

## School Parent/Guardian Service Satisfaction Survey

We at the Academy of St Benedict the African School appreciate the confidence and trust you place in us to educate your child/children in a Christ-centered, Catholic faith-based school. As partners in the education of your child/children, your opinion can help us understand how satisfied you are with the educational services we provide. We are committed to providing the best possible experience for you and your child/children. So, please take a moment to complete this short survey. Your opinions are valued and will help us to improve. **All responses are confidential.** Just drop off the survey in the box marked satisfaction survey or mail it back to us. Thanks for helping us out!

On a scale of 1 – 5 please circle only one answer per question that best indicates how satisfied you are with:

	Not Satisfied			Very Satisfied	
<b>Office Staff/Receptionist:</b>					
1. Being greeted with courtesy and respect when I visit the school?	1	2	3	4	5
2. Phone calls are answered in a polite and respectful manner?	1	2	3	4	5
3. Phone call is answered promptly?	1	2	3	4	5
4. How satisfied are you with the office staff/receptionist?	1	2	3	4	5
<b>Facilities:</b>					
1. Interior appearance of the school is clean and neat?	1	2	3	4	5
2. Exterior appearance of the school is neat and clean?	1	2	3	4	5
3. Signs direct me to where I need to be without confusion?	1	2	3	4	5
4. Class work of the children is displayed throughout the school?	1	2	3	4	5
5. How satisfied are you with the school facilities?	1	2	3	4	5
<b>Teachers</b>					
1. Child/children's teacher treats me with courtesy and respect?	1	2	3	4	5
2. Questions about my child/children are answered fully?	1	2	3	4	5
3. Child/children's teacher is available when I have questions?	1	2	3	4	5
4. Phone calls to teacher are returned in a reasonable amount of time?	1	2	3	4	5
5. How satisfied are you with your child's/children's teacher(s)?	1	2	3	4	5

# The Academy of St. Benedict The African

## Educational Services:

	Not Satisfied			Very Satisfied	
1. Child/children are learning what I expect them to?	1	2	3	4	5
2. Child/children are happy with their teacher(s)?	1	2	3	4	5
3. The principal is available to answer my questions or concerns?	1	2	3	4	5
4. Before and after school programs meet my child/children needs?	1	2	3	4	5
5. Child/children are treated with courtesy and respect?	1	2	3	4	5
6. How satisfied are you with the overall educational services of the school?	1	2	3	4	5

## Religious Programs:

	Not Satisfied			Very Satisfied	
1. Child/children are learning what I expect them to?	1	2	3	4	5
2. Child/children are happy with their teacher(s)?	1	2	3	4	5
3. The religious programs enhance our family values?	1	2	3	4	5
4. Child/children has a better understanding of the Catholic faith?	1	2	3	4	5
5. How satisfied are you with the overall religious services of the school?	1	2	3	4	5

## Technology Services:

	Not Satisfied			Very Satisfied	
1. There is adequate computer technology in the school?	1	2	3	4	5
2. Child/children are learning what I expect them to?	1	2	3	4	5
3. Child/children are happy with their technology teacher?	1	2	3	4	5
4. Computer use is a part of classroom/homework assignments?	1	2	3	4	5
5. How satisfied are you with the overall technology services of the school?	1	2	3	4	5

## Values/Character Building

	Not Satisfied			Very Satisfied	
1. The schools values/character building programs are appropriate?	1	2	3	4	5
2. Child/children are learning what I expect them too?	1	2	3	4	5
3. The values/character building program strengthens our home?	1	2	3	4	5
4. How satisfied are you with the values/character building activities?	1	2	3	4	5

# St. Benedict

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**Extra-Curricular Activities/Sports Programs**

	Not Satisfied			Very Satisfied	
1. There are sufficient extra-curricular and sports activities at the school?	1	2	3	4	5
2. Child/children are learning what I expect them to?	1	2	3	4	5
3. Child/children are happy and involved in the programs?	1	2	3	4	5
4. These programs meet my child/children's needs?	1	2	3	4	5
5. Child/children are happy with their teacher(s)?	1	2	3	4	5
6. How satisfied are you with the overall extra-curricular/spots activities?	1	2	3	4	5

What do we do well? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

What could we do better? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

If you could change one thing immediately, you would change: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

Optional:

Name: \_\_\_\_\_ Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

I would like someone to contact me regarding my survey? Yes \_\_\_ No \_\_\_