

2016 WSOC Community Survey
Results Analysis

Overall satisfaction with the school remained positive. There was a general trend to increase favorable responses and decrease unfavorable responses over last year.

Participation rate

We received 145 responses to the 2016 survey. This is an increase from last year's response number of 103, and slightly lower than 2014's response number of 158.

Most favorable responses

Most questions had five possible answers: two positive, one neutral, and two negative. The questions that received the most favorable responses -- that is, those that recorded the highest percentage of the two positive responses combined -- were mostly centered on a commitment to Waldorf philosophy.

1. **Q44 How important was the Waldorf educational philosophy to your decision to enroll your child[ren] at WSOC?**

Response	Percentage of Total
Very important	75%
Important	21.88%
Total favorable response	96.88%

This was the same question that scored highest last year. Total positive response increased by 3.41%.

2. **Q46 How well do you believe field trips support the educational experience at WSOC?**

Response	Percentage of Total
Very well	60.63%
Well	34.65%
Total favorable response	95.28%

This was the fifth highest rated answer last year, with 83.33%. Total positive response

increased by nearly 12%.

3. **Q30 How important are the school festivals to your sense of community within WSOC?**

Response	Percentage of Total
Very important	63.24%
Important	25.74%
Total favorable response	88.98%

This was also the third highest rated answer last year, with 88.05%.

4. **Q45 How well do you believe that school festivals are supporting the educational experience at WSOC?**

Response	Percentage of Total
Very well	47.29%
Well	41.09%
Total favorable response	88.38%

This question did not rank in the top five last year. Total positive response increased by nearly 6%.

5. **Q43 How do you rate your understanding of the educational philosophy that forms the basis of a Waldorf education?**

Response	Percentage of Total
Excellent	37.98%
Good	48.06%
Total favorable response	86.04%

This was the second highest rated response last year, with 91.3%. Although total positive response for this question dropped by 5%, the difference was seen only in an increase in “Fair” responses. Same as last year, there was only one negative response.

Most unfavorable responses

The questions that received the most unfavorable responses were mostly centered on financial aspects of the school, as they were last year. Enforcement of the policy on media exposure for young children also elicited a high negative response.

1. **Q38 How well do you believe that the school's policy on media exposure for young children is being upheld by families?**

Response	Percentage of Total
Very poorly	10.94%
Poorly	32.03%
Total unfavorable response	42.97%

This is the same question that scored the worst in last year's survey. Total negative response this year decreased by over 5%.

2. **Q41 How well do you understand the process of how the WSOC budget is prepared and tuition is set?**

Response	Percentage of Total
Very poorly	10.85%
Poorly	27.91%
Total unfavorable response	38.76%

This was a new question in this year's survey.

3. **Q20 How does the tuition that your family paid this year to WSOC compare to the value you received?**

Response	Percentage of Total
Too expensive	7.87%
It's slightly higher than I am comfortable with	26.77%
Total unfavorable response	34.64%

This was the second worst negative response in last year’s survey. Total negative response decreased over 7%.

4. **Q29 How easy is it for your family to fulfill your scrip obligation?**

Response	Percentage of Total
Very difficult	12.5%
Difficult	22.06%
Total unfavorable response	34.56%

This question held the same spot as fourth worst negative response in 2015. Total negative response decreased about 1.5%.

5. **Q28 How often do you buy something from the Company of Angels?**

Response	Percentage of Total
Once a year or less	11.19%
Once every few months	23.13%
Total unfavorable response	34.32

This was the question with the third worst negative response from last year’s survey. Total negative response decreased by almost 5%.

Biggest Change from Last Year’s Survey

The biggest increase in overall favorable responses (biggest win) was **Q62** “How satisfied are you with the extracurricular activities available at the high school for your child(ren)?” with an increase of 32.05 points in favorable responses.

The biggest decrease in overall favorable responses (biggest loss) was **Q10** “How certain are you that you can find the right person at WSOC to address your question or concern about any aspect of the school?” with a decrease of 7.13 points in favorable responses.

The biggest decrease in overall unfavorable responses (biggest save) was **Q36** “How financially affordable is WSOC for your family this year?” with a decrease of 11.58 points in unfavorable responses.

The biggest increase in overall unfavorable responses (biggest fail) was **Q5** “How likely are you to enroll your middle schooler in the WSOC High School?” with an increase of 2.72 points in unfavorable responses. This is a very small change and is more than set off by a 5% increase in favorable responses.

Summary by section

General (Q8-13)

Respondents were generally satisfied with the school as a whole. There were small percentage changes up and down for all questions in this section

The highest favorable score was for **Question 8**:

Q1 How satisfied are you with the overall experience at WSOC for your family?

Response	Percentage of Total
Very satisfied	40%
Satisfied	43.57%
Total favorable response	83.57%

The most unfavorable score was given to **Question 3**, which asked, “How certain are you that you can find the right person at WSOC to address your question or concern about any aspect of the school?”

