

New Hampshire Charter Schools Parent Study 2011

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EXECUTIVE SUMMARY

This study was conducted in Spring 2011 with the purpose of better understanding the nature and experiences of New Hampshire charter school parents. Nine out of ten operating NH charter schools participated. Parents were invited to participate in an on-line survey and on-site focus group interviews. Results provide a profile of NH charter school parents as well educated, with relatively high household income. Despite the close proximity of a neighborhood public school, charter school parents typically transport their children to their charter school. Philosophy, reputation, and dissatisfaction with prior school experience motivated parents to choose their charter school. Parents expressed satisfaction with the attention charter schools give to their child and dissatisfaction with the state charter school funding process. Overall, ninety six percent of the parents in this study rate their charter school experience as somewhat to very positive. Academics, overall school culture, meeting their child's needs, and the quality of teaching rank high on their areas of satisfaction. This study was designed to give a general picture of NH charter school parents. Thus, it does not identify results related to specific NH charter schools. A limitation of the study is that populations of certain schools may be under-represented in the results. Recommendations include NH charter schools developing mid-level administrative positions, informing parents about state-wide charter school issues through the local charter schools themselves, and harnessing untapped sources of constituents such as professional networks and business leaders.

ACKNOWLEDGEMENTS

This study would not have been possible without the support of the New Hampshire Public Charter School Association and the cooperation of NH charter school administrators, teachers and, especially, parents. Antioch University New England provided invaluable time and travel resources for this study. Many thanks to all who asked just the right questions at just the right time to make this study possible.

PURPOSE

The first two New Hampshire charter schools opened their doors in 2004. Now seven years later, in 2011, there are 11 operating charters and five more newly approved. Each of the operating charter schools has engaged in formative review and assessment of their programs including feedback from parents, but little is known about charter school families state-wide. As a long time public school educator, an Education Department faculty member at Antioch University New England, and a founding Board member and parent at the Surry Village Charter School, I was interested in investigating more about New Hampshire charter school parents. This is the first study examining the nature and experiences, overall, of NH charter school families. The results of this study are being shared with the New Hampshire Public Charter School Association, all NH charter schools, the NH Department of Education, and the general public.

METHODS

Prior to initiating this study, the NH Public Charter School Association and each operating charter school lead administrator were contacted to obtain their support for the project. Previous studies used to inform this project include the Rand Charter Schools in Eight States Report¹, the Detroit Public Schools Kindergarten Parent Survey², and The Initial Study of Pennsylvania Charter Schools³. Methods used were an on-line survey, on-site visits, and parent focus groups.

Nine of the ten NH charter schools operating in 2010-11 participated fully in the project. They were:

- Academy for Science and Design Charter School
- Cocheco Arts and Technology Academy
- CSI Charter School
- Great Bay eLearning Charter School
- Ledyard Charter School
- North Country Charter Academy
- Seacoast Charter School
- Strong Foundations Charter School
- Surry Village Charter School

Due to the unique nature of the Virtual Learning Academy Charter School (VLACS) course delivery model and focus of this study, VLACS participated by providing their most recent annual report and through an interview with the Chief Executive Officer providing context and background information about VLACS. VLACS parents were not contacted.

The on-line survey was administered from April 28 – June 6, 2011 to parents of current NH charter school students. Schools distributed researcher prepared announcements informing parents and encouraging participation several times before and during the time the survey was available. At the time of the study, there were approximately 690 charter school families in the nine participating schools. 300 surveys were submitted, 295 complete, for a return rate of 43%. The survey collected data regarding: 1) demographics about the household, parents and children, 2) parental experiences before and after enrolling a child in the school, and 3) parental perceptions about charter schools in general. The survey questions did not identify specific schools. The aim of the project was to examine NH charter school parent experiences and perceptions in general.

¹ Zimmer, R., Gill, B., Booker, K., Lavertu, S. Sass, T.R., Witte, J. (2009). *Charter Schools in Eight States: Effects on Achievement, Attainment, Integration, and Competition*. Rand Corporation.

