



# 2020 Parent Opinion Survey

---

Highview College



**The National School Surveys organisation is a division of Victorian Counselling & Psychological Services (VCPS). VCPS has been in operation for more than 25 years, providing psychological and mental health services to individuals, schools and organisations. Our reliable and valid surveys are leading the way in assisting schools to facilitate improvement.**

**Our survey tools include:**

**Staff Climate Survey**

**Staff Well-being Survey**

**Parent Opinion Survey**

**Student Satisfaction Survey**

**Student Well-being Survey**

**Exiting Student Survey**

**Alumni Survey**

**Marketing Survey**

**Board Member Survey**

**Sustainable Schools Survey**

**Teacher Quality Survey**

**Customised Surveys**

**We can also create custom surveys for your school. We work with you to find the best solutions for your school.**

**National School Surveys**

**62 Wellington Pde,**

**East Melbourne, VIC, 3002**

**Ph: (03) 9067 8855**

**Email: [info@schoolsurveys.com.au](mailto:info@schoolsurveys.com.au)**

**Web: [www.schoolsurveys.com.au](http://www.schoolsurveys.com.au)**

## Introduction

Research indicates a strong positive correlation between parent satisfaction and a school's operations. Parents' perceptions of school climate are important in understanding ways to improve school morale, reputation, productivity, and overall atmosphere.


A positive school environment empowers members of the school community to contribute to the ongoing improvement of the school and eliminating negative behaviours. The Parent Opinion Survey is designed to provide schools with data useful for fostering a positive learning and working environment that promotes academic success among all students. Initial assessment provides a baseline, and ongoing assessment helps to determine whether programs are effective at improving the school climate, and whether they continue to be relevant for schools over time.

Performance of students is frequently reviewed; however, this only offers a snapshot and can often overlook the range of experiences, values and qualities that make up a school.

## Aims of Parent Opinion Survey

The survey aims to provide your school with the ability to:

- Demonstrate areas in your school where there are high levels of satisfaction, and identify areas in need of improvement
- Report on school satisfaction for marketing and other purposes
- Conduct like comparisons of your school to similar schools (e.g., denomination, school size, vicinity, sector)
- Conduct year comparisons – compare one year to the next to identify changes and improvements
- Make comparisons across stakeholders (e.g., parents, staff, students, school executives).



“... Parents play a vital role in a happy school community and student performance”.

## Survey Development

These surveys have been designed to assess areas of your school, identify your school's strengths, and make recommendations to facilitate improvement. We understand that providing the best education possible to your students will be your primary objective. In a climate where the pursuit of academic excellence and teaching is often assessed based on student performance, schools often neglect to assess the degree to which they offer student programs that foster rich and enlivening environments.

The Parent Opinion Survey has been developed by a team of professionals at National School Surveys. The process included conducting parent focus groups, discussions with teachers, staff, principals, and Board Members, distribution of written questions to parents and staff, text analysis of responses to open-ended questions, and identification of common themes. A pilot survey was then conducted, and following this, statistical analyses were performed to ensure reliability and the validity of questions, and to develop a set of factors.

Our work over the years with schools has highlighted the varying views and perceptions amongst student, parent, staff, and school executive groups about what the school's priorities should be. Our surveying processes assist your school to take a new approach in assessing and understanding these areas so that you may tailor programs and services that are comprehensive, preventative, contemporary, student-centred, and results based.

## Methodology

Parents were provided with access to the Parent Opinion Survey. Once staff completed the survey, the data were sent directly to National School Surveys for collation and analysis. Data were collated by researchers via a statistical package for social sciences (SPSS). Following this, the data are converted to a more meaningful form represented by tables and charts, and analysed by educational psychologists. The tables and charts are inserted into a report for schools to easily understand and interpret.

## Statistical Analyses

The numerical data from the completed surveys were entered into SPSS. A preliminary inspection was conducted for pattern-marking as an indicator of non-genuine responses. Data were examined for normality, univariate and multivariate outliers, and multicollinearity. There were outliers for every scale and subscale; however, outliers were kept in the data file for analysis. Descriptive statistics of subscales and total scores were obtained. Following this, correlation coefficients between selected variables were calculated and analysed. Mean scores were then converted to percentages and calculated according to each key area as well as each item. Furthermore, these mean scores were analysed according to demographic variables.

## 2020 Benchmark Data

Your school has been compared with the overall National School Surveys data, which consists of a representative sample of 10,000 parents within Australia who have completed the Parent Opinion Survey. This sample has been selected based on demographical variables to ensure that it is representative of the general population of staff in schools within Australia. The information regarding the general population of staff in schools within Australia has been obtained from the Australian Council of Educational Research (ACER) and the Australian Bureau of Statistics (ABS). Charts in this report present the mean levels of satisfaction (as percentages). Please note: the mean levels of satisfaction have been calculated by converting staff members' responses on the scale of 0-5 (strongly disagree to strongly agree) to percentage mean scores.

## Advantages of Benchmarking

Benchmarking is a way of defining improvement goals and measuring progress against those goals in concrete terms. The benchmarking process is useful in a variety of ways:

- defining clear stages of implementation with goals, guideposts, and the performance indicators that correspond to the priorities of that stage and current capacities of participants to effect change
- establishing clear roles and responsibilities for all school and community
- partners in a collaborative process that holds them collectively accountable for student outcomes
- creating an environment which protects and nurtures innovation by holding off premature judgment, even as it maintains improving student outcomes as the ultimate measure of success
- broadening the range of measures used to judge student outcomes.

