

# Customer Service Data

## Responses from the 2014–2015 Student Climate Survey and 2014–2015 Parent Survey

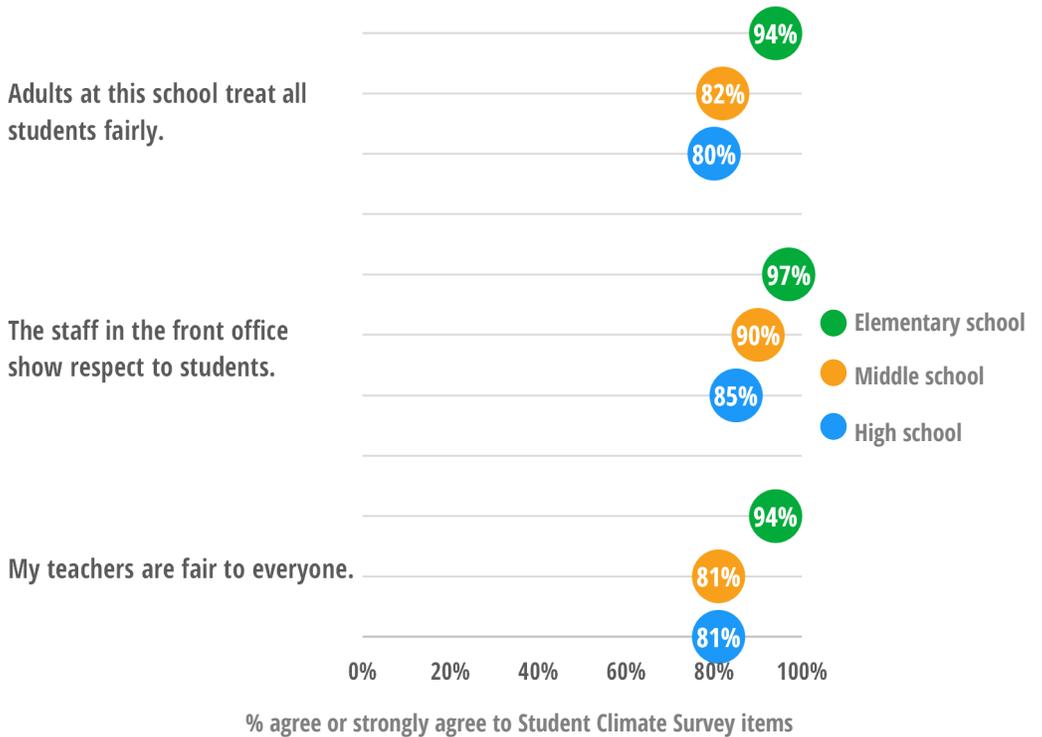
### Background

As part of the Austin Independent School District’s (AISD) Department of Research and Evaluation (DRE)’s annual survey administration, students and parents are asked how they are treated by school staff. This report summarizes those items to aid AISD’s customer service initiative. In general, students and parents of students responded favorably to items related to customer service provided by school staff.

### AISD students feel respected by most adults at their school.

Students were asked questions regarding customer service provided to them by adults at their school (Figure 1). Elementary students’ responses were more favorable than were responses from their middle and high school peers. Regardless of school level, students believed that office staff showed respect to students.

Figure 1.  
**In 2014–2015, more than 80% of students reported adults at their school treat all students fairly.**  
Responses concerning treatment by adults and teachers were less favorable than were responses concerning front office staff.

