



Parent Satisfaction

Parent feedback is an integral way of ensuring Macarthur connects with the opinions of those who have a key interest in the well being of children within the School. In most cases, anecdotal conversation between teaching staff and parents gives a brushstroke of current levels of satisfaction. Where a parent has a significant negative issue, a formal interview will be arranged with Executive staff to ensure the concerns are understood and every option considered to resolve any reasonable solution.

The last formal parent survey was conducted in 2017 by the request of the Headmaster to gather information that would best gauge the current level of satisfaction of Parents. This was carried out by means of an anonymous survey formulated and analysed by MMG Education, Level 4, 191 Clarence Street, Sydney. The review was extensive and covered a wide range of related education areas. It is a costly but worthwhile exercise for such reviews to be carried out by an external professional body, such as MMG Education. Due to the cost, it is not possible, nor productive, to conduct the review across the parent sector every year, however, it is the intention of the Headmaster to offer parents every 5 years.

The information provided below concerning the levels of satisfaction among parents

Parent Satisfaction

For research based opinions of parents, please refer to the following:

90% of parents noted their expectations were met or exceeded in relation to the quality of teaching at the School (pg43MMG)

87% of parents noted their expectations were met or exceeded in relation to the quality of student welfare at the School (pg43MMG)

96% of parents noted their expectations were met or exceeded with the School providing a balanced, challenging education for their children (pg43MMG)

95% of parents noted that their expectations were met or exceeded in relation to the academic culture (pg43MMG)

89% of parents noted that their expectations were met or exceeded in relation to facilities and resources at the School (pg43MMG)



89% of parents noted that their expectations were met or exceeded in relation to the Headmasters leadership. (pg43MMG)

Some examples of comments include expressions of gratitude from some community members, are shown below. Comments that have resulted from the parent survey upon the withdrawal of a student are identifiable by the question shown in brackets:

The class sizes are fantastic, my children are happy and love their teachers. My children love going to school and often talk about what they learn. I feel the school has a relaxed feel about it which suits my children, but at the same time the standards and expectations are high and my children rise to this.

I had a concern when my girls first started, i was contacted back very quickly and a solution already completed. My daughters teacher is very approachable and easily contactable. My kids experience with all staff is that they are all highly professional, courteous and well informed. Their genuine concern is clearly evident.

I moved my three daughters from the local catholic schools two years ago. I wish I did it many years before, the combination of the academic culture with the extra curricular and sports has really made my girls happy to attend school.

Your generous gift of time towards the work of the African Aids Foundation is once more appreciated. The concert was excellent. On behalf of the Board of Directors please accept our sincere thanks for the donation that has been given to our work.

Everyone has been extremely helpful and knowledgeable to help with any issues we have had. I particularly like the frank and open communication when discussing my child. Teachers have gone above and beyond with a genuine interest in my child. Everything is organised very well and without drama.

We will never forget the impact you have had on our family. Saying a mere thank you seems so inadequate. Please know that you have all made a huge and lasting difference in our lives.

We have been extremely happy with the way the school has cared for and educated our children. . . . Our decision to send our children and to keep sending them to Macarthur, has been one of the best choices we have ever made.

I want to congratulate you for your ongoing initiatives that you and your staff take for the betterment of the school. Without the correct leadership and



guidance, staff and children work with complacency and without commitment.

Amazing staff , academically is an excellent school with proven results and all other activities are amazing too , so blessed to have both my daughter previously and now my son in this school

From the first moment we came in contact we th school after a difficult period from the initial school our son attended we have been blessed with the caring nature and willingness to help across the entire school from principal through to Uniform lady. We certainly have been welcomed and have seen our son blossom.

I feel that the school is very progressive and provides the best opportunity for education in the Macarthur region. We feel as though by sending our child to Macarthur they are getting well prepared for life ahead and an attitude toward education.

The school provides an excellent community feel, wonderful pastoral care, teachers all seem genuine, interested and motivated. Extra curricular activities are excellent.

Its only been three terms but it feels like an extension of our family.