## Highview College's Summary Data

Your school is compared to the overall National School Surveys benchmark data, consisting of 10,000 respondents, which is a representative sample of parents in schools across Australia. In addition, your school has been compared with a representative sample of 5,000 parents from selected "like" schools across Australia.

The table below presents the distribution of respondents across year levels.

Year level of child	Number of respondents	% of respondents
7	41	17%
8	43	18%
9	45	19%
10	48	20%
11	33	14%
12	32	13%
<b>Total</b>	<b>242</b>	<b>100%</b>

## Executive Summary

Parents at Highview College showed an overall mean satisfaction level of 82%. This was 2% higher than results from 2019, 8% higher than the National Benchmark and 3% higher than the Independent Schools Benchmark. Percentage figures below in brackets indicate mean levels of satisfaction.

The highest rated items in the general questions were for:

- This school is kept clean and tidy (89%)
- This school is a safe place for my child' (87%)

The lowest rated items in the general questions were for:

- This school provides a wide variety of subject choices that suits my child's needs (72%)
- Bullying is dealt with in an effective manner (74%)

The highest rated items in the remote learning area were for:

- This school is doing a good job with keeping my child safe (86%)
- I am aware of the Highview College values (84%)

The lowest rated items in the remote learning area were for:

- I feel that my child has been able to talk to the teachers about anything that is troubling (73%)
- My child has been able to effectively engage in online classes from home (77%)

The largest positive differences between Highview College and Independent Schools were for:

- Teachers communicate with me regularly about my child's progress (+14%)
- Students present themselves with pride (+10%)

The largest negative differences between Highview College and Independent Schools were for:

- This school provides a wide variety of subject choices that suits children's needs (-6%)
- This school encourages my child to participate in community activities (-5%)

Parents of Year 7 students displayed the highest levels of satisfaction (5% higher than the average) and parents of Year 10 students displayed the lowest levels of satisfaction (4% lower than the average).

Open-ended comments related to the following themes: limitations with subjects, particularly in VCE; teacher-to-student and teacher-to-parent engagement / one-on-one; unresponsive teachers; student well-being; and support through remote learning.

Suggestions for improvements include:

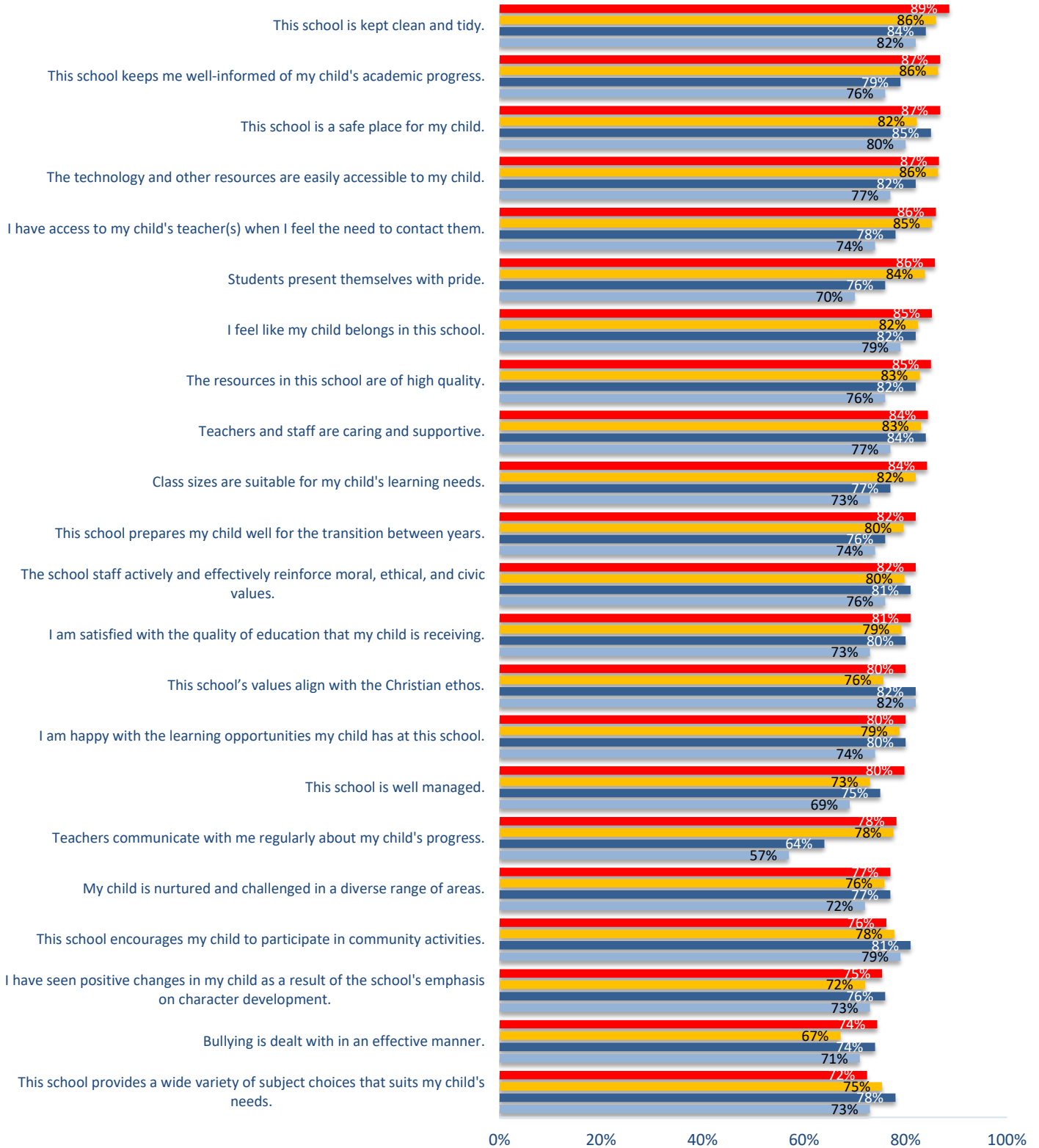
- More clearly explaining the range of subjects at the VCE level
- Ensuring that students are aware that they can reach out to teachers for clarification
- Reinforcing the communication strategies between teachers and their students facilitated by SEQTA
- More clearly promote student well-being responsibilities within the school and the network of support agencies used by Highview College
- Clearly explain the requirement of families to have internet access to engage in learning at Highview
- Ensuring that parents are aware of the range of online social activities that are school related

