

Telopea Park School – Satisfaction Survey results 2017-2022 analysis

The attached School Satisfaction Survey results are drawn from data provided by the Education Directorate under a recent FOI application. The annual survey asks parents, students and staff how much they agree with various statements about school performance and culture. The results on the following pages provide the raw TPS results, as well as the percentage difference of results from the other K-10 ACT schools.

Students

<u>Positives</u>	<u>Negatives</u>
Overall students like being at TPS.	Since 2017, data consistently shows less than 50% of students think teachers at this school treat students fairly.
More TPS students feel safe compared to other schools.	Up to 40% of students do not feel safe at TPS Although similar to other ACT school results, around 2/3 students do not agree that poor behaviour is well managed.
Students believe TPS has high expectations in all it does.	Since 2017, data consistently shows 50% of students do not agree with the statement that ' <i>staff take students' concerns seriously</i> '. Consistently, TPS results are significantly below ACT averages.
Students believe they are getting a good education.	Students do not think teachers motivate them to learn and do not think teachers explain what they are learning and why. Only 37% of students feel they can talk to their teachers about their concerns.

Parents

<u>Positives</u>	<u>Negatives</u>
Parents think their children feeling safe and like being at Telopea.	Since 2017, data consistently shows 50% of parents think student behaviour is poorly managed.
Parents think their children make good progress at Telopea and feel informed about that progress.	Parents report far lower rates of feeling like they can talk to their child's teacher or that teachers give useful feedback.
Parents feel like the school has high expectations in all it does.	Parents do not think the school looks for ways to improve, takes parents opinions seriously or works with parents to support learning.
While there is still low satisfaction with the canteen, there was a significant jump in satisfaction in 2022.	

Notable

- Out of 25 questions, Telopea parents were more satisfied than the ACT average in only 3 areas: my child feels safe, likes being at this school and is happy at this school. All other areas were below the ACT average and in most areas were significantly below the ACT average. This indicates that children are happy at this school, *despite* the school's performance, not because of it.
- There is a high rate of parents reporting they do not believe student behaviour is well managed, but also high rates of reporting that their children feel safe at Telopea. The school should conduct additional investigations to understand what parents' concerns are.
- 2022 results show significant falls in parental satisfaction with
 - Teachers expecting each child to do their best, motivating children to learn, treating children fairly and giving useful feedback.
 - The school looking for ways to improve and taking parents opinions seriously.

Staff

<u>Positives</u>	<u>Negatives</u>
Staff think students get a good education.	Staff think they do not get good performance feedback.
Staff think the school has high expectations of itself.	Staff do not believe the school takes their opinion seriously.
Staff believe students feel safe and like being at this school.	Staff do not believe the school looks for ways to improve.
	Staff do not believe teachers treat students fairly.
	Staff do not believe there is effective communication between staff.

Notable

Staff report significantly lower satisfaction than the ACT average with: feedback on their performance; that staff are well supported by the school; or that the school takes their opinions seriously.

Overall analysis**1. Unfair teacher behaviour**

Staff, parents and students all report concerns that teachers at Telopea do not treat students fairly. The fact that all three stakeholders report this consistently since 2017 (where some parents and students age out of the school and new parents and students enter the school) indicates this is an ongoing problem of some individual teachers. This is an area of great concern and should be investigated to gain a better understanding of what are the specific concerns, such as via exit interviews, which are a valuable way of understanding why some parents are choosing to remove their children from Telopea, or (as per anecdotal evidence) are selecting between different language streams. As part of this, it would be valuable to conduct separate satisfaction surveys for the English and French streams to understand if this is a global or targeted problem.

2. Feedback on learning and teaching

Students and parents are not satisfied with how teachers motivate students or explain the work. However, teachers also report strong dissatisfaction with feedback they receive on their performance. This indicates that although parents raise concerns with the school, these concerns are not actioned by providing pedagogical feedback and support to teachers.

These concerns are upheld when you view Telopea Park School naplan performances on MySchool, which show that Telopea performs consistently lower than similar ISCEA schools. In other words, the lack of feedback to students and teachers is having a measurably negative effect on the educational outcomes of students at Telopea.

This would indicate that executive teachers should focus more on improving the professional support given to teachers to improve their pedagogy and potentially to share practice tips. This issue is further highlighted by staff also reporting very low satisfaction (37%) with the communication between staff.

3. The school does not listen or value the opinions of stakeholders.

Staff, parents and students all report they believe the school does not value their opinion, and they also all report that they believe the school does not value community partnerships. This issue compounds the effects of concerns around learning and teaching feedback. It indicates that when students, parents and teachers discuss their performance concerns with the school executive, those concerns are dismissed and not addressed.

