

# PUBLIC SCHOOLS OF BROOKLINE

**PSB Family and Staff Feedback Survey Results**  
**School Year 2017-18**  
**June 7, 2018**



## Overview

### Survey Types

- School staff: teachers and school based employees
- District staff: Principals, Vice Principals, and district staff (including curriculum coordinators, department staff, and Senior Leadership)
- Families

### Purpose and Use

- To gather feedback from our most important stakeholder groups.
- Reflection (at the school and system level) on areas of strength and areas for improvement.
- Schools can use results when developing their School Improvement Plans for upcoming year.

### Administration Details

- Contracted with Panorama Education
- Online survey
- Responses are anonymous
- Translations available for families who request them
- Available during a three week window in the Winter 2018\*

\*The family and staff survey ran between Tuesday, February 27 and Friday, March 23rd. During this time there were numerous budget presentations/conversations with staff and families.

# How Survey Responses are Scored

## Survey Categories

- Each survey item is linked to a topic area.
  - School staff survey: 9
  - District staff: 2
  - Families: 5-6
- Results are shared by topic area (summary) and by item (individual questions)

## Percent Favorable (%)

- Summary and individual item results are reported as % favorable.
- Indicates that percentage of respondents who answered positively to a question (a 4 or 5 on a five-point scale)
- Example: "To what extent does this school have a strong sense of community?"
  - Extremely strong
  - Quite strong
  - Somewhat strong
  - A little bit strong
  - Not at all strong

\*Blue text indicates answer choices that are considered favorable

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# Response Rates - Family and Staff

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## Response Rates

|        | <b>Invited to Participate (#)</b>                | <b>Responded (#)</b> | <b>Response Rate (%)</b>                  | <b>Change from 2017 (%)</b> |
|--------|--|----------------------|---|-----------------------------|
| Staff  | 1,375 school-based<br>106 central administration | 916                  | 62%<br><br>School based range:<br>49%-78% | +4%                         |
| Family | 12,118 individuals<br>~5,122 households          | 2,397                | 20%<br><br>School based range:<br>16%-25% | -6%                         |

- Response rates for the 2018 staff and family survey are high enough to deem results valid.
- Rates for the staff survey increased while rates for the family survey decreased compared to the 2017 administration.

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## Staff Survey Topic Level Results

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## School Staff: Overall Results by Topic

Results are ordered by percent favorable for K-8 schools.

|                                | % Favorable<br>(4 or 5 on five-point scale) |     |     | Change from 2017<br>(% points) |     |     |
|--------------------------------|---|-----|-----|--------------------------------|-----|-----|
|                                | BEEP  | K-8 | BHS | BEEP                           | K-8 | BHS |
| Educating All Students         | 82%   | 69% | 74% | +3%                            | -4% | 0   |
| Staff-Family Relationships     | 94%   | 68% | 62% | +12%                           | -5% | -3% |
| Teaching Efficacy              | 93%   | 61% | 63% | +3%                            | -4% | -6% |
| School Climate                 | 84%   | 60% | 68% | +3%                            | -4% | -2% |
| Staff-Leadership Relationships | 77%   | 58% | 69% | +8%                            | -5% | -6% |
| District Climate               | 65%   | 44% | 54% | +7%                            | -1% | -1% |
| School Leadership              | 67%   | 43% | 59% | +11%                           | -9% | -4% |
| Professional Learning          | 57%   | 35% | 31% | +4%                            | -3% | -8% |
| Feedback                       | 71%   | 21% | 30% | +15%                           | -1% | -2% |

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## District Staff: Overall Results by Topic

Results below are responses from staff who work in a District role. This can include Deputy Superintendents, Principals, Vice Principals, Curriculum Coordinators, Directors/Managers, Clerks/Secretaries, etc.

|                                  | % Favorable<br>(4 or 5 on five-point scale) | Change from 2017<br>(% points) |
|----------------------------------|---|--------------------------------|
| District Office Staff Questions* | 60%   | +1%                            |
| District Climate**               | 39%   | -8%                            |

\*Questions based primarily on engagement, relationship with colleagues, relationship with supervisor, and professional development

\*\*Five questions based on the experiences staff have with district leaders and the overall working environment. Each staff member (regardless of location) receives these questions.

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# Family Survey Topic Level Results

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## Family: Overall Results by Topic

Results are ordered by percent favorable for K-8 schools.

|                   | % Favorable<br>(4 or 5 on five-point scale) |     |     | Change from 2017<br>(% points) |      |      |
|-------------------|---|-----|-----|--------------------------------|------|------|
|                   | BEEP  | K-8 | BHS | BEEP                           | K-8  | BHS  |
| School Climate    | 89%   | 71% | 70% | +1%                            | -1%  | +1%  |
| School Fit        | 95%   | 66% | 64% | +1%                            | -2%  | 0%   |
| District Climate  | 70%   | 60% | 63% | +1%                            | +4%  | +6%  |
| Communications    | 93%   | 57% | 72% | +2%                            | +13% | +11% |
| School Safety     | --  | 57% | 53% | --                             | -4%  | -1%  |
| Family Engagement | 80%   | 44% | 30% | +3%                            | +3%  | +2%  |

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# Overview of results by school:

## BHS

### K-8

### BEEP

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## BHS Staff Results

### Area of Strength:

#### Staff Leadership Relationships

69%

▼ 6

\*Increased 29% since 2016 from 40% favorable

#### Sample of questions:

- How respectful are this school's leaders towards you?
- To what extent do you feel supported by this school's leaders?
- How much trust exists between school leaders and staff?