## Highview College's 2020 Results (N=242) compared with 2019 Results (N=175) and Benchmarks

Results below are presented according to the general parent questions (compared with 2019 and benchmarks). In addition, Highview College chose to include some remote learning questions, which are also presented. The tables that follow each chart show the number of respondents who answered each of the rating options, as well as the overall mean score. Please note: Highview College chose to change the item 'This school has strong Christian values' to 'This school's values align with the Christian ethos'; therefore, please compare results for this question with caution.

# General Parent Questions

■ 2020 Highview College Mean      ■ 2019 Highview College Mean  
■ Independent Schools Benchmark      ■ National Benchmark



## Highview College's Distribution of Results

	Strongly disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly agree	Total number of respondents	2020 Highview mean level of agreement
This school is kept clean and tidy.	0	1	0	13	100	113	227	89%
This school is a safe place for my child.	0	1	6	11	112	107	237	87%
This school keeps me well-informed of my child's academic progress.	1	1	8	17	88	121	236	87%
The technology and other resources are easily accessible to my child.	0	2	4	14	106	105	231	87%
I have access to my child's teacher(s) when I feel the need to contact them.	1	2	3	20	105	106	237	86%
Students present themselves with pride.	0	0	1	19	126	88	234	86%
I feel like my child belongs in this school.	3	0	8	11	111	100	233	85%
The resources in this school are of high quality.	1	1	1	21	113	86	223	85%
Teachers and staff are caring and supportive.	1	1	3	27	112	91	235	84%
Class sizes are suitable for my child's learning needs.	0	0	5	19	129	78	231	84%
The school staff actively and effectively reinforce moral, ethical, and civic values.	1	2	3	29	119	68	222	82%
This school prepares my child well for the transition between years.	2	0	6	23	126	65	222	82%
I am satisfied with the quality of education that my child is receiving.	2	4	3	35	116	73	233	81%
I am happy with the learning opportunities my child has at this school.	4	1	13	31	110	77	236	80%
This school's values align with the Christian ethos.	0	6	3	24	125	48	206	80%
This school is well managed.	6	6	7	27	101	81	228	80%
Teachers communicate with me regularly about my child's progress.	3	5	13	45	94	76	236	78%
My child is nurtured and challenged in a diverse range of areas.	4	2	14	43	114	57	234	77%
This school encourages my child to participate in community activities.	3	7	7	41	108	48	214	76%
I have seen positive changes in my child as a result of the school's emphasis on character development.	3	7	14	51	90	60	225	75%
Bullying is dealt with in an effective manner.	4	4	19	31	71	48	177	74%
This school provides a wide variety of subject choices that suits my child's needs.	4	11	23	43	102	50	233	72%



## Remote Learning Questions



	Strongly disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly agree	Total number of respondents	2020 Highview mean level of agreement
This school is doing a good job with keeping my child safe.	1	0	5	15	116	92	229	86%
I am aware of the Highview College values.	1	5	1	12	130	79	228	84%
Whilst remote learning, teachers have maintained regular contact with my child regarding his/her progress.	1	8	7	24	92	100	232	83%
My child's teachers have been very helpful.	1	2	9	28	101	91	232	83%
The school has provided my child with adequate resources to be able to effectively learn from home.	5	5	8	29	87	98	232	82%
IT issues have been resolved in a prompt manner whilst my child has been at home.	4	4	6	24	96	73	207	81%
It has been easy for my child to use the online resources that the school has provided.	2	8	12	35	88	87	232	80%
My teachers have given my child enough instructions to complete work from home.	6	4	14	33	92	78	227	78%
My child's teachers have displayed concern for his/her welfare.	6	5	11	30	100	71	223	78%
My child has been able to effectively engage in online classes from home.	7	13	16	34	71	94	235	77%
I feel that my child has been able to talk to the teachers about anything that is troubling.	7	12	21	40	85	63	228	73%

## Strengths and Areas for Improvement

Your school's results have been analysed for each question and compared to its results from 2019. The percentage difference between your school's 2020 results and its 2019 results were sorted, and presented below.

