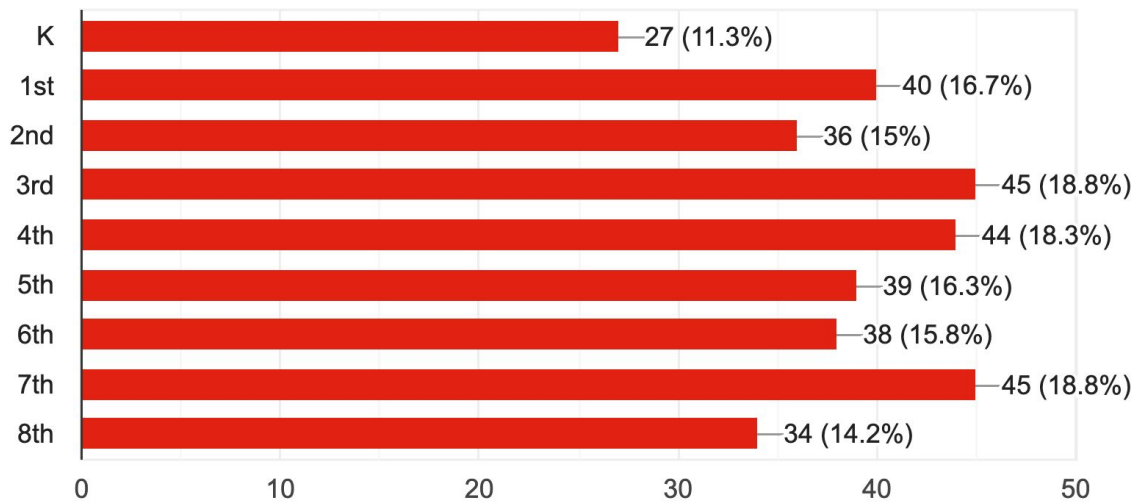# TMSA Community Survey Results

Demographics by Grade Level

Please indicate the grade of your student or students (mark all that apply)
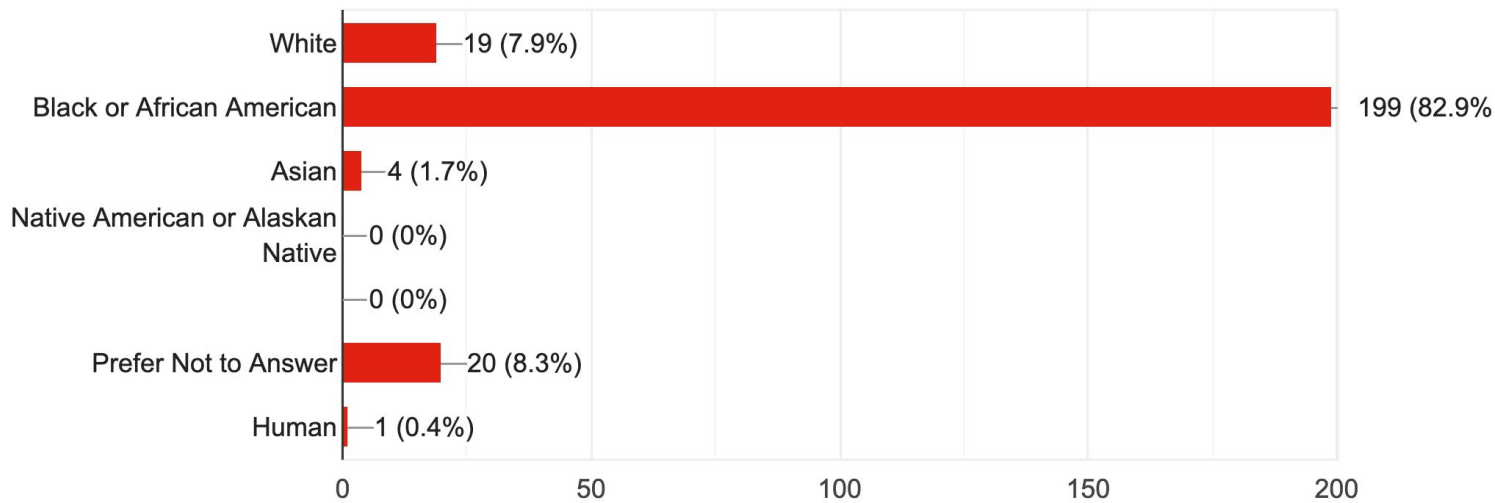
240 responses

Demographics by Race

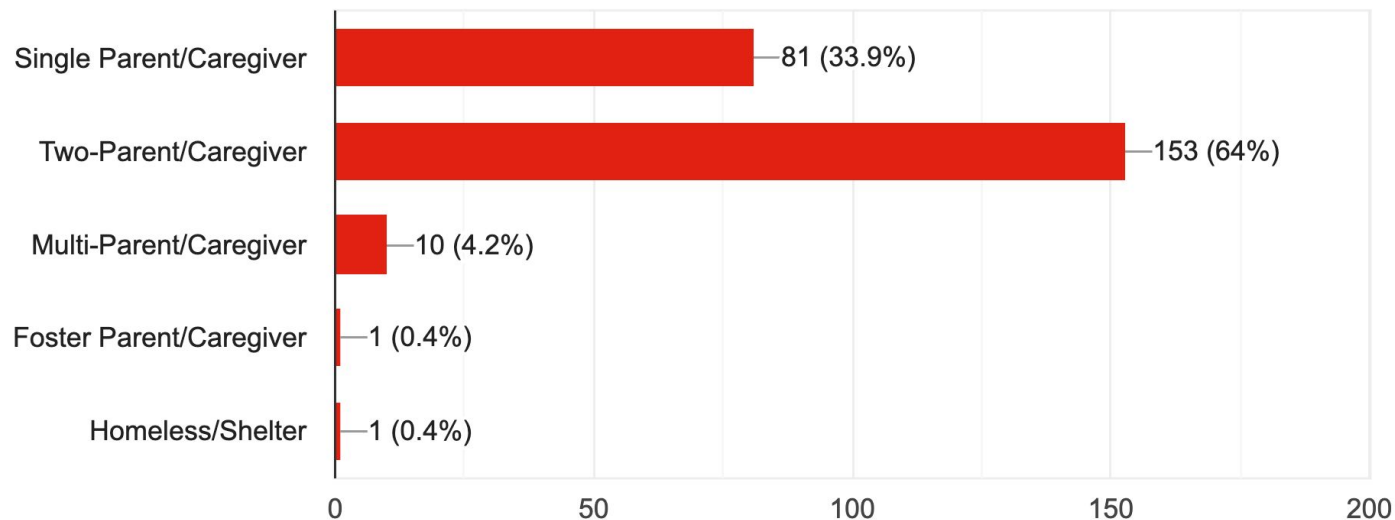What is your race? Mark one or more races to indicate your race.

240 responses

Demographics by Household

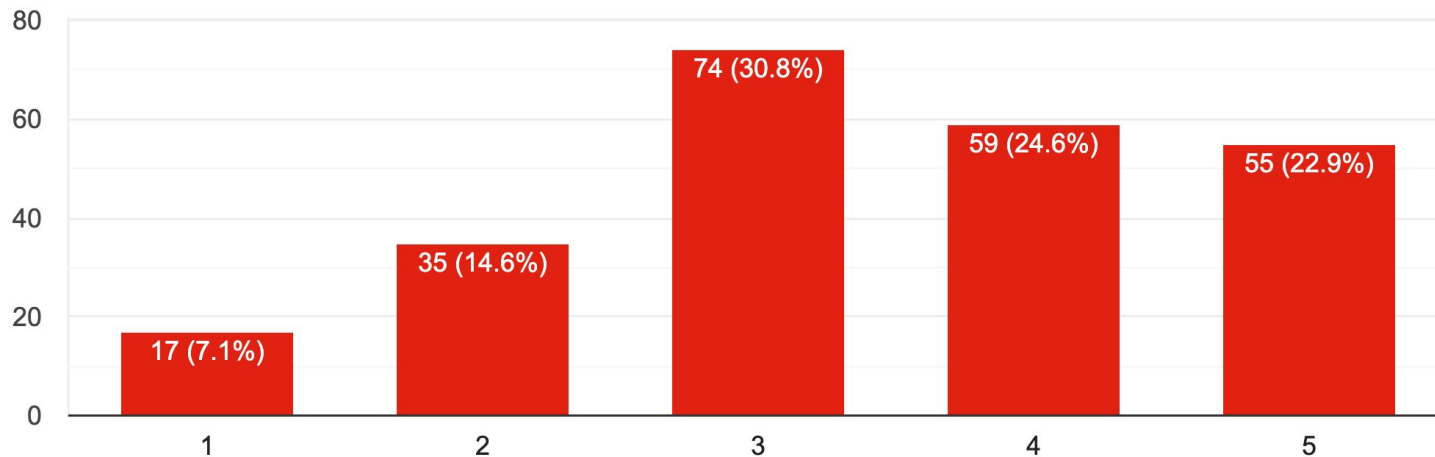## Household Demographics (Check all that apply)

239 responses

Category	Value
Single Parent/Caregiver	81 (33.9%)
Two-Parent/Caregiver	153 (64%)
Multi-Parent/Caregiver	10 (4.2%)
Foster Parent/Caregiver	1 (0.4%)
Homeless/Shelter	1 (0.4%)

External Communications

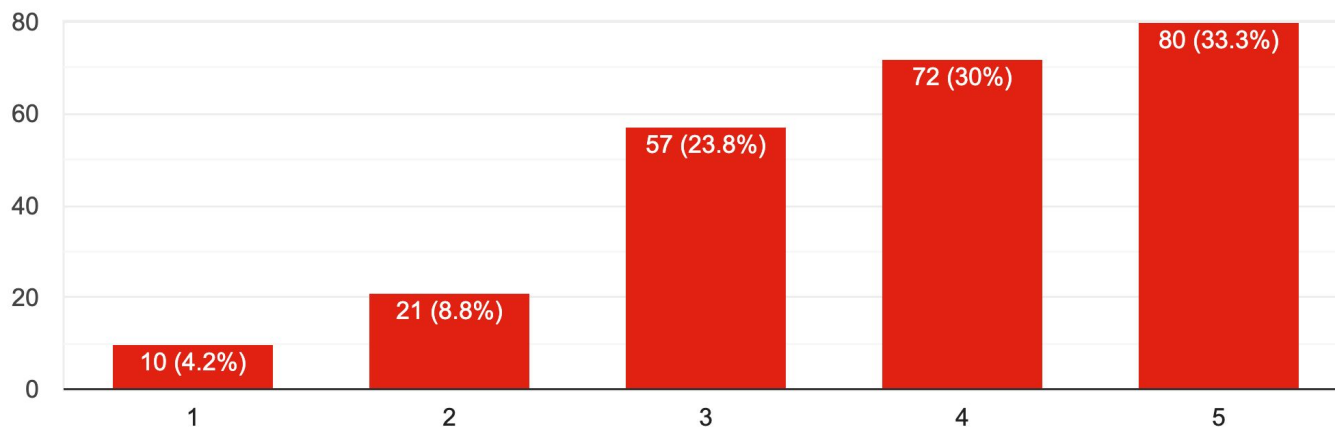TMSA keeps me updated on my child's academic progress.

