

Parent Survey: Talking Points

Montgomery County Public Schools (MCPS) wants to know what parents think about their child's school.

Parents/guardians of students attending schools in MCPS will be asked to participate in the online *2008–2009 Parent Satisfaction Survey*. The survey collects information that will be used to help MCPS improve its services to students and their families. **All answers are completely confidential.**

When will the survey be available?

- ◆ November 1, 2008 through December 31, 2008

How will parents/guardians of students know how to complete the survey?

- ◆ Parents of all students will receive a postcard with instructions on how to access and complete the online parent survey
- ◆ The directions on the postcard will include:
 - Logging on to the survey web site at <http://parentsurvey.mcpsmd.org/>
 - Entering the code number printed on the card (which identifies the school)
 - How to access the survey in other languages—Spanish, Amharic, Chinese, French, Korean and Vietnamese
- ◆ Families with children attending more than one MCPS school should complete a separate online survey for each school
- ◆ Parents without access to a computer can visit their child's school and ask to use a computer, or visit the local library

Why is this survey important?

- ◆ The survey collects valuable information about parents' experiences with their child's school
- ◆ Results will be compiled and released as a collective summary. These data will be made available to School Improvement Teams, principals, and central office staff to help guide strategic plans and school improvement initiatives

Questions?

- ◆ Please contact Mrs. Cynthia Loeb, logistics support specialist, Office of Shared Accountability at 301-279-3848, or by e-mail at Cynthia_Loeb@mcpsmd.org

Sample paragraph for community newsletters, school newsletters, and other communication about the *2008–2009 Parent Satisfaction Survey*

**Montgomery County Public Schools (MCPS) wants to know
what you think about your child's school.**

Please spend a few minutes to help us improve our services to you and your family by completing the online *2008–2009 Parent Satisfaction Survey*. Your feedback lets MCPS know how we are doing and how to improve our schools. Your responses are completely confidential.

Parents of all MCPS students will receive a postcard in early November. The postcards include: (1) instructions about how to access and complete the online English and Spanish versions of the parent survey, and (2) how to obtain a translated copy of the survey in Chinese, Korean, French, Vietnamese, and Amharic. You can get answers to your questions about the survey from your child's school principal and online at—

<http://montgomeryschoolsmd.org/departments/sharedaccountability/research>