	National Benchmark	Independent Schools Benchmark	2019 Highview College Mean	2020 Highview College Mean	% Difference between Highview 2019 and 2020
Bullying is dealt with in an effective manner.	71%	74%	67%	74%	+7%
This school is well managed.	69%	75%	73%	80%	+7%
This school is a safe place for my child.	80%	85%	82%	87%	+5%
This school has strong Christian values.	82%	82%	76%	80%	+4%
I have seen positive changes in my child as a result of the school's emphasis on character development.	73%	76%	72%	75%	+3%
I feel like my child belongs in this school.	79%	82%	82%	85%	+3%
This school is kept clean and tidy.	82%	84%	86%	89%	+3%
This school prepares my child well for the transition between years.	74%	76%	80%	82%	+2%
Class sizes are suitable for my child's learning needs.	73%	77%	82%	84%	+2%
The resources in this school are of high quality.	76%	82%	83%	85%	+2%
The school staff actively and effectively reinforce moral, ethical, and civic values.	76%	81%	80%	82%	+2%
Students present themselves with pride.	70%	76%	84%	86%	+2%
I am satisfied with the quality of education that my child is receiving.	73%	80%	79%	81%	+2%
Teachers and staff are caring and supportive.	77%	84%	83%	84%	+1%
My child is nurtured and challenged in a diverse range of areas.	72%	77%	76%	77%	+1%
I am happy with the learning opportunities my child has at this school.	74%	80%	79%	80%	+1%
This school keeps me well-informed of my child's academic progress.	76%	79%	86%	87%	+1%
The technology and other resources are easily accessible to my child.	77%	82%	86%	87%	+1%
I have access to my child's teacher(s) when I feel the need to contact them.	74%	78%	85%	86%	+1%
Teachers communicate with me regularly about my child's progress.	57%	64%	78%	78%	0%
This school encourages my child to participate in community activities.	79%	81%	78%	76%	-2%
This school provides a wide variety of subject choices that suits my child's needs.	73%	78%	75%	72%	-3%
<b>OVERALL</b>	<b>74%</b>	<b>79%</b>	<b>80%</b>	<b>82%</b>	<b>+2%</b>

## Differences between Year Levels

The percentage difference according to year level of child was calculated for each of the items and presented in the tables below. If parents had more than one child at the school, results are based on their eldest child at the school. Green percentage scores indicate that the cohort scored 10% or higher than the overall mean and red percentage scores indicate that the cohort scored 10% or lower than the overall mean.

	Year 7 (n=41)	Year 8 (n=43)	Year 9 (n=45)	Year 10 (n=48)	Year 11 (n=33)	Year 12 (n=31)	Overall (n=242)
This school is kept clean and tidy.	93%	90%	88%	86%	86%	88%	89%
This school is a safe place for my child.	93%	85%	87%	85%	83%	88%	87%
This school keeps me well-informed of my child's academic progress.	87%	89%	87%	84%	90%	84%	87%
The technology and other resources are easily accessible to my child.	91%	89%	87%	84%	84%	85%	87%
I have access to my child's teacher(s) when I feel the need to contact them.	89%	85%	85%	86%	85%	87%	86%
Students present themselves with pride.	88%	87%	85%	85%	85%	85%	86%
This school is doing a good job with keeping my child safe.	91%	86%	85%	83%	83%	85%	86%
I feel like my child belongs in this school.	91%	86%	83%	83%	86%	83%	85%
The resources in this school are of high quality.	90%	85%	83%	84%	84%	83%	85%
Teachers and staff are caring and supportive.	89%	83%	85%	81%	86%	81%	84%
Class sizes are suitable for my child's learning needs.	90%	84%	82%	80%	86%	84%	84%
I am aware of the Highview College values.	89%	85%	86%	78%	85%	81%	84%
My child's teachers have been very helpful.	87%	83%	83%	79%	85%	81%	83%
Whilst remote learning, teachers have maintained regular contact with my child regarding his/her progress.	85%	82%	83%	80%	87%	81%	83%
The school staff actively and effectively reinforce moral, ethical, and civic values.	86%	85%	80%	79%	81%	82%	82%
This school prepares my child well for the transition between years.	86%	81%	81%	79%	83%	83%	82%
The school has provided my child with adequate resources to be able to effectively learn from home.	87%	82%	82%	77%	81%	82%	82%
I am satisfied with the quality of education that my child is receiving.	88%	85%	79%	77%	78%	79%	81%
IT issues have been resolved in a prompt manner whilst my child has been at home.	87%	83%	77%	78%	81%	81%	81%
I am happy with the learning opportunities my child has at this school.	89%	83%	78%	72%	81%	78%	80%
This school's values align with the Christian ethos.	84%	83%	79%	75%	81%	78%	80%
This school is well managed.	89%	80%	80%	72%	81%	77%	80%
It has been easy for my child to use the online resources that the school has provided.	86%	80%	80%	72%	81%	81%	80%
My teachers have given my child enough instructions to complete work from home.	78%	77%	77%	76%	81%	84%	78%
My child's teachers have displayed concern for his/her welfare.	79%	82%	76%	75%	79%	80%	78%
Teachers communicate with me regularly about my child's progress.	84%	77%	75%	77%	81%	76%	78%
My child is nurtured and challenged in a diverse range of areas.	83%	80%	76%	72%	78%	74%	77%
My child has been able to effectively engage in online classes from home.	80%	76%	76%	70%	82%	78%	77%
This school encourages my child to participate in community activities.	81%	81%	76%	71%	77%	73%	76%
I have seen positive changes in my child as a result of the school's emphasis on character development.	78%	78%	74%	70%	80%	75%	75%
Bullying is dealt with in an effective manner.	81%	77%	74%	71%	71%	74%	74%
I feel that my child has been able to talk to the teachers about anything that is troubling.	71%	73%	70%	71%	81%	74%	73%
This school provides a wide variety of subject choices that suits my child's needs.	84%	80%	70%	62%	71%	68%	72%
<b>Overall Year Level</b>	<b>86%</b>	<b>83%</b>	<b>80%</b>	<b>77%</b>	<b>82%</b>	<b>80%</b>	<b>81%</b>

## Additional Comments

Additional comments related to the following themes:

### **Limitations with subjects in VCE**

Complaints from some parents in regard to not offering a broader range of VCE subjects, or VCAL.

