

2015 WSOC Community Survey
Results Analysis

Overall satisfaction with the school was positive, although in comparison to last year, overall positive responses declined. There were an increased number of neutral responses. With the additional opportunities for comments in this year's survey, we did receive a greater number of comments.

Participation rate

Out of 184 families in the school, we received 103 responses. While the total number of respondents is down from last year's total of 158, we believe it is still likely we received responses from the majority of the families in our community. We do not have an accurate count of how many individuals received a survey invitation this year because the class lists were not de-duped, resulting in some families receiving more than one survey invitation.

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. **Q35 How important was the Waldorf educational philosophy to your decision to enroll your child[ren] at WSOC?**

Response	Percentage of Total
Very important	63.04%
Important	30.43%
Total favorable response	93.47%

Notably, this question recorded zero negative responses.

2. **Q34** How do you rate your understanding of the educational philosophy that forms the basis of a Waldorf education?

Response	Percentage of Total
Excellent	38.04%
Good	53.26%
Total favorable response	91.3%

3. **Q23** How important are the school festivals to your sense of community within WSOC?

Response	Percentage of Total
Very important	58.7%
Important	29.35%
Total favorable response	88.05%

4. **Q11** How often do you read at least some of the WSOC Newsletter (distributed bi-weekly by email)?

Response	Percentage of Total
Every issue	50.5%
Most issues	34.65%
Total favorable response	85.15%

5. **Q37 How well do you believe field trips support the educational experience at WSOC?**

Response	Percentage of Total
Very well	60%
Well	23.33%
Total favorable response	83.33%

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. But a new question also brought out much criticism from the parents for the school not enforcing a policy on media exposure for young children.

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	10.11%
Poorly	38.2%
Total unfavorable response	48.31%

2. **Q29 How does the tuition that your family paid this year to WSOC compare to the value you received?**

Response	Percentage of Total
Too expensive	10%
It's slightly higher than I am comfortable with	32.22%
Total unfavorable response	42.22%

3. **Q20** How often do you buy something from the Company of Angels?

Response	Percentage of Total
Once a year or less	13.04%
Once every few months	26.09%
Total unfavorable response	39.13%

4. **Q22** How easy is it for your family to fulfill your scrip obligation?

Response	Percentage of Total
Very difficult	8.51%
Difficult	27.66%
Total unfavorable response	36.17%

5. **Q28** How financially affordable is WSOC for your family this year?

Response	Percentage of Total
Very unaffordable	7.69%
Unaffordable	26.37%
Total unfavorable response	34.06%

Biggest Change from Last Year's Survey

The biggest increase in overall favorable responses (biggest win) was **Q27** "How well does WSOC communicate with the parent community regarding the financial condition of the school?" with an increase of 11.44 points in favorable responses.

The biggest decrease in overall favorable responses (biggest loss) was **Q1** "How satisfied are you with the overall experience at WSOC for your family?" with a decrease of 12.7 points in favorable responses.

The biggest decrease in overall unfavorable responses (biggest save) was **Q29** "How does the tuition that your family paid this year to WSOC compare to the value you received?" with a decrease of 7.78 points in unfavorable responses.

The biggest increase in overall unfavorable responses (biggest fail) was **Q3** “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 an increase of 8.91 points in unfavorable responses. Notably, the positive responses for this question were up 1.54 points, so the increased negative responses came from a decline in neutral responses.

Summary by section

General (Q1-6)

Respondents were generally satisfied with the school as a whole, but overall favorable responses were down from last year. There was greatest improvement in satisfaction with cultural and ethnic/racial diversity.

The highest favorable score was tied for **Questions 1 & 2:**

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

Response	Percentage of Total
Very satisfied	40.2%
Satisfied	36.27%
Total favorable response	76.47%

Q2 How likely are you to recommend WSOC to another family?

