# Brisbane Girls Grammar School Stakeholder Survey Results 2010

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## Four Surveys

<table>
<thead>
<tr>
<th>Past Student Survey April</th>
<th>Current Parent Survey March</th>
<th>Enrolled Parent Survey April</th>
<th>Staff Survey April</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aimed at individuals who attended the school as students in the past (excluded current and enrolled parents)</td>
<td>Aimed at parents of students who are currently attending the school</td>
<td>Aimed at parents of students who have enrolled but not yet commenced as students (excluded current parents)</td>
<td>Aimed at current staff of the school</td>
</tr>
<tr>
<td>~31+% response rate</td>
<td>~39% response rate</td>
<td>~50% response rate</td>
<td>~53% response rate</td>
</tr>
</tbody>
</table>

## Overall Summary

- Extraordinary consistency within and between surveys  
- Overwhelmingly positive results  
- Volume of responses was impressive  
- Respondents were actively involved in survey  
- Academic excellence, teaching standards, school values, leadership, resources/facilities and personal recommendations were defining features of the results.  
- Maintaining results at this level will be a constant challenge  
- Education a highly competitive field and a highly critical market. Expectations of schools in this segment are very high however Brisbane Girls Grammar School clearly stands out as a benchmark school in Australia.
1. SUMMARY – CURRENT PARENTS

- Benchmark data places BGGS in top 5% of all rated schools (“Best Practice”)
- Academic results and Student care are the most important considerations for current parents
- The School is meeting parent expectations on academic performance and other measures including Facilities and resources, curriculum and student care
- School is seen to value excellence in teaching and provides world standard education
- Personal recommendation by parents

OVERALL SATISFACTION

↑ Highest average scoring question(s)↓ Lowest average scoring question(s)

Q38↑ Overall I feel my daughter/s are happy at the School
Q39 I would recommend the School to other families

Overall there was a very high degree of agreement with the questions that comprise this scale. There was little variation between questions.

Questions:

Q37↓ Overall Girls Grammar has met my expectations for my daughter
Q38↑ Overall I feel my daughter/s are happy at the School
Q39 I would recommend the School to other families
Q40 Overall I am happy with the School

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
Overall there was a very high degree of agreement with the questions that comprise this scale. There was little variation between questions.

**The School is meeting my expectations in regard to:**

<table>
<thead>
<tr>
<th>Q15</th>
<th>Academic performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q16</td>
<td>Quality and professionalism of teaching staff</td>
</tr>
<tr>
<td>Q17</td>
<td>Curriculum (subjects offered)</td>
</tr>
<tr>
<td>Q18</td>
<td>Student care</td>
</tr>
<tr>
<td>Q19</td>
<td>Discipline and behaviour management</td>
</tr>
<tr>
<td>Q20</td>
<td>Facilities and resources</td>
</tr>
</tbody>
</table>

**Rating Scale:** The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
VALUES

↑ Highest average scoring question(s) ↓ Lowest average scoring question(s)

Q42 It is important that Girls Grammar and Boys Grammar share similar educational values and philosophies
Q48† The School values excellence in teaching

Overall there was a slight to very high degree of agreement with the questions that comprise this scale. There was some variation between questions.

Questions:
Q41 It is important that Girls Grammar and Boys Grammar cooperate and work together
Q42 It is important that Girls Grammar and Boys Grammar share similar educational values and philosophies
Q43 The School builds student confidence
Q44 The School values wisdom
Q45 The School values imagination
Q46 The School values integrity
Q47 The School values tradition
Q48† The School values excellence in teaching
Q49 The School values a broad and holistic education
Q50 The School provides world standard education
Q51↓ I have visited the MySchool website to look at the School's results

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
DIRECTION OF THE SCHOOL

↑ Highest average scoring question(s) ↓ Lowest average scoring question(s)

Q5↑ The School is recognised as a leader in the education of teenaged girls

Overall there was a very high degree of agreement with the questions that comprise this scale. There was little variation between questions.

