

College Satisfaction Survey Results *2016*



ST ANDREWS
CHRISTIAN COLLEGE

INSPIRED BY
FAITH

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CHARACTER

LEADERS BY
INFLUENCE



These surveys help us to assess the health of the College and assist us in diagnosing areas in need of improvement as well as identifying our goals for 2017.

The results are very encouraging and exhibit a general trend of satisfaction and improvement in the College over the last six years.

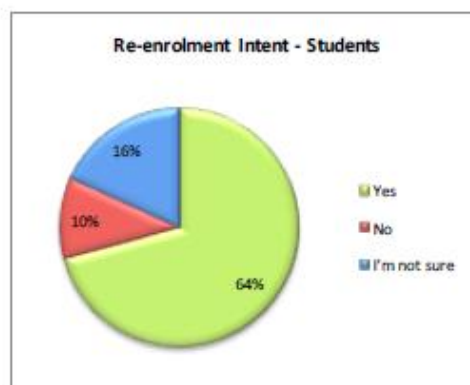
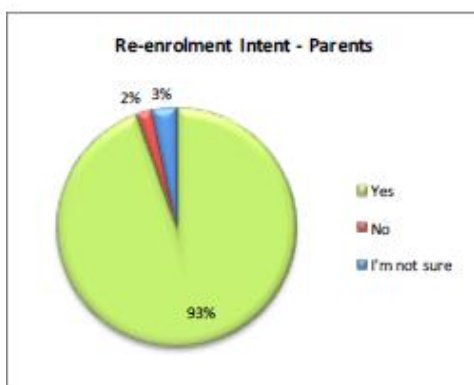
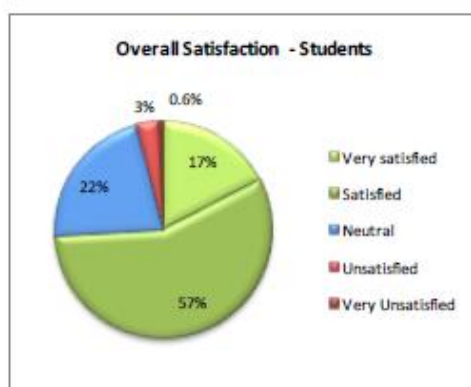
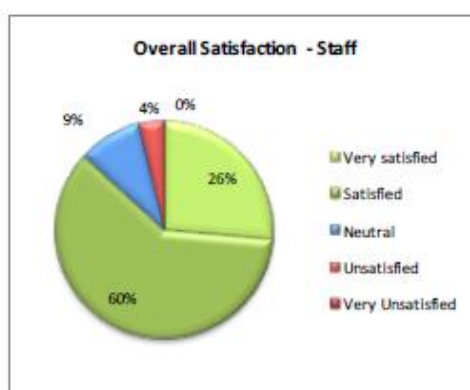
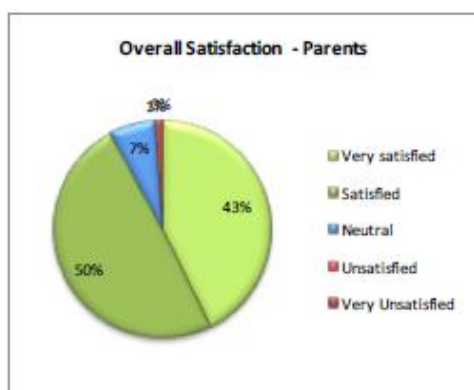
NUMBER OF RESPONSES:

Parents: 103

Staff: 53

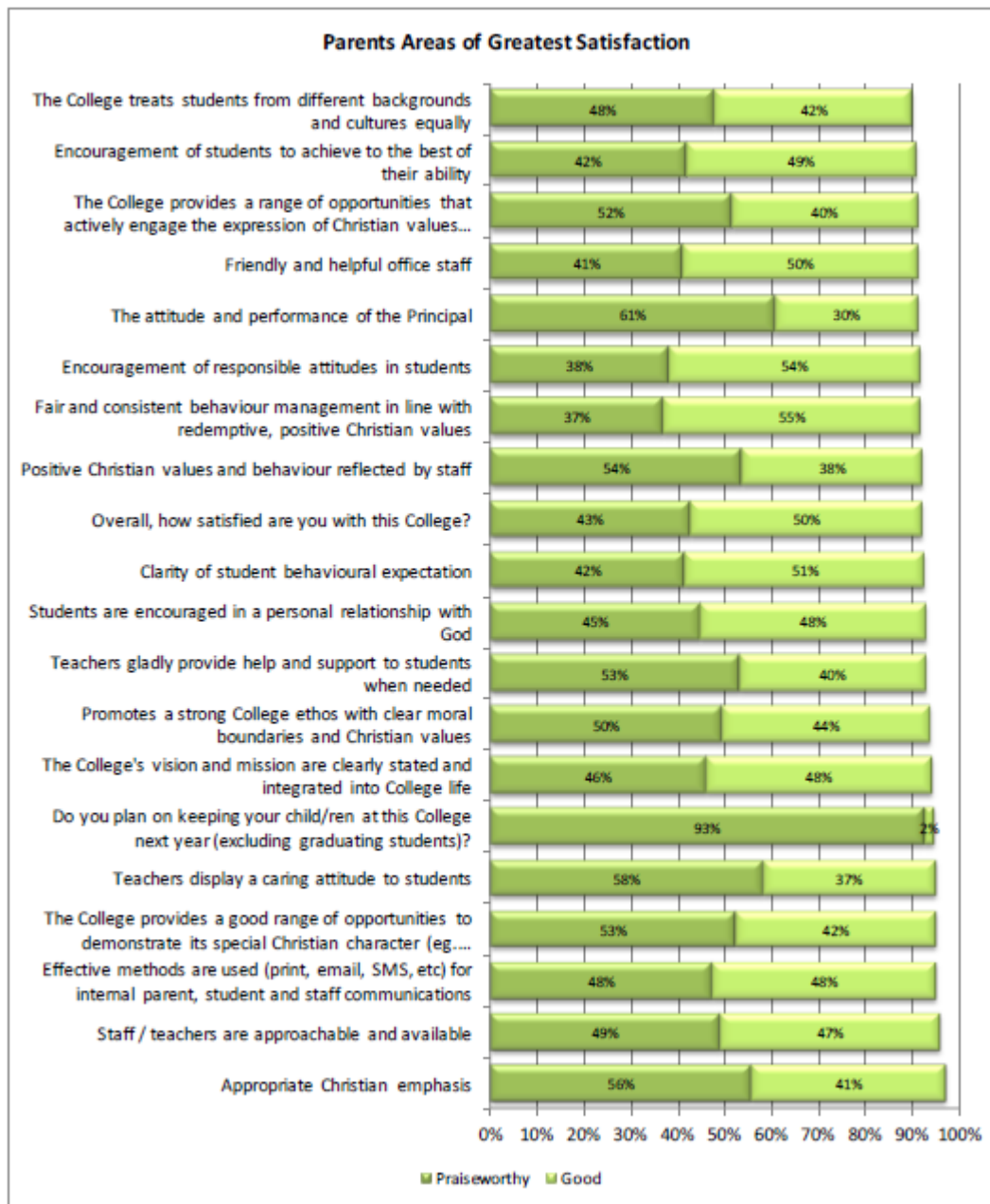
Students: 178

SATISFACTION AND COMPARATIVE ATTITUDES



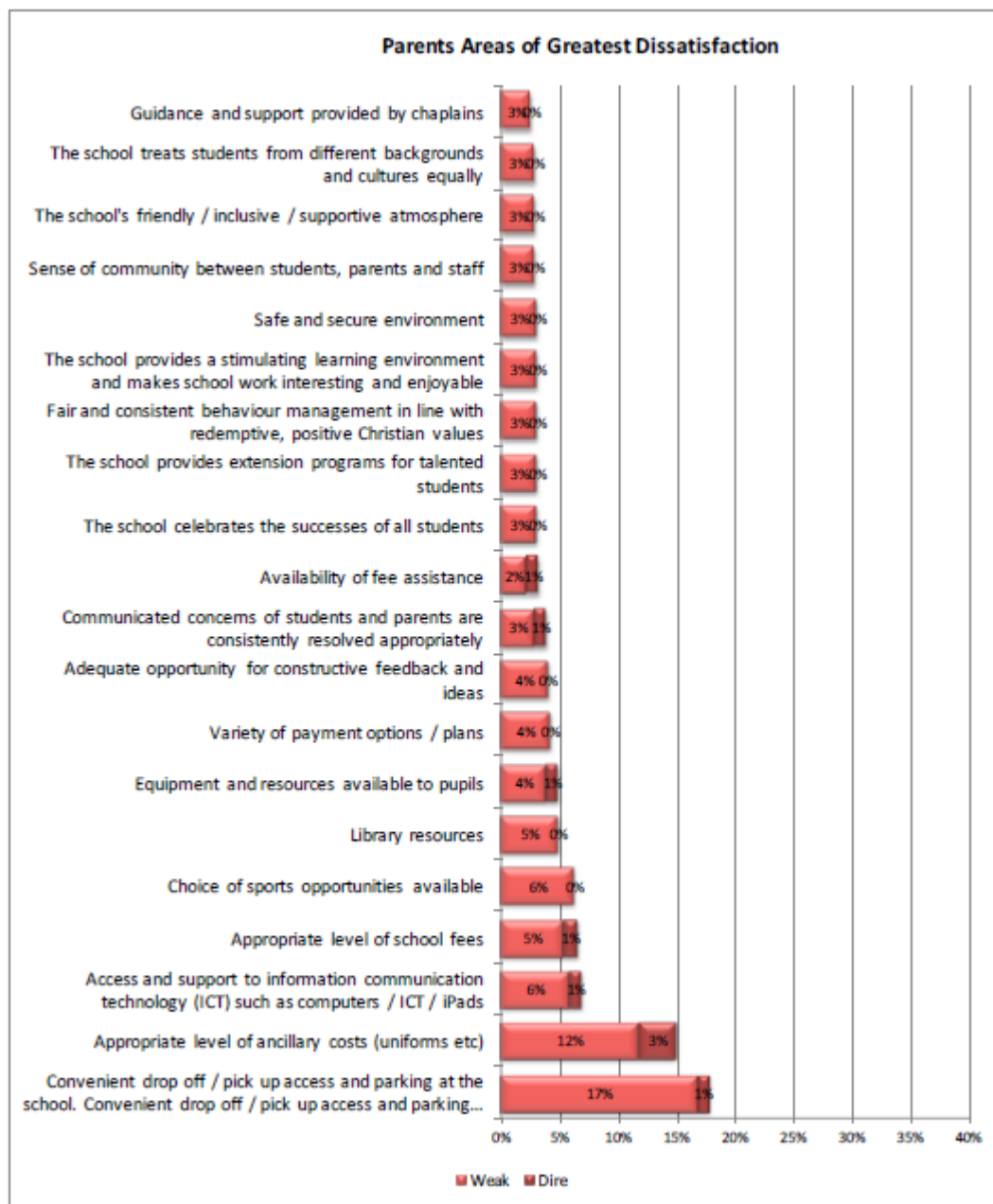


OVERALL TOP 20 STRONGEST INDICATORS





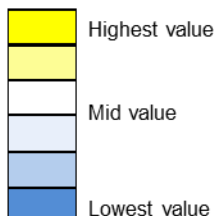
OVERALL TOP 20 WEAKEST INDICATORS





COMPARISON TO PREVIOUS YEARS (PARENTS)

KEY



Colour coding is based on highest, mid and lowest value for each year column.

