

Survey Questions

A variety of survey questions were employed including single/multiple selection, ranking, and open text. Only a proportion of questions were mandatory. Student surveys employed a 5-point likert scale for selection questions based on level of agreement with each statement presented. Parents and staff surveys employed a 5-point likert scale for selection questions, plus opt-out options such as “Not Applicable” and “I Don’t Know”. An explanation of the scale was provided to respondents:

1. Praiseworthy - Consistently exemplary and proactive, a strength and selling point of the school.
2. Good - Strengths outweigh weaknesses with minor areas for improvement being addressed.
3. Average - Sound performance but practices may at times be inefficient/ineffective, requiring attention.
4. Weak - Weakness requiring attention with significant potential for improvement.
5. Dire - Major weakness needing urgent development and improved understanding of relevant issues.

The Net Promoter Score (NPS) is your school’s quantitative measure for referral and word of mouth and referral marketing. NPS questions are designed to group respondents into 3 groups:

1. Promoters: loyal enthusiasts who will refer others, thus fuelling growth.
2. Passives: satisfied but unenthusiastic parents who are vulnerable to competitive communications.
3. Detractors: unhappy parents who can damage your reputation and impede growth through negative word of mouth.

The NPS is calculated according to the percentage of a school’s customer base who are Promoters, minus the percentage who are Detractors. Businesses generally average a NPS index of 5-10, with schools averaging slightly higher 15-25. A healthy, growing school should aim for a NPS of above 50.

Response Rates

Below is a table outlining the number of surveys successfully delivered by email (bounced email addresses have been previously sent to your school), the number of surveys that were opened, partially completed surveys and fully completed surveys.

