

Thriving Schools Survey



Lutheran Central School - Brownstown, Indiana

June 17, 2013

POWERED BY CFI GROUP

The Thriving Schools Survey is powered by methodology developed by CFI Group. CFI Group is a global leader in providing customer feedback insights through analytics and is most known for its benchmarking ASCI.



CFI Group



American Customer
Satisfaction Index™

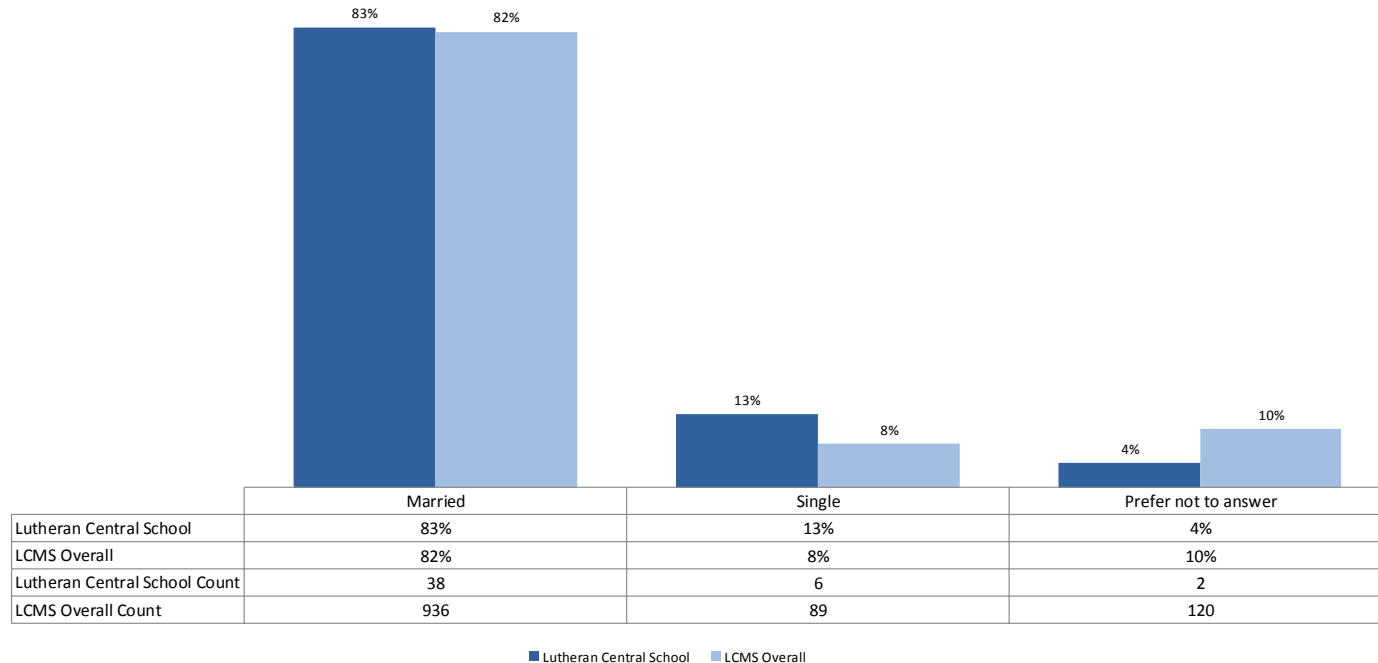
The ACSI is the only measure of customer satisfaction whose predictive link to results are confirmed by third party independent peer review.

