

2014 WSOC Community Survey
Results Analysis

Overall satisfaction with the school was very positive. Throughout the survey, respondents showed a strong commitment to Waldorf education and its importance in their enrollment at WSOC. Respondents expressed the most dissatisfaction with financial aspects of the school.

Participation rate

Out of 402 invitations sent, 158 parents responded, for a participation rate of 39.3%. Because most families received two invitations, it is likely that we received at least one response from the majority of WSOC families. (Because responses were anonymous, we cannot confirm the number of families that participated.)

Most favorable responses

Each question had five possible answers: two positive, one neutral, and two negative. The questions that received the most favorable responses -- that is, those that recorded the highest percentage of the two positive responses combined -- were mostly centered on a commitment to Waldorf philosophy.

1. **Q15** How important are the school festivals to your sense of community within WSOC?

Response	Percentage of Total
Very important	61.39%
Important	31.65%
Total favorable response	93.04%

2. **Q23** How important was the Waldorf educational philosophy to your decision to enroll your child[ren] at WSOC?

Response	Percentage of Total
Very important	65.36%
Important	27.45%
Total favorable response	92.81%

3. **Q26** How do you rate your understanding of the school's position on media for young children?

Response	Percentage of Total
Excellent	63.64%
Good	27.27%
Total favorable response	90.91%

4. **Q22** How do you rate your understanding of the educational philosophy that forms the basis of a Waldorf education?

Response	Percentage of Total
Excellent	38.31%
Good	51.3%
Total favorable response	89.61%

5. **Q13** How effective overall have your room representatives been in distributing news to the parents in your child[ren]'s class[es]?

Response	Percentage of Total
Very effective	51.6%
Effective	38%
Total favorable response	89.6%

Most unfavorable responses

The questions that received the most unfavorable responses -- that is, those that recorded the highest percentage of the two negative responses combined -- were primarily concerned with school finances and tuition.

1. **Q19** How does the tuition that your family paid this year to WSOC compare to the value you received?

Response	Percentage of Total
Too expensive	14.67%
It's slightly higher than I am comfortable with	35.33%
Total unfavorable response	50%

2. **Q6** How satisfied are you with the socioeconomic diversity within the WSOC community?

Response	Percentage of Total
Very dissatisfied	4.46%
Dissatisfied	17.83%
Total unfavorable response	22.29%

3. **Q18** How well does WSOC communicate with the parent community regarding the financial condition of the school?

Response	Percentage of Total
Very poorly	6.54%
Poorly	15.69%
Total unfavorable response	22.23%

4. **Q17** How manageable are the volunteer responsibilities?

Response	Percentage of Total
Overwhelming	4.49%
Slightly unmanageable	16.67%
Total unfavorable response	21.16%

5. **Q21** How do you rate your understanding of the goals of the Tuition Adjustment Program?

Response	Percentage of Total
Very poor	6%
Poor	12.67%
Total unfavorable response	18.67%

Summary by section

General (Q1-6)

Respondents were generally satisfied with the school as a whole, but saw room for improvement in socioeconomic and ethnic/racial diversity within the community and in locating the right person to answer their questions.

The highest favorable score was given to **Question 1**, which asked, “How satisfied are you with the overall experience at WSOC for your family?”

Response	Percentage of Total
Very satisfied	45.22%
Satisfied	43.95%
Total favorable response	89.17%

The most unfavorable score was given to **Question 6**, which asked, “How satisfied are you with the socioeconomic diversity within the WSOC community?”

Response	Percentage of Total
Very dissatisfied	4.46%
Dissatisfied	17.83%
Total unfavorable response	22.29%

Administration (Q7-11)

The administration received high positive and neutral responses, and very little negative responses across all five questions in this section.

The highest favorable score was given to **Question 11**, which asked, “How do you rate the school’s performance in providing a safe environment for your children?”

Response	Percentage of Total
Excellent	44.3%
Good	43.67%
Total favorable response	87.97%

The most unfavorable score was given to **Question 8**, which asked, “How quickly are your questions to the administrative staff answered?”

Response	Percentage of Total
Not answered	3.25%
Undue delay in answering	3.9%
Total unfavorable response	7.15%

Parent Community (Q12-17)

Respondents felt really good about many aspects of the WSOC community, but were not entirely comfortable with the level of parent volunteering required.

The highest favorable score was given to **Question 15**, which asked, “How important are the school festivals to your sense of community within WSOC?”