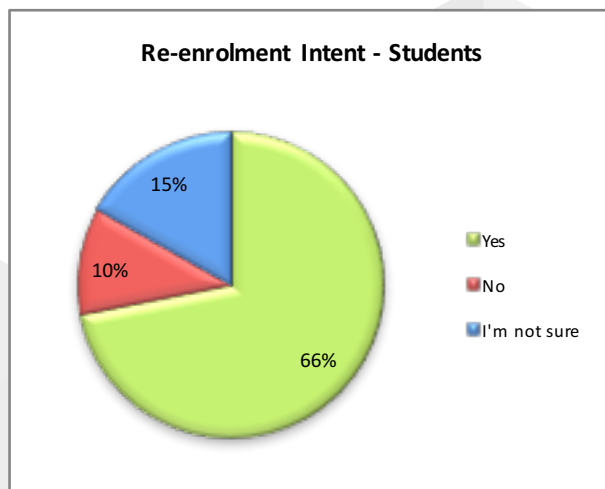
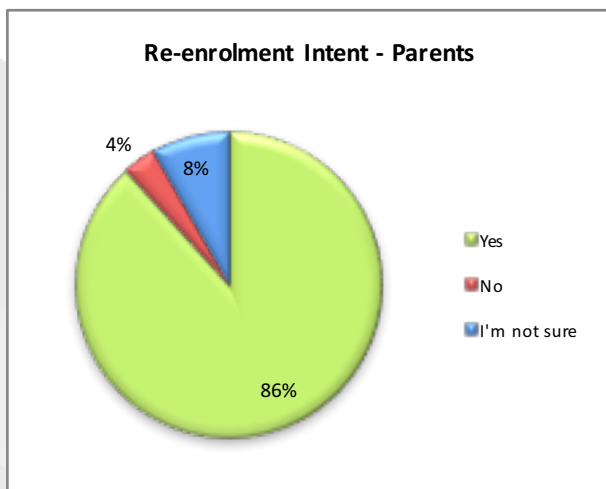
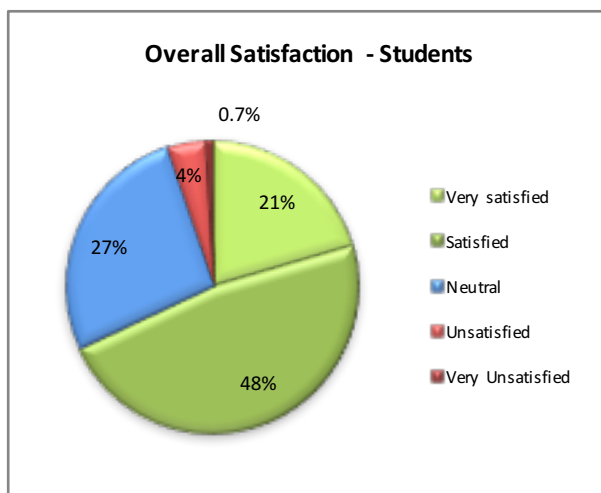
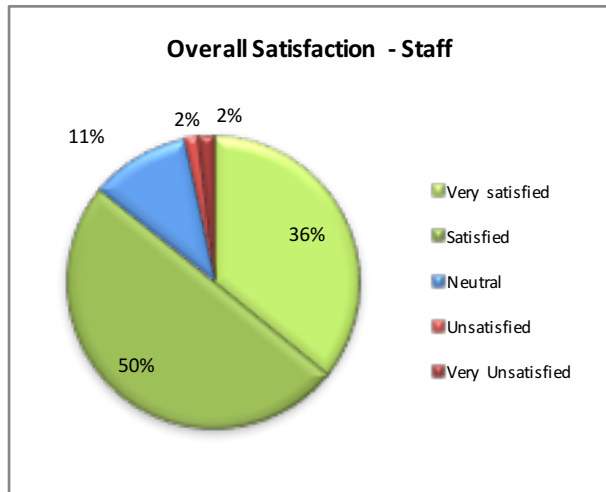
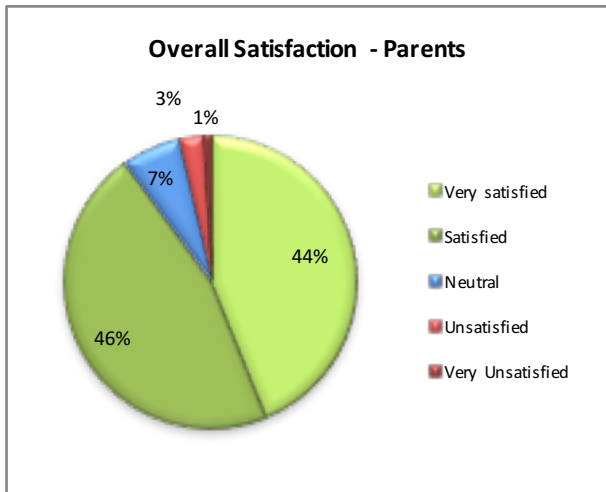
	Parents	Staff	Students	Total
Surveys Delivered	664	73	N/A	
Survey Responses	262	64	279	605

School Satisfaction Indicator Summary

Traffic lights are based on green, amber and red, corresponding to the top, middle and bottom third of index scores.

	INDEX	PARENTS	STAFF	STUDENTS
OVERALL SATISFACTION	● 8.2	● 8.6	● 8.3	● 7.7
LEADERSHIP & ADMINISTRATION	● 8.2	● 8.4	● 8.1	● 8.1
FACILITIES & RESOURCES	● 7.3	● 7.4	● 7.1	● 7.5
COMMUNITY SPIRIT	● 8.1	● 8.5	● 8.3	● 7.6
COMMUNICATION	● 7.6	● 7.9	● 7.5	● 7.2
STUDENT DEVELOPMENT & CARE	● 8.2	● 8.1	● 8.5	● 8.0
CHAPLAINCY	● 7.1	● 6.7	● 7.2	● 7.4
STAFF DEVELOPMENT & CARE	● 7.7		● 7.7	
ACHIEVEMENT OPPORTUNITIES	● 7.5	● 7.5	● 7.6	● 7.3
AFFORDABILITY & VALUE	● 7.0	● 7.0		
RETENTION	● 7.9	● 8.8		● 7.1
WORD OF MOUTH PROMOTION	● 8.0	● 8.6	● 8.6	● 6.9