### Area for Improvement:

#### Professional Learning

31%

▼ 8

\*Increased 3% since 2016 from 28% favorable

#### Sample of questions:

- How valuable are the professional development opportunities that are organized by this school and/or BHS departments?
- At this school, to what extent are your ideas and suggestions for improvement encouraged?
- How often do your professional development opportunities help you explore new ideas?

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## BHS Family Results

### Area of Strength: School Climate

70%  
▲1

\*Increased 6% since 2016 from 64% favorable

#### Sample of questions:

- To what extent do you think students enjoy going to BHS?
- How strong is BHS' sense of community?
- How positive is the culture of BHS?
- To what extent is your child engaged in appropriately challenging levels of academics at BHS?

### Area for Improvement: School Safety

53%  
▼1

\*Decreased 1% since 2017 from 54% favorable

#### Questions:

- If a student is bullied at BHS, how easy it is for a child to get help from an adult?
- How likely is it that someone from BHS will bully your child online?

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## K-8 Staff Results

### Area of Strength: Teaching Efficacy

61%  
▼4

\*Decreased 8% since 2016 from 69% favorable

#### Sample of questions:

- How confident are you that you can meet the learning needs of students with disabilities?
- How effective do you think you are at managing particularly disruptive classes?
- How confident are you that you can engage students who typically are not motivated?

### Area for Improvement: Feedback

21%  
▼1

\*Decreased 10% since 2016 from 31% favorable

#### Sample of questions:

- At your school, how thorough is the feedback you receive in covering all aspects of your role as a teacher?
- How often do you receive (formal or informal) feedback on your teaching?
- How much do you learn from the teacher evaluation processes at your school?

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## K-8 Family Results

### Area of Strength: School Climate

71%  
▼ 1

\*Increased 0% since 2016 from 71% favorable

#### Sample of questions:

- To what extent do you think that students enjoy going to this school?
- How strong is this school's sense of community?
- How positive is the culture of this school?
- To what extent does this school address matters related to students' race/ethnicity?

### Area for Improvement: Communications

57%  
▲ 13

\*Increased 3% since 2016 from 54% favorable

#### Sample of questions:

- How clearly do this school's leaders identify their goals for the school?
- How timely is the feedback that teachers at this school provide to students about their learning?
- To what extent do you know how your child is doing in school before you receive his or her report card or progress report?

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## BEEP Staff Results

### Area of Strength: School Climate

84%  
▲ 3

\*Increased 14% since 2016 from 70% favorable

#### Sample of questions:

- To what extent is there a culture of collaboration among educators in their school?
- How respectful are the relationships between staff and students at this school?
- Overall, how positive is the working environment at this school?

### Area for Improvement: Professional Learning

57%  
▲ 4

\*Increased 14% since 2016 from 43% favorable

#### Sample of questions:

- How valuable are the professional development opportunities that are organized by this school and/or BHS departments?
- At this school, to what extent are your ideas and suggestions for improvement encouraged?
- How often do your professional development opportunities help you explore new ideas?

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## BEEP Family Results

### Area of Strength: School Fit

95%  
▲1

\*Increased 4% since 2016 from 91% favorable

#### Sample of questions:

- To what extent does your child feel a sense of belonging in the BEEP program?
- How well do you feel that BEEP is preparing your child for kindergarten?
- To what extent are your child's individual learning needs met in the BEEP program?

### Area for Improvement: Family Engagement

80%  
▲3

\*Increased 6% since 2016 from 74% favorable

#### Sample of questions:

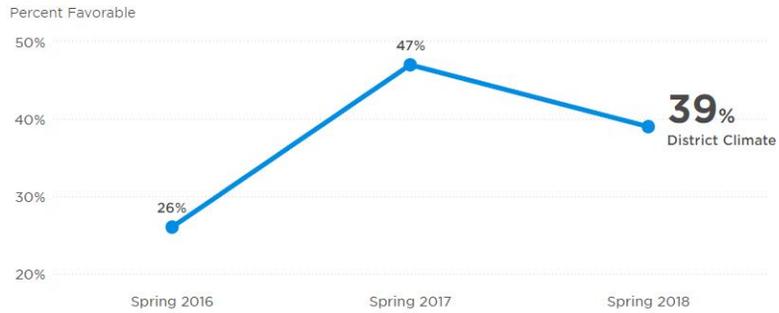
- In the past year, how often have you visited your child's school?
- How easy is it to talk or meet with your child's teachers at BEEP?
- How accessible is BEEP's administrative team?

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## Area for District Improvement

## District Climate

### District Staff:



### Sample of questions:

- How helpful are district leaders in providing the support you need to do your job well?
- To what extent do you trust the district leaders to do what they say they will do?
- How successful are district leaders in communicating important information to staff?

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## Focus on: Communications

### QUESTION

How successful are district leaders in communicating important information to staff?

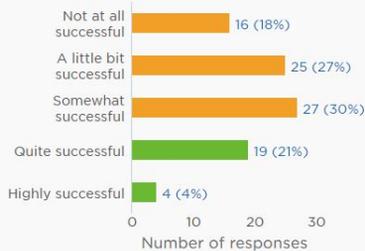
**25%**

responded favorably

▼ 4

from Spring 2017

### Answer distribution



- Based on 94 responses
- Only 25% of district staff report that district leaders communicate important information quite or highly successfully
- Decrease of 4 percentage points since 2017 (29%), and 3 percentage points since 2016 (28%)

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## Next Steps for District Leaders

- Senior Leadership reviewed district staff results (multiple choice and open response)
- Selected Communications as a focus area
- Each member of Senior Leadership is spending the week of June 4 having open/honest discussions with their managers asking questions about communication such as:
  - What do you think Senior Leadership did/didn't do this year to warrant these results?
  - What can we do differently to communicate better?
- Each manager then will have the same conversation with their staff
- Senior Leadership will take all the information and determine how they will improve systems of communication for next year