### **Teachers**

Some criticisms of variance among teaching quality.

### **Student Well-being**

Concerns about mental health of students.

### **Support through remote learning**

Appreciation of support during Remote Learning.

### **Dongles**

Calls for school-provided dongles to be continued.

## Insights and Recommendations

Overall, this survey has shown an increase in satisfaction in a range of areas; an overall mean score of 82% was reported (+2% in 2020). There has also been a significant increase with regard to parents' perceptions with the way in which the school is being managed (+7% in 2020; 73% vs 80%). These results should be commended considering the current issues within the community and school environment, and the challenges that have arisen.

It is important to point out that in both the parent and student surveys, there were several responses related to the topic of remote learning. Most parents' comments were positive; praising the school for its ability to handle the transition in making their family as comfortable as possible during these challenging times.

The majority of comments in favour of their child to continue with remote learning referred to the issue of student safety within the school during the pandemic and the fear of inadequately following and/or the policing of safety precautions leading to an unsafe environment for students. Those comments against remote learning pertained to the inability for their child to get the best education from a remote learning setting. Some parents expressed concern that their child may not be able to receive enough individualised support and/or learning due to the inaccessibility to freely communicate with teachers in a remote setting, which is outlined in this report.

### **The highest rated items were for:**

- 'This school is kept clean and tidy';
- 'This school is a safe place for my child'; and
- 'This school keeps me well-informed of my child's academic progress'.

The former two items have been rated highly now in consecutive years.

### **The lowest rated items were for:**

- 'This school provides a wide variety of subject choices that suits my child's needs';
- 'Bullying is dealt with in an effective manner', and
- 'I feel that my child has been able to talk to the teachers about anything that is troubling'.

There was somewhat general agreement among year levels; parents of Year 7 students displayed the highest levels of satisfaction and parents of Year 10 students displayed the lowest levels of satisfaction. Year 10 parents were significantly less satisfied with the subject choices, compared with other parents.

### **Areas of strength**

The statistical comparison of Highview College to the Independent Schools Benchmark showed significantly higher satisfaction ratings for 14 of the 22 items. The greatest comparative differences relative to an increase in satisfaction ratings for Highview College were for the following items:

- 'Teachers communicate with me regularly about my child's progress';
- 'Students present themselves with pride';
- 'I have access to my child's teacher(s) when I feel the need to contact them'; and
- 'This school keeps me well-informed of my child's academic progress'.

### **Areas for improvement**

Highview College was statistically lower than the Independent Schools Benchmark for only 4 of the 22 items

and had the same rating for four additional items. The greatest comparative differences relative to an increase in satisfaction ratings for Highview College were for the following items:

- 'This school provides a wide variety of subject choices that suits my child's needs';
- 'This school encourages my child to participate in community activities'; and
- 'This school's values align with the Christian ethos'.

In relation to the 2019 survey, Highview College showed higher satisfactory ratings for 19 of the 22 items.

**The greatest increases were for the following items:**

- 'This school is well managed' and
- 'Bullying is dealt with in an effective manner'.

Conversely, Highview College was lower for only 2 of the 22 items and did not show a change for 1 item in the survey.

**The greatest decreases were for the following items:**

- 'This school provides a wide variety of subject choices that suits my child's needs'; and
- 'This school encourages my child to participate in community activities'.

It is important to point out that although this survey has shown that there was a 7% increase over the previous year's rating in satisfaction related to 'Bullying is dealt with in an ineffective manner' (74% vs 67%); however, there may be several parents who lack the awareness of this area since many parents answered 'don't know'. Several comments identified the need for a remote counsellor to be on call for mental health and other student well-being related issues.

Results indicate that parents believe that Highview College has done a remarkable job of dealing with the challenges during these difficult times: commending the staff and administration for making sure the school is kept clean and tidy; maintaining a school that is a safe place for their child; and ensuring that technology and other resources are easily accessible. These are especially important issues that have garnered a sense of satisfaction among parent of students at Highview College during a very difficult time. However, at present, some parents are fearful of the negative impact remote learning may have on their child's education.

Furthermore, there are parents who feel that their child cannot effectively engage in online classes from home and feel that their child cannot talk to their teachers about things that are troubling. Although this group is a minority (approximately 15%), it warrants further investigation. It is important to ensure that all students have internet access and have a supportive environment set up that is conducive to their remote learning. Some parents feel that teachers need to be more accessible in smaller group settings and certain teachers need to be more responsive to specific students' needs and be open to providing clarification to questions. There is an obvious understanding and appreciative tone for the challenges the school is dealing with, and the majority of the respondents remain proud to be part of the Highview College community.

Based on the insights gained from the foregoing analyses, Highview College should consider:

### **Explaining the range of VCE studies**

This is an area that has been referenced several times in the comments section of the survey, with emphasis on the lack of courses offered at the VCE level. This issue requires careful explanation and needs to be addressed as it seems to be a significant trigger for distain within the parent community at Highview College and a 'hot-button' issue in consecutive surveys. It is recommended that an avenue of communication be

created that ensures parents understand the necessarily limited pathway options which Highview is able to deliver.