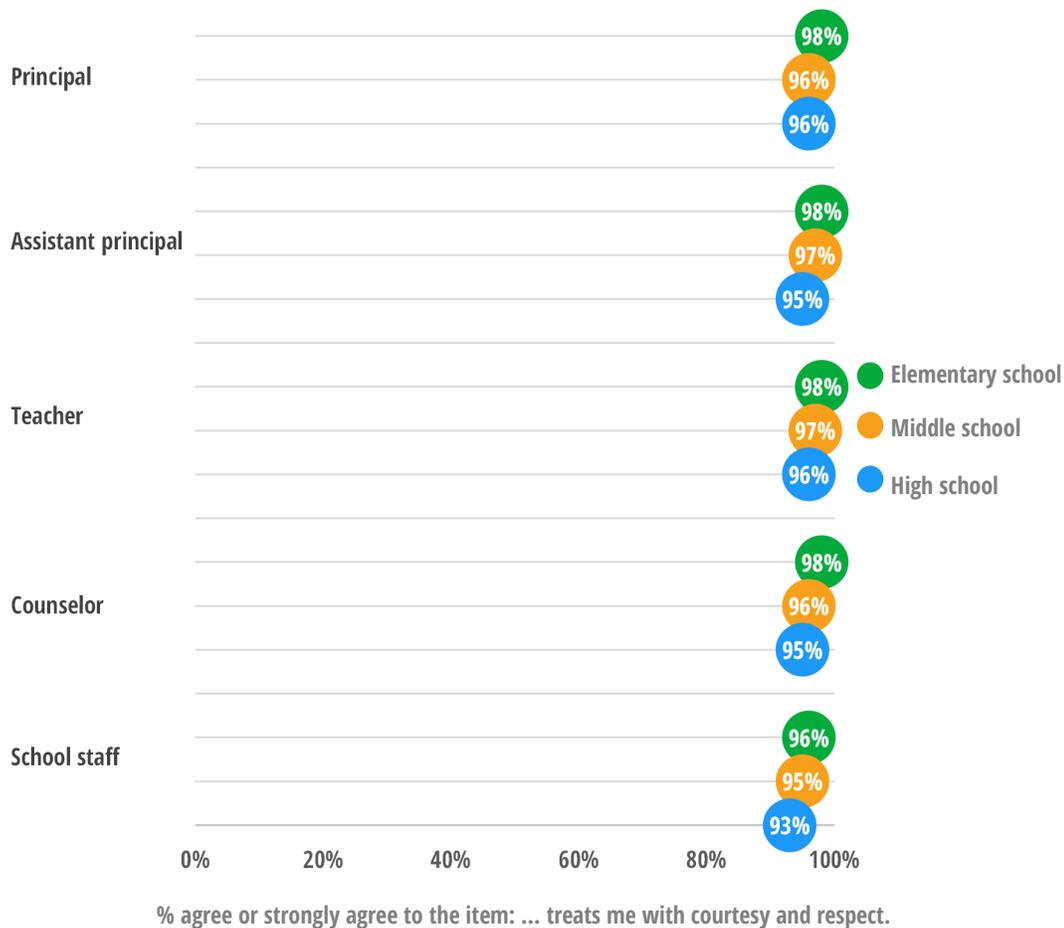


Source. 2014–2015 Student Climate Survey  
Note. Response options range from 1 = *Never* to 4 = *A lot of the time*  
For campus and district reports, visit the Department of Research and Evaluation’s (DRE) [website](#).

## Parents believe they are treated with courtesy and respect.

Parents of AISD students were asked if various staff members at their child’s school treat them with courtesy and respect. Across grades and staff type (i.e., principal, assistant principal, teacher, counselor, other school staff) responses were generally favorable (Figure 2).

Figure 2. In 2014–2015, more than 90% of parents of AISD students surveyed agreed or strongly agreed various staff members at their child’s school treat them with courtesy and respect.



Source. 2014–2015 Parent Survey

## 2014–2015 Parent Survey Customer Service items

The following items from the 2014-2015 **Parent Survey** were summarized for this report:

### ... treats me with **courtesy and respect**:

- Principal
- Assistant principal
- Teachers
- Counselors
- School staff (for example secretary, bookkeeper, etc.)

### ... **contacts** me in a timely manner:

- Principal
- Assistant principal
- Teachers
- Counselors
- School staff (for example secretary, bookkeeper, etc.)

### ... **communicates** openly with me:

- Principal
- Assistant principal
- Teachers
- Counselors

Response options range from 1 = *strongly disagree* to 4 = *strongly agree*.