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## Areas for School Improvement

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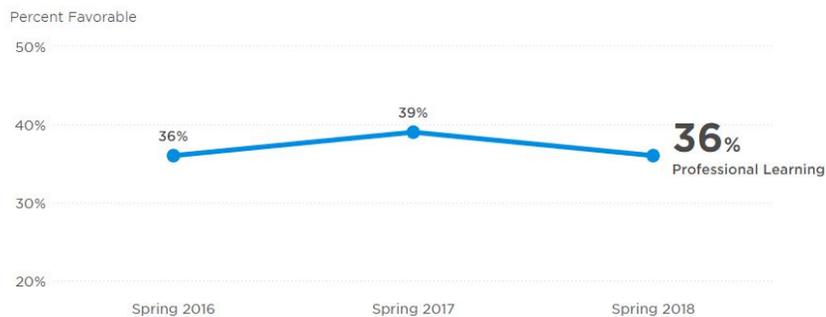
## Next Steps for School Leaders

- Each school leader met one on one with Superintendent Bott to review their family and staff survey results
- Each principal has selected a focus area based on those results
- Principals will investigate further with their staff to get a better understanding of the focus area and how to improve it
- Principals are either working with staff this spring or prior to the new school year
  - OSP team provided resources to Principals to help with survey review and action planning

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## Focus on: Professional Learning

### School Staff:



### Sample of questions:

- At this school, to what extent are your ideas and suggestions for improvement encouraged?
- How relevant have your professional development opportunities been to the content that you teach?
- How valuable are the professional development opportunities that are organized by district staff?

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## Professional Learning Continued

### QUESTION

▼ How valuable are the professional development opportunities that are organized by this school (or, for BHS teachers, department)?

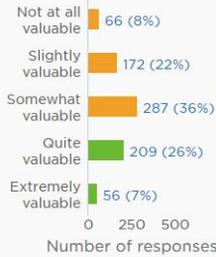
**34 %**

responded favorably

▼ 2

from Spring 2017

### Answer distribution

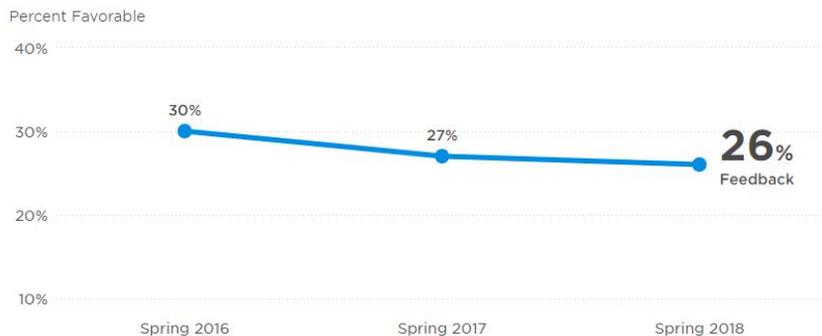


- Based on 822 responses
- Only 34% of school staff report that professional development organized by the school is quite to extremely valuable
- Decrease of 2 percentage points since 2017 (36%) and 0 percentage points since 2016 (34%)

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## Focus on: Feedback

### School Staff:



### Questions:

- How much do you learn from the teacher evaluation processes at your school?
- How useful do you find the feedback you receive on your teaching?
- At your school, how thorough is the feedback you receiving in covering all aspects of your role as a teacher?
- How often do you receive (formal or informal) feedback?

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## Feedback Continued

### QUESTION

▼ How often do you receive (formal or informal) feedback on your teaching?

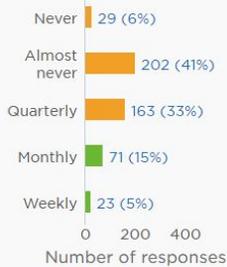
**19%**

responded favorably

▼ 1

from Spring 2017

### Answer distribution



- Based on 822 responses
- Only 19% of school staff report that they receive feedback (formal or informal) monthly or weekly
- Decrease of 1 percentage points since 2017 (20%) and 2 percentage points since 2016 (21%)

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## School and District Staff Survey: Additional Area of Interest

28

## District Climate - Difference between School and District Staff Results

School and district staff are asked the same five questions about district climate:

**School Staff:**

**48%**

**0**

**District Staff:**

**39%**

**▼ 8**

**Questions:**

- At work I have the opportunity to do what I do best every day.
- How helpful are district leaders in providing the support you need to do your job well?
- How successful are district leaders in communicating important information to staff?
- To what extent do you trust the district leaders to do what they say they will do?
- Overall, how positive is the working environment in the district as a whole?

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**QUESTION:** How helpful are district leaders in providing the support you need to do your job well?

**School Staff:**

**38%**

responded favorably

**▼ 3**

from Spring 2017

**District Staff:**

**36%**

responded favorably

**▼ 14**

from Spring 2017

**QUESTION:** Overall, how positive is the working environment in the district as a whole?

**School Staff:**

**45%**

responded favorably

**0**

from Spring 2017

**District Staff:**

**32%**

responded favorably

**▼ 13**

from Spring 2017

30



Questions?