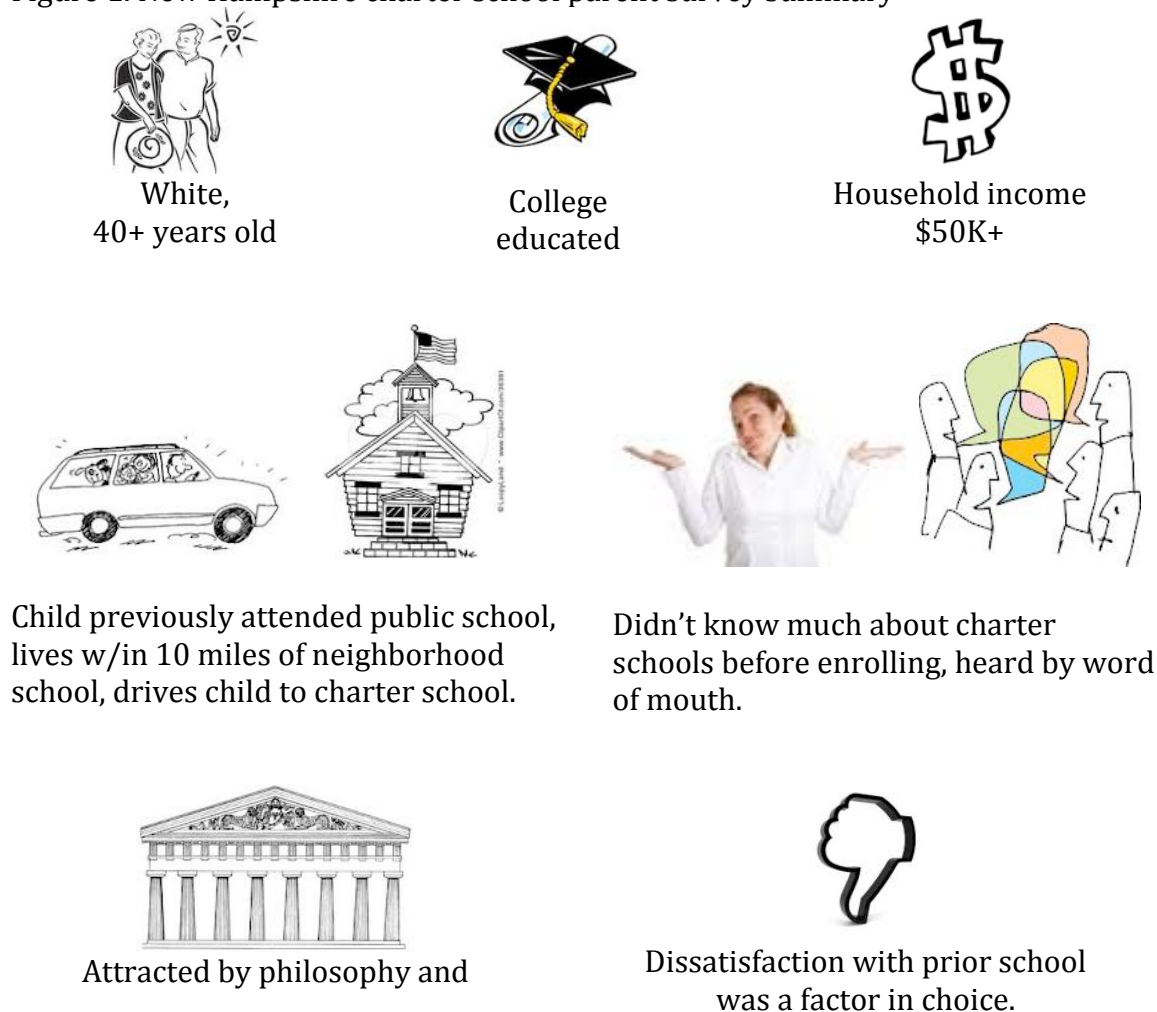
² Washington, J.A. (2001). *Kindergarten Parent Survey, 1999-2000: A Report of the Detroit Public Schools*. Detroit Public Schools Office of Research, Evaluation and Assessment.

³ Miron, G. (2000). *The Initial Study of Pennsylvania Charter Schools: First Annual Report*. The Evaluation Center Western Michigan University.

On-site visits and focus groups were scheduled at each school site during the school day. The purpose of the on-site visits was to familiarize the investigator with the program, curriculum, facilities and culture of each school. Parent focus group interviews provided an opportunity for the investigator to hear directly from parents about their experiences. The highest attended focus group had twelve parents; at two schools no parents attended. Informal notes were taken during the school visits and focus group interviews were audio-taped. Information taken from the focus groups was used to provide clarification and context for the open-ended responses in the survey.

Descriptive analyses of the quantitative data for each question were produced using the on-line software Survey Monkey. A summary profile of New Hampshire Charter School parents is presented in Figure 1. Specific results are reported in the Findings section below. These data provide a snapshot of NH charter schools families, their experiences and perceptions at the specific point in time the survey was administered. Repeating the survey on a regular basis would provide the opportunity to identify shifting demographics, changes in experience, and factors influencing perceptions.

Figure 1. New Hampshire charter school parent survey summary



reputation of school.



Helped with fundraising or promotion.



Volunteered at least 10 hours.



Has overall positive feelings toward their charter school.

Areas of satisfaction:

- Personal attention to child’s needs
- School culture
- Sense of child being appreciated
- Child’s progress at the charter school

Areas of dissatisfaction:

- State funding policy
- Infrastructure concerns
- Lack of after-school activities
- Issues related to open enrollment

FINDINGS

Below are results summaries with tables and charts of quantitative data. Tables indicate percentages for categories with the highest response rates. Each set of data is followed by a brief narrative description. Complete response percentages and counts appear in Appendix A.