240 responses

External Communications

TMSA communicates well with me about emergencies, school news, updates, and other school-wide information.
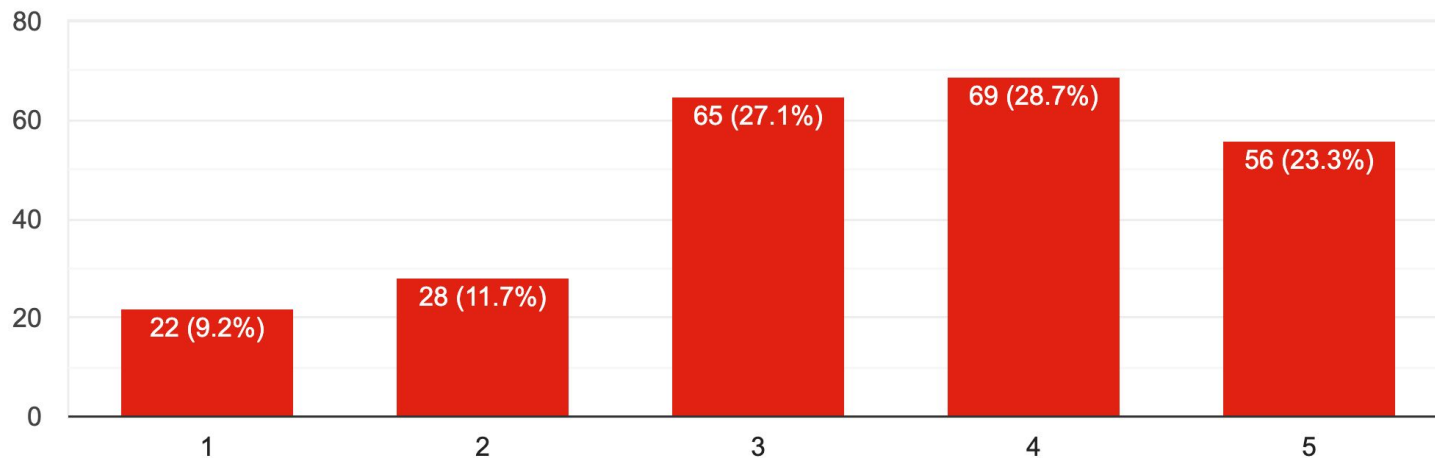
240 responses

External Communications

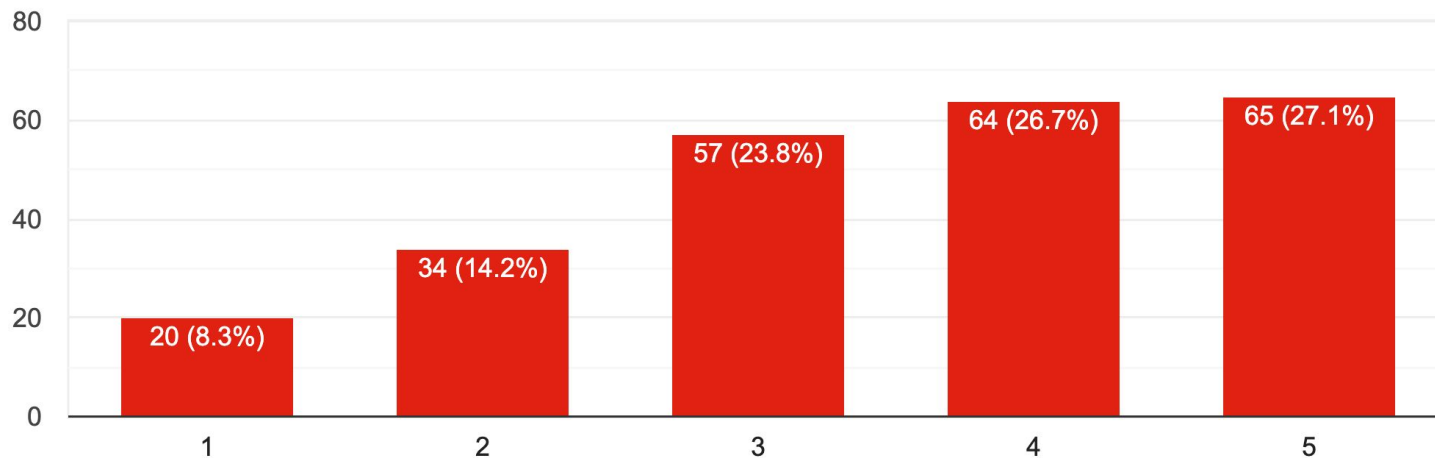I have seen an improvement in how TMSA communicates with parents.

240 responses

External Communications

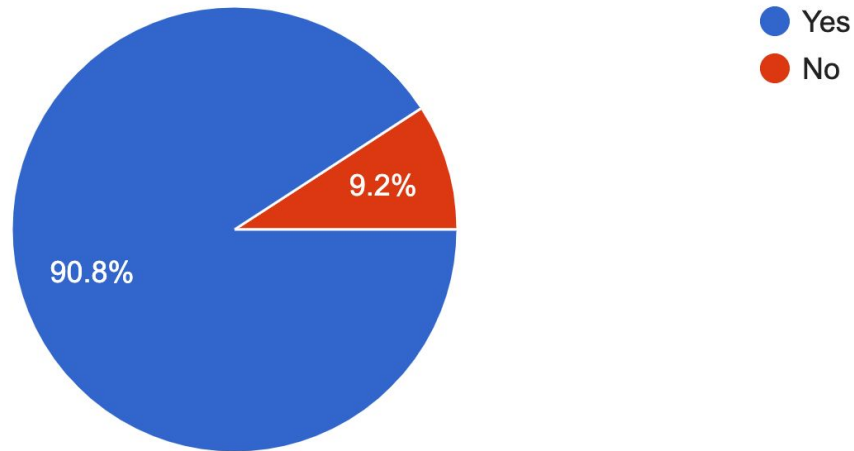I know where to go and who to talk to if I have questions.

240 responses

External Communications

I received the TMSA Weekly Blast.

240 responses

- Yes
- No

90.8%

9.2%

External Communications

I received text message alerts from TMSA at least once this year.
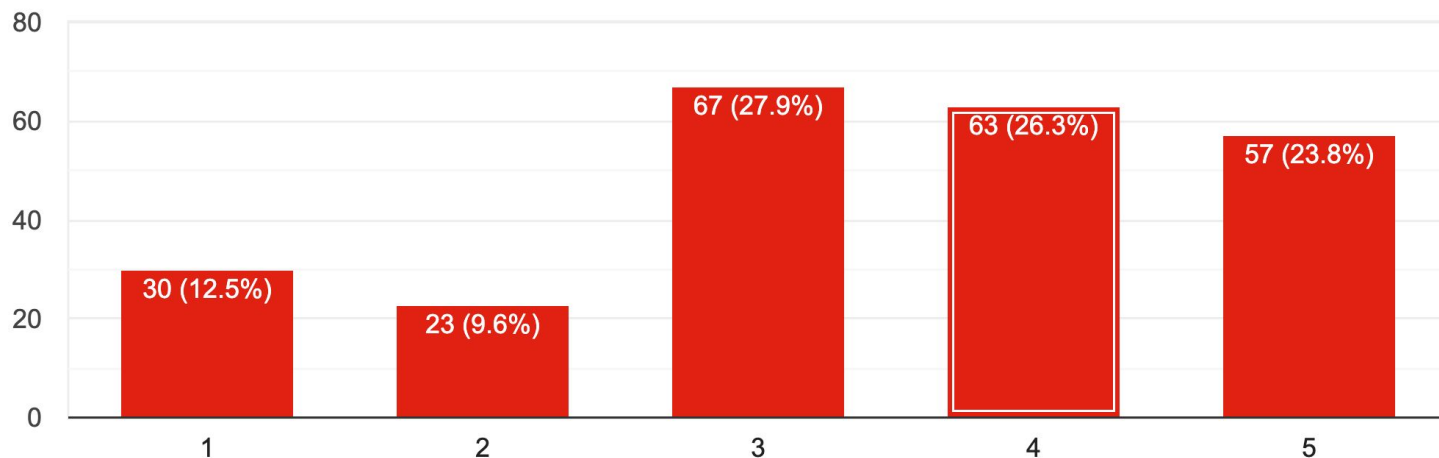
240 responses