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APPENDIX

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# Family Survey Results: BEEP

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## BEEP Family Survey - Overall Results by Topic

Communications

**93%**

▲2  
since last survey

District Climate

**70%**

▲1  
since last survey

Family  
Engagement

**80%**

▲3  
since last survey

School Climate

**89%**

▲1  
since last survey

School Fit

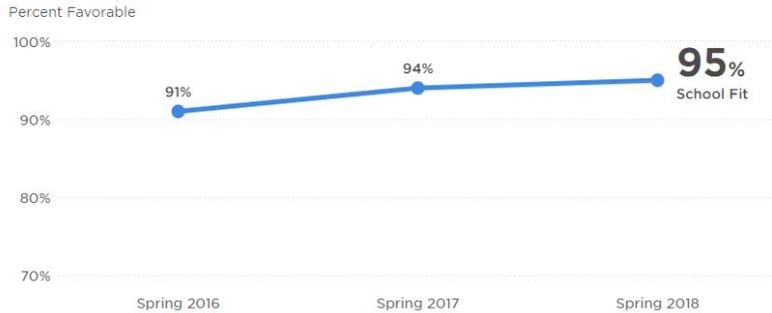
**95%**

▲1  
since last survey

34

## AREA OF STRENGTH: School Fit

### BEEP Family Responses:



### Sample of questions:

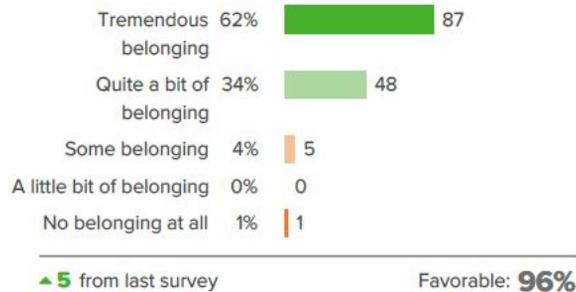
- To what extent does your child feel a sense of belonging in the BEEP program?
- How effectively does BEEP's inclusive model meet your child's needs?
- Given your child's cultural background, how good a fit is the BEEP program?

35

## AREA OF STRENGTH: School Fit

**QUESTION:** To what extent does your child feel a sense of belonging in the BEEP program?

### BEEP Families:



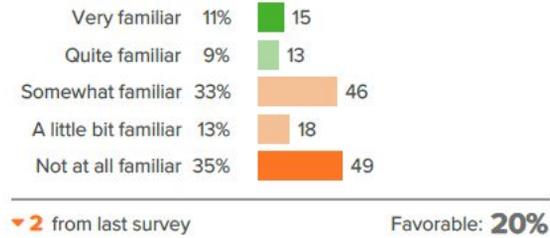
96% of BEEP families report their child feels a sense of belonging in the BEEP program.

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## AREA FOR IMPROVEMENT: District Climate

**QUESTION:** How familiar are you with the Public School of Brookline's four district-wide goals?

**BEEP  
Families:**



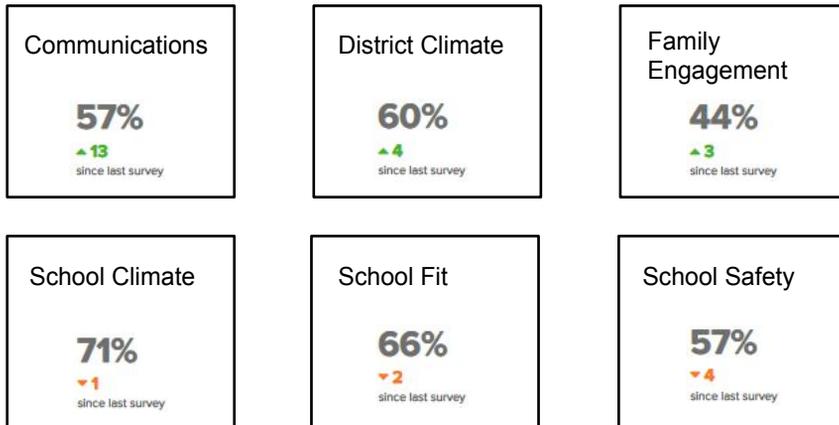
Only 20% of BEEP families report they are quite or very familiar with the Public School of Brookline's four district-wide goals.

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## Family Survey Results: K-8

38

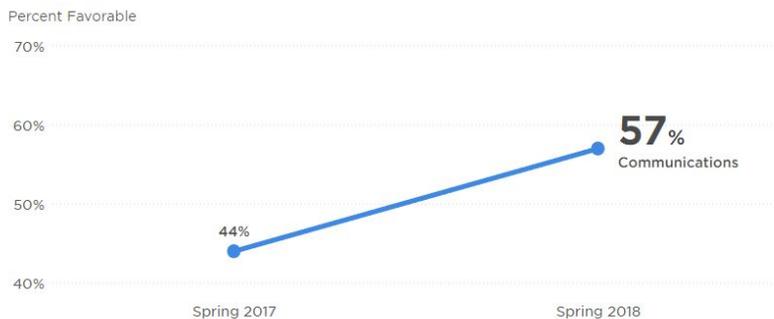
# K-8 Family Survey - Overall Results by Topic



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## AREA OF STRENGTH: Communications

### K-8 Family Responses:



#### Sample of questions:

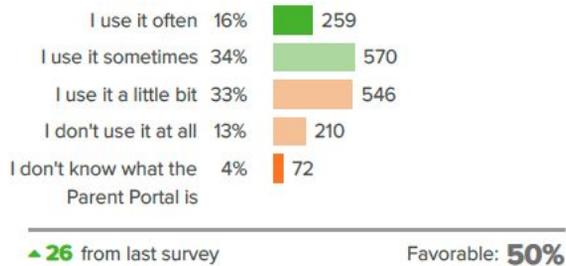
- How clearly do this school's leaders identify their goals for the school?
- How effectively do this school's leaders communicate important information to families?
- How timely is the feedback that teachers at this school provide to students about their learning?
- To what extent do you use the Parent Portal to access information about your child's progress?