Please rate the School on the following questions:

Q1 I am happy with the School’s general direction
Q2 I am happy with the School’s teaching and academic standards
Q3 I am happy with the School’s facilities and resources
Q4↓ The School offers a broad range of subjects
Q5↑ The School is recognised as a leader in the education of teenaged girls
Q6 The School provides the educational foundation for students’ future endeavours
Q7 Girls have the opportunity to be involved in a variety of co-curricular activities
Q8 The School provides a caring and safe environment
Q9 The School encourages girls to grow and reach their potential
Q10 The School encourages a balance between academic endeavour, co-curricular activities and community service

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
Overall there was a **moderate to extremely high** degree of importance attached to the questions that comprise this scale.

**Rate the following factors in terms of their degree of importance for you when evaluating the School’s performance (What factors influence your evaluation of the School’s performance?):**

- Q21  OP results
- Q22  NAPLAN / My School Results
- Q23  Curriculum - (subjects offered)
- Q24  Academic standards
- Q25  Teaching standards
- Q26  Facilities and resources
- Q27  Student care
- Q28  Discipline
- Q29  Co-curricular activities
- Q30  Other

**Rating Scale:** The questions in this section were rated using a 5 point likert scale where Very Important = 5 and Not Very Important = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
The benchmark data indicates comparison to (1) a Broad Benchmark based on a group of similarly sized Australian high schools (18 schools), and to (2) a Specific Benchmark based on a sub-set of Australian non-government high schools (5 schools). All comparative data was collected during the 2009-2010 financial year. It should be noted that the BGGS survey contained some items that had not been used by benchmarking organisations. Comparison of scores needs to take account of differences in the composition of scales, there was however, a similarity between questions in the compared groups.
2. **SUMMARY – PAST STUDENTS**

- Academic Results and Family Connection were the main reason for enrolling daughters
- Location is biggest obstacle to repeat enrolment
- Teaching excellence, World standard education, Tradition and Integrity were seen as strong attributes of the School
- Past students expressed a high level of personal willingness to recommend the School
- Old Girls Association provides a strong link for past students with the School

**SATISFACTION QUESTIONS**

↑ Highest average scoring question(s)↓ Lowest average scoring question(s)

Q44 I would recommend BGGS to my friends and colleagues for their daughter/s
Q46 Overall I have fond memories of BGGS

Overall there was a **moderate to very high** degree of agreement with the questions that comprise this section of the survey. There was considerable variation between questions.

Q43↓ I have found the Grammar community supportive since leaving school
Q44 I would recommend BGGS to my friends and colleagues for their daughter/s
Q45 I value my connection with the Grammar Community
Q46↑ Overall I have fond memories of BGGS

**Rating Scale:** The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
Overall there was a very high degree of agreement with the questions that comprise this section of the survey. There was little variation between questions.

**Based on your most recent experience...**

Q47 It is important that Girls Grammar and Boys Grammar cooperate and work together
Q48 It is important that Girls Grammar and Boys Grammar share similar educational values and philosophies
Q49 The School builds student confidence
Q50 The School values wisdom
Q51 The School values imagination
Q52 The School values integrity
Q53 The School values tradition
Q54 The School values excellence in teaching
Q55 The School values a broad and holistic education
Q56 The School provides world standard education
Q57 I have visited the MySchool website to look at the School's results

**Rating Scale:** The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
3. SUMMARY – ENROLMENTS

- Academic results and Facilities and resources were important factors in decision to enrol
- Highly rated on Teaching standards and Teaching excellence
- Not as interested in “Tradition”
- Extremely consistent

↑ Highest average scoring question(s) ↓ Lowest average scoring question(s)

Q2↑ Academic results
Q4 Facilities and resources

Please select the top 3 main reasons for enrolling your daughter/s at BGGS

Q1 Location
Q2↑ Academic results
Q3 Range of co-curricular activities
Q4 Facilities and resources
Q5 Broad range of subjects
Q6 Educational foundation
Q7 Family connection
Q8 Recognition and status
Q9 Caring and safe environment
Q10 Non-denominational
Q11 Single sex school
Q12↓ Daughter's preference and opinion
Q13 Friends and colleagues
Q14 OP/NAPLAN/My School website information
Q15↓ School tour
Q16 Prospectus or other school information/literature
Q17 Catering for learning needs - curriculum extension and innovation
Q18 Balance between academic endeavour, co-curricular activities and community service

**Rating Scale:** The questions in this section were rated using a 2 point scale where No = 2 and Yes = 1.
Overall there was a very high degree of importance attached to the questions that comprise this scale. There was some variation between questions.

