

## New Family Customer Service Survey Results

Pleasantdale School District surveyed families new to the district in 2009-10. The purpose of the survey was to assess customer satisfaction and determine if any changes were needed to improve the experiences of new families. A total of 15 surveys were completed and returned. The numbers in red indicate the number of responses.

1. Pleasantdale employees have treated me with kindness and respect. (# of responses are in red)

1 = 0      2 = 0      3 = 1      4 = 1      5 = 13  
Totally Disagree      Totally Agree

2. Pleasantdale employees have provided effective communication.

1 = 0      2 = 0      3 = 1      4 = 3      5 = 11  
Totally Disagree      Totally Agree

3. Pleasantdale employees have provided adequate assistance to complete registration procedures.

1 = 0      2 = 0      3 = 0      4 = 2      5 = 13  
Totally Disagree      Totally Agree

4. My questions about the school have been answered appropriately.

1 = 0      2 = 0      3 = 0      4 = 2      5 = 13  
Totally Disagree      Totally Agree

5. My initial impression about the quality of education my students will receive at Pleasantdale is favorable.

1 = 0      2 = 0      3 = 0      4 = 0      5 = 15  
Totally Disagree      Totally Agree

6. I feel like a valued customer as a result of my initial experience with Pleasantdale employees.

1 = 0      2 = 0      3 = 2      4 = 0      5 = 13  
Totally Disagree      Totally Agree

7. Please rank the following reasons for sending your child(ren) to Pleasantdale with 1 being the highest.

(each respondent's rankings are listed)

\_\_\_\_\_ My family happen to live within the district boundaries

2, 2, 1, 1, 2, 2, 6, 1, 3, 1, 2, 5, 4, 5

\_\_\_\_\_ My family selected Pleasantdale because of its academic program

1, 1, 2, 1, 1, 1, 1, 2, 1, 1, 2, 1, 5, 1, 1

\_\_\_\_\_ My family selected Pleasantdale because of its social/emotional program

5, 4, 3, 1, 3, 2, 5, 5, 3, 5, 5, 3, 3

\_\_\_\_\_ My family selected Pleasantdale because of extra-curricular offerings (e.g. sports, clubs)

4, 3, 5, 1, 4, 3, 4, 6, 4, 4, 5, 2, 4

\_\_\_\_\_ My family selected Pleasantdale because it is relatively small and quaint  
3, 5, 5, 1, 5, 5, 3, 4, 2, 5, 3, 3, 5, 2

\_\_\_\_\_ My family selected Pleasantdale because of relatively low property taxes  
6, 6, 5, 3, 6, 4, 6, 2, 6, 6, 3, 6, 6

8. Please list anything that we could improve.

- Better school bus route and time schedule.
- I think it would have been nice to have a more personal touch on “hand holding” to someone, the parent, who has their first child in kindergarten. I have never gone thru this before and I found it very intimidating. Before and after school care should be more integrated with info relating to school in general.
- Nothing. Everything was wonderful.
- Right now we are happy!
- We would like our daughter to learn Spanish fluently while in grade school. We feel there should be more programs available to achieve this goal. We have a concern about the strong diesel fumes exposure that our daughter is breathing while waiting in line to go into the school. Minimal exposure is the best for children’s health.
- I can’t think of anything right now.
- Since the year is just starting I can’t think of anything yet.

9. Please list anything we do well.

- Anytime I called the school with questions they were answered right away. I like the fact that Dr. Fredisdorf and principal are so directly available during the school prep and school year.
- Everything. I am 100% pleased.
- Talking back and forth with the notebook helps so much.
- We have had to move for my husband’s job a number of times in the past few years. This has been by far the best experience. The administrative staff has been extremely helpful and understanding. Also my daughter (4<sup>th</sup> grade) was placed in the perfect classroom for her. Her unique strengths and weaknesses seemed to have been taken into account and she has had a great start. The communication at Pleasantdale is the best I’ve seen – definitely above average.
- All the teachers and staff are very friendly.
- Matt Vandercar went out of his way to help us with scheduling a bus stop location since we are not able to have bus service directly to our home or block.
- Curriculum night was very informative because we get to meet the teacher and learn about the kindergarten program.
- Everything!
- Talking with parents! I feel that I am able to comfortably call/email anyone without feeling like a burden.

10. Please share any additional comments or experiences you have had as a new family.

- Ms. Lisa Penrod was very helpful and put my mind at ease regarding medical issues with my child as a single mother new to the community with my first (only) child attending kindergarten. I felt very lost in the process. Information came too late. In some cases after the date of the event.
- Student loves his teachers!

- I love that Dr. Fredisdorf, the Principal Matt Vander care and the whole staff came to the welcome night and curriculum night.
- Penny was extremely helpful and understanding.
- Among the staff and administrators, there is a highly conscientious effort to achieve a quality education.
- We have heard wonderful things about this school and are very excited to be a part of Pleasantdale.
- The respect and consideration I have received is incredible. As a “special needs child” parent we feel very confident that our child would do better, and with the expertise and care of your staff, she will be another “success story”. God bless you all!!!!!!
- We were all set to send our son to St. John of the Cross when I decided to at least “check out” Pleasantdale. I called one day and Mr. Vandercar answered the phone, set up a next day visit and spent over an hour showing me all the school had to offer. I was so impressed that we decided to change. We’re very happy we did! Mr. Vandercar is quite an asset to the school.