Demographics

Table 1. The typical NH Charter school parent:

lives in two parent/guardian household	87%
is over 40 years old;	78%
identifies as white;	90%
has an annual household income +\$50,000;	84%
holds a bachelor’s degree or higher;	80%

Charter school parents are more highly educated and compensated than the average NH adult. According to the U.S. Census Bureau⁴, only 32% of NH adult residents hold bachelor’s degrees or higher, whereas 80% of charter school parents are college graduates. The median NH household is \$60,734. Eighty four percent of the charter school parent population who responded to this survey have a household income over \$50,000, sixty one percent over \$75,000. Forty percent of respondents reported an annual household income over \$100,000. These household income figures may in part be due to the age maturity of the survey respondents (40+ years old) and specific segments of the NH charter school parent population who responded to the survey.

⁴ U.S. Census Bureau (<http://quickfacts.census.gov/qfd/states/33000.html>)

Table 2. A charter school household likely has:

one child in a charter school;	76%
in 7th grade or higher;	81%
who previously attended a district public school;	74%
has been at the charter for one year.	40%

Of the currently operating NH charters, three are elementary schools. Parents were able to indicate multiple answers to the question: “Which category below describes your charter school child(ren) prior to entering the charter school?” Seventy four percent of the children had attended a public school and 30% had attended private school or been homeschooled, indicating that some families had made multiple education choices before enrolling in a charter school.

Table 3. The charter school is:

within 10 miles of home for some;	50%
more than 10 miles away for others;	50%
while the distance to the nearest district public school is 10 miles or less;	96%
automobile is the typical mode of transportation.	88%

Six percent of the charter school students actually live less than a mile from their neighborhood school. Fifteen percent live more than twenty miles from the charter school.

Parent Experiences & Perceptions

Table 4. It is likely that the parent:

originally heard about the school by word of mouth;	70%
rates the charter school experience as very positive;	68%
has participated in school fundraising;	70%
volunteered 11 hours or more;	46%
is very likely to recommend the school to others.	81%

While 70% of the parents heard about the school by word of mouth, 11% read about their charter in a newspaper and 8% found the school on-line. Sixty eight percent gave their charter school experience the highest possible rating. Ninety six percent rate the charter school experience within the positive range.

Charter school parents are very likely to be volunteers: 75% of the respondents report that their charter requests volunteerism. Sixty two percent of charter school parents have participated in fundraising. Twenty four percent have led a before, during, or after school activity.

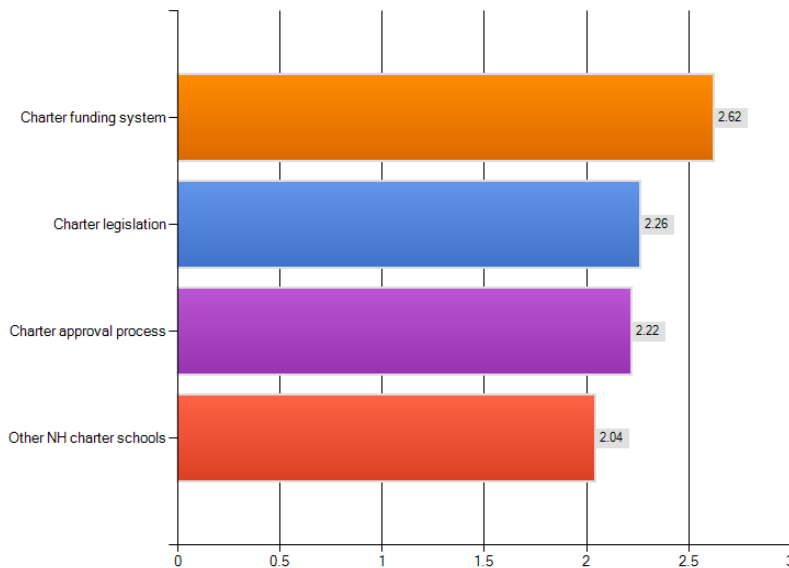
Table 5. Charter school parents:

were not very knowledgeable of charters before enrolling;	45%
very much rely on the charter school to be informed;	59%
would like the charter approval process made easier;	61%
want charter schools funded at a higher rate ;	92%
consider charter schools significantly important for NH.	95%

Forty five percent of parents rated themselves as low as possible regarding their knowledge of charter schools before enrolling. All together 73% placed their knowledge of charters before enrolling their child in the two lowest categories. Parents most frequently get their general information about NH charters from the charter school itself, followed closely by on-line sources, friends and family.

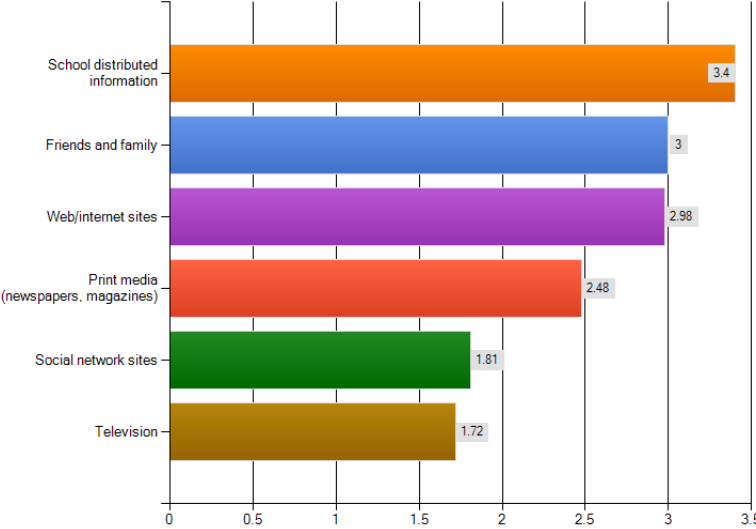
The following questions used rating scales. Each chart rank orders responses highest to lowest. The scale asked respondents to rate on a scale of one to four, four being the highest and one the lowest response a parent could give. Charts report the average score for each response. Complete response percentages and counts appear in Appendix A.