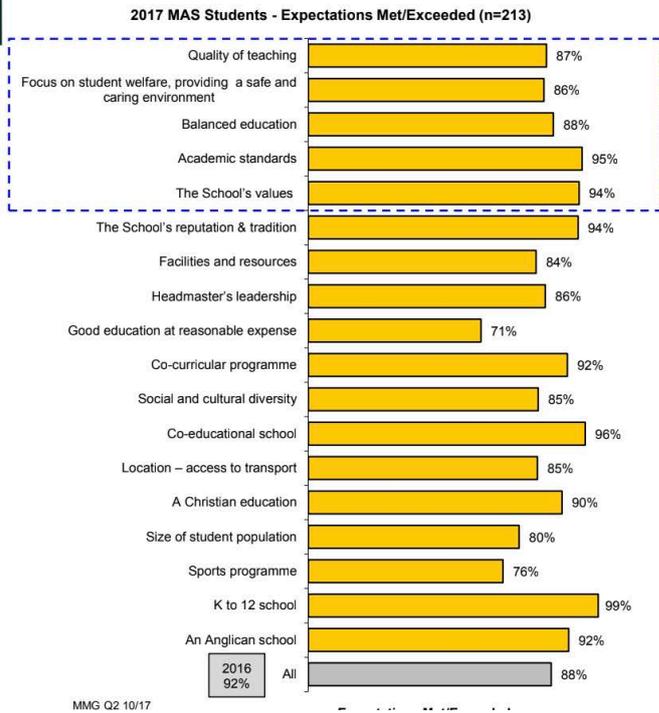
Student Satisfaction: As mentioned in the opening statement of this section, a very comprehensive research study of students was carried out in 2017 by MMG Education. The research, which focused on students of Years 7, 9 and 12, covered the areas Academic Programme, Christian Studies, Student Welfare, Communication, Student Services, Non-sport Co-curricular Activities, Sport, School Camps, Administration and Leadership, Facilities and Resources and School Reputation. The report, *2017 Years 7, 9 and 12 Student Review*, provides comprehensive data on each separate year group and comparisons between male and female students.

Students were asked to note the level that their expectations had been met in relation to key areas at Macarthur.

This chart below provides all student's scores for expectations met/exceeded ranked in order of importance. Overall, expectations met/exceeded is 'very high' (92%) which is above MMG's student school average benchmark score of 88%



Expectations Met/Exceeded – All Students

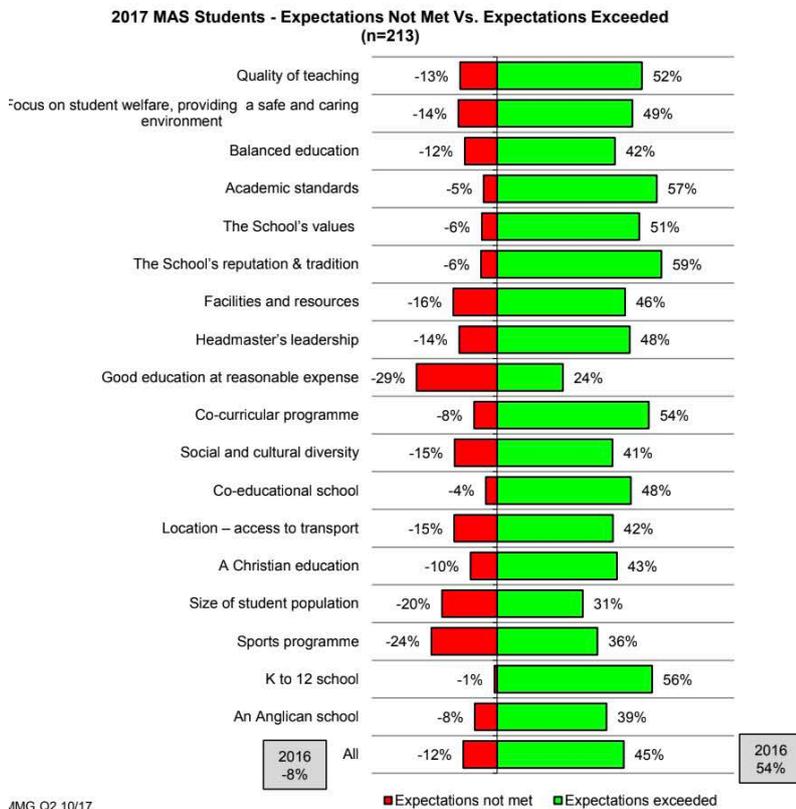


Students were asked to note the level that their expectations had been met in relation to key areas at Macarthur ranked in order of the importance their parents placed on the same reasons for choosing MAS.

This chart provides all students' scores ranked in the order of the importance their parents placed.

Overall, expectations met/exceeded is 'very high' (88%) which is equal to MMG's student school average benchmark score of 88%.

Expectations Not Met Vs. Exceeded – All Students



This chart shows the percentage of all students who noted their expectations have not been met (red) and expectations exceeded (green), ranked in parents order of their importance placed on the same reasons for choosing MAS.

For example, for 'Quality of teaching', 13% of students noted that their expectations had not been met whilst 52% noted that they had been exceeded. The balance is expectations met.

