

## Collyer's Parents' Survey 2019

### Context

A link to The Parents' Survey 2019 was emailed to 1900 parent email addresses and a link placed on Facebook and Twitter. The Survey Monkey tool was used.

The survey was live from 25<sup>th</sup> February to 7<sup>th</sup> May 2019; 61 responses were received (357 responses were received in 2017 and 260 responses in 2015). Parents were invited to respond to the majority of questions on a four point scale: very satisfied, satisfied, dissatisfied, very dissatisfied. The responses in bold for 2019 are aggregated responses indicating the parent was satisfied or very satisfied. The questions were devised following a discussion with parents at a Parents' Evening in 2015 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 and in 2019 by members of the Richard Collyer Union and Collyer's Association parents.

### Key findings

1. A significant reduction in responses is very disappointing particularly as Facebook and Twitter links were added in 2019. The deadline was extended and repeat messages sent. Incentivisation needs to be implemented in 2020 for the 'Pulse' survey and for the full survey in 2021.
2. Overall satisfaction levels have increased slightly
3. Supporting student transition both in terms of settling in to a new environment and new expectations regarding approaches to independent learning remain high on the list of parental concerns
4. Satisfaction with support for Higher Education is higher than satisfaction with support for employment or training
5. More parents are accessing the website and MyStudent and the satisfaction rating with communication has improved. However, Section 2 Communication, generated the most written comments

## Parents' Survey 2019

1. Parents were asked to state which school their son or daughter had attended previously. 30 of the 61 respondents had children who had previously attended partner schools.

### Section 1

#### Quality of Experience

2. How satisfied are you overall with your child's experience at Collyer's? ( 2019 91.67%, 2017 89.14%, 2015 93.39% )
3. How satisfied are you with your child's experience of teaching and learning at Collyer's? ( **2019 93.33%**<sup>1</sup>, 2017 87.83%, 2015 92.69% )
4. How satisfied are you that your child was well supported through their application to Collyer's and the enrolment process? ( **2019 93.33%**, 2017 95.71%, 2015 93.41% )
5. If not, in what ways could one or both of these have been made better? (see 6 responses made)
6. How satisfied are you that your child was well supported in making the transition between school and College? ( **2019 90%**, 2017 93.62, 2015 93.72% )
7. If not, in what ways could this have been made better? (see 6 responses made)
8. How satisfied are you that your child has been well supported by their tutor through their studies at Collyer's? ( **2019 91.67%**, 2017 87.08%, 2015 83.59% )
9. If not, in what way could this have been better? (see 9 responses made)
10. How satisfied are you that your child's wellbeing\* has been supported at Collyer's? (\*e.g., feeling safe and supported at College<sup>2</sup> ( **2019 91.67%**, 2017 93.97% )
11. How satisfied are you that your child has access to the range of extra-curricular activities on offer at Collyer's? ( **2019 96.61%**, 2017 92.2, 2015 30.04%<sup>3</sup> )
12. Please tick any of the following activities in which they have taken part:
  - Curriculum trips and visits
  - Social events organised by the Student Union

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<sup>1</sup> % Satisfied or Very satisfied

<sup>2</sup> New question in 2019

<sup>3</sup> Question changed from 'Does your son or daughter take part in extra-curricular activities?'

- Sport
- Drama/Dance/Music
- Curriculum club e.g., film club
- Debating Society
- Mindfulness workshops
- Duke of Edinburgh Gold
- Oxbridge / Vets and Medics support
- Other

13. Has your child used the college's Student Services to access advice and guidance e.g., financial support, learning support? ( **2019 32.20%**, 2017 29.37%, 2015 26.77% )

14. If your child applied to higher or further education this year how satisfied were you with the level of support offered? ( **2019 92.86%**, 2017 84.43%, 2015 82.25% )

15. If your child applied for employment or training this year, how satisfied were you with the level of support offered? ( **2019 80%**, 2017 85.19%, 2015 70.21% )

## Section 2

### Communication

16. Are you kept well-informed about your child's academic progress? ( **2019 91.67%**, 2017 87.16%, 2015 84.9% )

17. Did you attend a Parents' Evening in the current or previous academic year? ( **2019 91.67%**, 2017 88.85%, 2015 83.74% )

18. Do you access any or all of the following?<sup>4</sup> (Website **2019 89.47%**, 2017 87.84%, Parents' Section of website **2019 70.18%**, 2017 59.61%, My Student **2019 82.46%**, 2017 51.76% )

19. Are you well-informed about events and activities at Collyer's? ( **2019 85%**, 2017 78.2%, 2015 62.08% )

20. Have you raised a concern or complaint with the College? ( **2019 28.33%**, 2017 19.11%, 2015 24.39% )

21. If you answered Yes to the question above, were you satisfied with the way the complaint was dealt with? (**2019 70.58%**, 2017 62.07%, 2015 72.13% )

22. Please add any further comments relating to Section 2 here (see 19 comments made)

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<sup>4</sup> New question for 2017

### Section 3<sup>5</sup>

#### Special Educational Needs or Disabilities

23. Has your child been externally assessed a shaving a Special Educational Need or Disability either before or during their time at Collyer's? ( **2019 16 responded YES**)
24. Which of the following support options has your child received whilst at Collyer's? (**2019 23 students had exam concessions, 5 students other support**)
25. If additional support has been accessed, has your child found this helpful? (**2019 91.31% Helpful or Very Helpful**)

#### Draft Action Plan

Issue / Diagnosis	Action	Responsibility / time frame
1. Response rate to survey very low	Incentivisation scheme not followed through by Principal. Principal to seek advice regarding practical incentivisation scheme	Incentivisation scheme to be introduced for 2021 Parents' Survey.
2 82.46% of parents have accessed MyStudent. Significant improvement but should be 100%	SMT and Heads of House to continue to advertise MyStudent at Parents' evenings and via the Principal's emails	SMT September – December 2019
3. 80% of parents felt their child had been well supported in seeking employment or training opportunities	Deputy Principal to introduce a 'pulse' survey regarding employment and training opportunities and support in 2020	Deputy Principal June 2020
4. Other comments and concerns: i) Some issues with international students and expectations of Homestay placements ii) Some issues with helping students in their transition from school and managing their independent study	i) Admissions and Marketing Director to write a Homestay information leaflet for students, agents and Homestay parents ii) Assistant Principal already has this in hand with the introduction of VESPA	i) Admissions and Marketing Director September 2019 ii) Further embedding of VESPA and focus on studentship

<sup>5</sup> New Section 2019