Parent-Teacher Feedback Form: Framework

**Problem**
Like many schools, we struggled to redirect anonymous teacher feedback from parents (e.g., parent-to-parent, parent-to-administrator) in healthy and positive ways. We worried that, over time, such “sidewalk talk” would lead to increased levels of toxicity in our community, and we also wanted to establish that “diagonal” conversations were not in keeping with the mission and values of the school.

**Proposed Solution**
In addition to our traditional methods of harvesting parent feedback (e.g., parent coffees, the annual anonymous summer survey) we decided to pilot a parent-teacher feedback form that would provide feedback directly to teachers from parents in a non-anonymous format.

**Mission & Values**
An important part of this initiative is its connection to our most recent Strategic Plan. First, by inviting input from all parents, this new system reflects our ongoing commitment to making sure all voices in our community are heard. Second, it underscores our belief in continuous learning and improvement and a “growth mindset.” We regularly offer continuous, multiphasic feedback to students, acknowledging this is a necessary ingredient of learning. This form adds a similar stream for teacher learning-- and is but one of many streams of feedback for teachers from students, parents, colleagues, and administrators.

**Logistics & Parameters**
The survey would be administered twice per year-- once in the fall and once in the spring-- through an online portal of our design. The questions we asked would be limited to aspects of the student experience that the parents could see. Each division may have a unique set of questions.

**Questions**
1. Is teacher communication effective?
2. Are homework assignments manageable?
3. Are meetings with my child’s teachers productive? (PS/LS)
4. Is feedback on assignments timely? (MS/US)
5. Unrestricted Comments Area

**Key Takeaways**
- Getting faculty buy-in is critical. Teaching can be a lonely, isolating enterprise, and teachers are hungry for feedback.
- Convincing parents to participate in a non-anonymous teacher survey is difficult. Many worry that if they appear critical, there will be repercussions for their child in the classroom.
- Designing appropriate and sound survey questions takes time (and elicits lots of feedback).
- No matter your initial response rate, commit to conducting the survey for at least two years. Normalizing this process takes time.

*The End of Sidewalk Talk*  
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Parent-Teacher Feedback Form: Survey Checklist

6 Months Prior to Launch (PTL)
☐ Administration / Board (AB) decides to conduct survey and appoint a Project Owner (PO)
☐ AB and PO decide which divisions (Lower/Elementary, Middle, High/Upper, etc) should be surveyed
☐ PO meet with division directors (DD) to write questions and answer choices
☐ PO meet with School IT and/or Software Development team (DEV) to begin the software engineering process

5 Months PTL
☐ DEV provide user interface (UI) mockup for critique
☐ DEV provide User Story (US) for critique
☐ PO meet with AB to report progress and allow for suggestions on UI and US
☐ PO meet with DD to report progress and allow for suggestions on UI and US

4 Months PTL
☐ DEV provides revised UI mockup based on suggestions
☐ DEV provides revised US based on suggestions
☐ PO meet with DD to share UI and US revisions
☐ DD meet with their Faculty to report progress and allow for suggestions on UI and US

3 Months PTL
☐ PO meet with DD to revise questions one last time before pilot launch
☐ PO provide DEV with desired revisions

2 Months PTL
☐ DEV has a minimum viable product (MVP) for testing and critique
☐ PO email all parents: “Coming Soon” email
☐ PO email parents/faculty in pilot group with info about the survey
☐ Begin the pilot program
☐ DEV actively fix bugs in application discovered in pilot program

1 Month PTL
☐ PO discuss results and feedback from the pilot program with DD/DEV/AB
☐ PO revise any content, UI, US, etc. as necessary
☐ PO meet with DEV to discuss feasibility of changes to US and UI

Launch Month
☐ PO email all parents/faculty with info about the survey
☐ Begin the survey
☐ PO and DEV actively fixing bugs and any mitigating issues that are discovered