

Dear Parents,

On behalf of faculty, staff, and administration, I want to thank all who participated in the Independent School Management (ISM) parent satisfaction survey. As promised, we want to share some results with you and highlight a few specific insights garnered from the survey. We will use this information to improve online learning for both students and parents. Among the highlights:

- 155 parents completed the survey. This high response rate helps validate the results.
- 90% of parents gave the School an A or B-rating for our overall response to the COVID-19 Crisis. 9% of parents gave a C-rating or below – more than we would like. While the survey did not ask open-ended questions to clarify parent dissatisfaction, we have heard from many parents who reached out individually to offer insights and share concerns. The feedback primarily revolved around the issue of screen-time, technology platforms, and work-load. Some parents believe we require too much of their oversight for younger children, and have requested more face-to-face instruction. Again, the overall results point to significant parent satisfaction, but we will continue to make improvements.
- Over 90% of parents gave the leadership of the School an A or B-rating for our communication to the community. However, a few C and two F-ratings are too many. We continue to review how we can be more communicative and helpful to our parents. One solution is to use the usually quiet summer months to communicate regularly and also to hold at least one HSA parent meeting, something which has not been done in past summers.
- General satisfaction with our teachers is very high. Between 85-90% of teachers in both divisions were graded an A or B in remote learning and general satisfaction. We are so fortunate to have such a dedicated staff, many of whom are managing their own children and households while continuing to teach. Our teachers meet regularly to share their challenges and collaborate and share solutions. Many creative ideas have emerged while also showcasing the resilience of students and teachers alike. Some of you may have seen Mr. Taranouchchenko dressed in revolutionary garb for a social studies lesson; Mrs. Batzel invited special visitors to help students with their biography projects in Group 2; various authors have read to our students, and an Illinois Congressman made a special appearance in Group 7 Zoom.

Attached to this message, you will find a PDF with some of the survey results. We are grateful for your feedback, from both the survey results, and from emails and phone calls.

In last week's ACS News, we asked for feedback on Design Thursday, and our marketing consultants will be asking for your help with some of our ongoing marketing efforts. All of these surveys demonstrate our commitment to listening to our families, wanting to be transparent in

our communications, and wanting to provide the very best school experiences for you and your children.

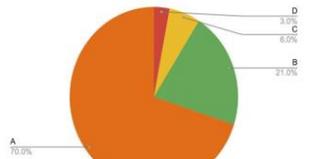
When you receive another survey, please take the time to fill it out. I look forward to seeing you all at Spring Fair on Friday!

Sincerely,
Paul Druzinsky
Head of School

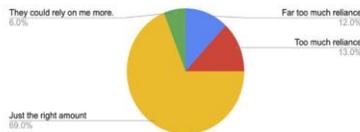


Independent School Management (ISM) COVID-19 Response Survey

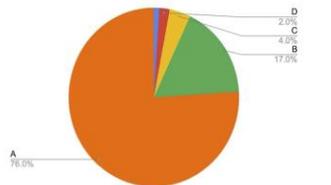
What letter grade would you give The Avery Coonley School for their overall response to the COVID-19 crisis?



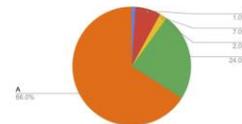
To what degree has the school relied on you to provide instruction or assistance while your child(ren) learn(s) from home?



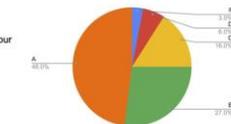
What letter grade would you give the leadership and/or Head of School regarding their communication during the pandemic?



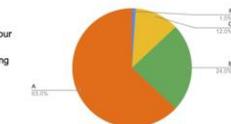
What letter grade would you give your child's Lower School teachers regarding their communication during the pandemic?



What letter grade would you give your Lower School child's distance learning experience so far?



What letter grade would you give your child's Middle School teachers regarding their communication during the pandemic?



What letter grade would you give your Middle School child's distance learning experience so far?