This indicates that school executives need to do better in listening, valuing and taking action on the opinions of all stakeholders in the Telopea Park School community.

Data from satisfaction surveys:

Students	2017		2018		2019		2020		2021		2022	
	A=Agreement with statement B=difference from other ACT K-10 school results											
National items	A	B	A	B	A	B	A	B	A	B	A	B
Teachers give useful feedback	41.6%	-14.4%	50.7%	-3.5%	52.4%	-3.3%	48.6%	-4.9%	50.0%	-5.0%	55.2%	-0.4%
Staff take students concerns seriously	40.9%	-10.0%	45.8%	-3.7%	41.2%	-8.2%	40.2%	-10.3%	46.2%	-4.9%	49.9%	-0.8%
My teachers motivate me to learn.	53.5%	-8.8%	62.9%	-2.4%	60.2%	-4.7%	54.9%	-5.1%			54.2%	-2.7%
Teachers at my school treat students fairly.	42.1%	-6.5%	47.3%	-3.4%	44.8%	-5.6%	43.1%	-4.9%			53.7%	-0.3%
I can talk to my teachers about my concerns.	38.6%	-6.1%	43.1%	-3.7%	42.4%	-5.6%	37.4%	-7.2%			37.4%	-4.8%
My school looks for ways to improve.	58.5%	-2.6%	58.3%	-6.7%	60.0%	-2.4%	55.1%	-3.0%			57.4%	1.7%
Teachers want every student to do their best.	86.0%	-1.9%	84.6%	-3.1%	83.7%	-2.3%	69.3%	-5.4%			73.0%	-1.5%
My school is well maintained.	44.5%	-1.3%	52.9%	9.5%	48.8%	7.6%	46.9%	6.9%	45.0%	2.0%	41.6%	3.3%
Student behaviour is well managed at my	30.7%	2.9%	33.7%	8.8%	27.9%	2.2%	29.3%	1.1%			32.0%	3.2%
I like being at my school.	63.0%	6.4%	60.7%	3.1%	61.2%	4.9%	59.1%	8.7%			52.4%	4.7%
I feel safe at this school	65.3%	7.2%	69.8%	15.7%	59.6%	8.4%	59.9%	7.5%	60.0%	6.8%		11.8%
My school gives me opportunities to do interesting things.	74.6%	7.9%	73.4%	5.0%	67.6%	-0.4%	65.0%	6.3%			60.8%	3.5%
ACT items	2017		2018		2019		2020		2021		2022	
At this school digital technologies help me to learn.	79.7%	4.4%	70.5%	-5.5%	69.2%	-4.2%	68.4%	0.4%			66.5%	1.0%
Digital technologies help me to manage my school work					71.1%	-1.0%	66.9%	-1.0%			67.9%	1.9%
I am satisfied this school has high expectations in all that it does.	53.5%	5.1%	69.0%	10.5%	62.6%	8.0%	57.3%	6.2%	60.0%	6.0%	61.1%	10.1%
I am satisfied with the availability of healthy food and drink at this school.	31.1%	-4.8%	44.5%	1.0%	43.7%	-2.5%	44.8%	-2.2%	34.0%	-11.0%	51.7%	3.9%
I know how to be a good digital citizen.			79.9%	1.0%	82.0%	1.7%	77.3%	3.1%			74.3%	4.1%
Overall I am satisfied I am getting a good education at this school.	62.5%	7.6%	74.8%	9.0%	70.3%	6.4%	67.2%	7.4%	66.0%	6.0%	65.6%	8.0%
with the capabilities to learn and live successfully					62.6%	3.9%	58.7%	3.1%			60.1%	7.1%
Students starting at this school are					62.6%	-3.0%	64.3%	4.8%			63.0%	4.8%
Teachers explain what we are learning about and why					58.9%	-5.5%	48.0%	-10.1%			58.4%	-2.0%
This school celebrates the achievements of students.	70.4%	9.5%	70.3%	-0.5%	68.6%	-2.3%	48.1%	-9.3%			60.7%	1.7%

