School Stakeholder Satisfaction Surveys
L E A D – Suite of School Stakeholder Surveys

In-depth analysis of school stakeholder feedback and perceptions supports strategic planning, framing of policies and actions to meet the needs of students, parents, teachers and the school community.

There are seven surveys in the L E A D suite of stakeholder surveys:

**The L E A D Report and Suite of School Stakeholder Surveys**

**Parent Surveys**
- Whole-School Survey
- ELC (Optional)

**Student Surveys**
- Year 5 to Year 11 Surveys
- Year 12 Exit Survey

**Staff Surveys**
- Whole-School Survey
- ELC (Optional)

**Board/Governance Survey**

The L E A D Report and the suite of school stakeholder surveys are diagnostic and reporting tools that enable school leadership teams to analyse their school’s performance against key school effectiveness indicators. Performance is also benchmarked against the Independent school sector.

There are seven surveys in the L E A D suite of surveys:
1. Parent Satisfaction Survey
2. Staff Satisfaction Survey
3. Student Satisfaction Survey
4. Year 12 Exit Survey
5. Governance Survey
6. Early Learning Centre Parent Satisfaction Survey
7. Early Learning Centre Staff Quality Improvement Plan Assessment Survey.

In addition to these surveys is the unique L E A D Report, which brings together all of the subjective data from these stakeholder surveys with traditional measures of school performance (objective data) such as school financial data, ATAR and NAPLAN results in the form of a ‘balanced scorecard’.

The L E A D suite of school stakeholder surveys provides benchmarked performance measures for school boards and senior leadership terms. The L E A D surveys measure performance against research-based indicators of effective schooling, bringing together objective data and the opinions of the school community – parents, students and staff. Since 2008, more than 120 Member Schools have taken part in the surveys, providing rich and relevant benchmarked information for day-to-day planning and policy development.

Michelle Green
Chief Executive
Why Schools Choose L E A D

Sixty-one per cent of Member Schools have benefited from these surveys:

■ Almost 40,000 parents and over 50,000 students have provided views and expressed their levels of satisfaction with their schools
■ An additional 8100 students have participated in the Year 12 exiting students’ satisfaction survey
■ Approximately 30,000 teachers and general staff have completed the staff survey
■ Over 600 board members have provided their assessments of school governance.

These important stakeholder surveys provide schools with:

■ a better understanding of their key stakeholders’ perceptions of overall school performance
■ a cost-effective tool to assess and improve school performance
■ a unique overview of their school’s effectiveness in The L E A D Report
■ the ability to track the school’s performance from year to year
■ comprehensive benchmarks of the Independent school sector in Victoria
■ a flexible tool that can cater to each school’s needs
■ a reporting tool for government accountability.

Member Schools are signing up for the L E A D suite of stakeholder surveys because they are:

■ valuable in informing school strategic planning and policy framing
■ proving to be a valuable investment in enhancing educational outcomes
■ objective – conducted independently of school management
■ robust – based on proven research
■ targeted – meeting the individual needs of schools
■ up-to-the-minute – providing results promptly
■ flexible – schools choose which surveys and how frequently they will be undertaken
■ user-friendly – with a simple online survey tool that can be set up quickly.

Independent Schools Victoria:

■ is the only organisation that provides a complete range of comprehensive satisfaction benchmarks for Victorian Independent schools
■ has low administrative cost recovery compared with fees charged by for-profit organisations
■ understands the education sector, especially Independent schools
■ adds value by:
  − interpreting the data to provide individually tailored analyses
  − presenting results to staff, leadership teams or boards
  − providing experienced assistance with school strategy planning.

‘The L E A D Report has been an efficient and effective way for the College to broadly analyse our operations and to ascertain the views of all school community stakeholders. As we focus on evaluation of data as a catalyst to drive our school improvement, the L E A D surveys provide valuable instruments to reinforce our strengths, to investigate and where necessary act upon our identified weaknesses and to benchmark with other like schools.

Independent Schools Victoria’s willingness to adapt and to further explore identified outcomes is impressive and prompt’.

