

Family Friendly Customer Service Survey

The Council on Family Engagement was tasked with measuring the family friendliness of WCSD schools and how we welcome families to our front office. The committee developed a 1-minute customer service survey that families could take on an iPad or through a QR code after their visit.

Timeline: 3 schools (Mendive, Inspire and Cannan) piloted the survey last Spring. During our last meeting with OSL it was recommended that **we expand to a vertical after the pilot.**

Who Receives the Feedback?: The data will be shared with School Site Administrators in December, March and at the end of the school year. The feedback will also be aggregated into one report districtwide report to share with district leadership.

School Recognition & PDSA: Schools who receive consistent, positive feedback will earn plaques to be handed out at LTL. Principals also have the option of letting families know about changes they made due to survey results (i.e. "Thanks to your feedback, we have added visitor-only parking to our parking lot").

Family Engagement Index

The Council on Family Engagement was tasked by the WCSD Board of Trustees to determine a meaningful school measure for family engagement. The Council on Family Engagement's Index Committee met several times during the 18-19 school year to discuss existing data and various possible measures for family engagement. The committee agreed on the following goals:

- Use existing data, avoid creating one more survey for schools to administer.
- Emphasize growth. The scoring system is designed to emphasize year-over-year improvement rather than just target scores.
- Emphasize representation of all families throughout WCSD.
- Emphasize data that has a relationship to student achievement.

Timeline: The draft **Index** and **Communications/Feedback Plan** will be presented to the WCSD Board of Trustees at the October 15th meeting. COFE members would spend the next year sharing these documents with schools, families, administrators to receive feedback and plan for improvement.

Who Receives the Feedback: The Index will be shared with School Site Administrators, families, Area Superintendent and other central office departments. The Index is not a punitive evaluative measure. The Index is a measure that schools can use to meaningfully drive family engagement initiatives tied to student achievement.

Example Schools:

John P. Average Middle School:

	Score/Growth:	Points	Notes:
Family Climate Survey (FCS) Score	20.42	20.42 points	This was the average total score in 2018.
FCS Total Response Growth	+2.5%	7.5 points	
FCS Minority Response Growth	+2.2%	6.6 points	
Infinite Campus Login Growth Rate:	+49%	17.64 points	This was the average growth rate from 2017 to 2018. Approximately one additional login per parent, per year.
Infinite Campus Logins by Families of Students - "High Risk" on EWI	+57%	10 points	This was the median growth rate from 2017 to 2018
Parent University Attendance Growth	+124%	15 points	This was the average growth rate from 2017 to 2018. Going from 8 events attended per 100 students to 12 classes attended.
TOTAL		77.16 points	

Susan D. Exceptional High School:

	Score/Growth:	Points	Notes:
Family Climate Survey (FCS) Score	21.45	21.45 points	+1 Std Dev above the mean for 2018
FCS Total Response Growth	+4.5%	13.5 points	
FCS Minority Response Growth	+4.8%	14.4 points	
Infinite Campus Login Growth Rate:	+113%	18 points	+1 Std Dev above the mean in 2017-2018 growth
Infinite Campus Logins by Families of Students - "High Risk" on EWI	+243%	10 points	+1 Std Dev above the mean in 2017-2018 growth
Parent University Attendance Growth	+482%	15 points	+1 Std Dev above the mean in 2017-2018 growth
TOTAL		92.35 points	