Indicator	2016	2015	2014	2013	2012	2011
Overall college Satisfaction	8.7	8.6	8.7	8.6	8.4	8.3
Intent To Remain At college	9.4	9.3	9.1	9.4	9.4	9.2
Likelihood To Promote college	8.6	8.7	8.7	8.7	8.2	7.9

Indicator	2016	2015	2014	2013	2012	2011
Management- The attitude and performance of the Principal	8.9	8.9	9.1	8.8	8.4	8.3
Management- Positive Christian values and behaviour reflected by staff	8.9	8.8	8.7	8.5	8.4	8.1
Management- The school's vision and mission are clearly stated and integrated into school life	8.8	8.8	9.0	8.5	8.1	7.8
Management- Appropriate Christian emphasis	9.0	9.0	9.1	8.5	8.5	8.4
Management- Day to day organisation and management	8.2	8.3	8.4	8.1	7.7	7.5
Management- Response to communicated concerns of students and parents is consistently timely and efficient	8.1	8.1	8.2	8.0	7.5	7.5
Management- Communicated concerns of students and parents are consistently resolved appropriately	7.7	8.2	8.2	7.9	7.0	7.3

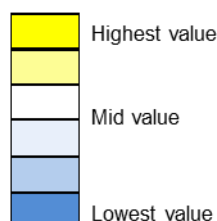
Indicator	2016	2015	2014	2013	2012	2011
Value- Variety of payment options / plans	7.8	7.7	8.2	8.0	8.1	8.0
Value- Overall value for money	7.7	7.7	7.9	7.8	7.4	7.6
Value- Appropriate level of school fees	7.3	7.0	7.4	7.4	7.2	7.4
Value- Appropriate level of ancillary costs (uniforms etc)	6.6	6.6	6.8	6.9	6.5	7.1
Value- Availability of fee assistance	5.5	4.6	5.1	5.6	5.7	na

Indicator	2016	2015	2014	2013	2012	2011
Fac/Res- Presentation / maintenance of buildings and grounds	7.9	7.8	7.7	7.5	7.5	7.2
Fac/Res- Library resources	7.4	6.8	7.0	6.9	7.2	6.6
Fac/Res- Equipment and resources available to pupils	7.4	7.1	6.7	6.7	6.6	6.1
Fac/Res- Access to computers / ICT / iPads	6.8	6.6	6.0	6.2	6.3	6.2
Fac/Res- Equipment and resources available to teachers	5.9	6.4	5.8	6.3	6.2	6.4
Fac/Res- Convenient drop off / pick up access and parking at the school	7.0	5.8	6.7	6.2	6.2	na

Indicator	2016	2015	2014	2013	2012	2011
Comms- Friendly and helpful office staff	8.6	8.5	8.7	8.8	8.6	8.3
Comms- Staff are approachable and available	8.9	8.8	8.6	8.6	8.4	8.3
Comms- Friendly / inclusive / supportive atmosphere	8.7	8.6	8.5	8.4	8.1	8.0
Comms- Staff and parents work cooperatively to deliver high quality educational outcomes for students	8.4	8.3	8.5	8.2	7.8	7.8
Comms- Sense of community between students, parents and staff	8.5	8.4	8.4	8.2	7.8	7.9
Comms- The student reporting process is effective	8.1	8.0	8.2	8.1	7.8	8.0
Comms- The methods of communication used are effective	8.8	8.7	8.6	8.1	7.9	na
Comms- Adequate and timely communications from the school	8.4	8.2	8.3	8.0	7.7	7.6
Comms- The school schedules adequate opportunities to discuss student progress with parents	8.4	8.2	8.3	8.0	7.7	8.0
Comms- Adequate opportunity for constructive feedback and ideas	7.9	7.8	7.9	7.8	7.4	7.2
Comms- Positive morale among parents	8.0	8.1	8.1	7.7	7.5	7.3
Comms- Policies and procedures clearly documented and easily accessible	8.5	8.0	8.0	7.6	7.6	7.2



KEY



Colour coding is based on highest, mid and lowest value for each year column.