Satisfaction & Comparative Attitudes



School Satisfaction Indicators

	AVG INDEX	PARENTS	STAFF
OVERALL SATISFACTION			
1. Overall, how satisfied are you with this College?	● 8.2	● 8.6	● 8.3
LEADERSHIP & ADMINISTRATION			
9. The College's vision and mission are clearly stated and integrated into College life	● 8.7	● 8.8	● 8.6
10. Day to day organisation and management	● 8.0	● 8.2	● 7.9
11. Communicated concerns of students and parents are consistently resolved appropriately	● 7.5	● 7.9	● 7.1
12. Response to communicated concerns of students and parents is consistently timely and efficient	● 7.6	● 8.1	● 7.1
13. Appropriate Christian emphasis	● 9.2	● 9.1	● 9.2
14. Positive Christian values and behaviour reflected by staff	● 8.7	● 8.8	● 8.6
16. The attitude and performance of the Principal	● 8.8	● 8.7	● 8.8
36. Do you think the College Board is effective in it's governance of the College?	● 7.2	● 7.2	● 7.2
FACILITIES & RESOURCES			
50. Convenient drop off / pick up access and parking at the College	● 6.8	● 7.0	▲ 6.5
51. Presentation / maintenance of buildings and grounds	● 8.0	● 7.9	● 8.0
52. Equipment and resources available to teachers	● 7.2	● 7.5	● 6.9
53. Equipment and resources available to pupils	● 7.1	● 7.0	● 7.1
54. Access and support to information communication technology (ICT)	● 7.2	● 7.0	● 7.3
55. Library resources	● 7.3	● 7.6	● 7.0
COMMUNITY SPIRIT			
66. The College's friendly / inclusive / supportive atmosphere	● 8.5	● 8.6	● 8.4
67. Sense of community between students, parents and staff	● 8.3	● 8.3	● 8.3
68. Staff / teachers are approachable and available	● 8.7	● 8.7	● 8.7
69. Friendly and helpful office staff	● 8.9	● 8.7	● 9.2
70. Staff and parents work cooperatively to deliver high quality educational outcomes for students	● 7.9	● 8.3	● 7.5
71. The College treats students from different backgrounds and cultures equally	● 8.7	● 8.5	● 8.9
72. The College provides a good range of opportunities to demonstrate its special Christian character	● 8.9	● 8.8	● 9.0
73. The College provides opportunities that actively engage Christian service to others	● 8.7	● 8.7	● 8.6
74. Teachers are consistently intentional in linking Christian values with their teaching practice.	● 8.0	● 8.3	● 7.7
75. Positive morale among parents	● 7.2	● 7.9	▲ 6.5
COMMUNICATION			
81. College policies and procedures are clearly documented and easily accessible	● 8.2	● 8.1	● 8.3
82. The student reporting process is effective	● 6.9	● 7.9	▲ 5.8
83. The College schedules adequate opportunities to discuss student progress with parents	● 8.1	● 8.3	● 8.0
84. Adequate opportunity for constructive feedback and ideas	● 7.8	● 7.9	● 7.7
85. Clear and effective communications from the College	● 8.1	● 8.2	● 8.0
86. Timely communications providing adequate notice from the College	● 7.9	● 8.1	● 7.7
87. Effective methods are used for internal parent, student and staff communications	● 8.6	● 8.7	● 8.5
88. Consistently effective marketing and promotion to the wider community	▲ 6.3	▲ 6.2	▲ 6.3
CHAPLAINCY			
126. Chaplaincy support to students and their families	● 7.6	● 7.1	● 8.2
127. Guidance and support provided by chaplains	▲ 6.5	▲ 6.3	● 6.7
128. Responsiveness of chaplains	● 6.7		● 6.7