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## AREA OF STRENGTH: Communications

**QUESTION:** To what extent do you use the Parent Portal to access information about your child's academic progress?

### K-8 Families:

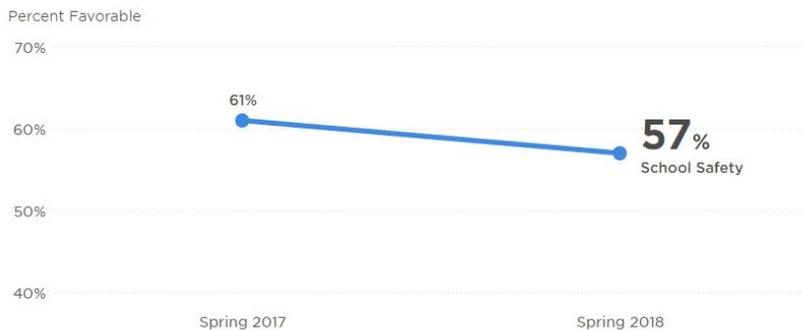


50% of K-8 families indicate they use the Parent Portal often or sometimes compared to 24% in 2017 and 18% in 2016.

41

## AREA FOR IMPROVEMENT: School Safety

### K-8 Family Responses:



### Sample of questions:

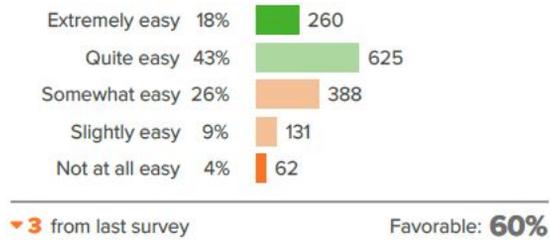
- If a student is bullied at this school, how easy is it for a child to get help from an adult?
- How likely is it that someone from this school will bully your child online?

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## AREA FOR IMPROVEMENT: School Safety

**QUESTION:** If a student is bullied at this school, how easy is it for a child to get help from an adult?

### K-8 Families:



Only 60% of K-8 families believe it is quite or extremely easy for a child to get help from an adult at their school if a student is bullied.

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## Family Survey Results: High School

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# BHS Family Survey - Overall Results by Topic

Communications

**72%**

▲11  
since last survey

District Climate

**63%**

▲6  
since last survey

Family Engagement

**30%**

▲2  
since last survey

School Climate

**70%**

▲1  
since last survey

School Fit

**64%**

0  
since last survey

School Safety

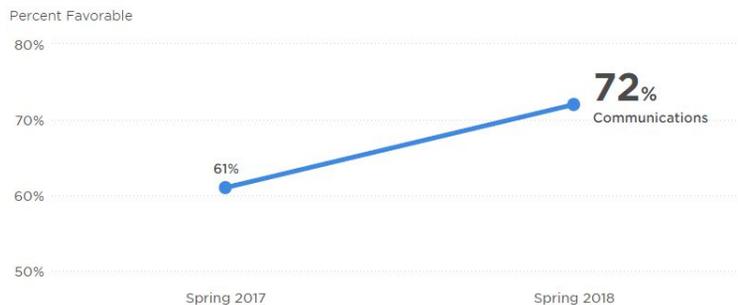
**53%**

▼1  
since last survey

45

## AREA OF STRENGTH: Communications

**BHS Family Responses:**



**Sample of questions:**

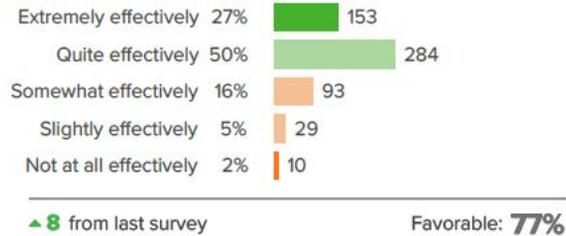
- How clearly do BHS' leaders identify their goals for the school?
- How timely is the feedback that teachers provide to students about their performance and grades?
- To what extent does your child know how they are doing in class before they receive their report card?
- How effectively do BHS school leaders communicate important information to parents/guardians?

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## AREA OF STRENGTH: Communications

**QUESTION:** How effectively do BHS school leaders communicate important information to parents/guardians?

**BHS Families:**

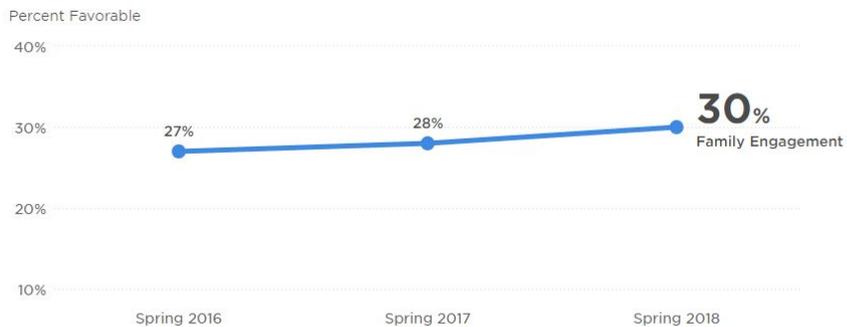


77% of BHS families report BHS school leaders communicate important information quite to extremely effectively.

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## AREA FOR IMPROVEMENT: Family Engagement

**BHS Family Responses:**



**Sample of questions:**

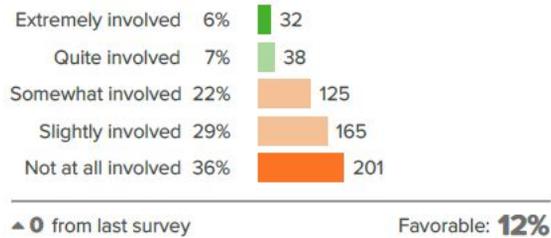
- To what extent are parents/guardians given opportunities to be meaningfully involved at BHS?
- How involved have you been with parent groups at BHS?
- In the past year, how often have you attended performances, events, and/or activities at BHS?