Parents & carers	2017		2018		2019		2020		2021		2022	
	A=Agreement with statement				B=difference from other ACT K-10 school results							
Naitional items	A	B	A	B	A	B	A	B	A	B	A	B
I can talk to my child's teachers about my concerns.	78.7%	-6.7%	79.2%	-8.5%	81.6%	-4.7%	78.6%	-7.8%			78.4%	-7.2%
My child feels safe at this school.	89.5%	5.7%	90.5%	6.4%	84.1%	2.1%	83.8%	4.0%	86.8%	7.8%	78.4%	5.5%
My child is making good progress at this	77.9%	1.6%	79.2%	3.4%	77.2%	2.1%	79.3%	4.6%	81.2%	7.8%	63.2%	-5.3%
My child likes being at this school.	86.4%	2.7%	85.4%	0.9%	87.9%	4.2%	87.2%	2.4%			76.8%	1.5%
My child's learning needs are being met at this school.	70.9%	-1.6%	73.4%	0.3%	72.0%	0.0%	71.0%	0.0%			60.8%	-3.8%
Student behaviour is well managed at this	60.9%	1.3%	63.9%	2.4%	60.4%	-0.4%	58.3%	-0.8%	57.4%	3.1	40.0%	-9.5%
Teachers at this school expect my child to do his or her best.	86.4%	-0.6%	89.5%	1.3%	83.3%	-2.1%	82.1%	-2.8%			68.8%	-10.2%
Teachers at this school motivate my child to	68.6%	-6.4%	74.5%	-3.9%	71.5%	-4.3%	73.1%	-2.2%			56.8%	-11.7%
Teachers at this school treat students fairly.	70.2%	-6.9%	75.2%	-4.7%	73.2%	-4.0%	65.2%	-2.8%			60.8%	-9.9%
This school is well maintained.	77.5%	-5.5%	76.3%	-6.4%	76.7%	-4.3%	75.2%	-2.8%	75.1%	-4.6%		-20.6%
This school looks for ways to improve.	64.7%	-6.0%	67.9%	-6.4%	64.8%	-7.6%	60.3%	-10.1%			54.4%	-10.7%
This school takes parents' opinions seriously.	52.3%	-9.0%	58.4%	-6.0%	54.8%	-9.0%	49.7%	-11.1%			51.2%	-5.6%
This school works with me to support my child's learning.	61.2%	-8.1%	66.4%	-6.0%	63.7%	-7.2%	62.8%	-7.0%	76.1%	5.4%	54.4%	-6.9%
teachers give useful feedback									74.1%	-4.6%	55.0%	-10.5%
ACT items	2017		2018		2019		2020		2021		2022	
The achievements of students are celebrated at my child's school.	71.7%	-8.4%	75.9%	-3.7%	70.7%	-7.5%	66.9%	-8.1%	71.3%	-5.5%	59.7%	-14.8%
Students are being equipped with the capabilities to learn and live successfully					75.9%	2.5%	73.2%	-0.9%			60.5%	-5.6%
Overall, I am satisfied with my child's education at this school.	77.5%	0.8%	81.8%	2.8%	82.6%	4.7%	78.5%	1.7%	80.0%		66.9%	-3.5%
My child understands how to be a good digital citizen.			69.7%	-5.3%	71.3%	-4.7%	77.8%	-2.8%			75.0%	-5.2%
My child is happy at this school					85.5%	3.4%	85.6%	2.8%			75.0%	0.4%
I am satisfied with the availability of healthy food and drink at my child's school.	49.6%	#####	47.1%	-10.9%	45.8%	-13.4%	44.7%	-10.1%	24.1%	-34.2%	54.8%	-4.6%
I am satisfied this school has high expectations in all that it does.	75.2%	3.8%	76.3%	5.0%	76.2%	6.1%	72.2%	1.1%	76.9	11.1%	57.3%	
I am regularly informed about my child's					74.8%	6.4%	72.2%	4.9%			62.1%	-1.5%
Diversity is recognised and celebrated at this school.					81.2%	0.1%	79.6%	-1.0%	79.5%	-0.1%	71.8%	-4.5%
Digital technologies are an integral part of learning and teaching at my child's school.	75.6%	2.0%	77.7%	-5.3%	80.0%	-4.6%	84.9%	-0.7%		3.9%	79.8%	-1.6%
Community partnerships are valued and maintained.	60.9%	-5.8%	62.4%	-4.1%	58.5%	-5.4%	52.5%	-6.6%	54.4%	-2.8%	41.1%	-14.9%

Telopea Park School P&C Association.