Chart 1. Parents' self-reported knowledge of NH charter schools issues:



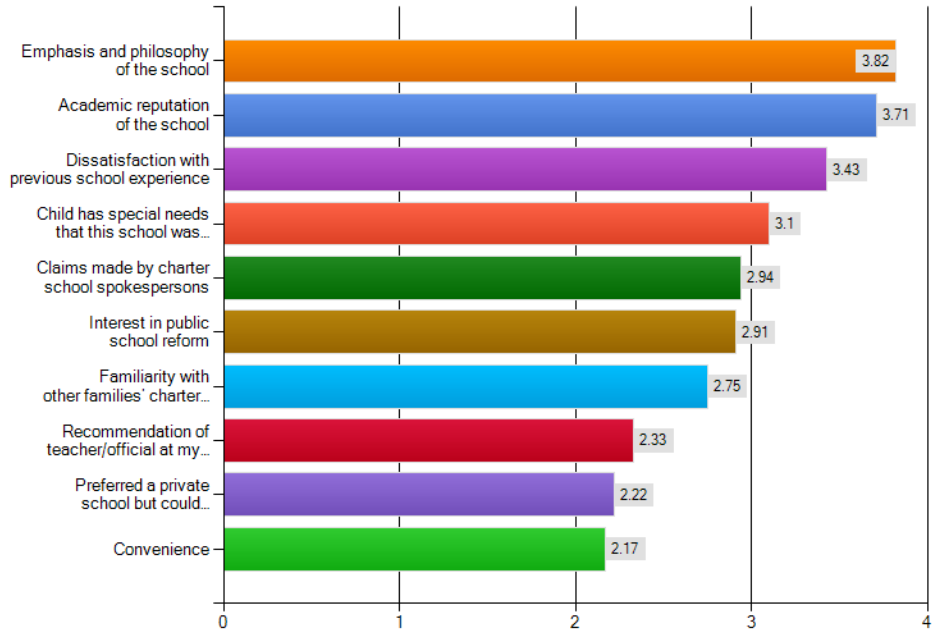
Parents rate themselves as only a little knowledgeable (avg. 2.29) about charter school issues. They consider themselves most knowledgeable about the charter funding system, but the mean rating for even that charter school issue is low (avg. 2.62). Parents rate their knowledge lowest concerning other charter schools in NH (avg. 2.04).

Chart 2. Where parents get their information about NH charter schools:



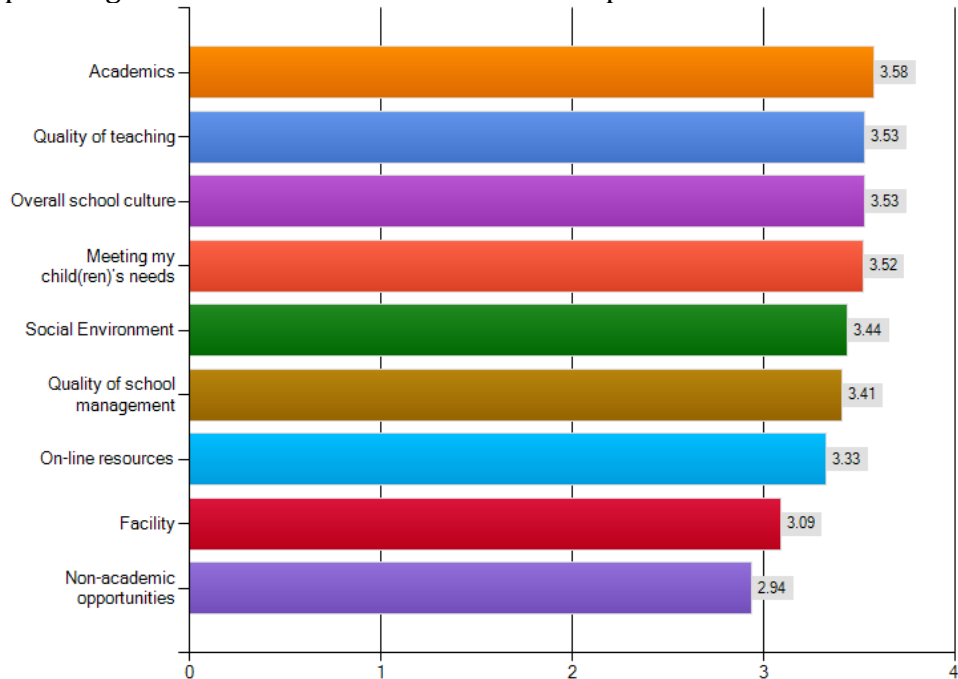
On a similar one to four rating scale parents indicated the degree to which they rely on various sources for general news and information about NH charter schools. School distributed information is the most relied upon source (avg. 3.4) followed closely by friends and family (avg. 3.0) and web/internet sites (avg. 2.98). Social network sites ranked low on parents’ sources of information (avg. 1.81), perhaps a result of the average age of the charter school parent being over 40 years old.