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## AREA FOR IMPROVEMENT: Family Engagement

**QUESTION:** How involved have you been with parent groups at BHS?

**BHS  
Families:**



Only 12% of BHS families indicate they have been quite or extremely involved with parent groups at BHS.

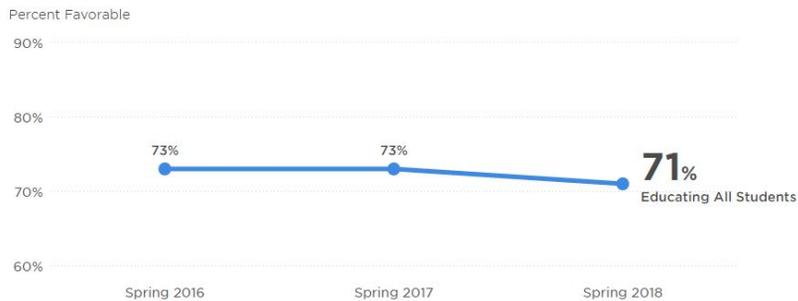
When we ask BHS families to what extent are they given meaningful opportunities to be involved at BHS, they respond 57% favorably.

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## School Staff Survey Results: Highlights

## AREA OF STRENGTH: Educating All Students

### School Staff:



### Sample of questions:

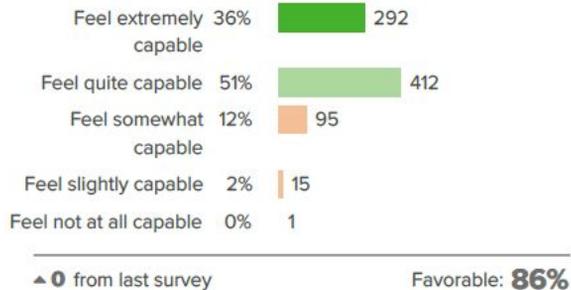
- To what extent do you feel capable of interacting with students at this school who are from a different racial and/or cultural background from your own?
- When an issue of diversity arises in your class, to what extent do you feel capable of addressing the situation?
- To what extent do you feel capable of incorporating material about people from different racial or cultural backgrounds into your curriculum?
- To what extent do you feel capable of having conversations about race with your students?

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## AREA OF STRENGTH: Educating All Students

**QUESTION: To what extent do you feel capable of interacting with students at this school who are from a different racial and/or cultural background from your own?**

### School Staff:



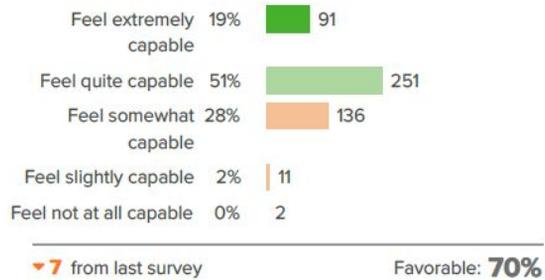
86% of school staff report that they are quite to extremely capable of interacting with students who are from a different racial and/or cultural background from their own.

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## AREA OF STRENGTH: Educating All Students

**QUESTION: When an issue of diversity arises in your class, to what extent do you feel capable of addressing the situation?**

### School Staff:



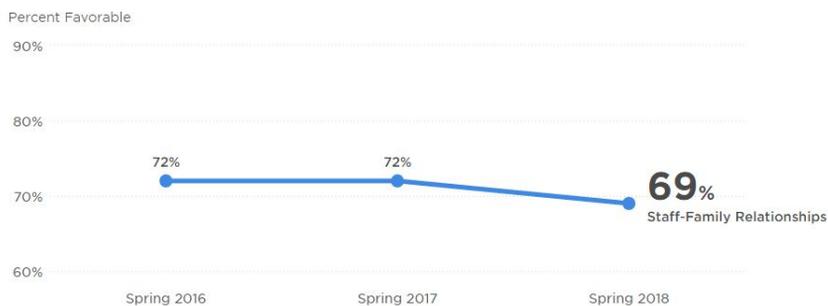
70% of school staff feel quite to extremely capable of addressing the situation when an issue of diversity arises in their class.

Decrease in 7 percentage points from 2017 and 4 percentage points from 2016.

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## AREA OF STRENGTH: Staff/Family Relationships

### School Staff:



#### Sample of questions:

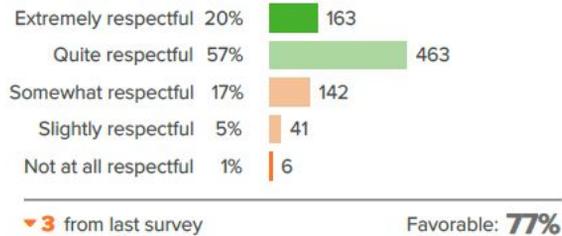
- To what extent are parents/guardians given opportunities to be meaningfully involved at this school?
- How successful is this school in communicating with students' families?
- At this school, how respectful are the parents towards you?

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## AREA OF STRENGTH: Staff/Family Relationships

**QUESTION: At this school, how respectful are the parents towards you?**

### School Staff:



77% of school staff report parents are quite to extremely respectful towards them.

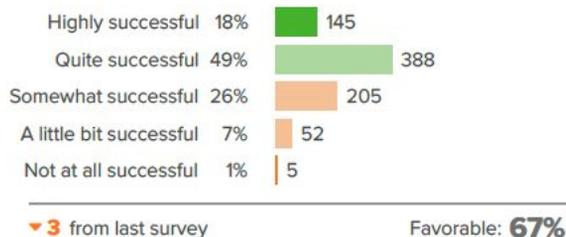
Decrease in 3 percentage points from 2017, but an increase of 1 percentage point from 2016.

