

Family Survey

Executive Summary

Spring 2021

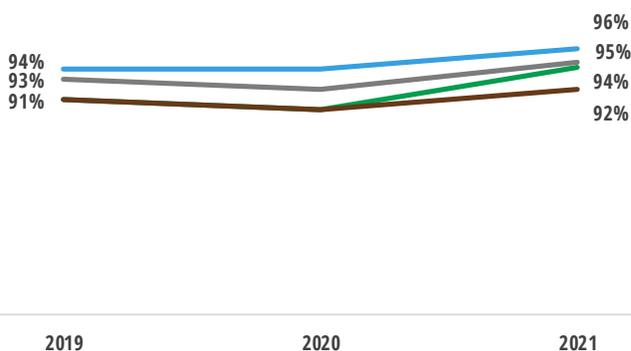
Key Findings

Overall, parents and guardians responded favorably to the majority of questions included in the 2021 Austin Independent School District's (AISD) Family Survey. In 2021, respondents responded most favorably to questions regarding customer service, interactions with school staff, and feeling welcome by school staff to be involved with their child's education.

In 2021, customer service was a district priority, and survey responses in this area were positive. 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, perceptions of customer service have remained stable over the past 3 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, 2019, 2020, 2021

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

The AISD Family Survey also included an item regarding parents' or guardians' interest in learning about various topics relevant to their child(ren). Respondents were able to select multiple response options for the item "Of the following education or school topics related to your students, which are you interested in learning more about?" At the district level, parents/guardians indicated they were most interested in learning about academics (71%; Table 1). This was followed by interest in learning about social-emotional learning (48%); respondents with a child enrolled in an elementary school (54%) indicated the most interest in this topic. Interest in learning more about specific topics differed between the elementary school, middle school, and high school campus levels (e.g., social-emotional

About the Survey

The purpose of the AISD Family Survey is to gather feedback about parents' and guardians' attitudes on various topics (e.g., parent and guardian involvement, customer service, school climate) at the campus where their child is enrolled. The AISD Family Survey is administered annually each spring and offered in multiple languages. Data collected through the AISD Family Survey are used in the superintendent's scorecard, in campus improvement plans, and as an outcome measure for many district programs and initiatives.

The overall 2021 response rate (33%) for the Family Survey increased from the response rate for the prior year (24%).

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> = 9,179	<i>n</i> = 3,227	<i>n</i> = 3,927	<i>n</i> = 16,333
	% selected	% selected	% selected	% selected
Academics	69%	72%	72%	71%
Social-emotional learning	54%	46%	36%	48%
Technology	31%	36%	34%	32%
School leadership opportunities	26%	31%	30%	28%
Multilingual programs	36%	21%	12%	27%
Accessing district services	24%	23%	21%	23%
Behavior expectations	26%	22%	14%	23%
Attendance	17%	25%	21%	20%
Parenting	21%	14%	10%	17%
Other	6%	7%	11%	7%

Source. Family Survey, 2021

Note. The following schools were included in the high school results: Rosedale 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.



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