to Peak Board of Directors and administration in the spring of 2017. A report detailing the results of the survey was provided to the Peak to Peak community and is available on the school website ([2017 Family Guardian Survey Report](#)). In general, responses to the survey statements were very positive with significant improvement in five categories: *Principals, Safety, Counseling, Food Services* and *Student Specific Communication*. However, there were areas where parents/guardians expressed concerns either through the rating of the question or in their comments. The Board of Directors, Executive Leadership, and principals take the survey results very seriously and have responded with many changes to address the concerns of the Peak to Peak community. The following report, prepared by the Accountability Committee, summarizes those activities as reported by school leadership. More details about the survey and the response can be found in the remainder of this report.

Communication

Responses indicated a need for additional channels for parent/teacher communication.

Improving communications at all levels continues to be a priority for Peak to Peak. Last spring, a Communications Advisory Committee was formed to help create content, identify gaps, and provide feedback around the communication systems at Peak to Peak. The committee includes parents, K-12 staff members, school administrators, and a board member. The committee is advisory in nature. Members of the committee participate as a strategy to help increase engagement in the Peak to Peak community, but also to share ideas and generate solutions to identified communication challenges.

P2P is actively investigating new tools that can help customize content to a particular student while at the same time refreshing the message to teachers about the expectations for them to engage in student-specific communications with families even before the need arises.

Some other specific actions include ongoing work with Latino community members to improve outreach and translations, a middle school initiative to expand opportunities for parents to have more personalized time with all of a student's teachers, and improvements to the school's website planned for next year.

Safety

Comments reflected concerns regarding access to the campus (e.g., playground areas) and traffic flow during dropoff and pick up.

Safety of our students and staff is of great importance. Regarding the elementary playground entrance, the gate has been locked to stop access from the ditch area. There will be a walkway added along the south fence to allow easier access from Merlin to the elementary play area. This will also help with the safety at drop off and pickup. Also, to improve traffic flow and safety, both north drives, Puma Drive and Canterbury Drive are now One Way at All Times. There is now a stipend (pay compensation) for the staff member that is directing traffic at pickup and a second paid crossing guard has been added to the intersection of Merlin and the front drive. Extra signage has been added as well as the traffic arrows have been repainted on our newly sealed parking lot.

K-12 Office Assistance

Comments demonstrated some dissatisfaction when interacting with office personnel.

All survey responses were shared with staff. As a result, individual conversations took place with office support staff regarding strategies for improvement. Additionally, personnel have been shifted to better align roles and responsibilities. Following the Communication Pathways model, a more specific conflict resolution plan was developed. A Mission statement and staff published agreements were created specifically for the K-12 office staff with a strong focus on being welcoming, friendly, professional, and inclusive.

Facilities

Comments suggest areas of campus are dirty and facilities and equipment (e.g., bathrooms and playground) are in need of upgrade.

Every effort is made to keep our school clean and safe. We have transitioned to contracted janitorial services (vs. custodial employees) to clean our school at night, in addition to the staff on hand during the day. We also added a part-time maintenance technician to help with maintenance and repairs.

With the capital funds received for facility improvement and maintenance, new partitions around the toilets will be installed, hope to be completed by the end of June 2018. New thermostats, to better heat and cool our school are slated to be installed starting in summer 2018. New playground equipment is also in the 2019/2020 budget.

Counseling

Survey comments indicate desire for more positive interaction opportunities with middle school counselors and insufficient resources for high school counselors.

Middle School counselors have added multiple opportunities for parents and students to engage with counseling staff including regular “Coffee with Counselors” sessions. For example, towards the end of spring semester, MS counselors offered a session entitled “How to talk to your middle schooler about *13 Reasons Why*.” Four additional sessions are planned for this fall (Sep. 20th, Oct 18th, Nov 29th, and Dec 20th) regarding various topics. Evening activities are also available covering a range of topics relevant to guiding middle schoolers through adolescence (10/25 and 11/7) and these events can be found on the school calendar. Middle School counselors have increased interaction with students by adding meeting dates and times and expanding the meeting settings to help students feel more comfortable talking with their counselors.

To address high school counseling concerns, two revisions have been implemented. First, the FTE for counseling has increased from 3.5 to 3.7 which means the ½ time counselor is now more available. As the budget allows, the goal is to continue to increase the fourth counseling position to a full-time counselor. Second, the method for assigning freshmen to a counselor has changed to better balance the *counselor:student* ratio.

Food Services

Parents expressed mixed feelings about food taste and quality and possibility of working within the existing BVSD program.

After gathering a wide variety of feedback from multiple community stakeholders late last school year, the P2P Board determined that Food Services will remain separate from BVSD.

In response to comments from parents on last year’s survey, Food Services is constantly changing the menu and continuing to examine food quality. New items, such as *Larabar* and *Kind Bars*, have been introduced into the cafeteria while certain prepackaged products have been discontinued. An exciting addition to the cafeteria menu is homemade, fresh from scratch muffins which have taken the place of factory prepackaged muffins. Another homemade addition to the Peak to Peak cafeteria is salad dressing and it will be available in October. Homemade soups, a faculty favorite, will continue to be offered. Grass fed beef, hormone free milk, and organic fruits and vegetables have always been served and will remain to be offered. The Sub Station now includes a fruit or vegetable with every sandwich, making it a complete meal.

To keep the department viable, Food Services Management considers product availability and pricing when making menu choices. Menu items are priced to encourage students to buy healthy meals instead of a la carte items. Choice is what makes the Peak to Peak cafeteria special, and the choices are homemade, organic, and fresh. In light of last year’s events, Food Services, with the support of the ELT and the P2P school board, is looking forward to implementing the new ideas discussed in last year’s survey.

Board of Directors/Executive Leadership Team

Parent comments suggested board should maintain high level strategic focus and increase efforts to work together more collaboratively.

In August, board members and the Executive Leadership Team (ELT) engaged in two focused training sessions, led by Jennifer Dauzvardis, designed to clarify the roles and responsibilities of these entities. Content for these training sessions was derived from state level “best practices” and focused on three specific board functions: 1) Ensure implementation of the P2P Vision and Mission, 2) Support of School Leadership, and 3) Ensure Fiduciary Viability.

Tactically, the structure of board meetings has been modified to allow more time for strategic discussions. Committee and director presentations will no longer be part of the agenda, although reports are still submitted. Board members will still review all reports and can ask questions for further clarification. The Executive Directors and the Principals will still give oral reports during board meetings.

Conclusion

There are always areas where Peak to Peak can improve, even given the very positive results of the survey. The Accountability Committee appreciates the family participation in that improvement through their responses to the survey. The Committee also is grateful that the Board of Directors, the Executive Director of Education, the Executive Director of Operations, principals, and supporting administration are open and responsive to the survey results and the comments made by parents. Survey reports and responses can be found for this year and previous years on the school website or by clicking [here](#).

The Accountability Committee
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