



Education and Training

# SATISFACTION SURVEY 2010

## What do people think about our public schools?

### Introduction

Each year the ACT Department of Education and Training surveys parents, carers, students and staff to gauge their satisfaction with the education provided across public schools in the ACT. The survey findings provide valuable feedback to schools and the Department on how well their school is meeting their needs and provides valuable information about areas for improvement.

Schools are able to use this information as part of their future school planning and the Department will report on the overall satisfaction of parents and carers, and students as long term strategic indicators of quality public school educational services in the Annual Report.

In 2010 the online survey asked individuals what they thought about their school's performance.

The survey showed continued high levels of satisfaction in public schooling. Key findings included:

- The majority of parents, staff and students were satisfied with public school education.
- In 2010, the highest satisfaction levels occurred in early childhood schools where more than 90 percent of parents and staff were satisfied with the education being provided.
- Over 90 percent of staff in specialist schools and primary schools agreed that the students at their school were getting a good education.

### Characteristics of respondents

In 2010, 3017 staff, 8504 parents and carers, and 13,782 students completed the survey.

- Three out of four parents completing the survey were mothers. Parents and carers with students in kindergarten and year 1 were most likely to complete the survey. Ten percent of respondents had at least one child in kindergarten and 10 percent in year 1. Seventeen percent of parents and carers responding spoke a language other than English at home and two percent of respondents stated they were of Aboriginal or Torres Strait Islander descent.
- Seventy-eight percent of the staff who took part in the survey were teachers or school leaders, with just over six in 10 working in schools less than 11 years. Ninety-one percent of staff were satisfied with the work at their school.
- Equal numbers of male and female students completed the survey. Four percent were of Aboriginal or Torres Strait Islander descent and one in four said their family spoke a language other than English at home. The percentage of students completing the survey was fairly balanced across years 5 to 12, ranging from 10 percent to 16 percent of the total respondents. Nine percent of year 11 and 12 respondents were international private students.

## Overall satisfaction with public schooling

In 2010, the results for overall satisfaction with education in public schools (Table 1) were positive across the sectors.

**Table 1: Overall satisfaction with public school education, 2010**

	Colleges	High schools	P -10 schools	Primary schools	Early childhood schools	Special schools	All schools
Parents/carers	81%	81%	79%	82%	92%	83%	82%
Students	85%	75%	72%	89%	na	na	80%
Staff	84%	83%	81%	91%	91%	93%	87%

Regarding how well schools set high expectations for student learning and engagement, Table 2 shows that across all sectors students, parents and carers were not as positive as staff in responding to this question.

**Table 2: Overall satisfaction with the high level of expectations at school, 2010**

	Colleges	High schools	P -10 schools	Primary schools	Early childhood schools	Special schools	All schools
Parents/carers	75%	72%	70%	75%	87%	87%	74%
Students	79%	66%	62%	83%	na	na	73%
Staff	75%	79%	78%	87%	94%	91%	83%

## How do we use the survey results?

Each year the survey results are collated to provide an indication of system-wide satisfaction levels. The findings from this survey indicate lower levels of satisfaction with secondary education in our public schools. The Department of Education and Training has recognised that high schools and colleges are facing challenges and released a public discussion paper, *Improving ACT Public High schools and Colleges*, in 2010. The paper invited the community to contribute ideas to improve and energise the secondary sector of public schooling. The feedback provided during the public consultation phase has led to the development of a framework for action that will provide the direction for our secondary schools.

## Further Information

This summary on the 2010 Satisfaction Survey is available from the Department website: [www.det.gov.au](http://www.det.gov.au)

For information about your school results please contact your school directly.

ACT Department of Education and Training

General Enquiries

Telephone: +61 6207 5111

Canberra Connect: 13 22 81

Email: [DETFeedback@act.gov.au](mailto:DETFeedback@act.gov.au)