Chart 3. Rating important enrollment factors:



When rating the factors that contributed to enrolling their child in a charter school parents valued the emphasis and philosophy of the school (avg. 3.82) and academic reputation (avg. 3.71) most highly. Dissatisfaction with a previous school experience was a close third (avg. 3.43). Parents willingness and ability to transport their child was reflected in convenience as a low factor for parents.

Chart 4. Expressing level of satisfaction with various aspects of their charter school:



Parents rated academics (avg. 3.58), quality of teaching (avg. 3.53), overall school culture (avg. 3.53) and meeting my child’s needs (avg. 3.52) most highly. Facility (avg. 3.09) and non-academic opportunities (avg. 2.94) rate lowest for level of satisfaction.

Parents’ open-ended comments, in answer to the question, “Is there anything else about you or your charter school experience that you want to add?” identified a number of issues including *their gratitude to the charter school, dissatisfaction with a prior school, stories of their child’s success in the charter, frustrations with state funding, lack of after-school opportunities, and grievances about specific school practices.*

One hundred fifty six out of 300 participants took the opportunity to make a comment, some as brief as: “We are grateful to have our charter school!” and “Communication to the non-custodial parent is very poor.” Other comments are lengthy and wide-ranging. Open-ended responses were analyzed by tallying positive, neutral and negative comments. Responses were coded and categorized to identify common themes. Data from focus group interviews were limited in scope by the small number of participants and were not included in this tally. However, focus group interviews did provide background and context for the study in general and for the parent comments in particular. Overall, open-ended positive or supportive comments outnumbered negative comments by more than five to one. Categories evident in the open-ended comments appear in Table 2f. Selected direct quotations are below.

Table 6. Open-ended comments

Areas of Satisfaction

- Personal attention to their child’s needs
- School academic and social culture
- Sense of their child being known well and appreciated
- Child’s progress at the charter school

Areas of Dissatisfaction

- Funding process
- Governance or infrastructure concerns
- Lack of after-school activities
- Issues related to open enrollment

Quotations from the open-ended responses are included below to represent parents’ voices, provide context and illustrate the categories. They must be taken as individual remarks not representing a consensus point of view.

Typical positive comments include statements citing the attention to individual students’ needs:

They have been able to see my children and really get to know them as people and not just as a student. They are great at creating an inclusive environment.

My experience with the [charter] school has been life changing! When my son was in [the previous] school, it was constant fighting at home and so hard for him to function in the classroom.

My son has Asperger's Syndrome. At the charter school he has not only been able to continue to receive a high quality education but he has also been able to make friends, something he was unable to do at the public school.

My son is academically advanced... The charter school we attend has been able to challenge my child and give the room to learn at his own rate.

I have been very happy to see each of my children with their own unique personalities and needs flourishing at the charter school.

Many respondents praised the culture that the charter school has developed:

My daughter has had an overall positive experience. In the regular public school system, she was a victim of bullying and she struggled with math. The charter school's method of teaching seems to match her learning style...

Due to the size of classrooms/school it's a very nurturing environment where kids feel very comfortable and safe.

I love that I'm encouraged and invited to be an active partner in my child's education and allowed to be in the school.

Parents most frequently expressed frustration with charter school funding:

...the current funding situation in NH's charter schools is unsustainable, and the realities of financially swimming upstream in a down economy cannot help but take its toll on the quality of education that any public school provides, but especially a woefully underfunded charter school.

Had NH showed a higher commitment to charter schools (financially and other support), our school would have been much better able to focus on student needs rather than on financial survival in our early years. We'd like to see that commitment continue to improve.

Some parents commented about a school's infrastructure, others about a lack of after-school activities. Sometimes both positive and negative comments were embedded in a single response:

...decisions often appear to be subjective; not following a certain protocol. I love the school, but this is a major concern and I find many voices are not heard. The school's growth does not match the infrastructure to manage the school.

I think the only thing lacking in our child's education is more sports related opportunity. Other than that, I am extremely satisfied.

Overall, this text cloud analysis highlights the emphasis that parents place on their child's school experience, their engagement with public education, and their concern for state funding processes.

CONCLUSIONS

Results

The purpose of this project was to describe the nature of New Hampshire charter school parents and understand their charter school experiences. Results suggest that NH charter school parents are older, more educated and more highly compensated than the typical NH adult population. Overall, NH charter school parents are highly pleased with their school, transport their child, and volunteer at a high rate. Philosophy and reputation rank high as factors for why they choose to enroll their child in a charter school. They are likely to have been dissatisfied in some way with their previous school and took a leap of faith enrolling their child in a charter school system that they knew little about. Charter school parents volunteer at a high rate and tend to get their information about NH charters from the school itself. Overall, they rate their knowledge of other NH charter schools and charter school issues very low. An impressive percentage (96%) rate their charter school experience as somewhat to very positive. Academics, quality of teaching, overall school culture, and meeting their child's needs rank high on their areas of satisfaction.

