

Parent Satisfaction Survey Summary: Glacier Gateway, April 2024

During Art Night in April 2024, Glacier Gateway conducted a parent satisfaction survey with 75 participants to understand parents' perspectives on bullying, student behavior, communication, and collaboration with the school.

Bullying

- 16% of the families surveyed, reported instances of bullying experienced by their child at the school this year, while the majority, 84%, indicated no such occurrences.
- 78% learned about bullying from their child, while 22% were informed by the school.
- Of the students who reported the bullying to their parents first, 64% problem-solved with their child and encouraged reporting to an adult, and 28% contacted school staff.
- Of the parents who called the school, 72% communicated with their child's homeroom teacher regarding bullying, while the rest called the principal or counselor.
- 64% of parents whose child reported bullying, were satisfied with the school's response to bullying; 12% saw ongoing progress; 8% were dissatisfied.

Behavior Support

- 84% of families felt the school does a good job supporting their child during behavioral problems.
- 98% of families felt respected by school staff.
- 98% of families felt their child was respected by school staff.
- 76% of families felt included in school-wide decisions, with suggestions for increased input on academic progress and school systems/procedures.
- 96% of families felt welcome at the school, while 4% only felt partially welcome.

Behavior Expectations and Positive Reinforcement

- 98% of families found the school's behavior expectations clear and meaningful.
- 82% of families reported that school staff praised or rewarded positive behaviors.
- 90% of families were contacted about their child's positive behaviors.

Addressing Behavior Difficulties

- Of parents who said their child has had behavior difficulties, 44% said the school contacted them before behavior issues became serious.
- 52% of these parents believed the consequences or resolutions for behavior issues were appropriate.

Preferred Communication Methods

- Parents preferred electronic communications the most, mentioning Class Dojo, Emails, and Text messages for receiving information about their child's classroom or school activities. Paper reminders were mentioned, but were last on the list.

Overall, the survey results indicate a generally positive environment at Glacier Gateway, with opportunities for improvement in communication with parents and parental involvement in school decisions.

Glacier Gateway Action Plan to Address Parent Input

- Increase Communication:
 - Mrs. Anello will use digital bus conduct report system to email parents for every bus conduct report.
 - Inform and include families when making decisions for academic progress and school systems/procedures (ie: letters for upper grades reading classroom changes, flier for parents to access programs at GG, end of year communication: report card, star report, summer resources)
 - Call home to notify parents when behaviors happen to inform parents.
 - *This happened... _____ and I made a plan to help it get better, what do you think?*
 - *What do you see at home?*
 - *What works at home?*
 - *What do you think about the plan?*
- Consequences or resolutions for behavior issues were appropriate:
 - Share minor vs. major with parents at open house
 - Bus discipline matrix at open house
 - WILDCAT PRIDE expectations driving classroom expectations
 - Consequence continuum for classrooms presented to parents during open house.
- Reporting Bully Behaviors
 - Parent and child home access to report bullying.