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## AREA OF STRENGTH: Staff/Family Relationships

**QUESTION: How successful is this school in communicating with students' families?**

### School Staff:



67% of school staff report their school is successful in communicating with students' families.

Decrease in 3 percentage points from 2017 and 4 percentage points from 2016.

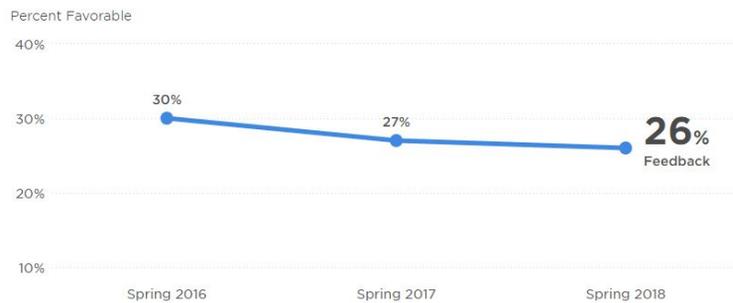
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# School Staff Survey Results: Areas for Improvement

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## AREA FOR IMPROVEMENT: Feedback & Evaluation

### School Staff:



### Sample of questions:

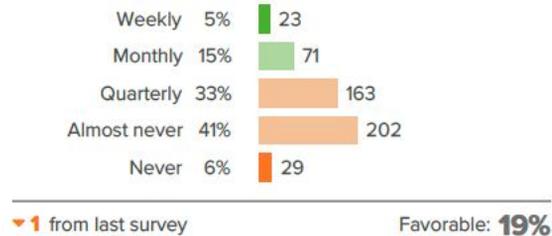
- How much do you learn from the teacher evaluation processes at your school?
- How useful do you find the feedback you receive on your teaching?
- At your school, how thorough is the feedback you receive in covering all aspects of your role as a teacher?
- How often do you receive feedback on your teaching?

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## AREA FOR IMPROVEMENT: Feedback & Evaluation

**QUESTION: How often do you receive (formal or informal) feedback on your teaching?**

**School Staff:**



Only 19% of teachers report they received feedback on their teaching on a monthly basis or more.

Decrease in 1 percentage point from 2017 and 2 percentage points from 2016.

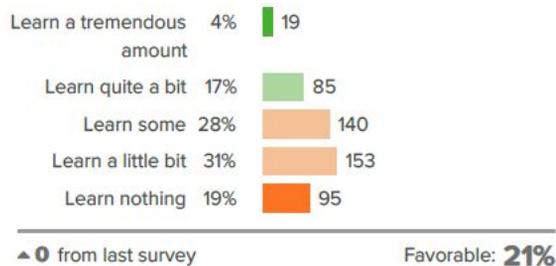
Changed the language of this question from 2017 to allow for more clarity on what feedback can be (formal or informal) and how often it can be received (i.e. changed answer choice "Frequently" to "Monthly").

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## AREA FOR IMPROVEMENT: Feedback & Evaluation

**QUESTION: How much do you learn from the teacher evaluation processes at your school?**

**School Staff:**



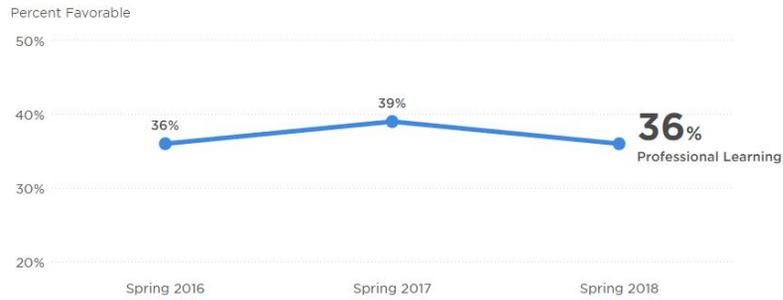
Only 21% of school staff report learning quite a bit to a tremendous amount from the teacher evaluation process at their school.

Decrease in 0 percentage points from 2017 and 3 percentage points from 2016.

60

## AREA FOR IMPROVEMENT: Professional Learning

### School Staff:



### Sample of questions:

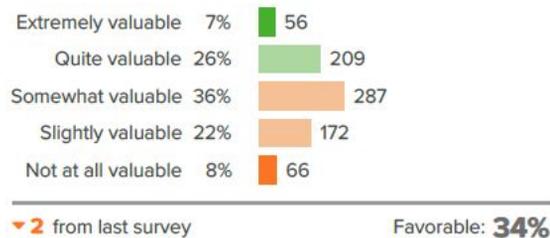
- How often do your professional development opportunities help you explore new ideas?
- At this school, to what extent are your ideas and suggestions for improvement encouraged?
- How valuable are the professional development opportunities that are organized by this school (or, for BHS teachers, department)?
- How valuable are the professional development opportunities that are organized by district staff?
- How relevant have your professional development opportunities been to the content that you teach?

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## AREA FOR IMPROVEMENT: Professional Learning

**QUESTION: How valuable are the professional development opportunities that are organized by this school (or, for BHS teachers, department)?**

### School Staff:



Only 34% of school staff report professional development organized by the school has been valuable to them.

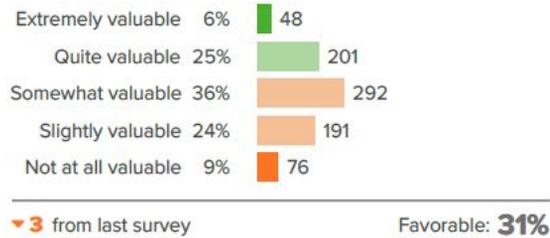
Results for this question have been similar since 2016.