Limitations

A limitation of this study is the unknown factor of which schools had the highest response rate to the survey. Some schools may be under-represented in the data. For example, North Country Charter Academy and CSI Charter School both have delivery models that involve limited, if any, parent contact. No parents at these schools participated in focus groups. It is likely that the parents who completed the survey were mostly from the other seven schools that already have an involved parent community.

It is also likely that lower income families are under-represented. In 2010-11 at least three schools, Great Bay e-Learning, North Country Charter Academy, and Surry Village Charter School, had 20 percent or more of their families (79 total) qualify as low-income households under federal Free/Reduced Lunch guidelines. Four of the charter schools' Free/Reduced Lunch statistics are undocumented in the most recent NHDOE report.⁵

The distribution of the on-line survey link was dependent on the follow through of the individual school administrator. All participating schools reported that the survey was distributed, but the frequency of reminders may have varied from school to school. This study did not include parents of students from the Virtual Learning Academy Charter School.

Areas of further research that would inform the knowledge base of New Hampshire charter schools include studies conducted to understand the experience of NH charter school students, teachers, staff and administrators. Repeating this parent study after a period of years would provide the opportunity to identify shifting demographics, changes in experience, and factors influencing charter school parents. The perceptions and attitudes of the general NH populace toward charter schools would also be a useful area of study.

⁵ NHDOE Division of Program Support, Bureau of Data Management, *Free/Reduced School Lunch Eligibility, 2010-11*, <http://www.education.nh.gov/data/attendance.htm>

Implications

In this study, parents frequently describe the sense of their child being well known as a major contributor to their level of satisfaction with their school. Overall, New Hampshire charter school parents are very grateful and appreciative of what the charter school has provided to their family. When there are criticisms of NH charters, it is likely to be leveled at the funding process or specific details of school management. As charter schools increase their enrollment they must take into account these factors. Schools will need to develop mid-level administrative positions that enable them to meet the needs of their students and families, provide support to their faculty and staff, and maintain a culture of relational closeness.

Parents rely heavily on their charter school for general information about all NH charter schools. They rate themselves as low regarding knowledge of NH charter school issues. In particular, they lack understanding of other NH charter schools. The New Hampshire Public Charter School Association should consider informing parents about state-wide charter school issues and distributing that information through the charter schools themselves. Making the information available in both hard copy and on-line would reach the greatest number of parents.

An informed population of charter school parents will benefit the NH charter schools by helping to get the word out in local communities and by harnessing previously untapped sources of constituents. With increased publicity, charter school parents may be able to garner additional support and influence their state legislators to advocate more strongly for NH charter school fiscal sustainability.

The household income and educational level represented by the charter school parents in this study suggests there may be potential for fundraising that is under utilized. Charter school parents' personal and professional networks are potential supporters. New Hampshire businesses leaders need a well-educated workforce. Parents may be working for employers who, given the knowledge and opportunity, would advocate for and support NH charter schools as an important part of a robust public education system.

New Hampshire charter schools have succeeded despite the challenges of inadequate funding and a general population that is unfamiliar with charters. NH charter schools are characterized by parents, and educators, seeking creative ways to meet the needs of an increasingly diverse student population. This study points to parents, in particular, as a catalyst that can make this happen. They have the will, the commitment, and the means to help public schools innovate and to be leaders of successful school reform in New Hampshire.

Appendix A. 2011 NH Charter Schools Parent Survey Complete Results

NH Charter Schools Parent Survey

Q1. Which best describes your household?

Answer Options	Response Percent	Response Count
Single parent or guardian	12.9%	38
Two parents or guardians	87.1%	256
Comments		5
	answered question	294
	skipped question	6

Q2. Your age:

Answer Options	Response Percent	Response Count
Less than 29	1.0%	3
30 - 39	17.7%	53
40 - 49	57.5%	172
50 - 59	21.1%	63
60	2.7%	8
	answered question	299
	skipped question	1

Q3. Your spouse's or other in-home caregiver's age, if applicable:

Answer Options	Response Percent	Response Count
Less than 29	1.0%	3
30 - 39	10.6%	31
40 - 49	55.6%	163
50 - 59	18.1%	53
60	3.8%	11
Not applicable	10.9%	32

answered question	293
skipped question	7

Q4. Your race:

Answer Options	Response Percent	Response Count
American Indian or Alaska Native	0.3%	1
Asian	6.1%	18
Black or African American	1.4%	4
Hispanic or Latino	1.4%	4
Native Hawaiian or Other Pacific Islander	0.7%	2
White	90.2%	266
	answered question	295
	skipped question	5

Q5. Your spouse's or other in-home caregiver's race, if applicable:

Answer Options	Response Percent	Response Count
American Indian or Alaska Native	0.3%	1
Asian	6.2%	18
Black or African American	1.0%	3
Hispanic or Latino	1.0%	3
Native Hawaiian or Other Pacific Islander	0.0%	0
White	80.4%	234
Not applicable	11.0%	32
	answered	291

question
skipped
question 9

Q6. Annual household income level:

Answer Options	Response Percent	Response Count
less than \$25,000	3.8%	11
\$25,000 - 49,999	12.5%	36
\$50,000 - 74,999	22.8%	66
\$75,000 - 99,999	20.4%	59
more than \$100,000	40.5%	117
	answered question	289
	skipped question	11

Q7. Highest level of education in your household:

Answer Options	Response Percent	Response Count
No high school diploma	0.0%	0
High School equivalency diploma	1.0%	3
High school diploma	8.4%	25
Two-year college	10.4%	31
Four-year college	35.7%	106
Master's degree	36.7%	109
Doctoral degree	7.7%	23
	answered question	297
	skipped question	3

Q8. Number of school-age children in your family attending a charter school:

Answer Options	Response Percent	Response Count
1	76.1%	226
2	18.2%	54
3	4.4%	13
4	1.3%	4
5 or more	0.0%	0
	answered question	297
	skipped question	3

Q9. What grade level do your charter school children attend? (check all that apply)

Answer Options	Response Percent	Response Count
Elementary K-6	32.1%	96
Middle 7-8	38.8%	116
Secondary 9-12	42.1%	126
	answered question	299
	skipped question	1

Q10. Which category below describes your charter school child(ren) prior to entering the charter school. (check all that apply)

Answer Options	Response Percent	Response Count
not school-age	12.4%	37
attended public school	73.6%	220
attended private school	18.1%	54
homeschooled	12.0%	36
	answered question	299
	skipped question	1

Q11. Do you have other children who previously attended a charter school?

Answer Options	Response Percent	Response Count
Yes	7.0%	21
No	93.0%	278
	answered question	299
	skipped question	1

Q12. If yes, why did they leave the charter school? (check all that apply)

Answer Options	Response Percent	Response Count
Aged-out	5.5%	12
Chose a different school	3.2%	7
Not applicable	91.3%	200
	answered question	219
	skipped question	81

Q13. Number of years you have had a child enrolled in a New Hampshire charter school:

Answer Options	Response Percent	Response Count
1	39.8%	119
2	22.4%	67
3	20.4%	61
4	12.4%	37
5	3.0%	9
6	1.7%	5
7	0.3%	1
	answered question	299
	skipped question	1

Q14. Number of school-age children in your family who NEVER attended a charter school:

Answer Options	Response Percent	Response Count
0	45.6%	135
1	34.1%	101
2	14.5%	43
3	4.1%	12
4	1.0%	3
5 or more	0.7%	2
	answered question	296
	skipped question	4

Q15. Distance from your home to the charter school:

Answer Options	Response Percent	Response Count
less than 1 mile	5.7%	17
1 - 10 miles	44.0%	131
11 - 20 miles	35.2%	105
20+ miles	15.1%	45
Not applicable	0.0%	0
	answered question	298
	skipped question	2

Q16. How does your child(ren) most frequently get to school?

Answer Options	Response Percent	Response Count
Walk	3.0%	9
Bicycle	1.0%	3
Friend or family member drives	52.7%	157
Carpool	28.5%	85
Student drives	7.0%	21
School-provided transportation	6.0%	18
Public transportation	0.7%	2

Not applicable	1.0%	3
	answered	
	question	298
	skipped	
	question	2

Q17. Distance to the nearest public neighborhood school your child(ren) is/are eligible to attend:

Answer Options	Response Percent	Response Count
Less than 1 mile	26.8%	80
1 - 10 miles	69.2%	207
11 - 20 miles	3.7%	11
20+ miles	0.3%	1
Not applicable	0.0%	0
	answered	
	question	299
	skipped	
	question	1

Q18. How you originally heard about the charter school:

Answer Options	Response Percent	Response Count
Word of mouth	70.1%	190
Mention by teacher/official at previous school	7.4%	20
Newspaper article	10.7%	29
Television story	0.0%	0
Paid advertisement	1.5%	4
Public flyer	2.2%	6
Web/Internet	7.7%	21
Social network site	0.4%	1
Comments		32
	answered	
	question	271
	skipped	
	question	29

Q19. Rate the importance of the following factors when you considered enrolling your child(ren) in a charter school:

Answer Options	Very important	Somewhat important	A little important	Unimportant	N/A	Rating Average	Response Count
Emphasis and philosophy of the school	245	47	3	0	0	3.82	295
Academic reputation of the school	216	62	7	2	9	3.71	296
Interest in public school reform	98	92	54	35	12	2.91	291
Claims made by charter school spokespersons	90	107	52	27	15	2.94	291
Preferred a private school but could not afford it	34	50	46	73	90	2.22	293
Familiarity with other families' charter school experience	67	81	42	42	62	2.75	294
Convenience	24	82	82	83	19	2.17	290
Dissatisfaction with previous school experience	146	65	19	12	53	3.43	295
Child has special needs that this school was uniquely qualified to meet	77	54	25	17	123	3.1	296
Recommendation of teacher/official at my child's previous school	28	32	26	45	163	2.33	294
						answered question	297
						skipped question	3

