

Experience Survey Results

April 28, 2025

Studer
Education



Outcomes

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Experience Survey Overview

	Student	Family/Caregiver	Employee
Survey Window	February 24 – March 14, 2025		
Survey Items (Scale 1-5)	20 items	15 items	20 items
Net Promoter Questions How likely are you to recommend ...	School District	-Organization -Child's School	-Organization -School/Department

Summary of 2024–2025 Results

Top Box – percentage of responses that are a 5 out of 5

Top 2 Box – percentage of responses that are a 4 or 5 out of 5

Net Promoter Score

0	1	2	3	4	5	6	7	8	9	10
Detractors						Passives		Promoters		
Unhappy, dissatisfied						"On the fence"		Engaged, enthusiastic		

-100 to 0	0 to 30	30 to 50	50 to 100
More detractors than promoters, opportunities for improvement	Good performance, opportunity for improvement	Strong performance, sustain or grow	Excellent performance, sustain

Summary of 2024–2025 Results

1. All overall survey means increased, an indication of improved experiences for students, parents/caregivers, and employees.
2. 46 of 50 survey items increased.
3. Increased responses from parents/caregivers and employees.
4. Student experience in the 70–75 percentile nationally.

Students

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

	Spring 2023	Spring 2024	Spring 2025
▲			
Participants	3742	4126	3506
Mean	3.86	3.87	3.89
Top Box Percentage	33.58%	33.12%	34.35%
Top 2 Box Percentage	68.14%	68.76%	69.49%



Mean Score: 70–75%tile in National Benchmarking

Table 2A. Net Promoter Score: Organization

How likely are you to recommend the school district?

▼	Spring 2023	Spring 2024	Spring 2025	Δ
NPS	1.19	4.85	3.71	-1.14
Promoter	32.39%	33.97%	32.18%	-1.79
Passive	36.41%	36.91%	39.35%	2.44
Detractor	31.20%	29.12%	28.47%	-0.65

Students

Table 3. Item Means and Overall Mean by Survey Administration

		Spring 2023	Spring 2024	Spring 2025	Δ
1	I believe my learning is important at my school.	4.25	4.24	4.28	0.04
2	I enjoy specials or electives.	4.12	4.10	4.19	0.09
3	I believe my teachers care about me.	4.14	4.14	4.21	0.07
4	I feel safe at my school.	3.86	3.92	3.97	0.05
5	I believe school rules are consistently enforced.	3.72	3.74	3.78	0.04
6	I think my school is clean.	3.50	3.52	3.42	-0.10
7	I believe my principal is a good leader.	4.19	4.21	4.26	0.05
8	I feel safe on the bus (only answer if you ride the bus).	3.78	3.87	3.88	0.01
9	I feel there are healthy food choices for me to eat at lunch.	3.77	3.83	3.74	-0.09
10	I know how to get help when I have a problem.	4.09	4.09	4.16	0.07
11	I set learning goals and track my progress.	3.65	3.63	3.60	-0.03
12	I believe my teachers challenge me to think.	4.11	4.12	4.16	0.04
13	I believe my teachers ask me how I learn best.	3.68	3.62	3.65	0.03
14	I believe my teachers recognize me for good work.	3.85	3.87	3.88	0.01
15	I feel students are nice or show respect to each other at my school.	3.32	3.30	3.31	0.01
16	I like going to my school each day.	3.31	3.28	3.30	0.02
17	I feel like I belong at school.	3.66	3.68	3.73	0.05
18	I feel my family is treated nicely or with respect at my school.	4.17	4.21	4.23	0.02
19	I regularly receive feedback from my teachers about my academic progress.	3.78	3.80	3.83	0.03
20	I have opportunities to be successful at my school.	4.21	4.20	4.25	0.05



Parents/Caregivers

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

	Spring 2023	Spring 2024	Spring 2025
▲ Participants	2801	1731	2653
Mean	3.87	3.89	3.95
Top Box Percentage	32.37%	32.52%	35.36%
Top 2 Box Percentage	72.28%	72.32%	73.84%



Mean Score: 20%tile in
National Benchmarking

Parents/Caregivers

Table 2A. Net Promoter Score: Organization

How likely are you to recommend this organization as a good place for your child to learn?

▼	Spring 2023	Spring 2024	Spring 2025	Δ
NPS	16.56	14.25	13.79	-0.46
Promoter	42.26%	42.18%	41.95%	-0.23
Passive	32.05%	29.90%	29.90%	0.00
Detractor	25.69%	27.92%	28.15%	0.23





Table 2B. Net Promoter Score: Immediate Work Area

How likely are you to recommend your child's school as a good place for your child to learn?