- Yes
- No

19.2%

80.8%
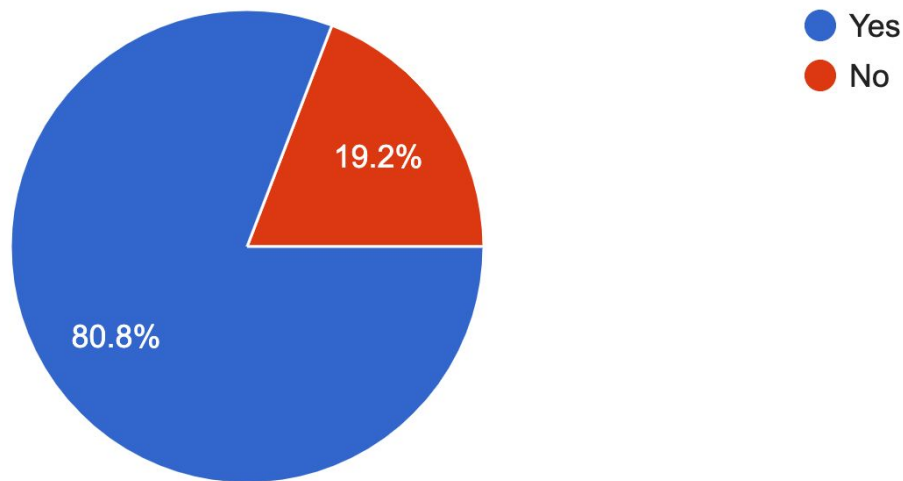
Academics

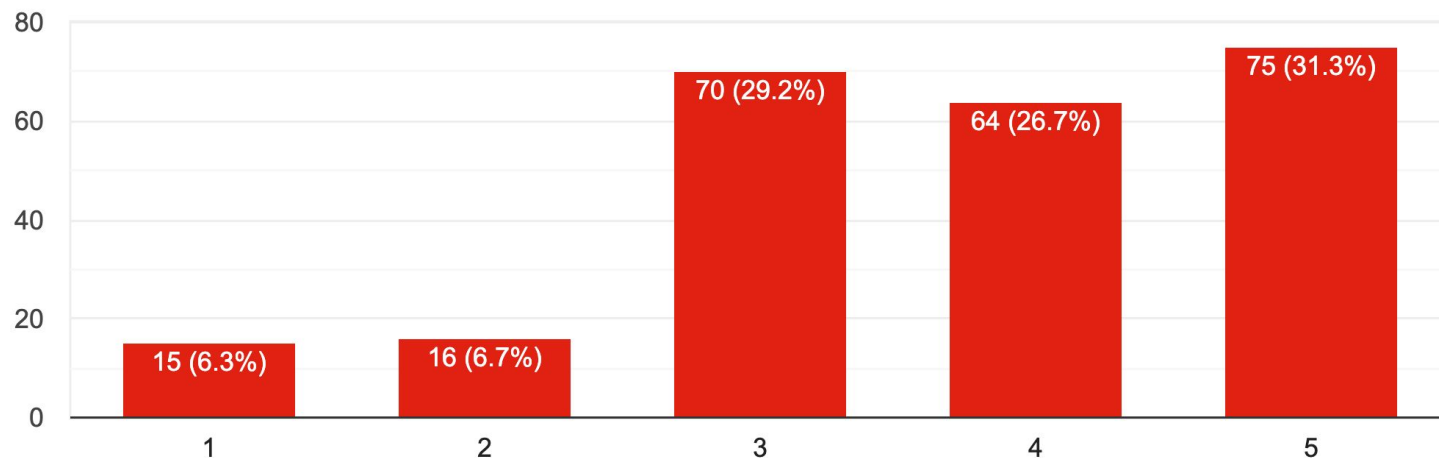I am familiar with the 'Leader In Me' character-building curriculum.

240 responses

Academics

I am pleased with the Schoolwide Enrichment Model (SEM).

240 responses

Academics

I am pleased with the academic curriculum for core subjects. (i.e. Math, ELA/Reading, Science, Social Studies)

240 responses
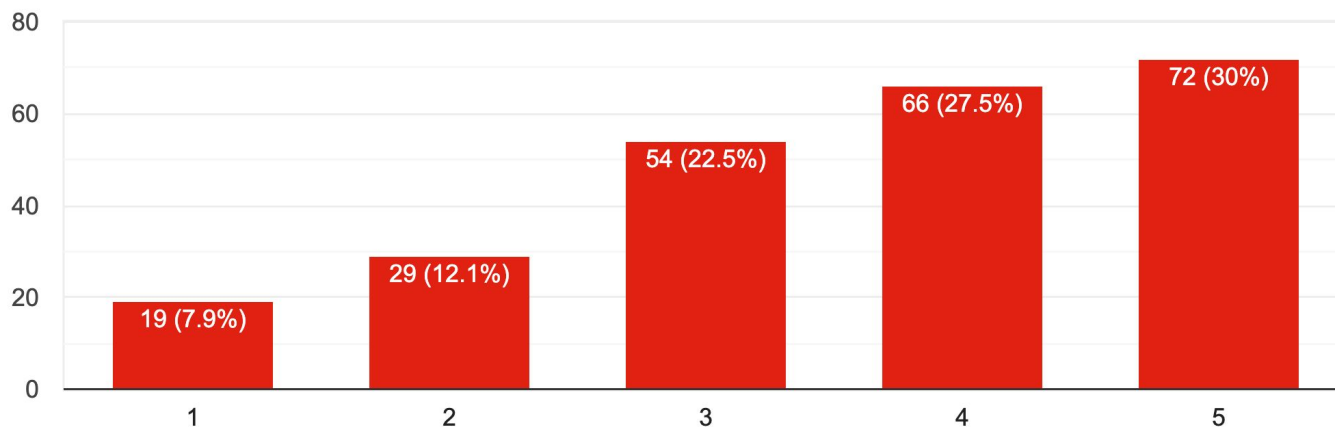
Academics

I am pleased with how TMSA blends technology into my child(ren)'s academic experience.

240 responses
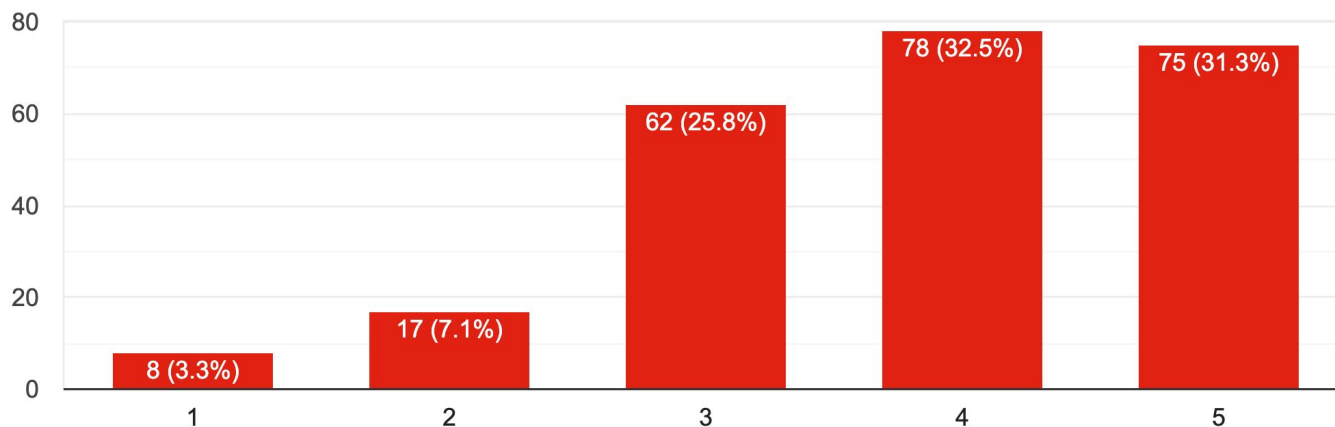
Academics

My child(ren) talk(s) about what he/she learns in class while at home.

240 responses
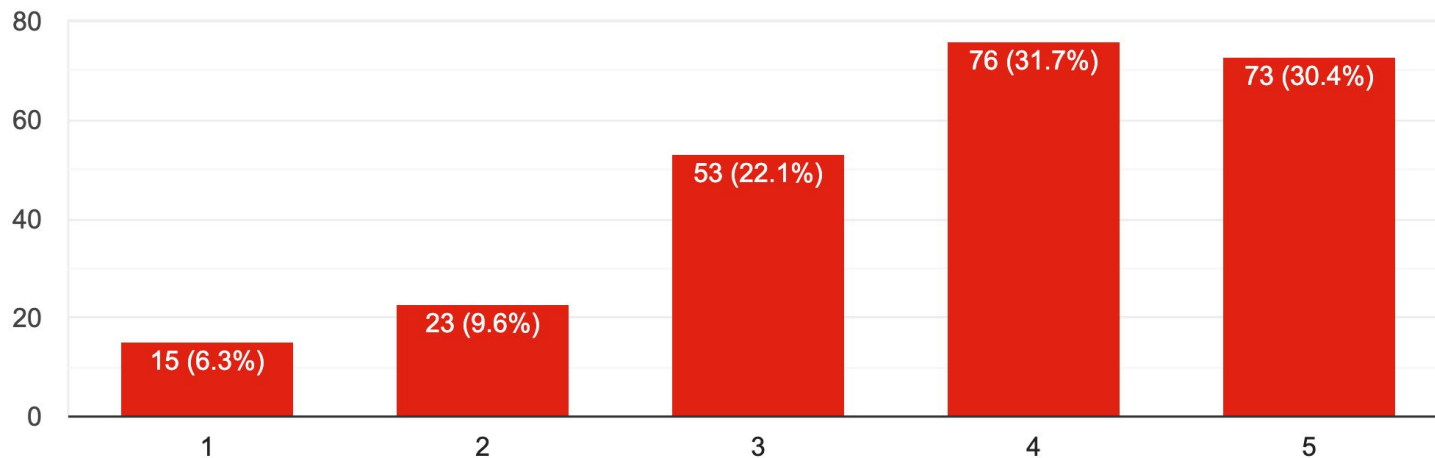
Academics

The school has improved my child's social and character-building skills.

240 responses

Academics

In your opinion, who do you think is responsible for making decisions about a child's educational needs?