Indicator	2016	2015	2014	2013	2012	2011
Care- Teachers display a caring attitude to students	9.1	8.9	8.8	8.6	8.5	8.4
Care- Quality of teaching	8.6	8.3	8.5	8.4	8.2	8.1
Care- Encouragement of responsible attitudes in students	8.5	8.5	8.5	8.3	8.1	8.0
Care- Promotes a strong school ethos with clear moral boundaries and Christian values	8.8	8.6	8.1	8.4	8.2	8.1
Care- Teachers gladly provide help and support when needed	8.9	8.6	8.6	8.4	8.5	8.4
Care- Safe and secure environment	8.4	8.5	8.3	8.3	8.0	na
Care- Encouragement of students to achieve to the best of their ability	8.7	8.3	8.3	8.2	8.1	7.9
Care- Students are encouraged in a personal relationship with God	8.6	8.4	8.5	8.2	8.3	8.0
Care- Fair and consistent behaviour management in line with redemptive, positive Christian values	8.1	8.3	8.1	8.0	7.7	7.8
Care- Homework is related to classwork	8.1	7.5	7.9	8.0	7.7	7.7
Care- Level of discipline to ensure good behaviour	8.2	8.0	8.2	8.1	7.9	8.0
Care- Clarity of student behavioural expectation	8.6	8.5	8.4	8.0	7.9	8.1
Care- The school prepares children well for transitioning between grades	7.9	7.7	7.9	7.8	7.9	6.8
Care- Providing practical personal / spiritual support and programs	8.2	8.3	8.1	7.8	7.6	7.6
Care- Students' individual educational needs are considered	8.4	7.9	8.0	7.8	7.7	7.5
Care- Tutoring / mentoring by staff to support students	8.0	7.3	7.8	7.7	7.0	6.9

Indicator	2016	2015	2014	2013	2012	2011
Achievement- Academic results	8.5	8.6	8.8	8.4	8.0	8.0
Achievement- Appropriate class sizes	8.2	8.2	8.3	8.2	8.3	8.4
Achievement- The school provides a stimulating learning environment and makes school work interesting and enjoyable	8.1	8.0	8.3	8.0	7.8	na
Achievement- Realistic educational expectations for students	8.2	7.9	8.1	7.9	7.8	na
Achievement- Students are given opportunities to achieve to the best of their ability	8.1	8.0	8.2	7.9	7.8	7.9
Achievement- The school celebrates the successes of all students	7.4	7.8	8.1	7.8	7.6	na
Achievement- Opportunities for students to be of service to others	7.5	7.7	7.5	7.5	7.4	7.0
Achievement- Choice of cultural opportunities available (debating, chess club etc)	7.7	7.5	7.7	7.5	7.1	6.3
Achievement- The school provides learning support programs for identified students	7.1	7.0	7.1	7.3	7.2	7.2
Achievement- Choice of subjects available	7.8	7.7	7.5	7.3	6.9	6.6
Achievement- Choice of music / performing arts opportunities available	7.5	7.4	7.2	7.2	7.0	6.3
Achievement- Choice of sports opportunities available	7.2	7.1	7.1	7.1	6.8	6.3
Achievement- The school provides extension programs for talented students	6.3	6.6	6.6	6.7	6.6	6.9
Achievement- Career guidance programs	7.5	7.8	7.0	5.7	5.3	6.3



SCHOOL SATISFACTION INDICATORS – PARENTS & STAFF

Key:
Traffic lights are based on green, amber and red, corresponding to the top, middle and bottom third of index scores.