I. Demographics

II. Scores

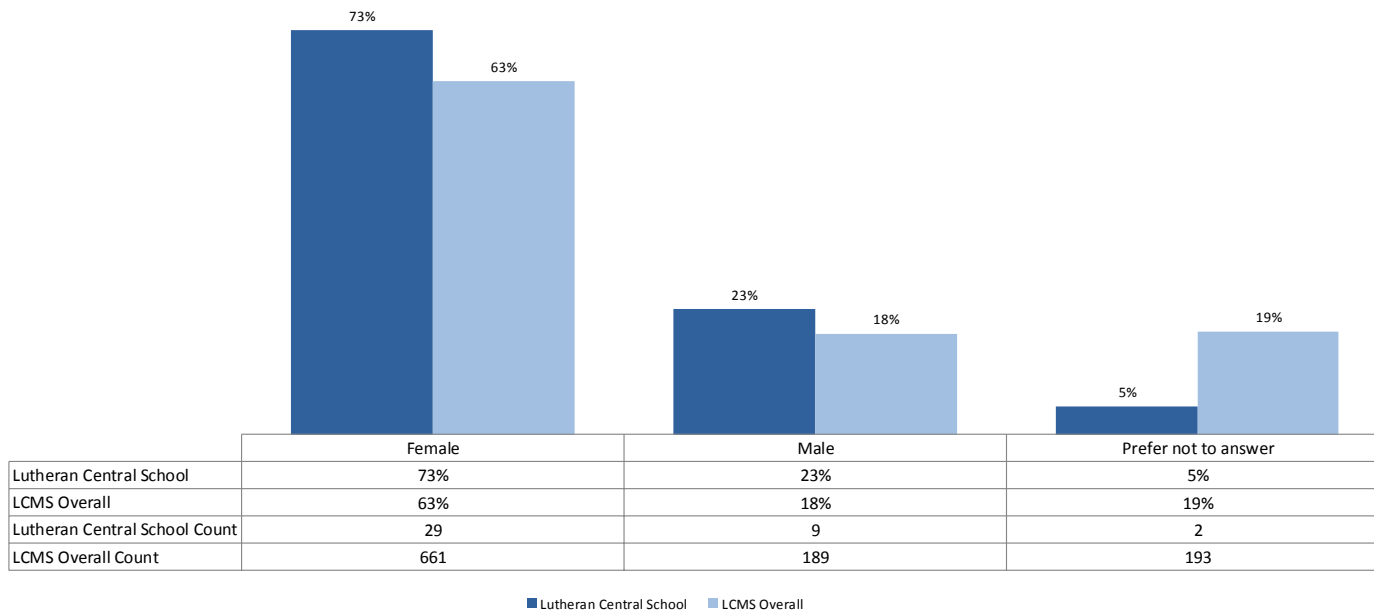
MARITAL STATUS

The vast majority of respondents are married.



GENDER

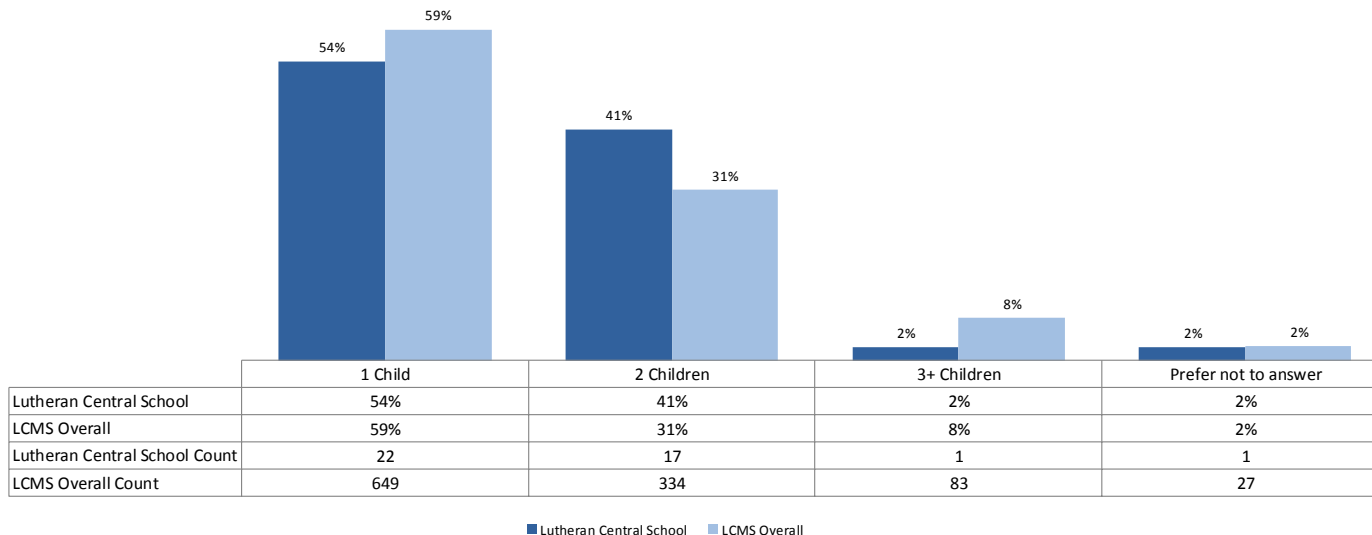
Female respondents tend to outnumber male respondents roughly two to one, which is typical for school surveys.