Response	Percentage of Total
Very satisfied	51.96%
Satisfied	24.51%
Total favorable response	76.47%

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	7.84%
Uncertain	13.73%
Total unfavorable response	21.57%

Administration (Q8-14)

The administration received 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 11**, which asked, “How often do you read at least some of the WSOC Newsletter (distributed bi-weekly by email)?”

Response	Percentage of Total
Every issue	50.5%
Most issues	34.65%
Total favorable response	85.15%

The most unfavorable score was given to **Question 10**, which asked, “How effective is the administrative staff in communicating important information regarding the school?”

Response	Percentage of Total
Very ineffective	2.97%
Ineffective	4.95%
Total unfavorable response	7.92%

Respondents rated the top three sources of information about what is happening at the school: (1) newsletter, (2) hot sheet, and (3) class teachers.

Parent Community (Q16-25)

Respondents felt really good about many aspects of the WSOC community, but many had a difficult time fulfilling their scrip obligation. Parents feel a strong connection to the Company of Angels. The percentage of parents who feel that COA contributes significantly to their sense of community (78.73%) corresponds roughly to the percentage of parents who visit the store at least once a month (75.53%). The majority of visitors do purchase something from COA when they visit.

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	58.7%%
Important	29.35%
Total favorable response	88.05%

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	8.51%
Difficult	27.66%
Total unfavorable response	36.17%

Finance (Q27-32)

This section received the least favorable responses as a whole, although there was improvement from last year’s responses. While unsatisfactory responses were stronger here than in any other section, the same is true for neutral responses. Neutral responses were at 25% or above for all questions in this section. No question in this section or in the entire survey tallied a majority of negative responses.

Responses regarding the Budget Preview Meeting were generally favorable, with just over 60% 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 small (12.5%), but still larger than I had hoped.

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	18.48%
Well	31.52%
Total favorable response	50%

The most unfavorable score was given to **Question 29**, which asked, “How does the tuition that your family paid this year to WSOC compare to the value you received?”

Response	Percentage of Total
Too expensive	10%
It’s slightly higher than I am comfortable with	32.22%
Total unfavorable response	42.22%

Educational Philosophy (Q34-39)

This section by far received the highest favorable responses and least unfavorable responses. Respondents feel strongly about the Waldorf curriculum. Despite the clear support for the Waldorf curriculum, only slightly more than half of responding current middle school parents are leaning towards enrolling their middle school child at the WSOC high school.

The highest favorable score was given to **Question 23**, 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	63.04%

Response	Percentage of Total
Important	30.43%
Total favorable response	93.47%

The most unfavorable score was given to **Question 38**, 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	10.11%
Poorly	38.2%
Total unfavorable response	48.31%

Grade School Experience (Q41-46)

The classroom experience in the grades is generally very favorable, although overall positive response for each question decreased slightly from last year.

The highest favorable score was given to **Question 46**, 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	49.35%	52.94%	28.57%	0	49.07%
Well	31.34%	29.41%	42.86%	0	31.48%
Total favorable response	80.69%	82.35%	71.43%	0	80.55%

The most unfavorable score was given to **Question 45**, which asked, “How well do you see any conflict resolution/bullying issues addressed in your child’s class?”

Response	1st Child	2nd Child	Percentage of Total
Very poorly	7.69%	0	4.76%
Poorly	13.85%	6.06%	10.47%
Total unfavorable response	21.54%	6.06%	15.23%

High School Experience (Q48-53)

We were able to get valid responses in this section this year, thanks to more explicit messaging that limited these questions to parents of high schoolers.

The highest favorable score was given to **Question 50**, which asked, “How well is your child faring in his or her academic experience?”

Response	1st Child	2nd Child	Percentage of Total
Very well	52%	50%	51.72%
Well	20%	0	17.24%
Total favorable response	72%	50%	68.96%

The most unfavorable score was given to **Question 53**, 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	3.7%
Dissatisfied	29.63%
Total unfavorable response	33.33%