	AVG INDEX	PARENTS	STAFF
OVERALL SATISFACTION			
1. Overall, how satisfied are you with this College?	● 8.2	● 8.7	● 8.2
LEADERSHIP & ADMINISTRATION			
9. The College's vision and mission are clearly stated and integrated into College life	● 8.6	● 8.8	● 8.4
10. Day to day organisation and management	● 8.0	● 8.2	● 7.7
11. Communicated concerns of students and parents are consistently resolved	● 7.7	● 8.1	● 7.4
12. Response to communicated concerns of students and parents is consistently timely	● 7.7	● 8.1	● 7.2
13. Appropriate Christian emphasis	● 9.0	● 9.0	● 9.0
14. Positive Christian values and behaviour reflected by staff	● 8.7	● 8.9	● 8.5
16. The attitude and performance of the Principal	● 8.7	● 8.9	● 8.5
36. Do you think the College Board is effective in it's governance of the College?	● 7.5	● 7.6	● 7.3
FACILITIES & RESOURCES			
50. Convenient drop off / pick up access and parking at the College	● 6.7	● 7.0	▲ 6.4
51. Presentation / maintenance of buildings and grounds	● 8.0	● 7.9	● 8.1
52. Equipment and resources available to teachers	▲ 6.5	▲ 5.9	● 7.1
53. Equipment and resources available to pupils	● 7.4	● 7.4	● 7.3
54. Access and support to information communication technology (ICT) such as	● 7.2	● 6.8	● 7.6
55. Library resources	● 7.4	● 7.4	● 7.3
COMMUNITY SPIRIT			
66. The College's friendly / inclusive / supportive atmosphere	● 8.5	● 8.7	● 8.4
67. Sense of community between students, parents and staff	● 8.3	● 8.5	● 8.2
68. Staff / teachers are approachable and available	● 8.7	● 8.9	● 8.5
69. Friendly and helpful office staff	● 8.6	● 8.6	● 8.6
70. Staff and parents work cooperatively to deliver high quality educational outcomes for students	● 8.2	● 8.4	● 7.9
71. The College treats students from different backgrounds and cultures equally	● 8.6	● 8.5	● 8.7
72. The College provides a good range of opportunities to demonstrate its special Christian character	● 9.0	● 8.9	● 9.1
73. The College provides opportunities that actively engage Christian service to others	● 8.8	● 8.8	● 8.8
74. Teachers are consistently intentional in linking Christian values with their teaching practice.	● 7.8	● 8.0	● 7.7
75. Positive morale among parents	● 7.4	● 8.0	● 6.8
COMMUNICATION			
81. College policies and procedures are clearly documented and easily accessible	● 8.2	● 8.5	● 8.0
82. The student reporting process is effective	● 7.4	● 8.1	● 6.7
83. The College schedules adequate opportunities to discuss student progress with	● 8.1	● 8.4	● 7.9
84. Adequate opportunity for constructive feedback and ideas	● 7.6	● 7.9	● 7.4
85. Clear and effective communications from the College	● 8.3	● 8.5	● 8.1
86. Timely communications providing adequate notice from the College	● 8.1	● 8.4	● 7.8
87. Effective methods are used for internal parent, student and staff communications	● 8.8	● 8.8	● 8.7
88. Consistently effective marketing and promotion to the wider community	▲ 6.1	▲ 5.5	▲ 6.6
CHAPLAINCY			
126. Chaplaincy support to students and their families	▲ 6.0	▲ 6.1	▲ 6.0
127. Guidance and support provided by chaplains	▲ 5.8	▲ 5.5	▲ 6.0
128. Responsiveness of chaplains	▲ 5.7	▲ 5.0	▲ 6.3
129. College programs organised and run by chaplains	▲ 3.4	▲ 3.5	▲ 3.3