	AVG INDEX	PARENTS	STAFF
STUDENT DEVELOPMENT & CARE			
104. Safe and secure environment	● 8.4	● 8.4	● 8.3
105. The College prepares children well for transitioning between grades	● 7.8	● 7.6	● 7.9
106. Teachers display a caring attitude to students	● 9.0	● 8.7	● 9.2
107. Teachers gladly provide help and support to students when needed	● 8.8	● 8.5	● 9.1
108. Students' individual educational needs are considered	● 8.1	● 7.9	● 8.2
109. Encouragement of responsible attitudes in students	● 8.4	● 8.2	● 8.7
110. Clarity of student behavioural expectation	● 8.3	● 8.3	● 8.4
111. Level of discipline to ensure good behaviour	● 8.0	● 7.8	● 8.2
112. Fair and consistent behaviour management in line with redemptive, positive Christian values	● 8.2	● 8.1	● 8.3
113. Promotes a strong College ethos with clear moral boundaries and Christian values	● 8.7	● 8.5	● 9.0
114. Providing practical personal / spiritual support and programs	● 8.0	● 7.8	● 8.3
115. Students are encouraged in a personal relationship with God	● 8.7	● 8.3	● 9.2
116. Encouragement of students to achieve to the best of their ability	● 8.4	● 8.2	● 8.6
117. Quality of teaching	● 8.3	● 8.2	● 8.5
118. Tutoring / mentoring by staff to support students	● 7.7	● 7.2	● 8.2
119. Homework is related to classwork	● 8.0	● 7.9	● 8.0
STAFF DEVELOPMENT & CARE			
130. Chaplaincy support provided to staff and their families	▲ 6.4		▲ 6.4
131. Responsiveness of chaplains	● 6.7		● 6.7
133. Safe working environment	● 8.4		● 8.4
134. Provision of personal, spiritual and professional support as required	● 8.6		● 8.6
135. Empowerment of staff to make a positive difference	● 8.2		● 8.2
136. Fair and equitable place to work	● 7.7		● 7.7
137. Consistent application of policies and procedures to all staff members	● 7.8		● 7.8
138. Appropriate recognition provided for positive staff performance	● 7.4		● 7.4
139. Encouragement of work / life balance	● 7.4		● 7.4
140. Understanding and flexibility shown when personal matters arise	● 8.9		● 8.9
141. Staff are valued and respected	● 8.2		● 8.2
142. Adequate flexibility is provided as to how job requirements are achieved	● 7.6		● 7.6
143. My skills and abilities are utilised effectively	● 7.8		● 7.8
144. Fair pay rates	● 7.5		● 7.5
145. Fair distribution of rostered and extra curricular responsibilities	▲ 6.5		▲ 6.5
146. College personnel frequently collaborate and engage in professional dialogue	● 7.2		● 7.2
147. I feel job satisfaction in my current role	● 8.0		● 8.0
148. I feel my employment is secure at this College	● 8.2		● 8.2
ACHIEVEMENT OPPORTUNITIES			
165. Choice of cultural opportunities available (debating, chess club, etc).	● 7.6	● 7.6	● 7.6
166. Career guidance programs	● 7.2	● 7.5	● 6.9
167. Appropriate class sizes	● 8.1	● 8.2	● 8.0
168. Choice of subjects available	● 7.2	● 7.3	● 7.0
169. Academic results enjoyable	● 7.9	● 8.3	● 7.5
170. Students are given opportunities to achieve to the best of their ability	● 7.8	● 8.0	● 7.6
171. Students are given opportunities to achieve to the best of their ability	● 7.9	● 7.9	● 7.8
172. Realistic educational expectations for students	● 7.9	● 8.0	● 7.9
173. The College provides learning support programs for identified students	● 7.3	● 6.7	● 7.8
174. The College provides extension programs for talented students	▲ 6.5	▲ 6.1	● 7.0
175. Choice of sports opportunities available	● 7.3	● 7.0	● 7.5
176. Choice of music / performing arts opportunities available	● 7.8	● 7.6	● 7.9
177. Opportunities for students to be of service to others	● 7.5	● 7.4	● 7.7
178. The College celebrates the successes of all students	● 7.7	● 7.6	● 7.8
AFFORDABILITY & VALUE			
179. Appropriate level of College fees	● 7.3	● 7.3	● 7.2
180. Appropriate level of ancillary costs (uniforms etc)	▲ 6.3	● 6.7	▲ 5.9
181. Variety of payment options / plans	● 7.7	● 8.0	● 7.4
182. Availability of fee assistance	▲ 5.1	▲ 5.1	▲ 5.1
183. Overall value for money	● 7.9	● 7.7	● 8.1
RETENTION			
186. Do you plan on keeping your child/ren at this College next year (excluding graduating	● 8.8	● 8.8	● 8.4
WORD OF MOUTH PROMOTION			
188. How likely are you to recommend this College to other parents and students?	● 8.0	● 8.6	● 8.6
189. How likely are you to recommend this College to other teachers as a great place to work?	● 8.2	● 7.9	● 8.2