– Bruce Simons, Principal, The Hamilton and Alexandra College
Parent Satisfaction Survey

This survey reports on parents’ perceptions of school effectiveness in eight domains:

- Academic Program
- Pastoral Care and Personal Social Development
- Learning Outcomes
- Involvement of Parents
- Resources
- Discipline and Safety
- Quality of Teaching
- Transition.

Also available are separate modules for schools interested in parents’ views on:

- Boarding School
- Spiritual Focus
- Out of School Hours Care
- School-specific Questions.

Student Satisfaction Survey

There are two student surveys: the General Student Survey and the Quality of Teaching Survey.

The General Student Survey measures students’ satisfaction in the following domains:

- Academic Program
- Learning Outcomes
- Personal Development and Leadership
- Pastoral Care
- Peer Relationships
- School Ethos / Values
- Discipline and Safety
- Resources
- Quality of Teaching
- Transition (secondary students only).

The Quality of Teaching Student survey closely examines students’ perceptions of teaching and teachers in the following domains:

- Academic Rigour
- Feedback
- Teacher Knowledge
- Teacher Practice
- Teacher-Student Rapport
- School-specific Questions.

The student surveys are conducted together to ensure that a complete picture of student perceptions is captured. Schools can choose which year levels (from Year 5 to Year 12 only) to survey, but it is recommended that the same students do not undertake the surveys in consecutive years.

Year 12 Exit Student Survey

The Year 12 Exit Student Survey tests students’ perceptions in the following domains:

- Curriculum/Academic Program
- Teaching Quality
- Learning Outcomes
- Personal Development/Leadership
- Pastoral Care
- Resources/Co-Curricular Activities
- Transition
- School Ethos/Values
- School-specific Questions.

Year 12 students also complete questions indicating their intentions regarding further education.

It is preferable for current Year 12 students to participate in this survey before they complete their exams, or by the end of August. Many schools do the Year 12 Exit Student survey annually.

‘The L E A D surveys have enabled us to assess the performance of our school with a high degree of confidence’.

– Richard Tudor, Principal, Trinity Grammar School, Kew

‘The L E A D Report, through quality benchmarking, clearly reveals areas for improvement in school performance. It provides up-to-date and relevant feedback from students, parents and teachers which is valuable for strategic planning and effecting meaningful change. An essential tool for enhancing educational outcomes’.

– Vernon Clark, Principal, Maranatha Christian School
Staff Satisfaction Survey

This new and improved survey is more closely aligned with the Parent and Student Satisfaction surveys. It provides a benchmark-based report on teaching and general staff perceptions of a school’s education and services and the school as a working environment.

There are 10 school-based domains:
- Resources and Offerings
- Technology
- School Ethos/Values
- Student Behaviour
- Discipline
- Pastoral Care
- Parent Involvement
- Learning Support
- Quality of Teaching and Learning
- Teaching Practice.

There are five workplace domains:
- Feedback
- Goal Alignment
- Leadership and Morale
- Staff Collaboration
- Professional Learning
- School-specific Questions.

Governance Survey

This qualitative survey is an extension of Independent Schools Victoria’s Across the Board guidelines on the structure, legal obligations and roles of school boards and board members. The Governance Survey enables school boards to examine their operation in domains that relate to quality governance principles:
- Board Structure and Role Clarity
- Board Composition
- Board Process
- Board Tasks.

Schools must participate in this survey for The L E A D Report at least once. It is recommended that it is repeated every two to three years.

The L E A D Report

The L E A D Report assesses school performance in the key elements of effective schooling. The L E A D Report takes the Harvard ‘balanced scorecard’ approach where traditional measures of performance are supplemented by stakeholder responses.

L E A D assesses school performance against research and evidence-based indicators of high-performing schools by combining ‘subjective’ perceptions-based data drawn from the surveys and ‘objective’ data drawn from sources such as the Department of Education, Employment and Workplace Relations (DEEWR) Financial Questionnaire and National Assessment Program – Literacy and Numeracy (NAPLAN) Results into the one chart. The resulting assessment is benchmarked against the Victorian Independent sector average.

By presenting soft and hard data together in the same charts, school leaders can test the extent to which perceptions match reality.

The LEAD Report comprises three parts:
1. Overall School Performance
2. Domains of School Effectiveness
3. Stakeholder Perspectives.