Q20. Which charter school activities have the adults of your household been involved in? (check all that apply)

Answer Options	Response Percent	Response Count
Room parent	14.5%	40
Volunteer instructional assistant	20.7%	57
Leading a before, during, or after school activity	24.3%	67
School committee	23.9%	66
Fundraising event	62.7%	173
Promotional event	30.4%	84
Governing board/school board	9.8%	27
Paid school employee	4.0%	11
None	21.0%	58
Not an option at our charter school	0.0%	0
Comments		67
	answered question	276
	skipped question	24

Q21. Does your charter school request that you volunteer for the school?

Answer Options	Response Percent	Response Count
Yes	75.5%	222
No	24.5%	72
	answered question	294
	skipped question	6

Q22. If yes, approximately how many hours has your household volunteered in the last year?

Answer Options	Response Percent	Response Count
0	12.7%	36
1 - 5 hours	17.0%	48
6 - 10 hours	9.5%	27
11 - 20 hours	13.1%	37
more than 20 hours	32.5%	92
Not applicable	15.2%	43
	answered question	283
	skipped question	17

Q23. Overall, my experience of the charter school has been:

Answer Options	Response Percent	Response Count
Very positive	67.6%	198
Somewhat positive	28.3%	83
Neither good nor bad	1.7%	5
Somewhat negative	2.0%	6
Very negative	0.3%	1
	answered question	293
	skipped question	7

Q24. Rate your level of satisfaction with the following aspects of the charter school:

Answer Options	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Rating Average	Response Count
Academics	188	94	10	3	0	3.58	295
Social Environment	154	117	17	4	0	3.44	292
Non-academic opportunities	71	137	63	13	9	2.94	293

Meeting my child(ren)'s needs	178	94	16	5	2	3.52	295
Facility	89	145	57	3	1	3.09	295
On-line resources	124	125	25	4	16	3.33	294
Quality of teaching	171	111	10	3	0	3.53	295
Quality of school management	158	108	21	8	0	3.41	295
Overall school culture	173	108	10	4	0	3.53	295
						answered question	295
						skipped question	5

Q25. Rate your knowledge of New Hampshire charter schools BEFORE you enrolled your child in a charter school:

Answer Options	Response Percent	Response Count
Very knowledgeable	4.8%	14
Somewhat knowledgeable	22.8%	67
A little knowledgeable	27.9%	82
Not very knowledgeable	44.6%	131
	answered question	294
	skipped question	6

Q26. To what degree do you rely on the following sources for general news and information about New Hampshire charter schools?

Answer Options	Very much	Somewhat	A little	Not at all	Rating Average	Response Count
Print media (newspapers, magazines)	55	100	57	73	2.48	285
Television	17	43	66	156	1.72	282

Web/internet sites	113	96	43	38	2.98	290
Social network sites	19	54	63	144	1.81	280
School distributed information	172	79	28	13	3.4	292
Friends and family	122	84	40	41	3	287
					answered question	295
					skipped question	5

Q27. How likely are you to recommend New Hampshire charter schools as an option for your friends or family members?

Answer Options	Response Percent	Response Count
Very likely	81.0%	238
Somewhat likely	17.0%	50
Somewhat unlikely	1.4%	4
Very unlikely	0.7%	2
	answered question	294
	skipped question	6

Q28. New Hampshire should make getting new charter schools approved:

Answer Options	Response Percent	Response Count
Easier	61.0%	180
Harder	0.3%	1
It's about right	18.3%	54
Don't know	20.3%	60
	answered question	295
	skipped question	5

Q29. New Hampshire should fund its charter schools:

Answer Options	Response Percent	Response Count
At a higher rate	91.5%	270
At a lower rate	0.7%	2
It's about right	2.4%	7
Don't know	5.4%	16
	answered question	295
	skipped question	5

Q30. Overall, the importance of charter schools for New Hampshire education is:

Answer Options	Response Percent	Response Count
Significantly important	94.5%	277
Somewhat important	5.1%	15
Of little importance	0.3%	1
Not important at all	0.0%	0
	answered question	293
	skipped question	7

Q31. Rate your knowledge of New Hampshire charter schools:

Answer Options	Very knowledgeable	Somewhat knowledgeable	A little knowledgeable	Not very knowledgeable	Rating Average	Response Count
Charter approval process	25	99	85	84	2.22	293
Charter funding system	53	114	80	42	2.62	289
Charter legislation	30	93	92	76	2.26	291
Other NH charter schools	14	77	108	92	2.04	291
					answered	294

question
skipped
question

6

Q32. Is there anything else about you or your charter school experience that you want to add?

Answer Options	Response Count
	156
answered question	156
skipped question	144

Answer Options	Response Percent	Response Count
No, I don't want to enter the drawing.	43.9%	126
Yes, I want to enter the drawing.	56.1%	161
Comments		163
	answered question	287
	skipped question	13