The 3 highest areas noted for 'expectations exceeded' are:

1. The School's reputation and tradition (59%)
2. Academic Standards (57%)
3. A K to 12 School (56%)

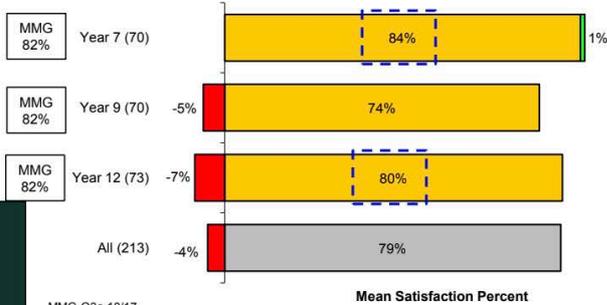
The three highest areas noted for 'expectations not met' are:

1. Good education at a reasonable expense (-29%)
2. Sports programme (-24%)
3. Size of the student population (-20%)



Overall Satisfaction with Macarthur – Year Group & Gender

2017 MAS Students - Overall Satisfaction with Macarthur - Year Group



Students were asked their overall satisfaction with the School.

In the top chart the green bar shows the percentage increase from last year and the red bars the percentage decrease.

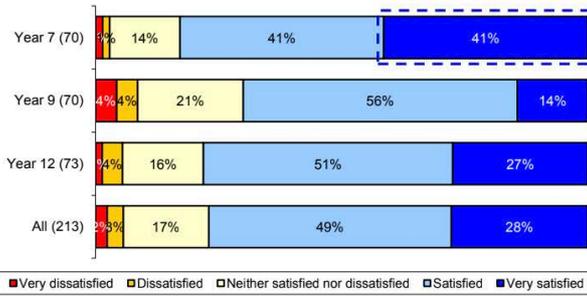
The overall satisfaction score for all students with the School is 'high' (79%).

Satisfaction scores range from 'high' (Year 9, 74%) to 'very high' (Year 7, 84%).

The chart below shows students' overall satisfaction by gender.

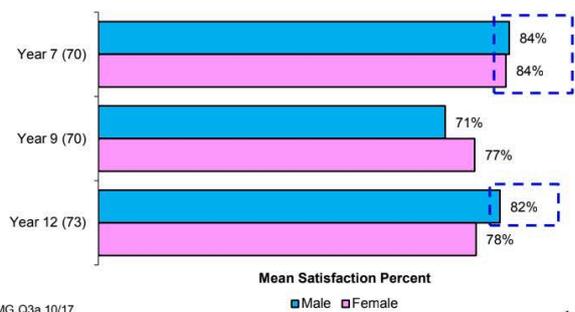
MMG Q3a 10/17

2017 MAS Students - Overall Satisfaction with Macarthur - Year Group



MMG Q3a 10/17

2017 MAS Students - Overall Satisfaction with Macarthur - Student Gender



MMG Q3a 10/17



Further Information Concerning Student Satisfaction

Each year, at the Commencement Service, students who have completed their entire school education at Macarthur Anglican School receive a Kindergarten to Year 12 Award. In 2017 twenty students graduated receiving this recognition. This is 18% of the cohort who departed in 2017 having completed Year 12

From a group of 73 Year 12 students, this number of awards was particularly remarkable in demonstrating the long-term commitment of these families to the school and the satisfaction of the students themselves in attending Macarthur. Four students left Macarthur during 2017 while in Year 10. Overall, the level of satisfaction is very high and continues to increase as each new survey indicates. These students and their families have shown a high level of loyalty to the school. The enduring outcomes of Macarthur, in producing young men and women who are well-educated, skilled, confident, optimistic and ready to serve others, are highly regarded.

Staff Satisfaction

Results from the 2011 Staff survey conducted by MMG indicate the following levels of staff satisfaction.

93% of staff noted their expectations were met or exceeded in relation to the quality of teaching at the School .

94% of staff noted their expectations were met or exceeded in relation to the quality of student welfare at the School .

92% of staff noted their expectations were met or exceeded with the School providing a balanced, challenging education for their children.

87% of staff noted that their expectations were met or exceeded in relation to the academic standards.



88% of staff noted that their expectations were met or exceeded in relation to facilities and resources at the School.

88% of staff noted that their expectations were met or exceeded in relation to the Headmasters leadership.

