

mccrindle



Pacific Hills Christian School

Stakeholder Insights Study

Pacific Group of Schools

November 2019

Research objectives

In September 2019, Pacific Group of Schools commissioned McCrindle to conduct research to understand the perceptions, attitudes and experiences of parents and staff in each of the seven schools within the Group. The research aims to measure stakeholder perceptions and satisfaction over time as well as opportunities for growth.

The key objectives of this research are to:

- Determine the satisfaction levels of key stakeholders
- Understand the perceived strengths of each of the seven schools
- Gain insight into experiences of key stakeholders
- Determine opportunities for growth within each of the seven schools

Research methodology

The *Stakeholder Insights Study* is the collation of quantitative data collected through an online survey of parents and staff at each of the seven Pacific Group of Schools locations. The schools surveyed include:

- Pacific Hills Christian School
- New Hope School
- Pacific Coast Christian School
- Pacific Hope School
- Pacific Valley Christian School
- Valley Hope School
- Pacific Brook Christian School

The survey was deployed by Pacific Group of Schools through its networks and was in field from the 9th to the 27th of September 2019. The survey yielded 842 completed responses.

This report focuses on the results for Pacific Hills Christian School only. A breakdown of responses by stakeholder is provided below.

Graphs and rounding

The graphs used in this report often refer to 'parent only' or 'staff only' under the survey question. Where this is not mentioned, the graph refers to the combined results of the stakeholders.

Data labels on the graphs in this report have been rounded and may, therefore, sum to 99% or 101%. Any calculations where two data points have been added are based on raw data (not the rounded data labels on the graph) which have then been rounded once combined.

Pacific Hills Christian School Responses	Completed responses
Parents	416
Staff	107
Total	523

Executive summary

The school's Christ-centred focus and nurturing environment are key strengths

Almost four in five stakeholders (79%) believe being a Christ-centred school is a key strength of Pacific Hills Christian School. The school's nurturing environment (71%), sense of community (56%) and emphasis on service to the school community and beyond (52%) are also seen to be key strengths.

The school's strengths have a strong influence on parents' decisions to send their children to Pacific Hills. Seven in ten parents (71%) indicate the school's Christ-centred focus influenced their decision, while the school's morals and values (64%) and nurturing environment (53%) are also influential.

Students are equipped in teamwork and social/cultural awareness

Pacific Hills Christian School students are seen to be extremely/very equipped in a number of transferable skills including teamwork and collaboration (61%), communication skills (59%), presentation skills (58%), digital skills (57%) and creativity (57%). Stakeholders are, however, less likely to believe students are extremely/very equipped in problem solving (47%) and critical thinking (43%).

When it comes to student character, stakeholders believe students are most equipped in social/cultural awareness (61% extremely/very equipped). The human characteristics in which students are less equipped include adaptability (46%) and curiosity (45%).

While stakeholders strongly/somewhat agree the physical environment is conducive to learning (78%) and that teachers motivate students to learn (68%), stakeholders are less likely to believe the school is meeting the academic needs of its

students (61%). Only half of stakeholders agree the school has high academic standards (51%) and is innovative in its approach to educating students (50%).

Students are supported to serve the community and grow spiritually

Four in five stakeholders believe Pacific Hills Christian School is extremely/very effective in providing support for its students to serve the community (80%). Pacific Hills is also seen to be extremely/very effective in supporting students' spiritual development (79%). Nine in ten stakeholders strongly/somewhat agree that students learn how to love and follow Jesus (89%) and that pastoral care support is available for students (89%).

More than nine in ten parents (92%) believe their children have grown spiritually (definitely/somewhat) because of their time at Pacific Hills Christian School.

Staff members are satisfied with their workplace community

More than four in five staff members (83%) are extremely/very satisfied with the workplace community at Pacific Hills Christian School. The areas in which staff are least likely to be satisfied are work-life balance (50%) and empowering leadership and management styles (51%).

More than seven in ten staff members believe Pacific Hills Christian School is extremely/very effective in developing staff professionally (73%) and communicating the school's vision to staff and students (72%). Staff members are least likely to suggest the school is extremely/very effective in using innovative teaching methods (39%).

Stakeholders believe in the importance of technological confidence but are mindful of technology's social impacts

Almost nine in ten stakeholders (89%) strongly/somewhat agree students should graduate school with technological confidence. Despite this, many stakeholders are concerned about the various impacts technology can have in students' lives. Stakeholders are most concerned about the social impacts of technology, such as social isolation and bullying (78%).

Seven in ten stakeholders (71%) strongly/somewhat agree they support the school's vision for blended learning, where information and communication technologies are integrated into course design. While stakeholders support the vision for blended learning, there is some room for improvement in communicating the vision and supporting stakeholders in managing devices.

Around half of stakeholders feel supported by the school in managing the challenges associated with devices used by students (56%) and suggest there are useful resources available to help them with

devices used by students (52%). The same proportion agree the school has a clear vision for digital learning (52%).

Stakeholders are satisfied with their experience at Pacific Hills

Seven in ten stakeholders (70%) are extremely/very satisfied with their experience at Pacific Hills Christian School. One in five (21%) are somewhat satisfied with their experience at the school, while 9% are dissatisfied (somewhat/very/extremely).

The Net Promoter Score for Pacific Hills Christian School is 34, which is a very good score. More than half of stakeholders (53%) are promoters which suggests they are recommending the school to local families and fuelling growth.

Looking to the future, two in three stakeholders (68%) believe the school will be significantly/somewhat better in five years' time. Stakeholders believe the future priorities for Pacific Hills Christian School are student academic development (59%) and equipping students for the future (47%).