Response	Percentage of Total
Very uncertain	10.71%
Uncertain	8.57%
Total unfavorable response	19.28%

Administration (Q15-21)

The administration continued to receive high positive and neutral responses, and very little negative responses across all five questions in this section.

The highest favorable score was given to **Question 21**, which asked, “How do you rate the school’s performance in providing a safe environment for your children?”

Response	Percentage of Total
Excellent	38.81%
Good	47.01%
Total favorable response	85.82%

The most unfavorable score was given to **Question 17**, which asked, “How effective is the administrative staff in communicating important information regarding the school?”

Response	Percentage of Total
Very ineffective	0.74%
Ineffective	7.41%
Total unfavorable response	8.15%

Respondents rated the top three sources of information about what is happening at the school: (1) newsletter, (2) room representative, and (3) emails from administration.

Parent Community (Q23-33)

The highest favorable score was given to **Question 23**, which asked, “How important are the school festivals to your sense of community within WSOC?”

Response	Percentage of Total
Very important	63.24%
Important	25.74%
Total favorable response	88.98%

The most unfavorable score was given to **Question 22**, which asked, “How easy is it for your family to fulfill your scrip obligation?”

Response	Percentage of Total
Very difficult	12.5%
Difficult	22.06%
Total unfavorable response	34.56%

Nearly half of respondents felt that 1-2 hours per month was a reasonable volunteer commitment, and a similar percentage felt that 3-4 hour per month was reasonable. Ten percent were comfortable with 5-6 hours per month.

Finance (Q35-41)

This section again received the least favorable responses as a whole, but we continue to show improvement in this area. Positive responses were up, or only very slightly down, and overall negative responses were also down.

Responses regarding the Budget Preview Meeting were generally favorable, with over 70% responding that they attended and thought it was useful, or that they would like to attend in the future. The percentage of people not aware of the Budget Preview Meeting was only 5.47% (as opposed to 12.5% last year), so we have increased visibility to the event.

The highest favorable score was given to **Question 27**, which asked, “How well does WSOC communicate with the parent community regarding the financial condition of the school?”

Response	Percentage of Total
Very well	20.61%
Well	30.53%
Total favorable response	51.14%

The most unfavorable score was given to **Question 41**, a new question, which asked, “How well do you understand the process of how the WSOC budget is prepared and tuition is set?”

Response	Percentage of Total
Very poorly	10.85%
Poorly	27.91%
Total unfavorable response	38.76%

Educational Philosophy (Q43-47)

This section continues to receive the highest favorable responses and least unfavorable responses. Respondents feel strongly about the Waldorf curriculum.

The highest favorable score was given to **Question 44**, which asked, “How important was the Waldorf educational philosophy to your decision to enroll your child[ren] at WSOC?”

Response	Percentage of Total
Very important	75%
Important	21.88%
Total favorable response	96.88%

The most unfavorable score was given to **Question 47**, which asked, “How well do you believe that the school’s policy on media exposure for young children is being upheld by families?”

Response	Percentage of Total
Very poorly	10.94%
Poorly	32.03%
Total unfavorable response	42.97%

This is a lower percentage than last year’s unfavorable response to this question (48.31%).

Grade School Experience (Q49-55)

The classroom experience in the grades is generally very favorable, and generally increased over last year's responses.

Responses regarding the Town Hall meeting on class size showed that the majority of those who attended found it useful. Nearly 60% of respondents were not able to attend the meeting, but were interested in the topic. Almost 15% of respondents were not aware there was a Town Hall on class size.

The highest favorable score was given to **Question 54**, which asked, "How well is your child faring in the social setting of her/his class?"

Response	1st Child	2nd Child	3rd Child	4th Child	Percentage of Total
Very well	51.69%	53.66%	44.44%	0	51.06%
Well	32.58%	31.71%	44.44%	0	32.62%
Total favorable response	84.27%	85.37%	88.88%	0	83.68%

The most unfavorable score was given to **Question 53**, which asked, "How well do you see any conflict resolution/bullying issues addressed in your child's class?"

Response	1st Child	2nd Child	3rd Child	4th Child	Percentage of Total
Very poorly	5.75%	0	0	100%	4.4%
Poorly	8.05%	10.26%	0	0	8.08%
Total unfavorable response	13.8%	10.26%	0	100%	12.48%

High School Experience (Q57-62)

The highest favorable score was given to **Question 59**, which asked, “How well is your child faring in his or her educational experience?”

Response	1st Child	2nd Child	Percentage of Total
Very well	46.43%	28.57%	42.85%
Well	35.71%	57.14%	40%
Total favorable response	82.14%	85.71%	82.85%

The most unfavorable score was given to **Question 62**, which asked, “How satisfied are you with the extracurricular activities available at the high school for your child(ren)?”

Response	Percentage of Total
Very dissatisfied	0
Dissatisfied	26.92%
Total unfavorable response	26.92%

This is an improvement over last year, where 33.33% of respondents gave unfavorable responses on this question.