School Satisfaction Indicators – Students

STUDENTS

OVERALL SATISFACTION

1. Overall, how satisfied are you with this College? ● 7.7

LEADERSHIP & ADMINISTRATION

2. I am proud to be a student at our College ● 7.7

3. Our College is organised and usually runs smoothly ● 7.3

4. Positive Christian values and behaviour are reflected by staff ● 8.2

5. I respect the Principal ● 8.7

7. I respect our student leaders ● 8.1

8. The College has a strong Christian focus ● 8.6

FACILITIES & RESOURCES

42. Our College buildings and grounds are kept clean and are well maintained ● 7.0

43. My classroom has the equipment and resources I need to help me learn ● 7.5

44. I have good access to computers / ICT / iPads ● 7.9

45. The library has useful resources ● 7.7

46. The library is a good place to work ● 7.8

47. The College has a good selection of sports equipment ● 7.2

COMMUNITY SPIRIT

58. Our College has a friendly and supportive atmosphere ● 7.7

59. Our College is inclusive and welcoming of new students ● 8.1

60. There is a real sense of community at our College ● 7.7

61. My teachers appear to like their job ● 8.0

62. The College is interested in ideas and feedback from students ● 7.3

63. My teachers effectively manage student behaviour in my classroom ● 7.6

64. I enjoy attending College community events ● 6.8

65. Our College treats students from different backgrounds and cultures equally ● 7.8

COMMUNICATION

77. The College is good at communicating and I know what is happening and coming up ● 6.9

78. My parents and teachers talk regularly about my education ● 6.8

79. My teachers provide regular feedback on my school work ● 7.3

80. My teachers listen to me and respond appropriately ● 7.7

STUDENT DEVELOPMENT & CARE

91. Our College has a safe and secure environment ● 8.1

92. Teachers care about students ● 8.2

93. Teachers gladly provide help and support when I have problems with my school work ● 8.1

94. I respect the teachers at my College ● 8.4

95. I know how I am expected to behave at College ● 8.6

96. College rules are fair ● 7.4

97. Discipline and consequences are fair and consistent ● 7.0

98. Teachers treat all students fairly and consistently ● 7.1

99. There are staff members (such as teachers or chaplains) who can help with personal matters ● 7.5

100. Staff encourage students in their personal relationship with God ● 8.1

101. Worshiping God is important to me ● 8.7

102. Christian teachings help me make choices in life ● 8.0

103. I believe the Bible is relevant to me ● 8.6

STUDENTS

CHAPLAINCY

121. Chaplains provide effective social and spiritual support to students	●	7.7
122. Chaplains provide sound guidance about ethics, values and relationships	●	7.6
123. Chaplains are easy to talk to and available when I need help	●	7.3
124. Chaplains are proactive in running programs in the College	●	7.3
125. I value the chaplaincy service at the College and would like to see it continue	●	7.2

ACHIEVEMENT OPPORTUNITIES

149. Doing my best at College is important to me	●	8.7
150. Teachers tell me when I do something well	●	7.7
151. I have a good choice of subjects	●	6.6
152. My classwork is interesting	▲	6.5
153. I understand the relevance of what I am learning	●	7.4
154. My classwork is challenging and makes me think	●	7.2
156. I have a good choice of sports opportunities	●	7.0
157. I have a good choice of music / performing arts opportunities	●	7.3
158. The College provides opportunities to be of service to others	●	7.3
159. Our College provides career guidance programs	▲	6.1
160. I am encouraged to extend myself and achieve my best	●	8.0
161. I enjoy out of class activities at College (sports, music, drama, clubs, etc)	●	8.0
162. I know what I have to do to improve my ranking and grades	●	7.8
163. I am given clear instructions for homework and assessments	●	7.4
164. I feel there is good variety in teaching methods	●	7.2

