

Luther College High School Parents Survey Highlights – June 2019

RATE OF RESPONSES

Our parent survey was completed in June 2019, with 175 responses. Our enrolment at the time of the survey was 456 students. 72 more responses were gathered this year compared to 2018. 76 grade 9 parents answered, with a drop each subsequent grade of 50 parents in grade 10, 48 parents in grade 11 and only 31 grade 12 parents answering the survey.

OVERALL RATING

Overall, satisfaction with LCHS went up four percent from the 2018 survey. This year, 54% of parents said they were very satisfied with Luther, 33% said satisfied, for a total of 122 parents. Combined, this is 87% - **an increase over last year's satisfaction rating of 83%**.

13% of parents indicated they were neutral or not satisfied (a total of 19 parents). Last year this figure was 15.

TOP REASONS FOR CHOOSING LUTHER

The top three reasons parent said they chose to enroll their child in LCHS was:

- Academic program – 96% (the same response as 2018)
- Small, close-knit community- 84% (86% in 2018)
- Safety was also an important reason for choosing Luther, as 79% of parents indicated this was very important or important.

ACADEMIC PROGRAM RATING

Parents were asked to rate their satisfaction on the following elements of the academic program. Overall, 92% of parents said they are very satisfied or satisfied, a significant jump from 83% last year. The top 5 aspects are as follows:

1. Class size – 93% said very satisfied or satisfied (down from 95% in 2018)
2. University preparation – 86% said very satisfied or satisfied (down from 91% in 2018)
3. Challenging curriculum – 83% said very satisfied or satisfied (up from 80% in 2018)
4. Development of study skills – 84% said very satisfied or satisfied (up from 83% in 2018)
5. Quality of teaching – 83% said very satisfied or satisfied (up from 80% in 2018)

60% of parents said they were very satisfied or satisfied with student workload, and 40% said they were neutral, or not satisfied. There were concerns expressed regarding assessment standards. The academic program comments included suggestions on how to better improve study skills, curriculum, homework load, and varying satisfaction levels with teachers.

HOMEWORK

Homework and feedback on work were also addressed in two separate questions. Parents are most concerned about timing of homework (46% indicating neutral or not satisfied) and the amount (40% indicating neutral or not satisfied.)

Many of the 43 comments gathered in this question discussed concerns about the timing of homework (in clumps or over breaks) and a perception that some teachers assign a high quantity of homework rather than quality homework.

The rating in 2018 indicated parents were neutral and/or dissatisfied with the quality (29%), amount (38%) and timing (39%) of homework.

FEEDBACK ON WORK

Parents were most concerned about the lack of detailed feedback on assignments, with 40% saying they were neutral or not satisfied. 39% were also dissatisfied with both timeliness and helpfulness of the feedback on their child's work. However, 69% of parents indicated they found the feedback useful.

Many of the 30 comments gathered in this question referred to parents not receiving any feedback from either their teacher or their child, and some commented about exams not being returned and or assignments being returned late.

ATHLETICS

Overall, 63% of parents were satisfied or very satisfied with our athletic programming, down from 68% in 2018. 39% were very satisfied with our athletic facilities. 32% were neutral or dissatisfied with the variety of options and 31% were neutral or dissatisfied with the opportunities to compete in events.

Many comments requested that Luther add boys' volleyball. Three negative coaching experiences were noted and addressed during the athletic season as they were made known. Soccer and football coaching were highly praised.

CULTURE

Last year, 86% were satisfied or very satisfied with our overall cultural programs, but this figure dropped to 74% this year. The decrease occurred in each cultural category: variety of events, instruction quality, opportunity to participate, facilities and equipment. 36% and 33% of our parents indicated our performance facilities and performance equipment were very satisfactory, a drop from 51% and 47% the year before.

COMMUNICATION

82% of parents are satisfied or very satisfied with our communication to parents (frequency, timing, amount and clarity), a slight increase from 80% last year.

The comments demonstrated some misunderstanding about the difference between communication about marks/teacher feedback and communication from the school in a more general sense. 27% were neutral or dissatisfied with face-to-face interactions with faculty and staff. The communication tools most positively favored ('very satisfied') were texting (51%) bi-weekly emails (48%) and the website (44%).

47% were neutral or dissatisfied with OSA. There were several comments about not having timely access to progress reports/marks outside of midterms and finals.

GIVING

61% rated their likelihood to give to Luther as "somewhat likely" or higher, down from 66% in 2018. Approximately the same percentage of parents said they would volunteer as needed or required. The capital campaign was the area most likely to be supported financially. This remained unchanged from last year.

SATISFACTION RATINGS

All functions of the school

- 85% of parents who said they are satisfied or very satisfied with our office functions – main office, finance, admissions and development
- 44% are satisfied or very satisfied with our food service, down from 64% last year. 24% were neutral and 22% said this was not applicable to them
- 32% are satisfied or very satisfied with our bus services, down from 45% last year. 12% were neutral and 50% said it was not applicable to them
- 88% are satisfied or very satisfied with our facilities, down from 91% last year
- Only six dorm families answered the survey. It might be useful to have the dorm staff create and administer their own survey for this group. Of those six, three rated the dorm program overall as very satisfied, two satisfied and one neutral.
- 79% are satisfied or very satisfied with school leadership, exactly the same as last year

2018 SURVEY ACTIONS

Last year's actions generated from the 2018 parent survey indicated that Luther College would: review the quality, amount and timing of homework; continue to focus on our athletic programming; review OSA; continue to focus on parent philanthropy and engagement; and continue to improve our food service and dining areas. We are happy to report that all these were addressed in the past year.

2019 SURVEY ACTIONS

- Devote time at Professional Development days or faculty retreats to reflect on the quality and timing of teacher assessments/feedback.
- Devote time at Professional Development days or faculty retreats to reflect on assessment standards
- Continue to re-examine, monitor and tweak student workloads, both in terms of amount and timing.
- Discuss with faculty involved in cultural activities potential reasons for the 12% drop in general satisfaction.
- Continue working on coaching supports and training.
- Continue improving menu options in the cafeteria.
- Explore ways to increase the survey responses from dorm parents.
- Improve communications with parents as we transition to Aspen.