Response	Percentage of Total
Very important	61.39%
Important	31.65%
Total favorable response	93.04%

The most unfavorable score was given to **Question 17**, which asked, “How manageable are the volunteer responsibilities?”

Response	Percentage of Total
Overwhelming	4.49%
Slightly unmanageable	16.67%
Total unfavorable response	21.16%

Finance (Q18-21)

This section received the least favorable responses as a whole. While unsatisfactory responses were stronger here than in any other section, the same is true for neutral responses. Neutral responses were at 25% or above for all four questions in this section. No question in this section or in the entire survey tallied a majority of negative responses.

The highest favorable score was given to **Question 21**, which asked, “How do you rate your understanding of the goals of the Tuition Adjustment Program?”

Response	Percentage of Total
Excellent	22.15%
Good	32.21%
Total favorable response	54.36%

The most unfavorable score was given to **Question 19**, which asked, “How does the tuition that your family paid this year to WSOC compare to the value you received?”

Response	Percentage of Total
Too expensive	14.67%
It's slightly higher than I am comfortable with	35.33%
Total unfavorable response	50%

Educational Philosophy (Q22-26)

This section by far received the highest favorable responses and least unfavorable responses. Respondents feel strongly, and are knowledgeable, about the Waldorf curriculum.

The highest favorable score was given to **Question 23**, which asked, “How important was the Waldorf educational philosophy to your decision to enroll your child[ren] at WSOC?”

Response	Percentage of Total
Very important	65.36%
Important	27.45%
Total favorable response	92.81%

The most unfavorable score was given to **Question 25**, which asked, “How do you rate your understanding of how field trips support the educational experience at WSOC?”

Response	Percentage of Total
Very poor	1.31%
Poor	1.96%
Total unfavorable response	3.27%

Grade School Experience (Q27-32)

The classroom experience in the grades is generally very favorable, with small percentages of neutral and negative responses. Positive responses generally increased with second, third and fourth children.

The highest favorable score was given to **Question 32**, which asked, “How well is your child faring in the social setting of her/his class?”

Response	1st Child	2nd Child	3rd Child	4th Child	Percentage of Total
Very well	51.74%	57.97%	35.71%	100%	52.86%
Well	33.56%	26.08%	64.28%	0	33.03%
Total favorable response	85.3%	84.05%	100%	100%	85.89%

The most unfavorable score was given to **Question 31**, which asked, “How well do you see any conflict resolution/bullying issues addressed in your child’s class?”

Response	1st Child	2nd Child	3rd Child	4th Child	Percentage of Total
Very poorly	6.52%	1.49%	0	0	4.54%
Poorly	7.24%	4.47%	0	0	5.9%
Total unfavorable response	13.76%	5.96%			10.44%

High School Experience (Q33-38)

Many parents without children in the high school responded to the questions in this section. We know this because several respondents commented that they were confused by the questions regarding advisors and sponsors, and a few commenters acknowledged that they had mistakenly answered the high school questions. We recorded 50-60 responses for each of the high school questions, which is a disproportionate amount of the total respondents when compared to the number of families in the high school. Although the high school questions were prefaced with a heading that stated the following questions were for parents of high schoolers only, the questions themselves did not state this limitation, and the designers of the survey take responsibility for the confusion this caused. Unfortunately, because we are unable to separate out the mistaken responses, the results for the entire section are invalid.

Survey comments

Out of 158 respondents, 41 (or 26%) provided comments. On the whole, the comment section was a forum for respondents to provide detailed criticism or suggestions for improvement, although there were several comments full of gratitude as well.

Tuition, fundraising and other finance-related issues were the most popular topics, with 13 comments touching on financial issues. Within those 13 comments, most contained constructive or negative criticism. Several commenters felt tired of multiple donation requests and fundraising events. Negative sentiment about tuition increases and tuition policy changes also came through in the comments.

Other popular topics were faculty/curriculum (9 comments), the survey itself (9 comments), communication/transparency (8 comments), and the WSOC community/experience as a whole (8 comments). Comments on the community as a whole were very positive, while comments on faculty/curriculum and communication/transparency mostly contained criticism or specific suggestions for improvement. Comments on the survey expressed approval of the forum to provide feedback and opinions, but several felt that there should have been more opportunity for comments.

Additional topics covered by the comments were: administration/facilities (6 comments), high school (4 comments), class environment/social issues (4 comments), parent association/volunteering (3 comments), and food (1 comment). The total number of comments among all topics exceeds 41 because many comments covered more than one topic.