### **Establishing understanding that students can reach out to teachers for clarification**

In order to understand the specific issues that arise when students have questions that they may find uncomfortable asking in a large group setting, Highview has developed ways in which students can communicate in smaller groups, even in Remote Learning. It has been beneficial establishing drop in opportunities with aides to ensure issues are being addressed. Since parents are raising this as a need we must communicate the ways in which students already have access to additional opportunities for assistance.

### **Promoting communication strategies between teachers and their students**

Parents are concerned about some of the teachers' abilities to communicate with their students. Parents may need clarification about the ways in which teachers are accessible to students and the ways in which parents can engage directly with teachers through progressive, continuous reporting via SEQTA.

### **Commitment to student wellbeing within the school**

It is imperative for parents (especially during these times of high anxiety) to feel that their child is safe and protected and has ample support from the school. Calls for a Counsellor are short-sighted. We need to communicate the commitment Highview makes to student wellbeing and explain the network of professionals we draw on, who are trained to intervene when required.

### **Call for 'dongles' to be provided**

It has been expressed as a major concern with some of the parents (and also students) that the removal of the 'dongle' device would pose a serious threat to the ability to have their child participate in their education. The school went to great lengths to solve connectivity problems for 64 families in Lockdown 1.0 (we were unsuccessful in only three cases). The other 360 students had already secured, and have been paying for, internet access. We need to continue to advise families on those proven solutions as they secure their own connectivity in Lockdown 2.0. Highview is a technology-enabled school. Anyone without internet cannot fully engage with the educational experience we offer.

### **Communicate online social activities that are school related**

Several parents are concerned about the ability for their child to socialise with their peers during remote learning. They may be unaware that in DELTA every day Mentors organise fun non-academic activities for students to partake in and socialise with their peers. These are as simple as a basic as a show-n-tell forum or a daily themed playlist; an opportunity for students to have a chance to share something personal from their home, and socialise with other students. This may be resolved with the School based bulletins now being published.

### **A final note:**

The survey suggests that parents are extremely supportive of the excellent job that Highview College has done to help make this difficult time more comfortable for their children. It is important for *all* students to remain engaged, particularly whilst remote learning, although there are a few parents who do not feel supported during this time, with regard to their child's learning. Sustaining clear and consistent communication will be important.

For further information and assistance regarding the implementation of these recommendations, please contact National School Surveys on 03 9067 8855.

## Individual Parent Comments

Parent	Year level	Comments
Father	7	No remote learning please.
Father	7	The school needs to be about the students. The school focuses on being a business more than a school at times, which affects the students.
Grand parents	7	i think the bullying needs more attention
Grandmother	7	I do have students at other schools and Highveiw is by far ahead of the learning from home concept. I feel extremely confident the my child is not falling behind just because she is learning from home.
Mother	7	Highview is a caring environment, it is just a shame that my child has been learning from home more than at school in her first year of secondary school.
Mother	7	Highview is a wonderful school, my son has improved so much since starting at Highview. Online learning was a challenge for everyone, but Highview made it so easy, and parents got information about their children nearly on a daily basis. 10/10 school
Mother	7	Keep up the fantastic work and support you are doing at this tough time Thank you 😊
Mother	7	My child is in Year 7, so we have only had this year to report on. My husband and I are extremely happy with the school, the leadership, teachers and the curriculum. The communication and support is excellent and the staff care about the whole child. Thankyou
Mother	7	My comments in relation to teachers and communication are not all, on the whole I found the teachers and my child's delta teacher fabulous, but a certain teacher was not very responsive to my child's requests or questions in class or via email in relation to work they needed help with. This left my child feeling defeated and like they were failing. Not a great start to year seven. Overall I wish to express my admiration for all staff and students for the way they met the challenge.
Mother	7	The only thing I would have liked to have seen if possible would be during remote learning Delta for the teacher to speak in smaller groups so they can check their wellbeing- as the kids aren't going to say how they are feeling in a large group, nor are the teachers able to monitor this as closely like in the school setting. For the delta teacher to have that more one on one contact with each student as they would usually at school in person.
Mother	7	The problem with on line learning is my son is embarrassed to ask for help as the other kids can hear him,
Mother	7	The school has done an exceptional job in dealing with this pandemic. Information about has been disseminated regularly. Thank you and congratulations to all the teachers and staff!
Mother	7	Whilst online learning I believe a follow up phone call would help when my son emails with problems. He doesn't always feel confident to speak in a open class situation. That more personal approach would be beneficial. Some feed back from the teachers on his progression and weaknesses would help us as parents to discuss what he needs to do when struggling with a test or project especially as we missed the formal parent teacher interviews. The grading in the report does not tell us how his handling his daily classes. Some more feedback would be appreciated.
Father	8	😊
Mother	8	As this is our sons first year I find myself unable to answer all of the questions. A large portion of his learning so far has been from home unfortunately