	AVG INDEX	PARENTS	STAFF
STUDENT DEVELOPMENT & CARE			
104. Safe and secure environment	● 8.3	● 8.4	● 8.2
105. The College prepares children well for transitioning between grades	● 7.8	● 7.9	● 7.7
106. Teachers display a caring attitude to students	● 9.1	● 9.1	● 9.2
107. Teachers gladly provide help and support to students when needed	● 8.9	● 8.9	● 8.9
108. Students' individual educational needs are considered	● 8.3	● 8.4	● 8.3
109. Encouragement of responsible attitudes in students	● 8.3	● 8.5	● 8.2
110. Clarity of student behavioural expectation	● 8.4	● 8.6	● 8.2
111. Level of discipline to ensure good behaviour	● 8.0	● 8.2	● 7.8
112. Fair and consistent behaviour management in line with redemptive, positive	● 8.1	● 8.5	● 7.7
113. Promotes a strong College ethos with clear moral boundaries and Christian values	● 8.6	● 8.8	● 8.3
114. Providing practical personal / spiritual support and programs	● 8.0	● 8.2	● 7.8
115. Students are encouraged in a personal relationship with God	● 8.7	● 8.6	● 8.8
116. Encouragement of students to achieve to the best of their ability	● 8.6	● 8.7	● 8.5
117. Quality of teaching	● 8.3	● 8.6	● 8.0
118. Tutoring / mentoring by staff to support students	● 8.2	● 8.0	● 8.3
119. Homework is related to classwork	● 8.0	● 8.1	● 7.8
STAFF DEVELOPMENT & CARE			
130. Chaplaincy support provided to staff and their families	▲ 6.3		▲ 6.3
131. Responsiveness of chaplains	▲ 6.3		▲ 6.3
133. Safe working environment	● 8.4		● 8.4
134. Provision of personal, spiritual and professional support as required	● 8.3		● 8.3
135. Empowerment of staff to make a positive difference	● 8.0		● 8.0
136. Fair and equitable place to work	● 7.9		● 7.9
137. Consistent application of policies and procedures to all staff members	● 7.7		● 7.7
138. Appropriate recognition provided for positive staff performance	● 7.3		● 7.3
139. Encouragement of work / life balance	● 7.1		● 7.1
140. Understanding and flexibility shown when personal matters arise	● 8.5		● 8.5
141. Staff are valued and respected	● 8.1		● 8.1
142. Adequate flexibility is provided as to how job requirements are achieved	● 7.9		● 7.9
143. My skills and abilities are utilised effectively	● 7.9		● 7.9
144. Fair pay rates	● 7.0		● 7.0
145. Fair distribution of rostered and extra curricular responsibilities	▲ 6.6		▲ 6.6
146. College personnel frequently collaborate and engage in professional dialogue	● 7.3		● 7.3
147. I feel job satisfaction in my current role	● 8.1		● 8.1
148. I feel my employment is secure at this College	● 7.7		● 7.7
ACHIEVEMENT OPPORTUNITIES			
165. Choice of cultural opportunities available (debating, chess club, etc).	● 7.9	● 7.7	● 8.2
166. Career guidance programs	● 7.5	● 7.5	● 7.5
167. Appropriate class sizes	● 8.1	● 8.2	● 7.9
168. Choice of subjects available	● 7.4	● 7.8	● 6.9
169. Academic results	● 8.3	● 8.5	● 8.0
170. The College provides a stimulating learning environment/College work is interesting and enjoyable	● 7.8	● 8.1	● 7.4
171. Students are given opportunities to achieve to the best of their ability	● 8.0	● 8.1	● 7.9
172. Realistic educational expectations for students	● 7.8	● 8.2	● 7.5
173. The College provides learning support programs for identified students	● 7.8	● 7.1	● 8.5
174. The College provides extension programs for talented students	● 6.8	▲ 6.3	● 7.3
175. Choice of sports opportunities available	● 7.6	● 7.2	● 8.0
176. Choice of music / performing arts opportunities available	● 7.9	● 7.5	● 8.3
177. Opportunities for students to be of service to others	● 7.6	● 7.5	● 7.8
178. The College celebrates the successes of all students	● 7.7	● 7.4	● 8.1
AFFORDABILITY & VALUE			
179. Appropriate level of College fees	● 7.0	● 7.3	● 6.6
180. Appropriate level of ancillary costs (uniforms etc)	▲ 6.5	● 6.6	▲ 6.3
181. Variety of payment options / plans	● 7.5	● 7.8	● 7.1
182. Availability of fee assistance	▲ 5.1	▲ 5.5	▲ 4.6
183. Overall value for money	● 7.7	● 7.7	● 7.7



	AVG INDEX	PARENTS	STAFF
RETENTION			
186. Do you plan on keeping your child/ren at this College next year (excluding	● 9.4	● 9.4	● 9.2
WORD OF MOUTH PROMOTION			
188. How likely are you to recommend this College to other parents and students?	● 8.0	● 8.6	● 8.2
189. How likely are you to recommend this College to other teachers as a great place	● 8.1	● 8.3	● 8.1

SCHOOL SATISFACTION INDICATORS – STUDENTS

Key:
 Traffic lights are based on green, amber and red, corresponding to the top, middle and bottom third of index scores.

