

# Parent/Caregiver Experience Survey

## Results Report

Oxford School District

Effective Date: Spring 2024

**Table 1. Participation, Overall Mean and Top Box by Survey Administration**

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
Participation	882	1017	1268	1018
Overall Mean	4.07	4.06	4.15	4.14
Top Box Percentage	44.03%	43.91%	47.66%	48.33%

**Table 2. Net Promoter Score**

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
<b>NPS: Organization</b>	<b>43.34</b>	<b>41.62</b>	<b>52.70</b>	<b>51.73</b>
Promoter	59.95%	59.27%	66.38%	65.84%
Passive	23.44%	23.08%	19.95%	20.04%
Detractor	16.61%	17.65%	13.67%	14.12%
<b>NPS Child's School</b>	<b>44.80</b>	<b>41.77</b>	<b>55.03</b>	<b>52.89</b>
Promoter	61.26%	59.72%	67.98%	67.13%
Passive	22.29%	23.21%	19.07%	18.63%
Detractor	16.46 %	17.96%	12.95%	14.24%

**Table 3. Item Means and Overall Mean by Survey Administration**

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
1. I believe my child's learning is a high priority at this school.	4.24	4.22	4.27	4.24
2. I believe school rules are enforced consistently at this school.	3.81	3.87	4.01	3.99
3. I regularly receive feedback from school staff on how well my child is learning.	3.71	3.73	3.87	3.86
4. I am treated with respect at this school.	4.22	4.28	4.29	4.30
5. I believe my child has every opportunity to be successful at this school.	4.14	4.10	4.15	4.16
6. I believe my child has the necessary classroom supplies and equipment for effective learning.	4.33	4.29	4.35	4.35
7. I believe this school positively impacts my child's growth and development.	4.14	4.09	4.17	4.18
8. I believe this school provides a safe environment for my child to learn.	4.21	4.16	4.25	4.21
9. I believe my child is recognized for good work and behavior at this school.	3.97	3.96	4.06	4.02
10. I believe the school is clean and well maintained.	4.25	4.18	4.23	4.27
11. I believe the teachers, staff, and administration at this school demonstrate a genuine concern for my child.	4.12	4.11	4.16	4.17
12. I am proud to say I have a child at this school.	4.18	4.14	4.22	4.21
13. I receive positive phone calls, emails, or notes about my child from the school.	3.69	3.66	3.90	3.86
14. I feel comfortable approaching school administration.	4.11	4.12	4.20	4.20
15. I believe school administration make decisions that are in the best interest of children and families.	3.94	3.95	4.07	4.08
<b>Overall Mean</b>	<b>4.07</b>	<b>4.06</b>	<b>4.15</b>	<b>4.14</b>

**Table 4. Item Top Boxes and Overall Top Box by Survey Administration**

	Fall 2022	Spring 2023	Fall 2023	Spring 2024
1. I believe my child's learning is a high priority at this school.	47.27%	49.46%	51.28%	50.50%
2. I believe school rules are enforced consistently at this school.	34.17%	36.05%	39.90%	39.72%
3. I regularly receive feedback from school staff on how well my child is learning.	37.13%	37.04%	40.88%	39.80%
4. I am treated with respect at this school.	47.89%	50.75%	52.48%	54.54%
5. I believe my child has every opportunity to be successful at this school.	44.06%	44.07%	46.76%	49.70%
6. I believe my child has the necessary classroom supplies and equipment for effective learning.	51.94%	50.20%	55.24%	55.83%
7. I believe this school positively impacts my child's growth and development.	45.91%	44.79%	47.52%	48.45%
8. I believe this school provides a safe environment for my child to learn.	46.86%	46.33%	50.16%	48.69%
9. I believe my child is recognized for good work and behavior at this school.	40.44%	39.37%	45.10%	42.57%
10. I believe the school is clean and well maintained.	46.67%	46.78%	48.64%	51.90%
11. I believe the teachers, staff, and administration at this school demonstrate a genuine concern for my child.	45.72%	45.92%	48.16%	49.70%
12. I am proud to say I have a child at this school.	47.89%	46.77%	50.72%	52.55%
13. I receive positive phone calls, emails, or notes about my child from the school.	36.54%	35.71%	42.06%	40.72%
14. I feel comfortable approaching school administration.	47.09%	45.24%	50.76%	51.91%
15. I believe school administration make decisions that are in the best interest of children and families.	40.85%	40.16%	45.24%	48.24%
<b>Overall Top Box</b>	<b>44.03%</b>	<b>43.91%</b>	<b>47.66%</b>	<b>48.33%</b>

## Appendix

In the 2022-23 academic year, the Net Promoter Score metric was added to multiple surveys conducted by Studer Education partners: Employee, Parent/Caregiver, and Student Experience Surveys. The Net Promoter Score measures a loyalty relationship between an organization and the survey participants. The scores are categorized into 3 areas: Detractors (unhappy, dissatisfied), Passives ("on the fence"/neutral), and Promoters (engaged, enthusiastic). The NPS can range from -100 (lowest, everyone is a Detractor) to +100 (highest, everyone is a Promoter). The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

When interpreting the NPS, the following guidelines may be helpful:

- 100 to 0: there are more detractors than promoters and a good opportunity for improvement
- 0 to 30: good performance, opportunity for improvement
- 30 to 50: strong performance, sustain or grow
- 50 to 100: excellent performance, sustain

The NPS questions for Parent/Caregiver Experience were:

1. How likely are you to recommend this organization as a good place for your child to learn?
2. How likely are you to recommend your child's school as a good place for your child to learn?

In the first round of surveys administered in Fall 2022-Spring 2023, baseline NPS metrics were established.

Q1: How likely are you to recommend this organization as a good place for your child to learn?	Q2: How likely are you to recommend your child's school as a good place for your child to learn?
Individual Partner NPS ranged from -61.78 to +76.25.	Individual Partner NPS ranged from -58.92 to +75.21.
Average Partner Network NPS: 35.23	Average Partner Network NPS: 37.28
51,012 responses over 59 partners.	