Please rate the School on the following questions:

- **Q29**: The School builds student confidence
- **Q30**: The School values wisdom
- **Q31**: The School values imagination
- **Q32**: The School values integrity
- **Q33**: The School values tradition
- **Q34**: The School values excellence in teaching
- **Q35**: The School values a broad and holistic education
- **Q36**: The School provides a world standard education

**Rating Scale**: The questions in this section were rated using a 5 point likert scale where Very Important = 5 and Not Important = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
SATISFACTION WITH YOUR EXPERIENCE

↑ Highest average scoring question(s) ↓ Lowest average scoring question(s)

Q40↑ Overall I have found the enrolment process easy
Q41 Staff are helpful and responsive
Q42 I was able to obtain the information I required

AMAZING RESULTS

Overall there was a very high degree of agreement with the questions that comprise this scale. There was little variation between questions.

Questions:
Q37 Overall Girls Grammar has met my expectations for my daughter
Q38 I would recommend the School to other families
Q39 Overall I am happy with the School's programmes and philosophy
Q40↑ Overall I have found the enrolment process easy
Q41 Staff are helpful and responsive
Q42 I was able to obtain the information I required
Q43 The School is meeting my expectations as an enrolment parent
Q44 The prospectus was relevant and informative
Q45 The website was relevant and informative
Q46 E-newsletters are relevant and informative (confirmed parents only)
Q47↓ The Grammar Gazette, the magazine mailed twice each year, is relevant and informative (applied parents only)

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
4. SUMMARY – STAFF

- Higher performing school
- High expectations of staff
- Focus on self development and excellence
- Clear vision
- Leadership
- Job clarity and interest (pride)
- Extremely consistent findings in the majority of areas suggest extraordinary coordination at the School.
- Some area for further investigation in aspects of school to staff communication and PD

SCALE SCORES
Overall there was a **very high** degree of agreement with the questions that comprise each scale.
Overall there was a very high degree of agreement with the questions that comprise this scale. There was little variation between questions.

Please rate the School on the following questions:

- i  The School builds student confidence
- ii The School values wisdom
- iii The School values imagination
- iv The School values integrity
- v  The School values tradition
- vi† The School values excellence in teaching
- vii The School values a broad and holistic education
- viii The School provides a world standard education

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
Overall there was a high degree of agreement with the questions that comprise this scale. There was some variation between questions.

Please rate the School on the following questions:

Q39↓  I am listened to on things that affect me and my job  
Q40  BGGS rewards good performance  
Q41  BGGS encourages and supports its staff to succeed  
Q42↑  I really care about the future of BGGS  
Q43  BGGS has a clear vision of where it is going  
Q44  BGGS takes steps to ensure the School's long term success  
Q45  BGGS has a positive workplace environment  
Q46  BGGS has a reputation as a good employer compared to other schools

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.
OVERALL SATISFACTION

↑ Highest average scoring question(s)↓ Lowest average scoring question(s)

Q73↑ Overall, I like working for this School
Q74 Overall, I am happy with the communications to staff from management
Q75↓ Overall, work conditions have improved over the last year

Overall there was a moderate to very high degree of agreement with the questions that comprise this scale. There was noticeable variation between questions.

Please rate the School on the following questions:
Q71 Overall, management has worked for the benefit of the School
Q72 Overall, I feel that our department/faculty works well
Q73↑ Overall, I like working for this School
Q74 Overall, I am happy with the communications to staff from management
Q75↓ Overall, work conditions have improved over the last year

Rating Scale: The questions in this section were rated using a 5 point likert scale where Strongly Agree = 5 and Strongly Disagree = 1. An additional option of Don’t Know / Not Applicable was asked. Those that indicated the question was Not Applicable to them were excluded from the results presented on this page.