	STUDENTS
OVERALL SATISFACTION	
1. Overall, how satisfied are you with this College?	● 7.7
LEADERSHIP & ADMINISTRATION	
2. I am proud to be a student at our College	● 8.0
3. Our College is organised and usually runs smoothly	● 7.2
4. Positive Christian values and behaviour are reflected by staff	● 8.3
5. I respect the Principal	● 8.7
7. I respect our student leaders	● 8.2
8. The College has a strong Christian focus	● 8.6
FACILITIES & RESOURCES	
42. Our College buildings and grounds are kept clean and are well maintained	● 7.1
43. My classroom has the equipment and resources I need to help me learn	● 7.4
44. I have good access to computers / ICT / iPads	● 7.7
45. The library has useful resources	● 7.3
46. The library is a good place to work	● 7.8
47. The College has a good selection of sports equipment	● 6.6
COMMUNITY SPIRIT	
58. Our College has a friendly and supportive atmosphere	● 7.8
59. Our College is inclusive and welcoming of new students	● 8.0
60. There is a real sense of community at our College	● 7.7
61. My teachers appear to like their job	● 7.8
62. The College is interested in ideas and feedback from students	● 7.0
63. My teachers effectively manage student behaviour in my classroom	● 7.2
64. I enjoy attending College community events (eg. quiz nights, award nights and	● 7.0
65. Our College treats students from different backgrounds and cultures equally	● 7.9
COMMUNICATION	
77. The College is good at communicating and I know what is happening and coming	● 6.6
78. My parents and teachers talk regularly about my education	● 6.9
79. My teachers provide regular feedback on my Collegework	● 6.9
80. My teachers listen to me and respond appropriately	● 7.4
STUDENT DEVELOPMENT & CARE	
91. Our College has a safe and secure environment	● 7.9
92. Teachers care about students	● 8.0
93. Teachers gladly provide help and support when I have problems with my	● 8.0
94. I respect the teachers at my College	● 8.3
95. I know how I am expected to behave at College	● 8.4
96. College rules are fair	● 7.1
97. Discipline and consequences are fair and consistent	▲ 6.5
98. Teachers treat all students fairly and consistently	● 6.6



	STUDENTS
CHAPLAINCY	
121. The Chaplain and College Counsellor provide effective social and spiritual support	7.6
122. Chaplain and College Counsellor provide sound guidance about ethics, values and	7.5
123. The Chaplain and College Counsellor are easy to talk to and available when I need	7.4
124. Chaplains are proactive in running programs in the College	6.8
125. I value the chaplaincy service at the College and would like to see it continue	7.3
ACHIEVEMENT OPPORTUNITIES	
149. Doing my best at College is important to me	8.6
150. Teachers tell me when I do something well	7.5
151. I have a good choice of subjects	6.9
152. My classwork is interesting	6.5
153. I understand the relevance of what I am learning	7.1
154. My classwork is challenging and makes me think	7.5
155. I think my homework is about the same as what I would have to do at any other	6.1
156. I have a good choice of sports opportunities	6.6
157. I have a good choice of music / performing arts opportunities	7.3
158. The College provides opportunities to be of service to others	7.4
159. Our College provides career guidance programs	7.8
160. I am encouraged to extend myself and achieve my best	8.0
161. I enjoy out of class activities at College (sports, music, drama, clubs, etc)	8.1
162. I know what I have to do to improve my ranking and grades	7.8
163. I am given clear instructions for homework and assessments	7.2
164. I feel there is good variety in teaching methods	7.0
RETENTION	
187. Do you plan on staying at this College next year (excluding graduating students)?	6.9
WORD OF MOUTH PROMOTION	
188. How likely are you to recommend this College to other parents and students?	7.3