▼	Spring 2023	Spring 2024	Spring 2025	Δ
NPS	18.36	17.78	19.35	1.57
Promoter	44.07%	43.68%	45.37%	1.69
Passive	30.22%	30.41%	28.60%	-1.81
Detractor	25.71%	25.91%	26.02%	0.12



Parents/Caregivers

Table 3. Item Means and Overall Mean by Survey Administration


		Spring 2023	Spring 2024	Spring 2025	Δ
1	I believe my child's learning is a high priority at this school.	4.04	4.01	4.07	0.06
2	I believe school rules are enforced consistently at this school.	3.66	3.66	3.79	0.13
3	I regularly receive feedback from school staff on how well my child is learning.	3.33	3.39	3.44	0.05
4	I am treated with respect at this school.	4.21	4.24	4.31	0.07
5	I believe my child has every opportunity to be successful at this school.	3.89	3.90	3.92	0.02
6	I believe my child has the necessary classroom supplies and equipment for effective learning.	4.15	4.13	4.10	-0.03
7	I believe this school positively impacts my child's growth and development.	3.91	3.93	4.01	0.08
8	I believe this school provides a safe environment for my child to learn.	3.95	3.96	4.09	0.13
9	I believe my child is recognized for good work and behavior at this school.	3.85	3.85	3.91	0.06
10	I believe the school is clean and well maintained.	4.33	4.32	4.35	0.03
11	I believe the teachers, staff, and administration at this school demonstrate a genuine concern for my child.	3.97	4.01	4.07	0.06
12	I am proud to say I have a child at this school.	3.93	3.96	3.99	0.03
13	I receive positive phone calls, emails, or notes about my child from the school.	3.15	3.28	3.28	0.00
14	I feel comfortable approaching school administration.	3.97	4.00	4.08	0.08
15	I believe school administration make decisions that are in the best interest of children and families.	3.68	3.67	3.77	0.10



Employees

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

	Spring 2023	Spring 2024	Spring 2025
▲ Participants	803	622	696
Mean	3.68	3.51	3.73
Top Box Percentage	21.08%	17.90%	23.49%
Top 2 Box Percentage	65.43%	58.46%	66.61%



Mean Score: 20–25%tile in
National Benchmarking

Employees

Table 2A. Net Promoter Score: Organization

How likely are you to recommend your organization?

▼	Spring 2023	Spring 2024	Spring 2025	Δ
NPS	-1.13	-33.39	-10.26	23.13
Promoter	30.95%	19.06%	27.17%	8.11
Passive	36.97%	28.50%	35.40%	6.90
Detractor	32.08%	52.44%	37.43%	-15.02



Table 2B. Net Promoter Score: Immediate Work Area

How likely are you to recommend your department or school?

▼	Spring 2023	Spring 2024	Spring 2025	Δ
NPS	9.90	2.28	18.99	16.71
Promoter	38.85%	36.32%	43.62%	7.30
Passive	32.21%	29.64%	31.74%	2.10
Detractor	28.95%	34.04%	24.64%	-9.40



Employees

Table 3. Item Means and Overall Mean by Survey Administration

		Spring 2023	Spring 2024	Spring 2025	Δ
1	I feel supported with good processes and the appropriate resources to do my job.	3.54	3.39	3.62	0.23
2	I receive feedback on my strengths as an employee.	3.68	3.68	3.80	0.12
3	I feel supported in balancing my work responsibilities.	3.48	3.37	3.59	0.22
4	I receive appropriate recognition when I do good work.	3.48	3.39	3.53	0.14
5	I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	3.91	3.94	4.09	0.15
6	I feel that resources in my immediate work environment are allocated to maximize effectiveness.	3.40	3.32	3.49	0.17
7	I have the opportunity to provide input on decisions that affect my job.	3.40	3.17	3.37	0.20
8	I have a clear understanding of my expectations as an employee.	4.06	4.04	4.20	0.16
9	I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	3.74	3.71	3.92	0.21
10	I receive feedback concerning areas for improving my performance.	3.68	3.70	3.77	0.07
11	I feel that organization-level resources are allocated to maximize effectiveness across the organization.	3.13	2.84	3.22	0.38
12	I believe organization-level information is communicated in a timely manner across the organization.	3.39	3.09	3.52	0.43
13	I see progress being made to create a culture of success for employees across the organization and for those we serve.	3.42	2.90	3.34	0.44
14	I would recommend that parents select my organization to serve their child.	3.85	3.53	3.78	0.25
15	I feel that others in my organization connect with me in honest two-way communication.	3.82	3.58	3.80	0.22
16	I work in an organization where employees regularly share and exchange ideas.	3.93	3.78	3.93	0.15
17	I feel that organizational culture supports open and honest communication.	3.49	3.17	3.54	0.37
18	I have a clear understanding of the mission and goals of my organization.	3.92	3.65	3.97	0.32
19	I believe my work positively impacts those we serve.	4.38	4.30	4.44	0.14
20	I feel a sense of pride when I tell people where I work.	3.89	3.60	3.80	0.20



Takeaway

PLSAS's commitment to continuous improvement is evident in the improved experience survey results for student, parents/caregivers, and employees.