	Female	Male	Prefer not to answer
Lutheran Central School	73%	23%	5%
LCMS Overall	63%	18%	19%
Lutheran Central School Count	29	9	2
LCMS Overall Count	661	189	193

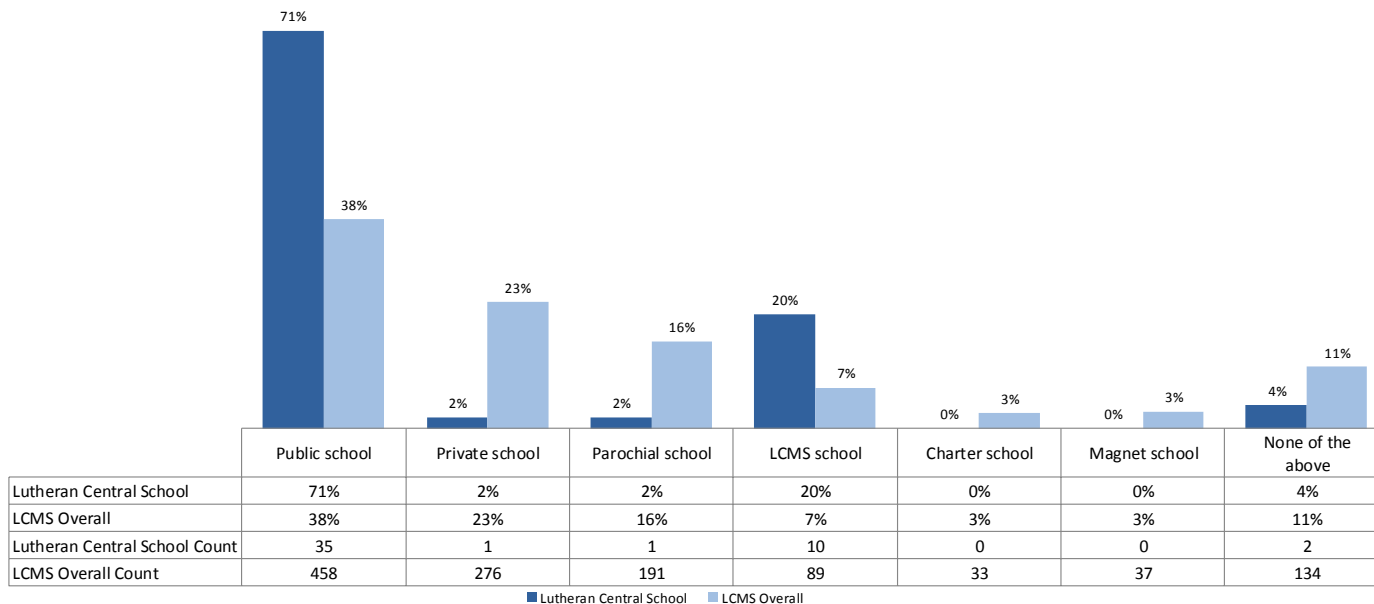
NUMBER OF CHILDREN AT THE SCHOOL

For respondents who have a child at the school, over half have just one child at the school.