240 responses

- 🔵 School Administrator
- 🔴 Teachers
- 🟠 Parents
- 🟢 Child

51.7%

12.5%

35.4%

Academics

I am satisfied with the following services offered by the school:

Academics

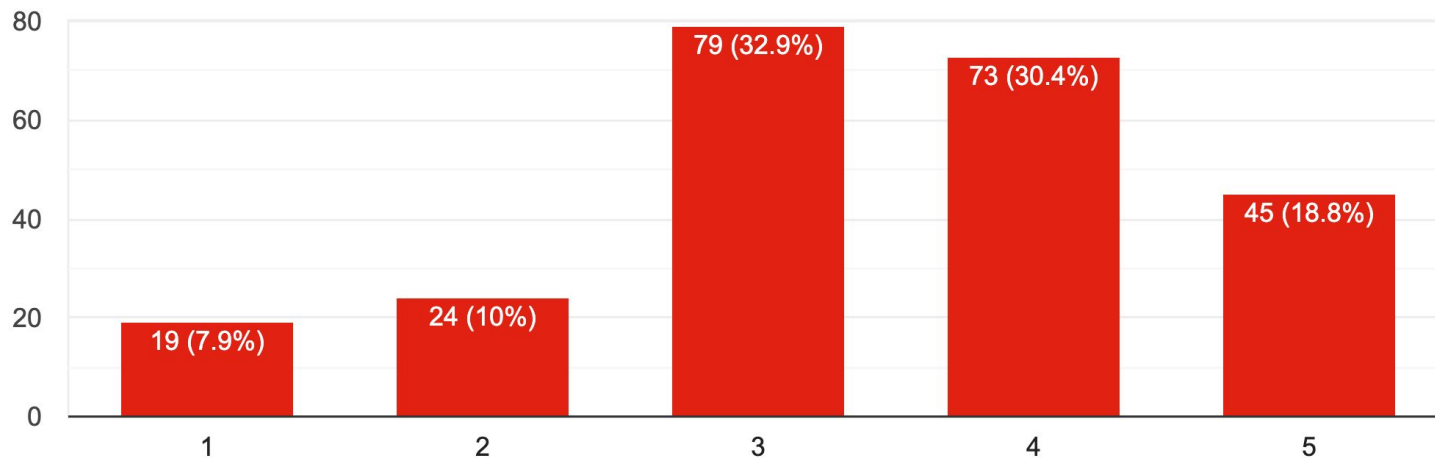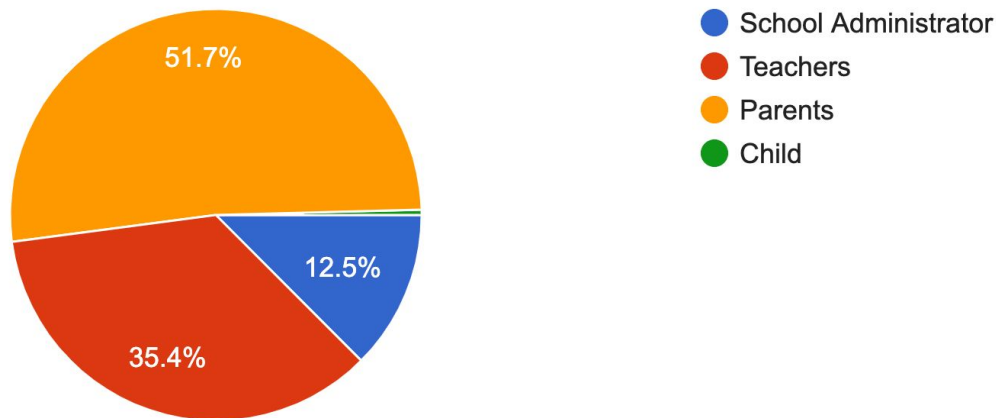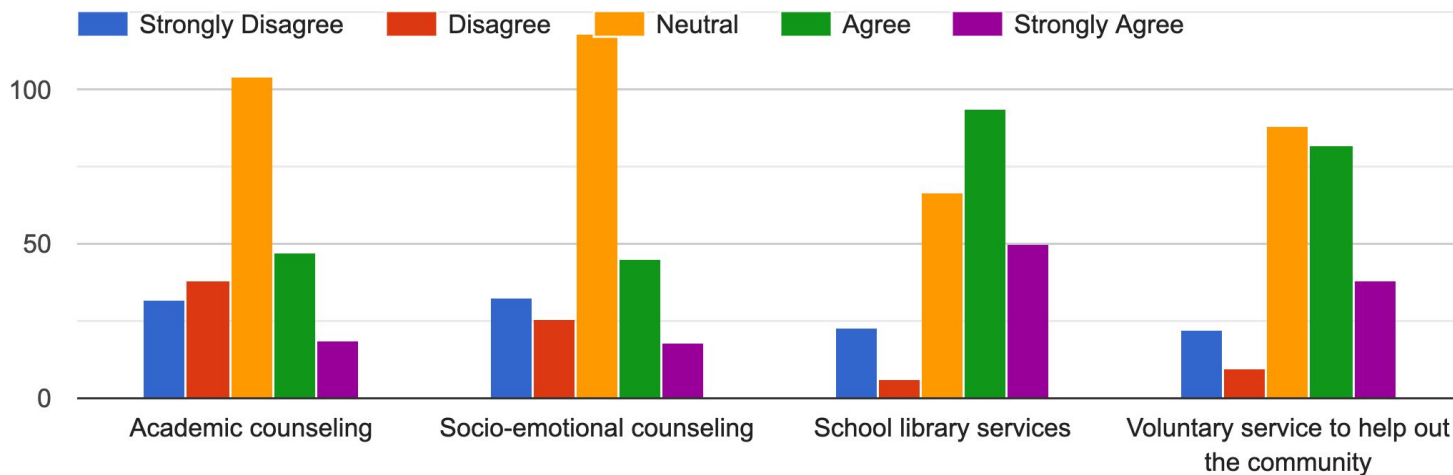"It is imperative that the teachers and administrators include parents and students on the path of academic success and not feel threatened when parents want to be involved. It is also imperative that the school not rely so heavily on technology with regards to academics because people learn differently."

"This school needs to improve the consequences kids face for poor behavior. Some of the kids allowed in the classroom are disrupting the learning of others and nothing is being done about it. It doesn't make for a ideal learning environment."

"School Administration should focus more on holding teachers accountable for stronger academics and classroom management."

"My daughter receives an excellent education at TMSA!"

"The volunteer hours, award ceremonies. and school plays need to be extended. Not everyone can make it during school hours"

"I feel that my child isn't doing well academically in the core classes. She struggles with weekly hard spelling words which makes he not want to do the rest of her core class homework. I just wish my baby was learning at this school. The work just seems so hard and I wish she had more help from the school"

Extracurriculars

Do your child(ren) participate in TMSA extracurriculars?
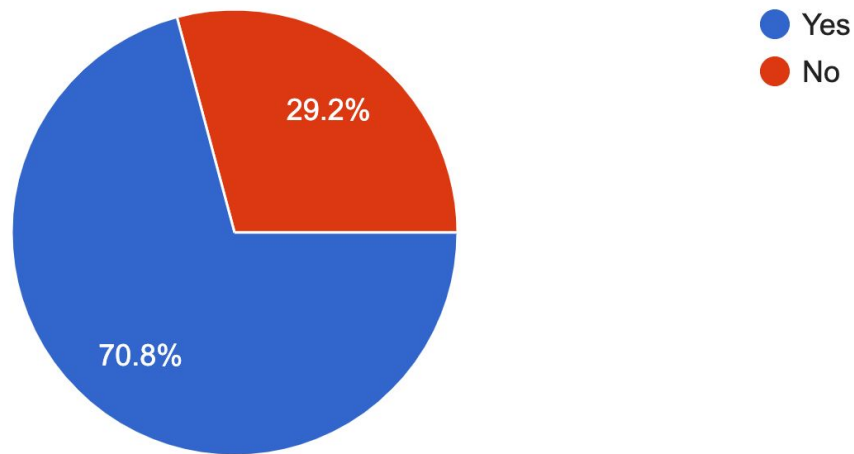
240 responses

Extracurriculars

How satisfied are you with the following extracurricular subjects offered by the school?

Extracurriculars
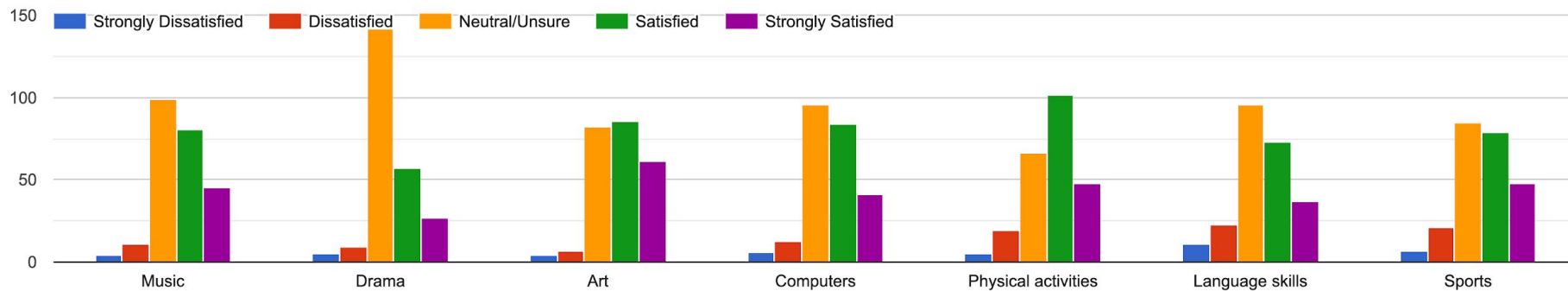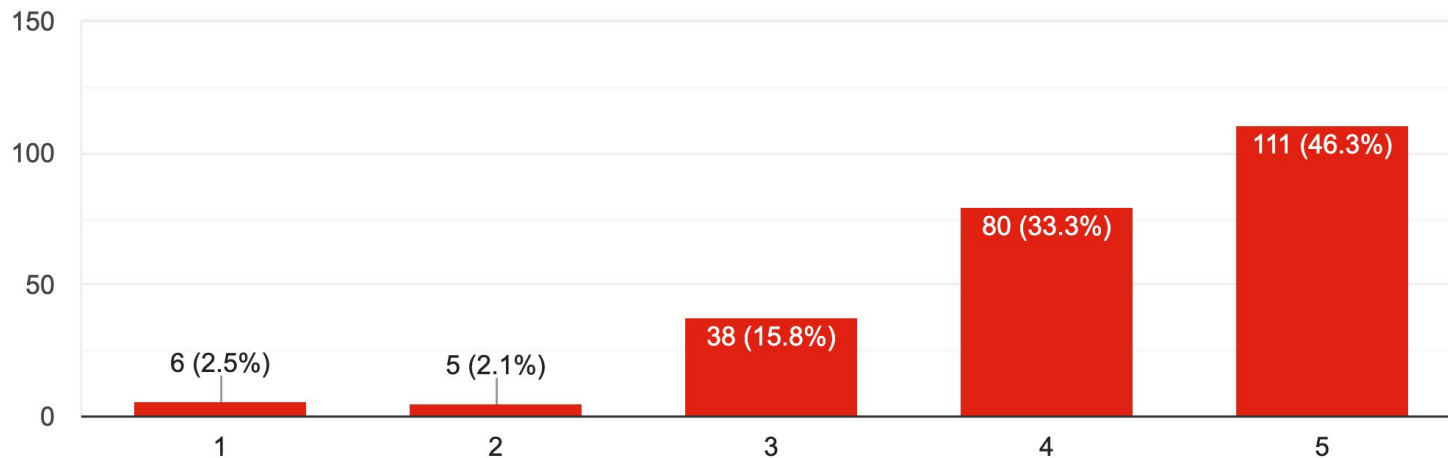
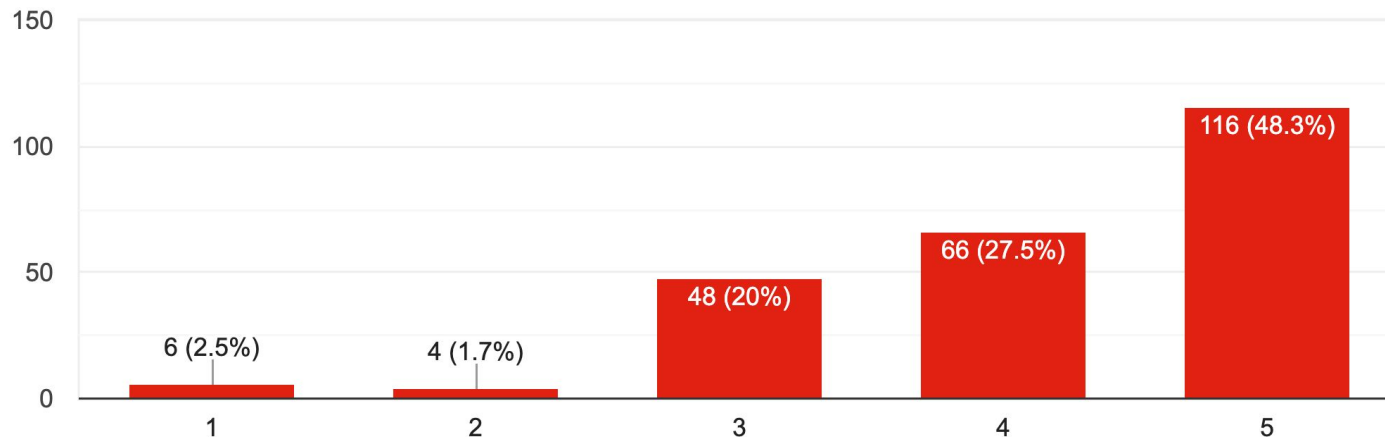I find value in participating in and/or supporting TMSA extracurriculars.