RETENTION

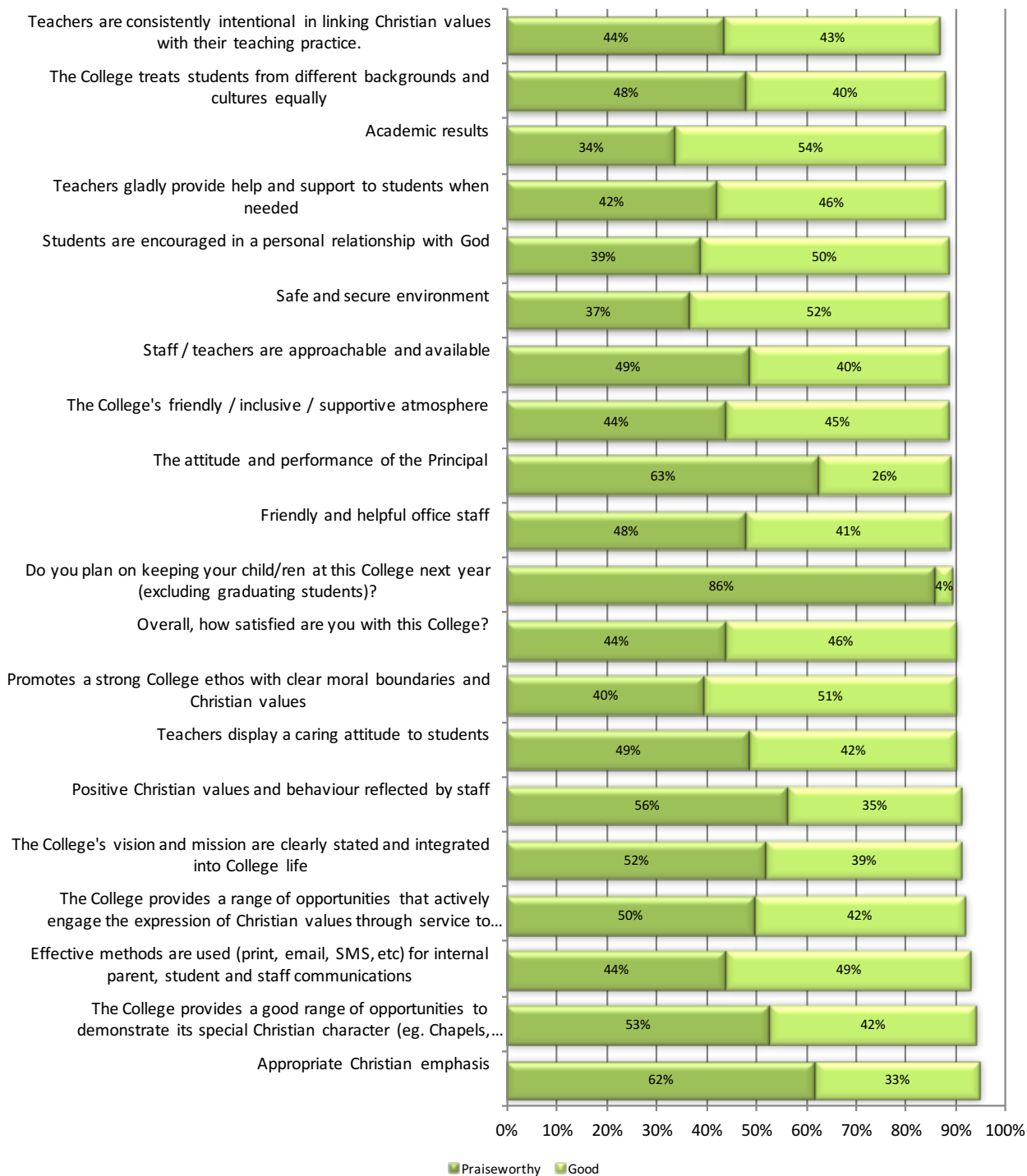
187. Do you plan on staying at this College next year (excluding graduating students)?	●	7.1
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WORD OF MOUTH PROMOTION

188. How likely are you to recommend this College to other parents and students?	●	6.9
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Overall Top 20 Strongest Indicators

Parents Areas of Greatest Satisfaction



Overall Top 20 Weakest Indicators