‘The customised and comprehensive L E A D Report’s concrete data, easy-to-read graphs and presentation tools are proving to be very useful aids in the creation of targeted action plans across the school for sustained and measurable school-wide improvement. It has given reason to celebrate our core strengths as well as being a real eye opener in potential areas of need based on the important five areas of the survey’.

– Aynur Simsirel, Principal, Ilim College of Australia
Early Learning Centre Stakeholder Surveys

Two new surveys were introduced in 2012. The results of these surveys are not included in The L E A D Report and are optional extras for schools.

The Early Learning Centre (ELC) Parent Satisfaction Survey

This survey was piloted in 2011 and is based on the Parent Satisfaction Survey as well as on Outcomes 1 to 5 of the DEEWR 2012 National Quality Framework.

The survey allows Independent schools to examine parent satisfaction with their ELC according to five main areas:
- Children's Identity
- Connectedness
- Wellbeing
- Learning
- Communication
- ELC-specific Questions.

The Early Learning Centre (ELC) Staff Quality Improvement Plan Assessment Survey

This is a survey for all staff in the ELCs and Out of School Hours Care (OSHC) facilities attached to Independent schools. It is based on the seven quality areas mandated by the Australian Children's Early Childhood and Education Quality Authority Quality Improvement Plan template and the National Quality Standard.

This is a self-assessment tool for staff to measure how well their ELC meets the seven quality areas compared and benchmarked against other ELCs at Independent schools:
- Educational Program and Practice (Standards and Elements)
- Children's Health and Safety
- Physical Environment
- Staffing Arrangements
- Relationships with Children
- Collaborative Partnerships with Families and Communities
- Leadership and Service Management
- ELC-specific Questions.

FAQs

Which Surveys should your School do in a Single Year?
- Schools can undertake one or two of the surveys or the full suite in a single year.
- We prefer schools to participate in the full suite of five surveys, namely the staff, parents, students, Year 12 exit students (where relevant) and governance surveys in the same year. Only schools undertaking these surveys will receive The L E A D Report.
- Many Member Schools now participate in the full L E A D suite biennially and do the Year 12 Exit Survey annually.

When are the Surveys run and how are Survey Data Collected?
- The surveys are run in Term 3 and are preferably completed by the end of August.
- All survey data are collected electronically as online surveys.

Can Schools request Additional Analyses?
Yes. There are extra costs for:
- additional school-specific questions
- schools with more than one campus requesting a different report for each campus
- additional analysis of open-ended responses
- analysis of the sector results.

What will Schools Receive and when will the School receive the Reports?
- Schools will receive an individual report with the analysis of their school's results for each survey.
- Schools that participate in the full L E A D suite of surveys, receive individual reports for each survey plus The L E A D Report.
- Cross-campus comparisons with individual reports for each campus, where relevant.
- Longitudinal data if the school has participated in the surveys in previous years.
- Schools receive an electronic copy as well as two professionally printed hard copies of each report.
- Schools receive individual survey reports in Term 4 in the year the surveys are conducted.
- If schools participate in the full suite of surveys, they receive The L E A D Report at the end of Term 1 the following year.
Further Information

For information about pricing The LEAD Report and individual surveys, please contact Jacqui Louw – Manager, Research and Analysis

T: (03) 9825 7248
E: jacqui.louw@independentschools.vic.edu.au

About Independent Schools Victoria

Our vision is a strong Independent education sector demonstrating best practice, providing excellent outcomes for students and choice for families.

To realise this vision, we support more than 200 diverse Member Schools and their 129,000 students in Victoria by:

- advocating for excellence in education
- championing Member Schools
- supporting quality education
- protecting the right of parents to choose where and how their children are educated.

This involves:

- administering Australian and Victorian Government funded programs for Independent schools
- providing guidance on governance and compliance to enable Member Schools meet legislative, regulatory and funding accountability requirements
- delivering employment relations information
- supporting excellence with professional learning programs for school leaders, teachers and support staff
- representing the interests of Member Schools to governments and advocating for fair funding for the Independent sector
- identifying and implementing best practice in education and developing policy options
- developing and delivering cost-effective products and services to enable Member Schools to fund and provide quality education
- promoting Member Schools’ involvement in their local communities.