240 responses

Extracurriculars

I would like to see different/more extracurricular options are TMSA.

240 responses

Extracurriculars

"Appearance is important. Appearance speaks to others outside of the school as well as adding value to our students. Uniforms and equipment needs to be better. This can be achieved via fundraisers or donations. Neither seem to be considered at this moment. Some of the band members are playing with improper equipment and the uniforms needs to be updated."

"TMSA needs a morale boost... And administration needs to support more. We NEVER see them at games and functions!!

"Adding Lacrosse as an option and transparency with regards to where money is being spent for sports."

"It would be great if they had PE more than once a week. The yoga class was wonderful. It would also be awesome to have that more than once a week as well."

"Most extracurriculars start in grade 3. My youngest student does not attend to after care and do not participate in those activities. It is my hope that we can explore more activities for students who does not attend to after school. I would be intrigued by tennis and lacrosse. I am excited that the athletic department is adding additional sport options. I would to see more support of the teams by the community and staff"
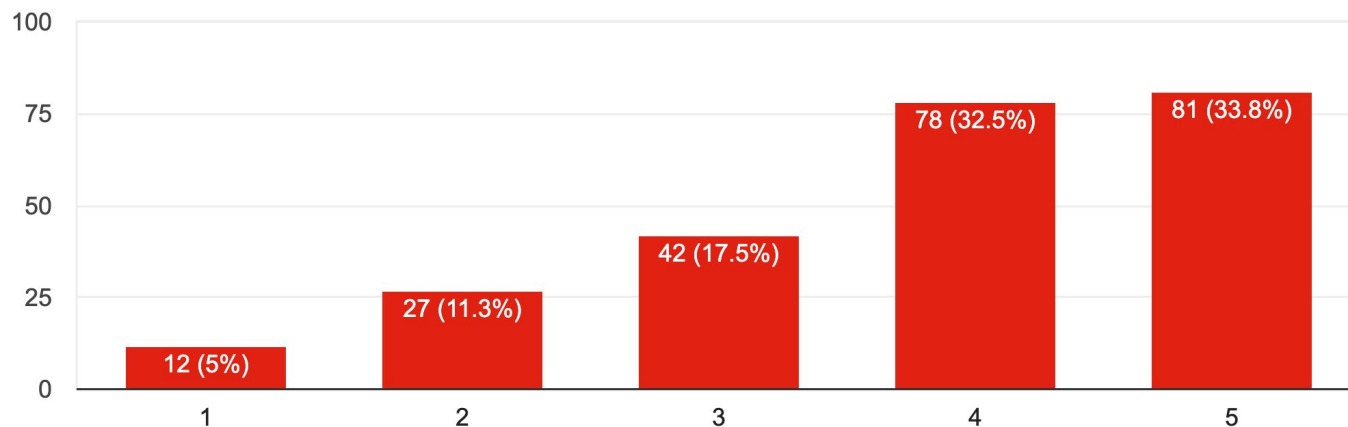
"I like some of the unusual extracurriculars we offer - like a play/musical each year (LOVE that), fencing, Debate Club, Reading Bowl and more. Very strong diversity of offerings."

Staff and Faculty Performance

I believe my child(ren)'s teachers are skilled, capable, and qualified for their positions.
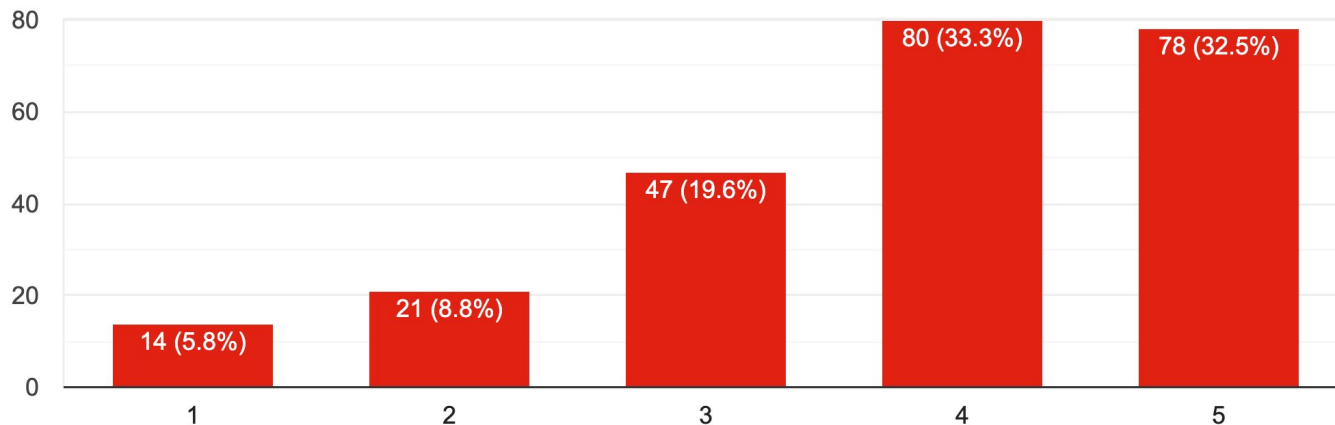
240 responses

Staff and Faculty Performance

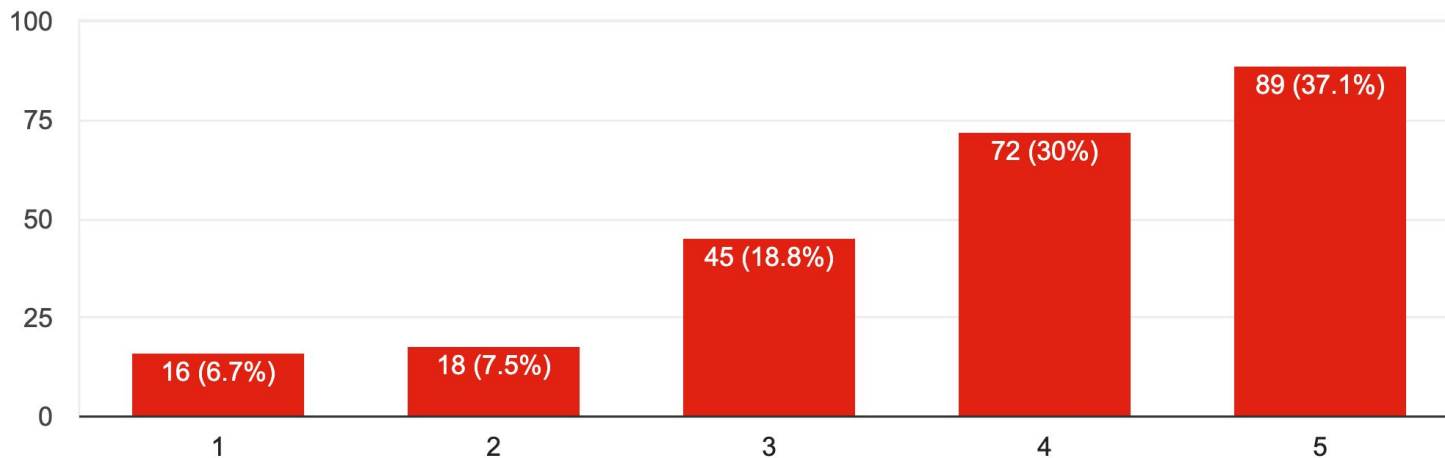I believe my child(ren)'s teachers are passionate about teaching my child(ren).