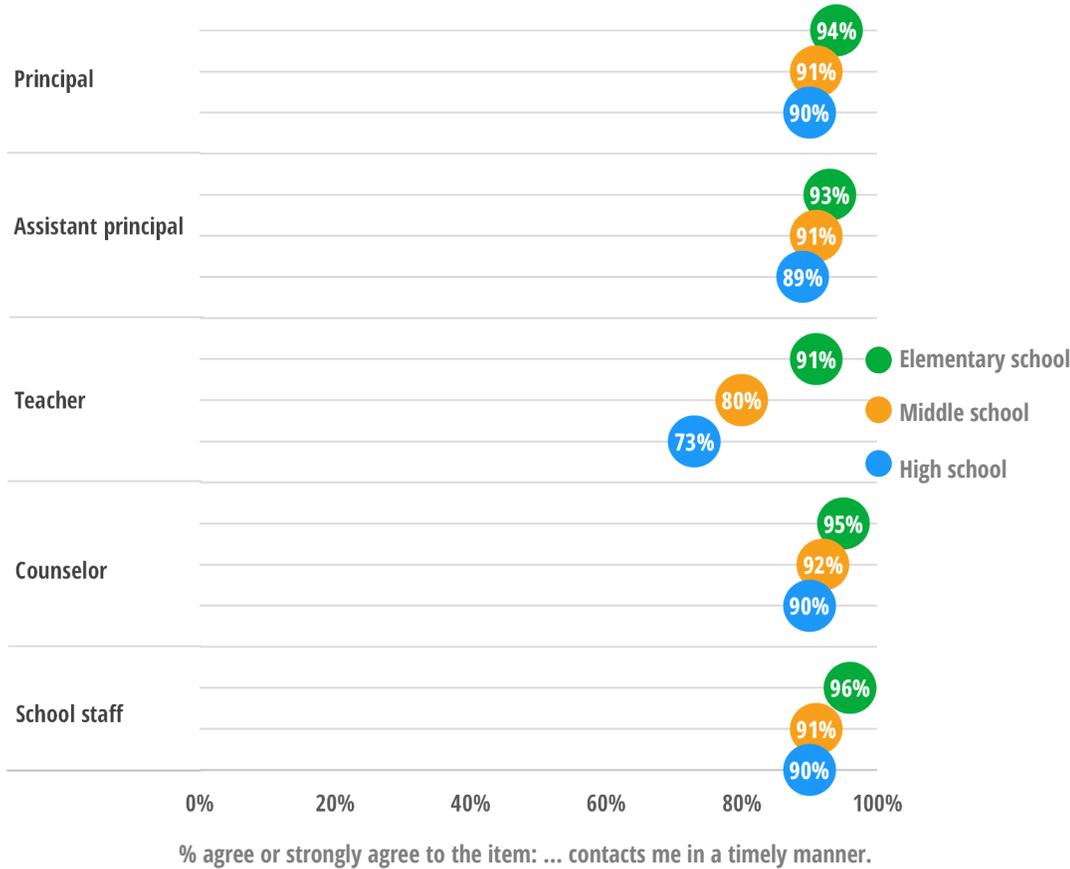
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## Parents believe most staff contact them in a timely manner.

Parents of AISD students were asked if various school staff contact them in a timely manner. Across school levels, parents felt their child’s principal, assistant principal, counselor, and school staff contact them in a timely manner (Figure 3). Parents were least likely to agree that their child’s teachers contacted them in a timely manner, particularly at the middle and high school levels.

**Figure 3.**  
**In 2014–2015, parents surveyed agreed or strongly agreed most school staff contact them in a timely manner.**

Regardless of school level, parents were less satisfied with the amount of time it took their child’s teachers to contact them than the amount of time it took other staff members to contact them.



Source. 2014–2015 Parent Survey

## 2014–2015 Parent Survey Customer Service items, continued

The following additional items from the 2014-2015 **Parent Survey** were summarized for this report:

- I feel comfortable contacting staff at my child’s school.
- I feel our school works hard to engage our local community.

Response options range from 1 = *strongly disagree* to 4 = *strongly agree*.