COMPETING SCHOOLS

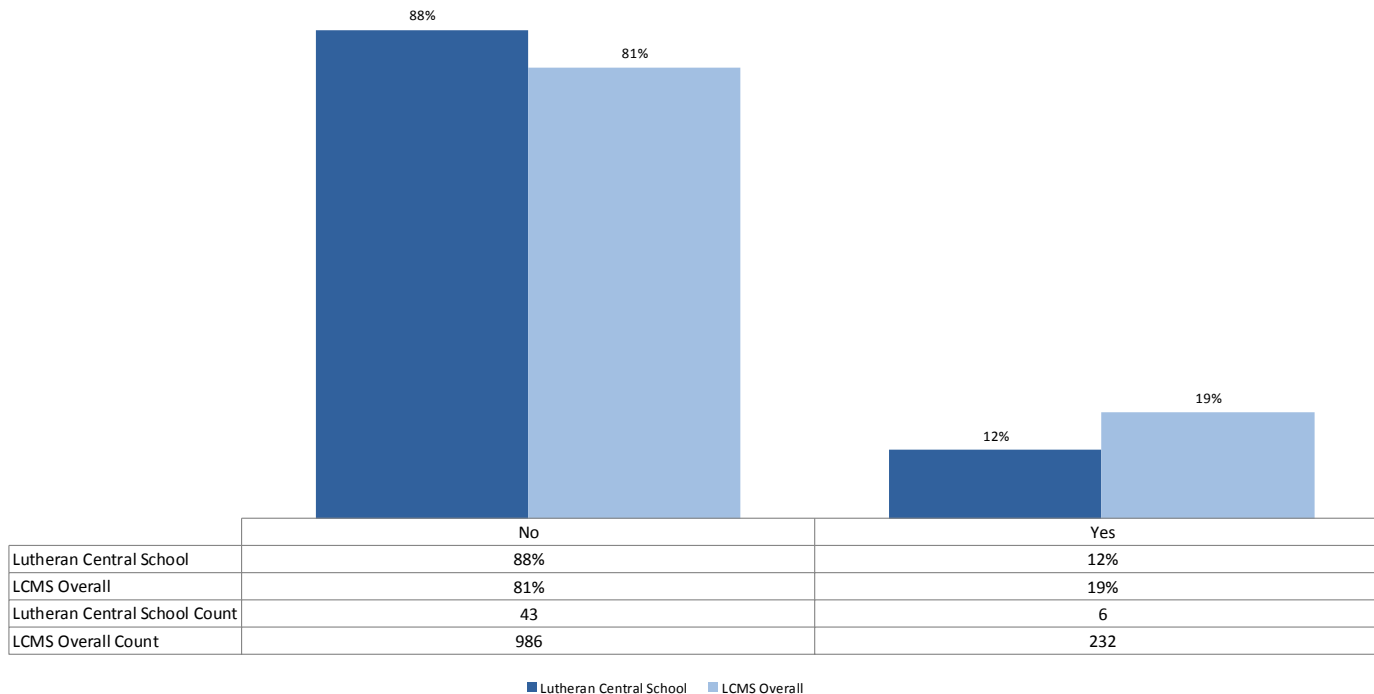
Most respondents consider public schools as the alternate school where the child(ren) would be if they did not attend the current LCMS school.