240 responses

Staff and Faculty Performance

My child(ren)'s teachers have built relationships with me and my child.
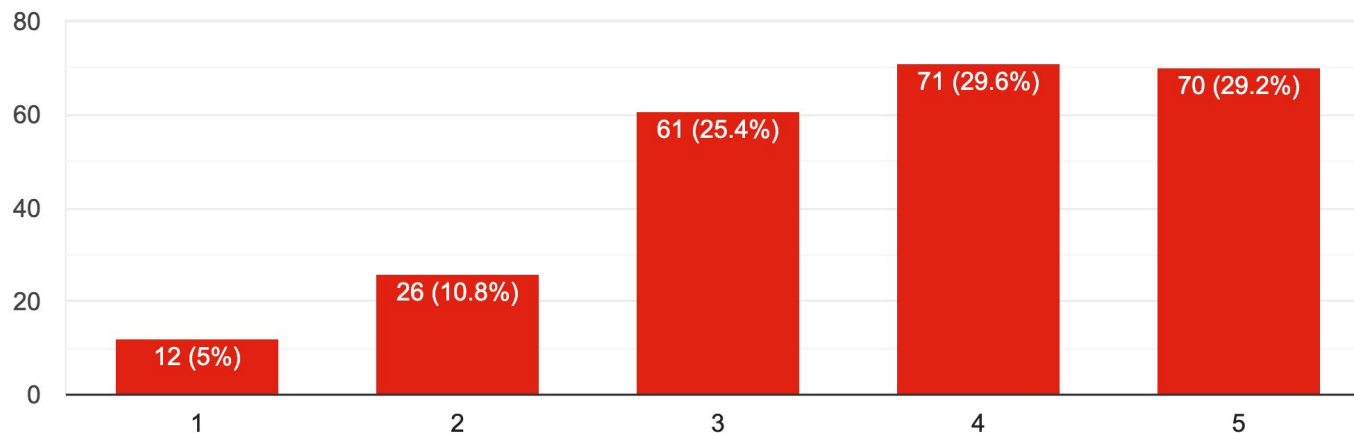
240 responses

Staff and Faculty Performance

My child(ren)'s teacher helps my child(ren) think critically about class content.
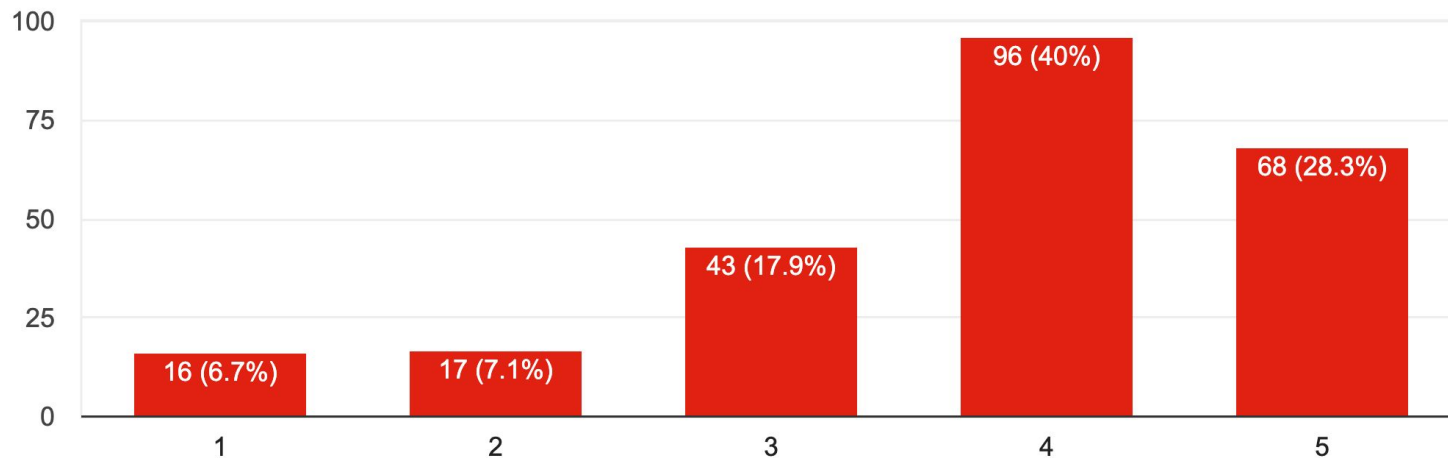
240 responses

Staff and Faculty Performance

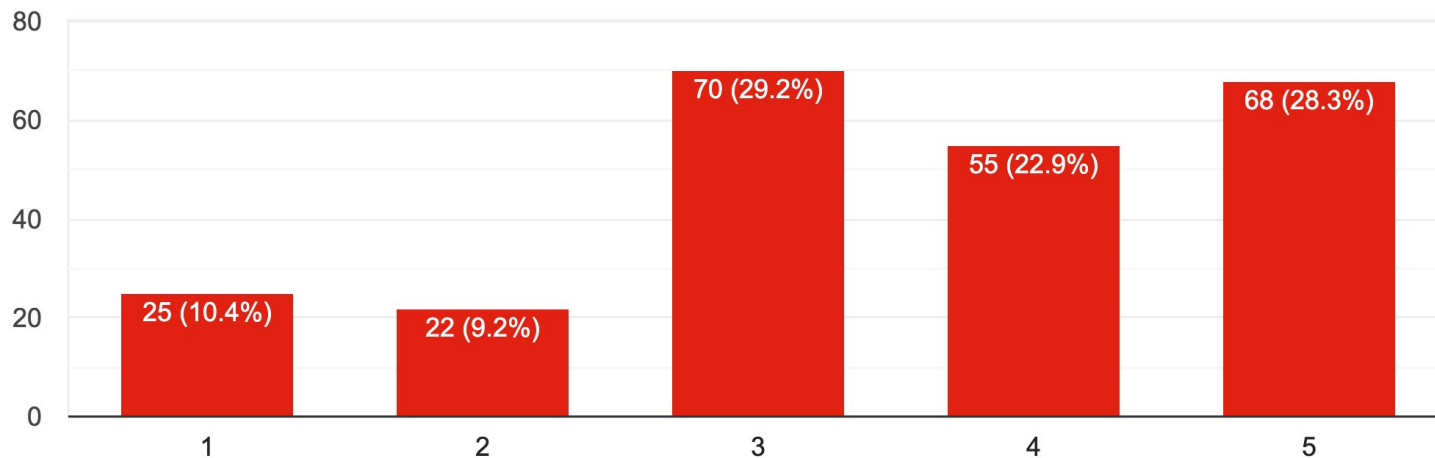My child(ren)'s teacher uses assessments to help him/her succeed in class.
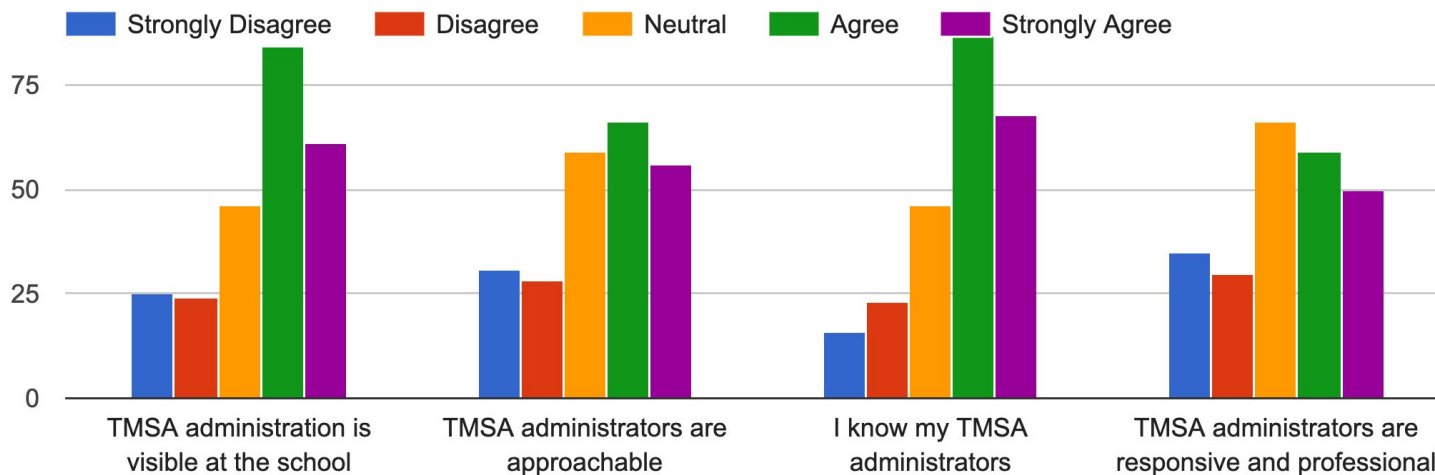
240 responses

Staff and Faculty Performance

My child(ren)'s teachers communicate with me regularly.

240 responses

Staff and Faculty Performance

School Administration

Staff and Faculty Performance

"Teachers would probably be more excited about their jobs and teaching, if the administration was happy and supportive. The morale would be higher but it needs to start at the top!"

"I have not received a favorable response from administration and teachers this past year. There appears to be a lack in uniformity, understanding and overall goals."

"'Administration is not approachable. Administration are not visible. Administration seems to always have a chip on shoulder. Administration do not correspond effectively through email or in person. They're always in attack mode. Administration promises to correspond to an email only to allow it to slide under the wrong and nothing is done. Lack of communication. The administration isn't effective. Principal has become more welcoming over the years they others, not at all!"

"Administrators are positive and enthusiastic, but not responsive enough when there is a problem. Parents email administrators but may receive no reply at all, or only after a delay of days. This becomes a bigger problem when there is an IEP or allegations of bullying involved. Some responses can be overly defensive."

"Teachers generally communicate well, but it's hit or miss - some are superstars and go above and beyond, some barely communicate with parents at all. There's not a consistent expectation of responsiveness instilled across all teaching staff."
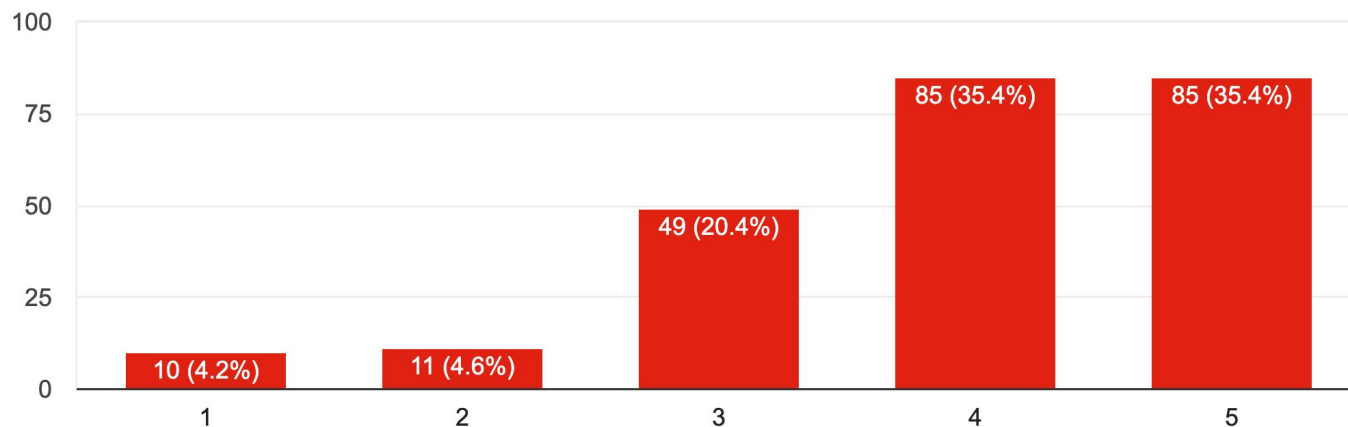
"Sent an email to the principal requesting a meeting with her and responded by telling that I should follow the "chain of command" and that I should never have to meet with her! Still have the email!"

