



# MATER DEI CATHOLIC COLLEGE

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## Response to 2021 School Net Promoter Survey Results

The College Leadership Team would like to take this opportunity to thank parents/carers who responded to the recent survey for their feedback. As partners in your children's education we value your contribution and feedback, which is so valuable in shaping our improvement agenda.

The response rate of 120 represents about twenty percent of our families and while it is not therefore representative of our parent community, this feedback is another valuable way for us to touch base with parent sentiment and priorities.

Across the Diocese as well as at Mater Dei, parents/carers who were surveyed valued many things including:

- Regular, relevant communication from the College
- Welcoming and caring environment for students and families
- Concentration on literacy and numeracy
- Gospel values
- Pastoral care and wellbeing initiatives
- Child's happiness as a measure of success
- Academic success and growth

Parents/carers at Mater Dei also highly valued the College facilities.

The survey results offered an opportunity for us to identify priority areas for improvement that are important to parents/carers. It is reassuring that the aspects identified align closely with the priorities of the College's 2021 Annual Improvement Plan. Those improvement areas include:

**Strengthening the Catholic Culture** - a commitment in 2021 to build upon our work of:

- **Fostering Catholic Faith, Values, Evangelisation and Social Justice** by promoting the College's Mission, vision, traditions and values in the Religious Education classrooms; in Social Justice initiatives and through the Retreat and Reflection Day Programs; and engaging young people in restorative processes that address build positive relationships and foster inclusivity.

**Strengthening strategies that support and enhance student learning** - a commitment in 2021 to build upon our work of:

- Leading students and parents to a greater understanding of the principles of contemporary learning to build both skill and engagement
- Continuing our work in the area of transition to ensure that incoming students to Mater Dei can launch successfully as learners in the community
- Enhancing student communication through the implementation of the CANVAS Student Hub

- Supporting parents with digital knowledge and skills to allow them to engage with their children's learning journey. Key to this is ensuring that all parents can confidently access CANVAS so that they view information and feedback about each child's progress and engagement throughout each term.

**Continuing to Support Student Pastoral Care and Wellbeing Initiatives** - a commitment in 2021 to the ongoing work with:

- Programs to support cyber safety and strengthening student interpersonal communications
- Accessing onsite support (through the full time College Counsellor and the Pastoral Care and Wellbeing Team) as required to support students and families
- Building student skills as independent learners so that they are more able to confidently manage their time and meet deadlines

### **Managing Diverse Parent Expectations**

One of the challenges experienced by schools is the diversity of parent expectations and priorities that emerge when feedback is provided. In the context of this survey, diversity was particularly apparent in the following contexts:

- Some parents spoke about their desire for tighter rules around uniform and appearance while others suggested that the regulations around these needed to be relaxed.
- Feedback about promoting student harmony and inclusivity suggested on one hand that a more restorative approach should be utilised in alignment with the College's Catholic ethos, while others preferred a more punitive approach to student management issues.

Ultimately, the College endeavours to be very transparent about our standards, expectations and approaches at the Open Nights, in our Handbooks and through the Parent/Carer Agreement so parents/carers have a clear understanding of these prior to enrolment at Mater Dei.

Please be assured that the voice of our parent community heard through the responses to this survey is important to us and valuable as we consider future improvement priorities.

We look forward to your feedback in the future. As well as surveys, informal parental feedback is always appreciated in our endeavour to provide the best possible learning environment and experience for your child/ren at Mater Dei.