Mother	8	I have found with remote learning, that some teachers have been great contacting me when my child has fallen behind while others have watched the grades decline without offering help (I have heard my child not getting answers to questions asked and in tears falling further behind). I know I am not the only parent that has noticed grades falling and lack of motivation through remote learning. Big congratulations to the PE teachers though, very hard subject to teach remotely.
Mother	8	I have twins who attend in year 8 I've found that there has been a lot of pressure put on them in one subject which is English. Giving the trying circumstances with online learning I feel and so do my children that too much is being expected of them in this subject? We can't expect grades and learning to be the same as it would as in actual class, This has made them both extremely anxious and very disheartened about the subject, To the point of not being able to ask for help as they feel there made to feel a little stupid and therefore effects other subjects. I believe they shouldn't be in online learning classes as long as they are? It's way too much and it's not healthy looking at a screen all day. The school is doing a wonderful job, my only issue is the English class/teacher and the amount of screen time. Thank you
Mother	8	I know this year has been filled with more challenges than usual which has led to unforeseen interruptions and stress. Highview have dealt with these in a timely and positive manner and I have been impressed with the availability of staff. Highview is an asset to our town.
Mother	8	I was very impressed how Highview handled the remote learning. It was very professional from day one.
Mother	8	Most teachers are good. Some are young and too impressionable. Still have some maturing and life skills to learn.
Mother	8	Some impractical tasks set for home learning e.g clay modelling When students are in class they need to remain on screen for duration of class - several teachers would allow Sam to hop off screen and request they just pop back for end of lesson - don't feel this is effective supervision and diminishes opportunities for students to informally request assistance from there teacher - other than this I feel the school effectively handled the transition to remote learning and we are grateful to teachers for their efforts with this
Mother	8	Some teachers have been incredible and gone above and beyond to support my Childs learning and others have not. I have been impressed with the support provided in some areas however due to special additional assistance required remote learning has presented a few challenges. It was difficult to fairly answer some questions about teachers as some are fantastic and others not so supportive.
Mother	8	You are all doing a great job in such uncertain times. Thank you
Father	9	Highview College is trying hard to cope with the difficulties presented by the Covid-19 pandemic and in the main is succeeding, but it isn't easy and I feel that my child's academic achievements and success this year will be less than I had anticipated. Disappointing but to a degree unavoidable.
Father	9	I believe the principal and her team are managing well the current circumstances, though I felt the return to school after the first lock-down was delayed. It was highly do-able to re-open the classrooms when the state schools went back, but my son had to wait a further three weeks (5 in effect, including the holiday) before being able to re-engage with his (almost) normal school life and routine. The social benefits/needs of on-campus schooling could perhaps be given further weight when next the matter of resumption is announced.
Mother	9	Can we please go back to online learning because my child achieved the best grades he has ever received. He felt happy and safe to get on with his work. He matured, developed organization skills and was proud of the work

		he produced. He is not happy to be at school in these uncertain times and is intimidated by face masks.
Mother	9	Cannot speak highly enough of the school, very happy with the education my children are receiving
Mother	9	Class rooms that have broken windows and heaters not working Isn't ideal during the winter months especially in these trying times A little bit of maintenance to these issues would go along way in staying healthy
Mother	9	I am thankful we have a chaplain at Highview, but I think his role could be utilised more to encourage strategies to help students during difficult times. Scripture addresses relevant issues, eg. anxiety, depression, acceptance and unconditional and forgiveness, fear. Utilised properly with those who want to, it is very effective. Prayer is a great tool and certainly the world needs prayer with the pandemic. Highview College has very caring staff. I am praying for the school community, especially at this time.
Mother	9	Please go back to online learning from home again as we are in a worse situation than what we were in term 2 with Covid 19. I fear for my children's safety at school at the moment.
Mother	9	Remote learning was amazing. A+ Wonderful staff who go above and beyond.
Mother	9	Sometimes I'm concerned because my children don't need an aid but require examples to be shown and assistance on ways to work things out and get started. They complete the work but don't always understand the expectations so grades are lower. Thinking if somehow the support staff could assist with this for kids who don't play up and don't have disabilities they would thrive better in their marks. My kids don't stand out as struggling or problem children so slip under the radar and feel if children could have hour a week to discuss assignments 1:1 and get a discussion going to get them started on assessments grades could improve Thanks for a great job though and being dedicated to my our kids I know it's not easier and about to get harder which just reinforces my concerns
Mother	9	The principal is a poor manger of this school. She is very academically focused and does not include a huge range of options for non academic students.. nor do they make available arrangements for other subjects off site or remotely that students may be interested in but cannot be offered at the school. The quick jump or want to keep pushing patents into remote learning is of a concern with students who really need to be on site with face to face learning.
Father	10	I think some key pieces of information (around Tests/assessment tasks) were ONLY spoken about by teachers briefly during remote learning. This information needs to be communicated more formally also eg via email and other electronic means. Some children have missed some of these pieces of information owing to the complex environment of remote learning - possibly due to technical issues or even environmental sounds such as inopportune dog barking, noise associated with siblings, parentally controlled machinery etc.
Father	10	No more remote learning, unless COVID spread in our LGA. More protocols to ensure safe learning at school
Father	10	Remote learning is not something I want to do again
Father	10	unsatisfied with the principal and her disdain for the working class parent. I believe if you possessed greater wealth or were of a higher social standing the interactions with her would be much smoother.
Father	10	Very impressed with the media and music programs. The school musicals have been a highlight for my children.
Mother	10	2020 has shown what amazing teachers/staff Highview has. I can only imagine the huge amount of work that is going on behind the scenes to make 2020 a successful year with remote learning. Thank you!!

