

Family Survey

Executive Summary, Spring 2020

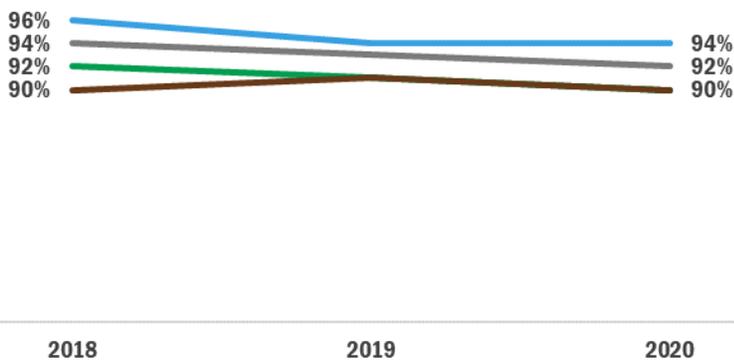
Jenny Leung, MA
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Overall, parents and guardians responded favorably to the majority of questions included in the 2020 Austin Independent School District's (AISD) Family Survey. Results remained similar or declined, compared with results district wide for 2019. The majority of results were similar (i.e., a change of 1% or less) to 2019 results; larger declines were mainly seen for items related to community engagement and district decision making and the amount of information parents and guardians receive from their child's campus.

In 2020, customer service was one district priority, and survey responses in this area were considered positive. The item "I consistently receive good customer service at my child's school" was included in the survey. The percentage of respondents who strongly agreed or agreed that their school consistently provided good customer service was at or above 90% across all campus levels and the district overall (Figure 1). Overall, the perceptions of customer service have remained stable over the past three years.

Figure 1

The percentages of parents and guardians who strongly agreed or agreed that their school consistently provided good customer service at the **elementary school, middle school, high school, and district overall** levels indicate overall positive perceptions of customer service.



Source. Family Survey, 2018, 2019, 2020

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

One new item included in the Family Survey this year was "Of the following topics, which are you interested in learning more about." Respondents were able to select multiple response options. At the district level, parents and guardians indicated they were most interested in learning about academics (77%) and least interested in learning more about attendance (18%; Table 1). This was followed by interest in

About the Survey

The AISD Family 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. Beginning in the 2019–2020 academic year, the Family Survey was available electronically only. Additionally, it should be noted that the 2019–2020 Family Survey was available from January 6, 2020, to March 23, 2020, and data reflected respondents' perceptions of their child's campus prior to COVID-19. The overall 2020 response rate (24%) for the Family Survey decreased slightly from the prior year (25%).



learning about socio-emotional learning; respondents with a child enrolled in an elementary school (62%) indicated the most interest in this topic, while respondents with a child in high school indicated the lowest interest (45%). Levels of interest in learning more about specific topics differed between campus levels (e.g., social-emotional learning, school leadership opportunities, behavior expectations, and parenting).

Table 1

Parents and guardians indicated the most interest in learning more about academics, across all campus levels.

Topic	Elementary school	Middle school	High school	District
	<i>n</i> = 9,216	<i>n</i> = 2,693	<i>n</i> = 3,071	<i>n</i> = 14,980
	% selected	% selected	% selected	% selected
Academics	76%	79%	77%	77%
Social-emotional learning	62%	50%	45%	56%
School leadership opportunities	34%	41%	41%	37%
Accessing district services	30%	29%	28%	30%
Behavior expectations	32%	27%	20%	29%
Parenting	26%	19%	14%	22%
Attendance	17%	17%	20%	18%

Source: Family Survey, 2020

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

Family Survey results for multiple school years can be accessed by (a) going to <https://www.austinisd.org/dre>, (b) selecting “Interactive Reports,” and (c) selecting “Family Survey” from the Interactive Reports List in the upper left-hand corner of the page.

AUSTIN INDEPENDENT SCHOOL DISTRICT

Jenny Leung, MA

Department of Research and Evaluation



4000 S IH 35 Frontage Road | Austin, TX 78704
 512.414.1724 | fax: 512.414.1707
www.austinisd.org/dre | Twitter: @AISD_DRE

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