Culture and Operations

I am satisfied with the new safety improvements to the school lobby, bathrooms, hallways, and grounds.
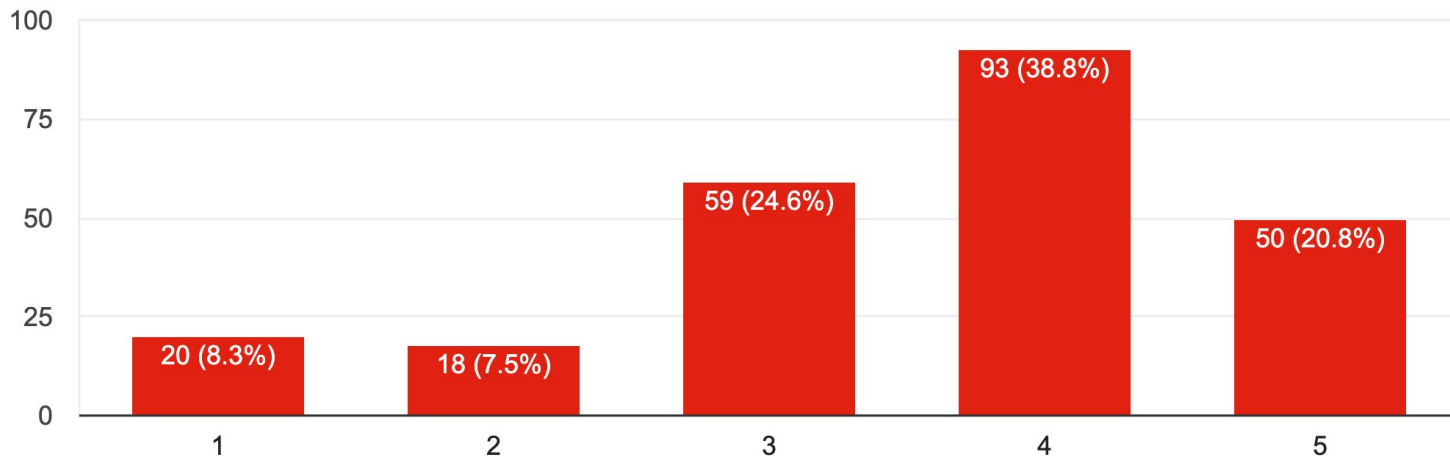
240 responses

Culture and Operations

I believe the school is managed efficiently and effectively.
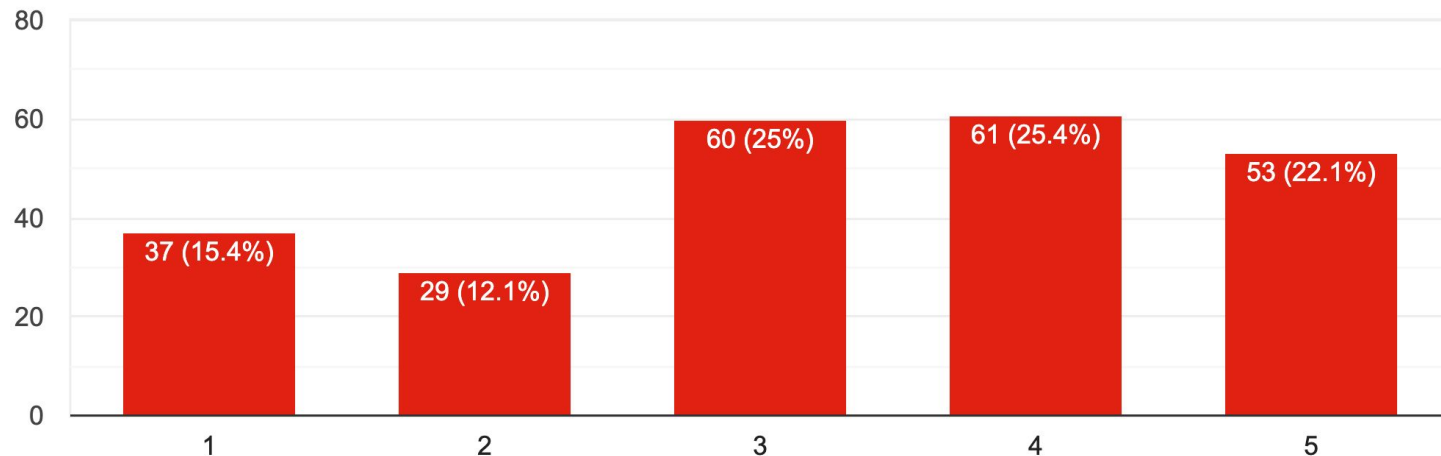
240 responses

Culture and Operations

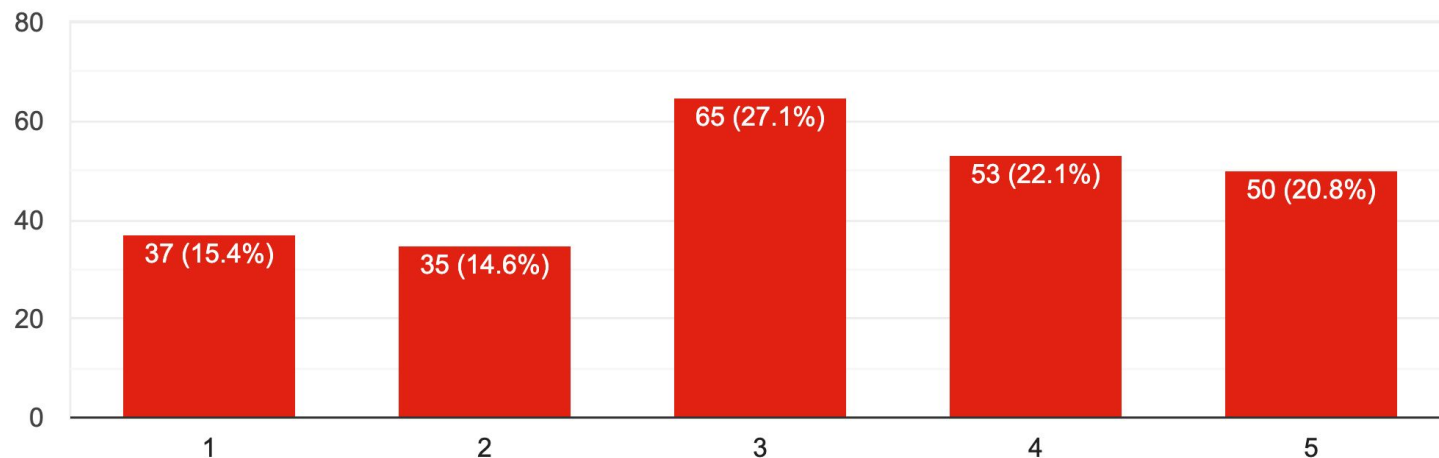Our school building and campus are clean and pleasant to be in.

240 responses

Culture and Operations

I am satisfied with the janitorial service at the school.