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## AREA FOR IMPROVEMENT: Professional Learning

**QUESTION: How valuable are the professional development opportunities that are organized by district staff?**

### School Staff:



Only 31% of school staff report professional development organized by the district has been valuable to them.

Results for this question have been similar since 2016.

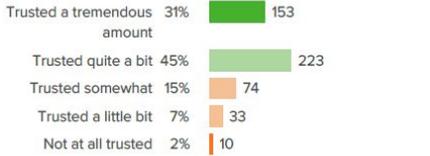
63

## School Staff Survey: Additional Areas of Interest

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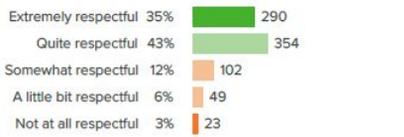
Teachers feel trusted to teach in the way they think is best, feel respected by their leader, but then report less trust exists between school leaders and staff.

**Q.11: To what extent are teachers at this school trusted to teach in the way they think is best?**



▼ 4 from last survey Favorable: **76%**

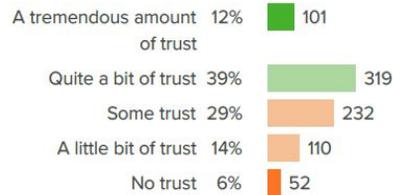
**Q.1: How respectful are this school's leaders towards you?**



▼ 3 from last survey Favorable: **79%**



**Q.2: How much trust exists between school leaders and staff?**

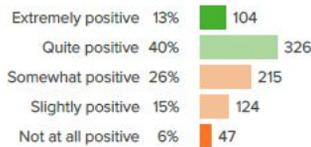


▼ 5 from last survey Favorable: **52%**

\*Note: Questions come from the Staff-Leadership Relationships and School Climate topic area.

Teachers report a positive culture of the school, but do not believe they are given input when important decisions need to be made.

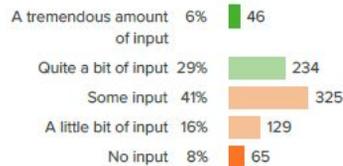
**Q.3: How positive is the culture of this school?**



Favorable: **53%**



**Q.4: When the school (or, for BHS teachers, department) makes important decisions, how much input do staff members have?**



▼ 2 from last survey Favorable: **35%**

\*Note: Questions come from the School Leadership topic area.

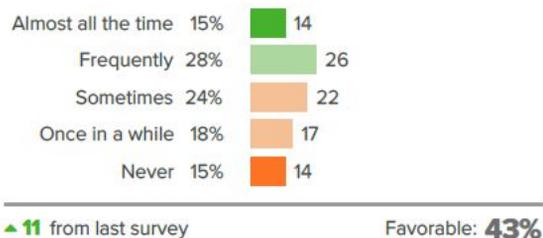
# District Staff Climate Results: Highlights

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## District Office Staff - POSITIVE GROWTH

**QUESTION: How often do you receive feedback from your supervisor on your work?**

**District Staff:**



District staff report an increase on feedback from their supervisor on their work -- an increase of 11 percentage points from 2017.

Percent favorable in 2016 and 2017 were the same (32%).

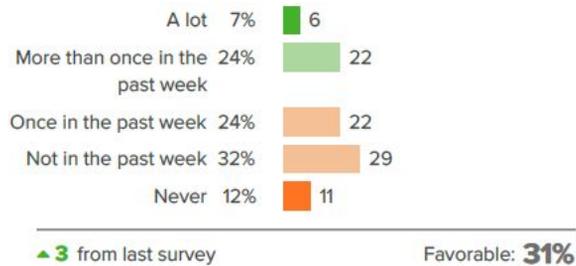
Biggest change comes in the answer choice, "Almost all of the time". In 2017, only 3% (2 respondents) selected this answer choice.

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## District Office Staff - POSITIVE GROWTH

**QUESTION: In the last week, have you received recognition or praise for doing good work?**

**District Staff:**



31% of District staff report being recognized or praised for doing good work more than once in the last week.

Similar to the question on feedback, less respondents selected the "Never" option in 2018 than 2017: 21% in 2017; 12% in 2018

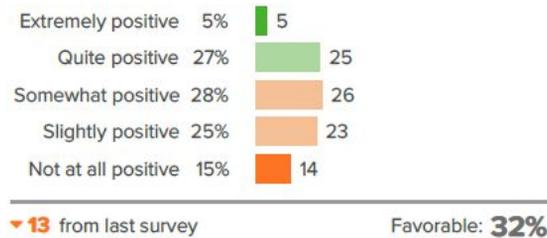
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## District Staff Climate Results: Areas for Improvement

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## AREA FOR IMPROVEMENT: District Climate (District Staff)

**QUESTION: Overall, how positive is the working environment in the district as a whole?**



In 2016, only 27% of respondents reacted favorably to this question which led to a big increase in 2017 (45%). In 2018, we are closer to the 2016 range.

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## AREA FOR IMPROVEMENT: Communications (District Staff)

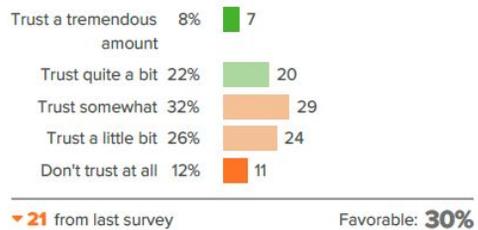
**QUESTIONS:**

- How successful are district leaders in communicating important information to staff?
- To what extent do you trust the district leaders to do what they say they will do?

**Q.3: How successful are district leaders in communicating important information to staff?**



**Q.4: To what extent do you trust the district leaders to do what they say they will do?**



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