

Collyer's Parents' Survey 2017

Context

A link to The Parents' Survey 2017 was emailed to 1500 parent email addresses. The Survey Monkey tool was used. The Principal provided an introduction to the survey:

We recognise the importance of the involvement and support of parents and carers of all our students throughout their time at Collyer's. Starting College is an exciting and demanding experience for young people and we endeavour to help them settle quickly. Equally, we believe that it is important that you, as parents, are well informed about the college, so you can participate as effectively as possible in your son or daughter's education. We would be grateful if you would take the time to complete our survey to help us identify areas in which we are doing well and also where further improvements can be made. Thank you.

Sally Bromley

The survey was live from 28th February to 31st March 2017; 357 responses were received (260 responses were received in 2015). Parents were invited to respond to the following questions on a four point scale: very satisfied, satisfied, dissatisfied, very dissatisfied. The % of responses in the satisfied to very satisfied categories is indicated at the end of each question. The questions were devised following a discussion with parents at a parents' evening who said their primary interests were around quality of experience and communication. The questions were revised in 2017 by SMT, parent governors and the Clerk.

Parents' Survey 2017

Parents were asked to state which school their son or daughter had attended previously. 242 of the 357 respondents had children who had previously attended partner schools.

Section 1

Quality of Experience

1. How satisfied are you with your son or daughter's experience of teaching and learning at Collyer's? (2017 87.83%, 2015 92.69%)
2. How satisfied are you overall with your son or daughter's experience at Collyer's? (2017 89.14%, 2015 93.39%)

3. How satisfied are you that your son or daughter was well supported through their application to Collyer's and the enrolment process? (2017 95.71%, 2015 93.41%)
4. How satisfied are you that your son or daughter was well supported in making the transition between school and College? (2017 93.62, 2015 93.72%)
5. How satisfied are you that your son or daughter has been well supported by their tutor through their studies at Collyer's? (2017 87.08%, 2015 83.59%)
6. How satisfied are you that your son or daughter's safety and wellbeing has been supported at Collyer's?¹ (2017 93.97%)
7. How satisfied are you that your son or daughter had access to the range of extra-curricular activities on offer at Collyer's? (2017 92.2, 2015 30.04%²) Please tick any of the following activities in which they have taken part:
 - Curriculum trips and visits
 - Social events organised by the Student Union
 - Sport
 - Drama/Dance/Music
 - Curriculum club e.g., film club
 - Debating Society
 - Mindfulness workshops
 - Duke of Edinburgh Gold
 - Oxbridge / Vets and Medics support
 - Other
8. Has your son or daughter used the college's Student Services to access advice and guidance e.g., financial support, learning support? (2017 29.37%, 2015 26.77%)
9. If your son or daughter applied to higher or further education this year how satisfied were you with the level of support offered? (2017 84.43%, 2015 82.25%)
10. If your son or daughter applied for employment or training this year, how satisfied were you with the level of support offered? (2017 85.19%, 2015 70.21%)

¹ New question in 2017

² Question changed from 'Does your son or daughter take part in extra-curricular activities?'

Section 2

Communication

1. Are you kept well-informed about your son or daughter's academic progress? (2017 87.16%, 2015 84.9%)
2. Did you attend a Parents' Evening in the current or previous academic year? (2017 88.85%, 2015 83.74%)
3. Do you access any or all of the following?³ (Website 87.84%, Parents' Section of website 59.61%, My Student 51.76%)
4. Are you well-informed about events and activities at Collyer's? (2017 78.2%, 2015 62.08%)
5. Have you raised a concern or complaint with the College? (2017 19.11%, 2015 24.39%)
6. If you answered Yes to the question above, were you satisfied with the way the complaint was dealt with? (2017 62.07%, 2015 72.13%)

Draft Action Plan

Issue / Diagnosis	Action	Responsibility / time frame
1. Response rate to survey could be higher – 357 responses received from 1500 emails sent. Aim for 500+ responses in 2019. Need to communicate outcomes of survey to parents.	Invite students to suggest ways of encouraging parents to respond e.g., incentivisation through a prize advertised to students via bulletin. Principal to introduce a 'Pulse' survey – a quick survey given to parents to complete at parents' evenings	Incentivisation introduced from February 2019 Parents' Survey Principal – Parents' evenings December and March 2017 and 2018
2 51.76% of parents have accessed MyStudent	SMT and Heads of House to continue to advertise MyStudent at Parents' evenings and via the principal's emails	SMT September – December 2017
3. No question directly related to SEND on the survey	Principal to add this to the Pulse questionnaire and a question to the full survey for 2019	Principal December 2017 and March 2018
4. 78.2% of parents felt well informed regarding college events and activities.	Principal to introduce Facebook messages as well as half termly emails to parents	Principal from June 2017
5. Other comments and concerns: i) Students should be able to phone college after GCSE results to get advice	i) Admissions staff and SMT will be available to take calls as well as Reception	SMT to organise August 2017

³ New question for 2017