Staff	2017		2018		2019		2020		2021		2022	
	A=Agreement with statement B=difference from other ACT K-10 school results											
National items	A	B	A	B	A	B	A	B	A	B	A	B
Student behaviour is well managed at	75.6%	20.7%	64.6%	12.8%	61.9%	9.2%	57.9%	5.9%	49.3%		41.8%	-3.2%
Staff get quality feedback on their	53.7%	-4.0%	51.5%	-6.7%	59.1%	1.3%	42.2%	-12.4%	31.0%	-3.2%	25.0%	-17.4%
Staff are well supported at this school.	56.1%	-8.5%	55.6%	-5.1%	61.9%	-1.1%	61.4%	-5.4%			43.3%	-14.3%
This school takes staff opinions seriously.	43.9%	#####	51.5%	-8.3%	48.5%	-16.0%	57.9%	-4.3%			47.8%	-11.3%
Students feel safe at this school.	87.8%	12.0%	88.9%	11.1%	79.4%	8.3%	78.1%	4.6%			67.2%	7.4%
This school is well maintained.	72.0%	-5.7%	75.8%	0.0%	76.3%	4.0%	72.8%	-2.7%	69.9%		64.2%	0.9%
Students' learning needs are being met at this school.	76.8%	2.4%	75.8%	2.6%	79.4%	4.6%	74.6%	2.2%			70.1%	2.9%
Students like being at this school.	87.8%	8.7%	85.9%	6.1%	83.5%	8.2%	79.8%	5.3%			65.7%	-0.4%
Teachers give useful feedback	81.7%	3.7%	82.8%	7.5%	75.3%	-5.5%	76.7%	2.2%	80.0%	-4.6%	80.0%	4.0%
This school works with parents to support students' learning.	81.7%	1.2%	80.8%	-1.2%	79.4%	-2.3%	81.6%	-2.5%			74.6%	-7.9%
This school looks for ways to improve.	82.9%	-5.5%	73.7%	-11.4%	79.4%	-5.5%	81.6%	-4.9%			68.7%	-12.0%
Teachers at this school motivate students to learn.	90.2%	1.9%	89.9%	3.6%	91.8%	3.6%	86.0%	-0.7%			82.1%	-0.6%
Teachers at this school treat students	90.2%	1.1%	84.8%	-3.2%	88.7%	-0.6%	80.7%	-6.7%			70.1%	-13.1%
Students at this school can talk to their teachers about their concerns.	89.0%	-1.1%	91.9%	1.6%	96.9%	-4.9%	92.1%	-0.9%			83.6%	-5.0%
Parents at this school can talk to teachers about their concerns.	93.9%	3.2%	92.9%	0.7%	90.7%	-0.8%	90.4%	-1.0%	89.0%	-1.5%	#####	-4.2%
Teachers at this school expect students to do their best.	93.9%	2.7%	92.1%	1.8%	96.9%	5.1%	92.1%	3.1%		-3.2%	86.6%	1.5%
ACT items	2017		2018		2019		2020		2021		2022	
My professional achievements are celebrated at this school.	46.3%	#####	49.5%	-3.3%	64.6%	6.4%	42.1%	-5.2%			46.2%	0.9%
There is effective communication amongst all staff.	40.2%	-7.2%	47.5%	1.5%	49.0%	0.1%	38.6%	-12.4%			36.9%	-12.9%
Students at this school understand how to be good digital citizens.			64.6%		55.2%	0.4%	63.2%	1.6%			52.3%	5.7%
Community partnerships are valued and maintained at the school					69.8%	0.0%	55.3%	-11.4%	63.0%	-4.7%	52.3%	-8.2%
system testing and system processes to inform planning.	75.6%	2.4%	66.7%	2.2%	65.6%	0.8%	64.9%	-1.9%			56.9%	-6.3%
I am satisfied this school has high expectations in all that it does.	89.0%	11.2%	79.8%	6.0%	84.4%	7.3%	72.8%	0.8%	74.0%	2.8%	67.7%	0.0%
using digital technologies for school work			71.7%	-4.5%	75.0%	0.7%	76.3%	1.3%			63.1%	-5.8%
equipped with the capabilities to learn and live successfully					83.3%	5.7%	79.8%	3.8%			69.2%	-2.9%
integral part of learning and teaching at this school.	90.2%	8.9%	79.8%	-2.5%	87.5%	2.7%	82.5%	3.7%			76.9%	-3.0%
Overall I am satisfied the students are getting a good education at this school	92.7%	10.3%	89.9%	7.8%	84.4%	5.2%	83.3%	3.9%	86.3%	4.6%	81.5%	6.7%
I am confident in using digital technologies in my teaching practice			76.8%	-1.7%	82.3%	-1.0%	79.8%	-0.2%	80.8%	-4.0%	78.5%	-1.6%
I encourage students to take responsibility for their own learning.					94.8%	1.5%	89.5%	-1.9%			86.2%	-4.2%