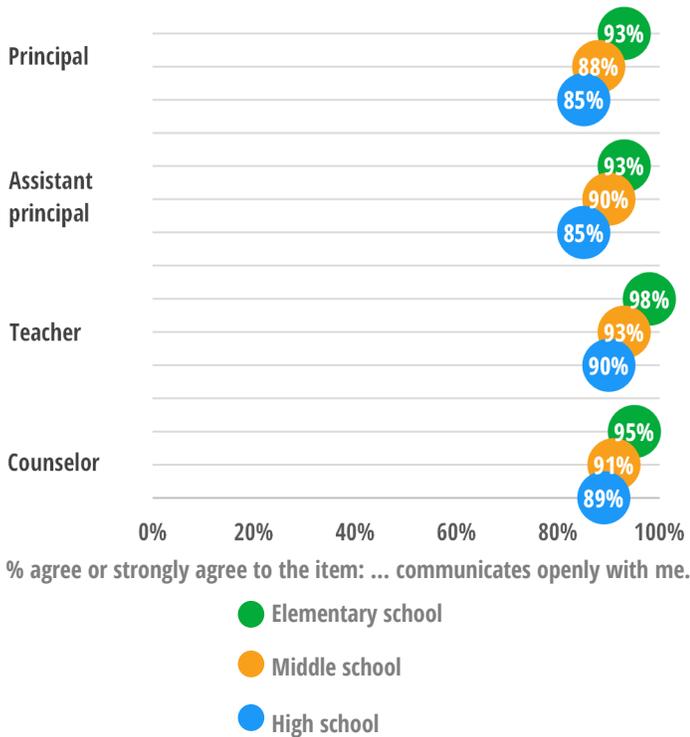
For campus and district reports, visit the Department of Research and Evaluation’s (DRE) [website](#).

## Parents believe staff at their child’s school communicate openly with them, and provide good communication.

Parents of AISD students were asked if various school staff communicate openly with them. Parents of high school students provided less favorable ratings across staff type than did parents of elementary or middle school students (Figure 4). Responses were most favorable regarding open communication with teachers and counselors, and least favorable regarding communications with principals and assistant principals.

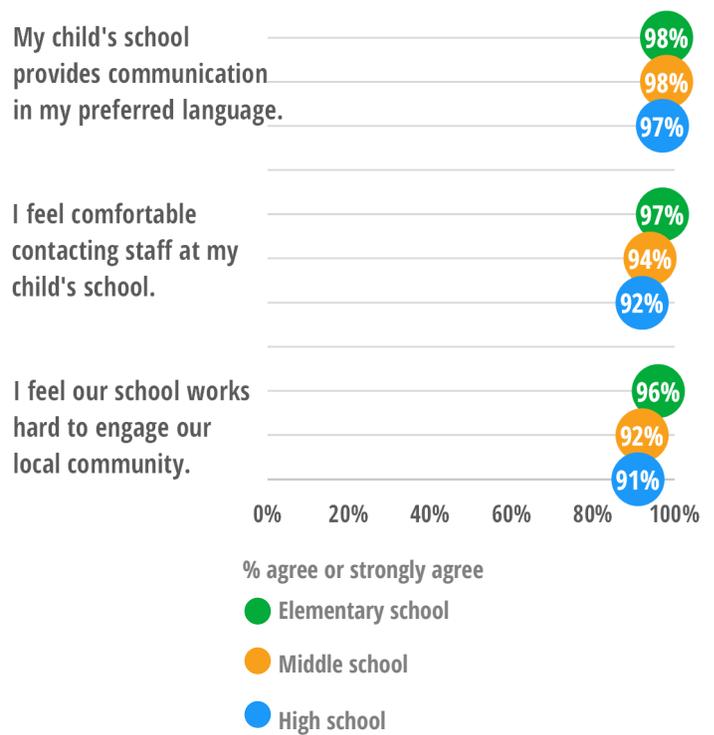
Parents of AISD students were asked additional questions regarding communication at their child’s school (Figure 5). Responses were favorable across all items, and parents reported receiving communication in their native language.

**Figure 4.** In 2014–2015, at least 90% of parents surveyed agreed or strongly agreed teachers communicate openly with them. Responses concerning communication with teachers and counselors were more favorable than were responses concerning communication with principals or assistant principals.



Source. 2014–2015 Parent Survey

**Figure 5.** In 2014–2015, parents surveyed reported they can communicate with staff at their child’s school in their native language, are comfortable contacting their child’s school, and their child’s school is engaged with their local community.



## AUSTIN INDEPENDENT SCHOOL DISTRICT

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April 2016

Publication 15.28 RB