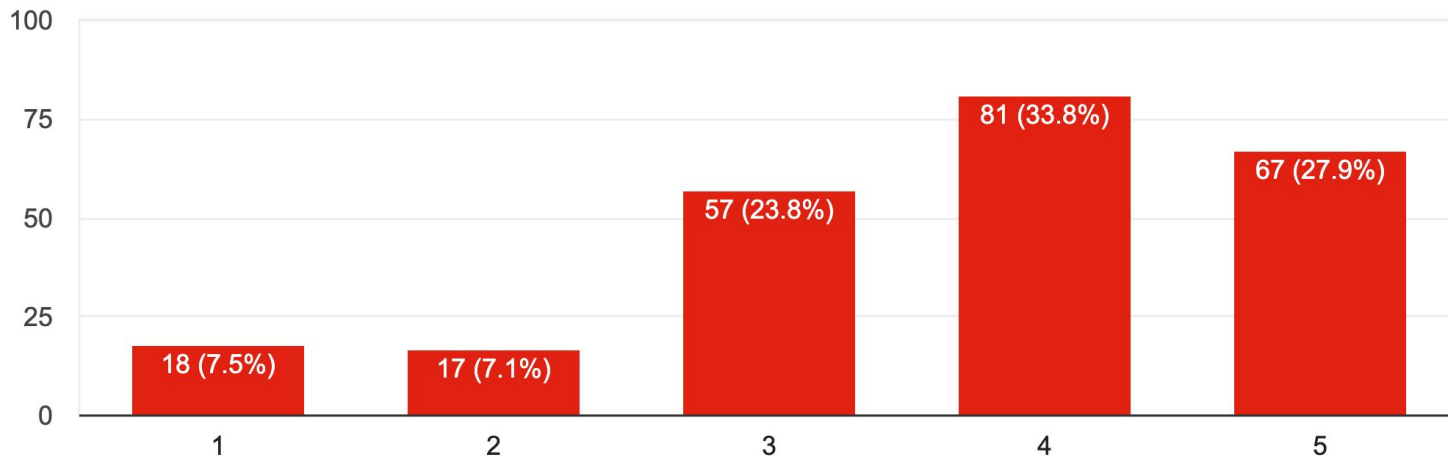240 responses

Culture and Operations
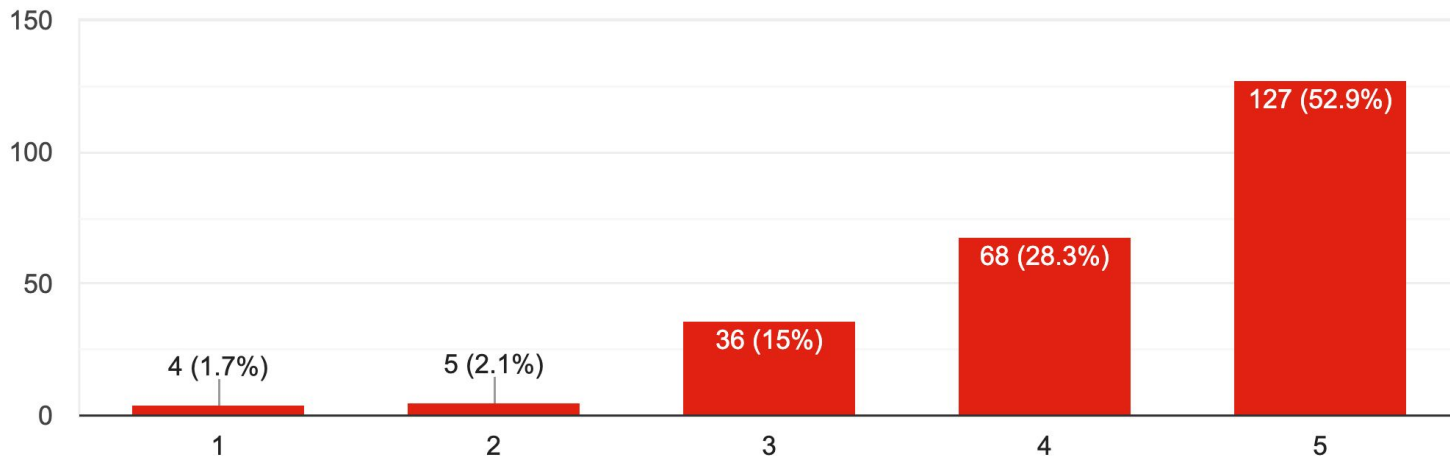
I feel accepted and valued at TMSA.

240 responses

Culture and Operations

TMSA encourages parent involvement in school activities.
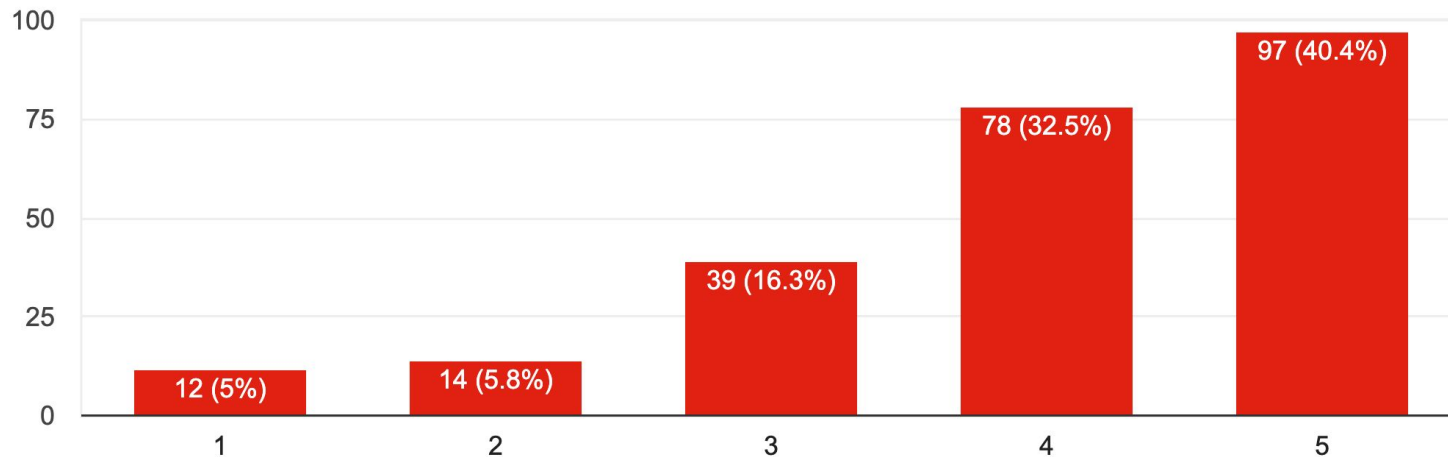
240 responses

Culture and Operations

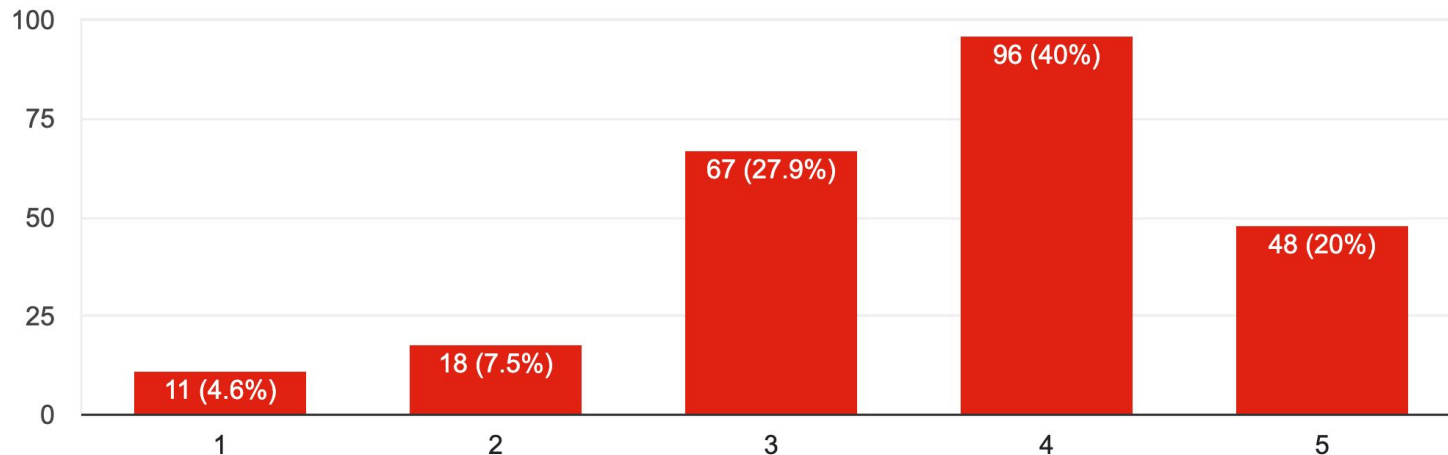TMSA makes it convenient for parents to be involved at the school.

240 responses

Culture and Operations

Overall, how would you rate the school on a scale of 1 to 5

240 responses

Net Promoter Score

Net Promoter or Net Promoter Score (NPS) is a management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and is claimed to be correlated with revenue growth. NPS has been widely adopted with more than two thirds of Fortune 1000 companies using the metric. The tool aims to measure the loyalty that exists between a provider and a consumer. The provider can be a company, employer or any other entity. The provider is the entity that is asking the questions on the NPS survey. The consumer is the customer, employee, or respondent to an NPS survey. An NPS can be as low as −100 (every respondent is a "detractor") or as high as +100 (every respondent is a "promoter"). NPS scores vary across different industries, but a positive NPS (i.e., one that is higher than zero) is generally deemed good, a NPS of +50 is generally deemed excellent, and anything over +70 is exceptional.

Net Promoter Score

I would recommend TMSA to a friend or family member.

240 responses
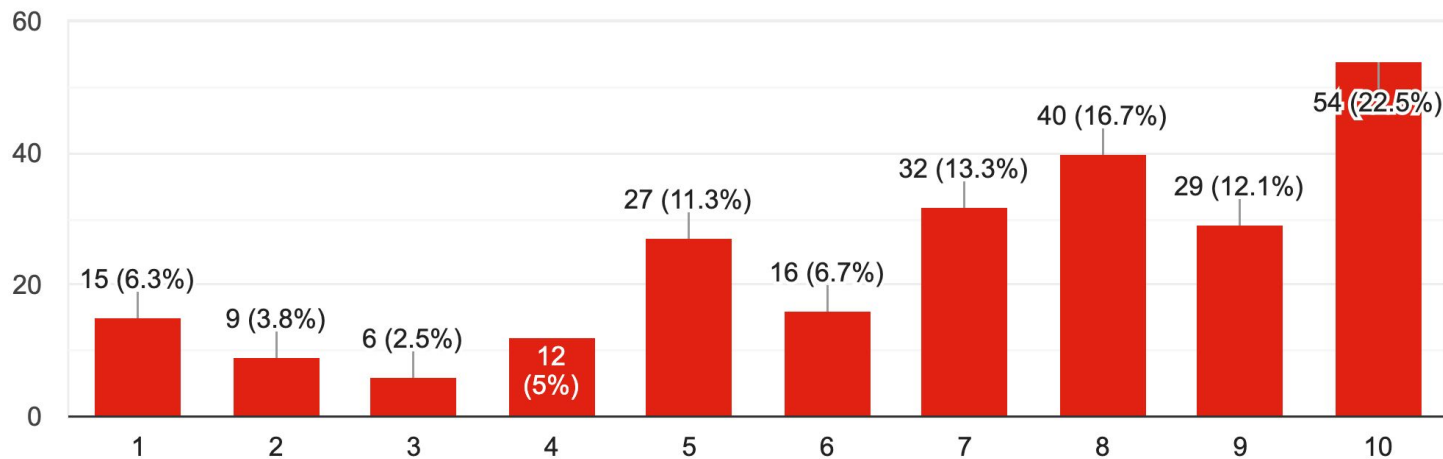
Net Promoter Score (Ranging -100 to 100)

Group of Responders	Total
Promoters (10, 9)	**83**
Passives (8, 7)	**72**
Detractors (6-0)	**85**
Total NPS Score	**-1**

- Those who respond with a score of **9 to 10** are called **Promoters**, and are considered likely to exhibit value-creating behaviors, such as engaging more, remaining constituents for longer, and making more positive referrals to other potential constituents.
- Those who respond with a score of **0 to 6** are labeled **Detractors**, and they are believed to be less likely to exhibit the value-creating behaviors.
- Responses of **7 and 8** are labeled **Passives**, and their behavior falls between Promoters and Detractors.

Recommendations for Process

1. Meet with Jennifer on the comments and feedback.
2. Facilitate a working session with the Governing Board with breakouts by theme.
3. Community-wide Communication: Send out information on the Top 2-3 things TMSA's Governing Board will focus on this week.
4. Include these Key Priorities in each of the quarterly communications with tracking/updates towards goals.