

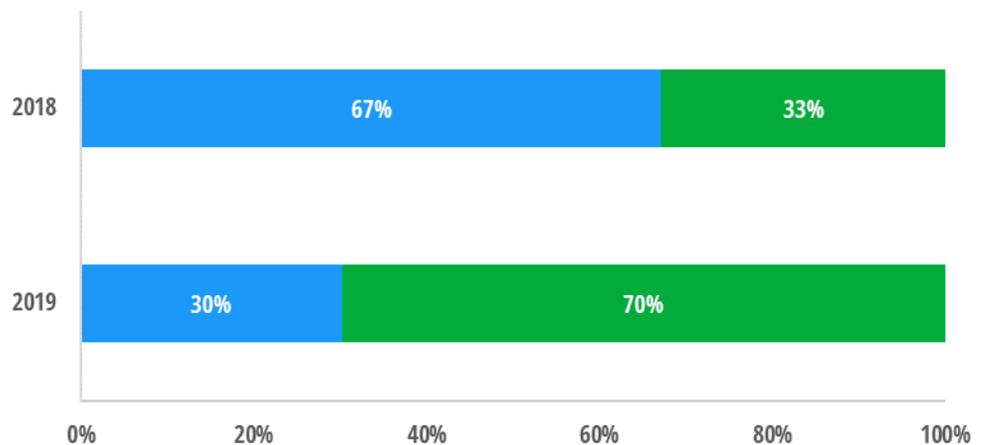
Family Survey

Executive Summary, Spring 2019

The Austin Independent School District (AISD) Family Survey, previously called the Parent Survey, is administered annually each spring. The survey is offered in multiple languages and collects information about guardians' experiences with and perceptions of their child's campus. As AISD transitions toward a paperless administration, campuses could elect whether to proceed with an online-only survey administration and/or offer surveys on paper in 2019. Seventy percent of surveys were submitted online in 2019, compared with 33% submitted online in 2018 (Figure 1). In Spring 2019, 48% ($n = 120$) of campuses implemented an online-only administration. The overall 2019 response rate (25%) for the Family Survey increased slightly from the prior year (23%). Results district wide for 2019 were similar or declined, compared with results district wide for 2018.

Figure 1.

Seventy percent of surveys were submitted online and 30% were submitted on paper in 2019.



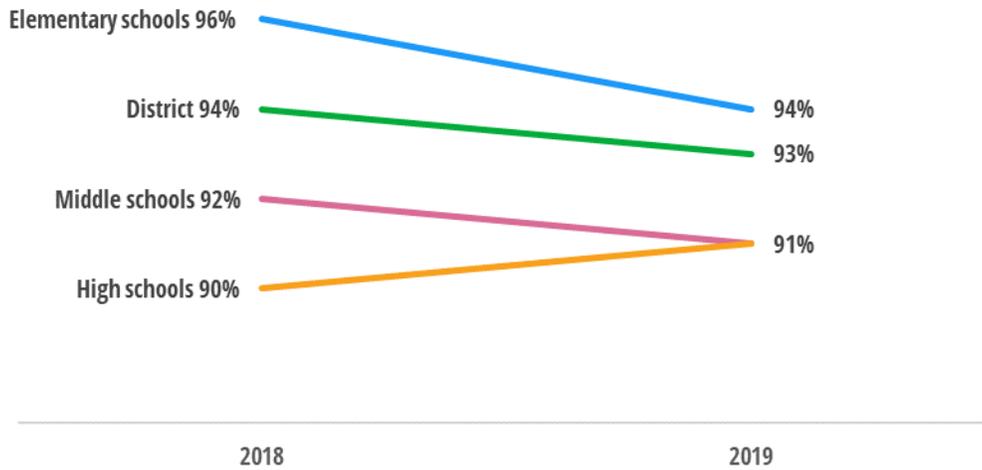
Source. 2018 Parent Survey, 2019 Family Survey

In 2019, customer service was a district priority. The item “I consistently receive good customer service at my child’s school” was included in the survey. The results were similar for 2018 and 2019 (Figure 2). However, the percentages of guardians agreeing their school consistently provided good customer service slightly declined at the elementary school and middle school levels, while agreement at the high school level slightly increased, narrowing the gaps seen between campus levels. Overall, 93% of

guardians agreed they consistently received good customer service at their child’s school in 2019 and agreement rates were higher for guardians with child(ren) in elementary schools than for guardians with child(ren) in schools at other levels.

Figure 2.

The percentages of guardians agreeing their school consistently provided good customer service slightly declined at the elementary school and middle school levels, while agreement at the high school level slightly increased, narrowing the gaps seen between campus levels.



Source. 2018 Parent Survey, 2019 Family Survey

Note. The following schools were included in high schools results: Rosedale, Alternative Learning Center, Ann Richards.

AUSTIN INDEPENDENT SCHOOL DISTRICT

Jenny Leung, M.A.

Department of Research and Evaluation



1111 West 6th Street, Suite D-350 | Austin, TX 78703-5338
512.414.1724 | fax: 512.414.1707
www.austinisd.org/dre | Twitter: @AISD_DRE

July 2019

Publication 18.24