Mother	10	I have nothing but praise for Highview, I've found over the past 4 years of my children being at Highview we have been supported, have received excellent communication, have been kept informed and have been given some excellent opportunities. I find the online continuous reporting to be excellent. Overall I think Highview offers a quality education, great opportunities to get involved in community service, fantastic teachers, excellent access to technology and is an affordable choice for us.
Mother	10	My child struggled to keep motivated in the online learning even with the support at home and at school. The teachers tried very hard and kept me informed throughout.
Mother	10	The narrow subject selection in yrs 11 & 12 is bordering on impinging on an individual's right to choose to continue education with this school eg it is impossible if the child is not academic, but more kinesthetic. Considering the community this school operates in to have such a primary academic focus in years 11 & 12 seems ill informed regarding expectations and social norms and likelihood's of the population pursuing tertiary qualifications. The sum of this approach are kids displaced in years 11 & 12 and losing later year connections if they cannot perform in a concentrated academic timetable of subjects. Not at all focused or safe for the child, but here's cheers to maximising profits, shame.
Mother	10	The school does not actively promote Christianity. It does not run Christian living as a subject. Christian staff seem hesitant to talk about Christianity to students. It would appear that Christian staff are at risk of losing their job if they do discuss Christianity with students. The school does not appear to be a Christian school. The Principal indicated that the school was STEM focused but the Principal will not allow English Language to be taught at VCE level. The school is reducing the VCE Maths subjects physically taught at by the school. The positive psychology program incorporated in Delta seems to be disappearing especially since the departure of the director of pastoral care. Christian values practiced along side positive psychology program have shown to be effective. Maybe the school should consider this instead of reducing the Delta program. The Principal did not communicate with all school families about the remote learning earlier this year. When she was informed about this, chose not to follow it up. Edsmart indicates the ability to communicate via SMS, but the school does not do so. Edsmart does not communicate with families who do not or chooses not to communicate digitally.
Mother	10	The school needs to keep in mind that students that already live remotely only have school as their form of socialism and for some it's the difference between liking life and not.
Mother	10	Under the current circumstances of 2020, I think education should be reassessed and the same expectations under 'normal circumstances' should not be relevant under these unusual and not normal times. The expectation on parents during remote learning has been unrealistic as well as what is expected of students. I understand it has been an unprecedented event and everyone is doing their best.
Mother	10	We are very happy to have our children at Highview
Mother	10	Year 9 Music did not run this year and that was upsetting.
Father	11	Remote learning has significant limitations in terms of teacher interactions and socialising with peers. This is a barrier to the level of education that I want and expect for our son. Remote learning also severely limits practical work in the lab for biology and also other subjects such as Sport & recreation etc. we need to do better now that the second enforced remote learning event has been initiated.
Father	11	The school is doing a superb job with decision making in regards to Covid. The initial decision to switch to remote learning, which was considered premature by some, was done in the best interests of our children and I trust

		the school will act accordingly when the time comes to switch again. Thank you for supporting our children during this time.
Mother	11	I really appreciated the effort that went into the Remote Learning time at home. I know it was challenging for students & teachers alike. As we don't have access to internet we especially appreciated being provided with the dongle. If we were to return to remote learning we would definitely need the dongle again otherwise our children would be very disadvantaged.
Mother	11	I still feel that the school would benefit from a trained counsellor. My youngest has Autism and anxiety and would benefit from a staged reintroduction with the school environment but the attendance policies prevent this.
Mother	11	In regards to safety, it would be better to return to remote learning to reduce the risk of the virus. Masks may not be used effectively to prevent contamination.
Mother	11	Really sad with the decline in the school. Unhappy with the principal and management. Lack of subject choices. Reluctance to offer online learning/distance education during pandemic especially bad considering long distances children travel. Uncaring, threatening attitude by principal and management. Unsupportive. My child already studies two subjects via distance ed Victoria because highview fails to teach the basic academic subjects, so not sure what we are paying for. Bullying, intimidating, threatening attitude that extends from principal, to senior management, and sadly many staff members. An unpleasant 'culture' in the school that needs to go. Kids have repeated some of the things teachers have said in the classroom, and quite frankly, some of it is deplorable. Teachers should be caring and supportive. As soon as a private distance ed school comes along, I will be withdrawing my kids and moving them.
Mother	11	Remote learning fails to meet many of my child's overall needs. Teachers did not have the time or skill to effectively introduce remote learning.
Mother	11	The teachers and staff are fantastic. They have done a great job through the remote learning times.
Mother	11	Whilst the school was understanding during the first remote learning it was made very clear via an email that they are a BUSINESS and as such no further discounts of fees would be provided in term 3. this new remote learning (August onwards) we have been told that the previous support provided (a dongle) to assist our children access online platforms for remote learning would not be provided again. Living remotely means we only have access to satellite internet which does not support 4 children home school plus two parents work remotely also. I find this very frustrating and an additional cost (a high cost) to enable our children to learn remotely.
Father	12	The school is well run
Mother	12	- more attention on the students health and wellbeing, as this affects their results. If a student isn't 100%, they won't be getting good results. - teachers need to re-evaluate their teaching methods
Mother	12	As a parents I and my husband have found Highview college to provide a well rounded and holistic education for our children in a safe and supported environment. My children want to go to school and are excited to learn as parents we can not ask for much more. They have strong self belief and are looking forward to future learning and exploring the world. This esteem I believe in part is because they are believed in and positively supported by the college and the educational setting. Thank you Highview College.
Mother	12	I Am extremely happy with how the school has dealt with the home schooling. My year 12 feels very supported and the teachers have been great. well done to management Principal and staff
Mother	12	IT issues at school still ongoing if student has to attend to get computer looked at. Long waits to get computer returned and I have had 2 students with computer issues with one being in year 12 which has been ongoing over

		the last two years.
Mother	12	More effort needs to go into recycling
Mother	12	More support is needed to be available for the mental health of all the students, especially in remote learning, and those students that are remote learning at home on their own. A school counselor is needed to help address this issue.
Mother	12	No complaints, handling Covid 19 as best they can.
Mother	12	The school does not do enough for students struggling with online schooling especially those in VCE subjects. This will have a huge future impact. Glad this is my last child completing school at Highview.