Further Information Concerning Teacher Satisfaction

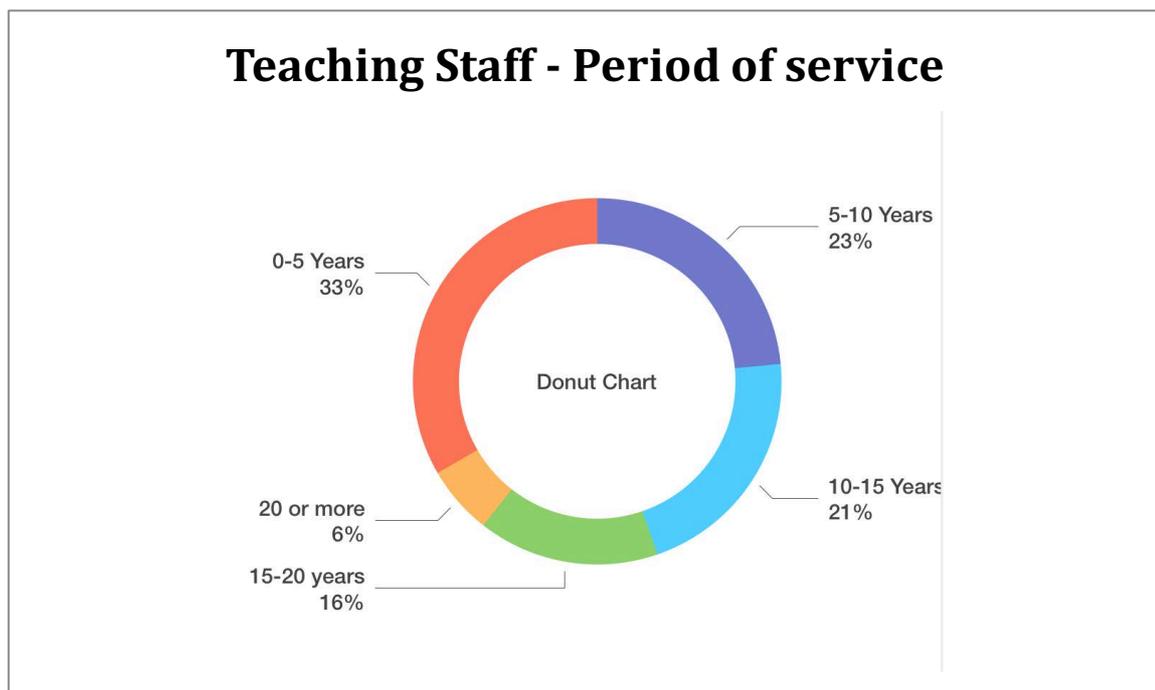
Staff satisfaction is generally measured qualitatively by noting their demeanour while working and the level of interaction in meetings and willingness to take on additional tasks beyond normal teaching duties to add value and stimulation to the education received by the students. There are also several indicators of the degree to which staff are satisfied with the school:

The high average daily staff attendance rate of approx. 96% for 2017 compared with 97% for 2016. This figure is based on sick leave and other forms of personal leave including unpaid leave, but not including leave to attend professional development activities. It is calculated by totaling the number of sick and unpaid leave days from school records and expressing this as a percentage of the total possible days of attendance by staff during the school year.



The number of staff members who have served the school for extended periods. This is shown in the following table:

Teaching – Periods of Service attained by the end of 2017



In all cases, departing employees express gratitude for the opportunities they have had in working at Macarthur in either a teaching or support role.

The number of staff who are involved in activities that entail hours or days of time beyond the classroom, including:

- Duke of Edinburgh Awards Scheme – weekend and vacation treks.
- Annual Snow Sports Programme – winter vacation.
- After school sports training.
- Agriculture Show Team – Kangaroo Valley, Goulburn, Moss Vale, Camden and Royal Easter Show weekends and vacation time.
- Attendance at evening debating and public speaking competitions, award ceremonies etc
- School production rehearsals and performances after hours, at



weekends and in holidays

- School concerts and drama performances.
- Year 12 Study Camp in vacation time.
- Staff and family social gatherings such as the Year 7 Welcome Barbecue, House Barbecues.
- Attendance at staff professional development activities, some occurring in a staff member's own time.
- School tours during vacation periods, some overseas tours to the extent of a whole holiday period.
- After-hours student/family formal occasions such as the Year 12 Dinner, Annual School Ball.
- Community Service Programmes after school.

The Macarthur staff is motivated and committed towards engaging students and providing an outstanding and stimulating education, as can be seen in the list above, depicting the extensive involvement of staff during their own time.

The dedication of staff in giving up their time and in being prepared to be away from their own families, sometimes for several days or even weeks, is appreciated by the school and frequently recognised in the comments of parents and feedback from students. Macarthur is never short of willing and enthusiastic staff to support these and similar events, which make up the unique set of opportunities available to the students.