	Public school	Private school	Parochial school	LCMS school	Charter school	Magnet school	None of the above
Lutheran Central School	71%	2%	2%	20%	0%	0%	4%
LCMS Overall	38%	23%	16%	7%	3%	3%	11%
Lutheran Central School Count	35	1	1	10	0	0	2
LCMS Overall Count	458	276	191	89	33	37	134

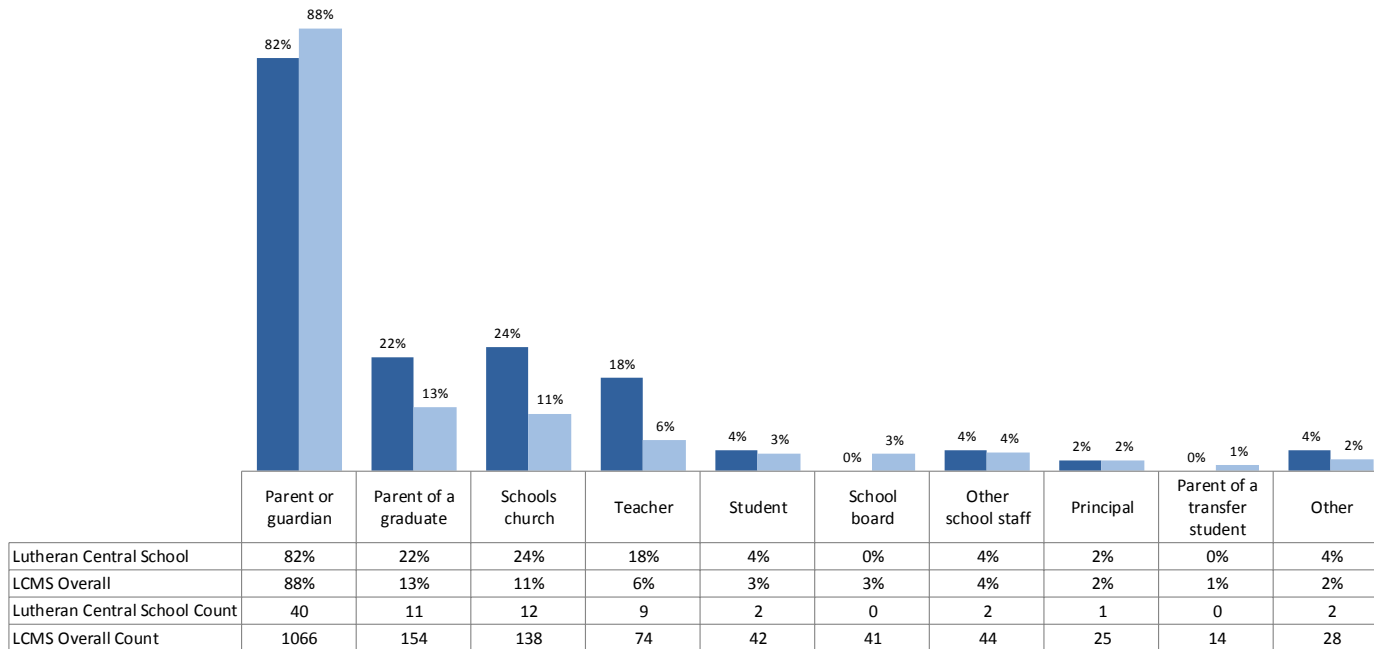
PROBLEM IN THE LAST 12 MONTHS

Roughly 80% have not had a problem with the school in the last twelve months. For those who have, however, care should be take to make sure the issues were fully resolved.



RELATIONSHIP WITH THE SCHOOL

The vast majority of respondents are parents or guardians of a child or children at the school.



■ Lutheran Central School ■ LCMS Overall

SATISFACTION

The Scores are based on the American Customer Satisfaction Index (ACSI). Satisfaction represents the overall satisfaction with the school and is the primary measure for this study.

Translating Survey Measures to Index Scores

Survey Measure	Index Score
1	0
2	11
3	22
4	33
5	44
6	56
7	67
8	78
9	89
10	100

e.g. Not at all satisfied

e.g. Extremely satisfied

Satisfaction Index

Lutheran Central School

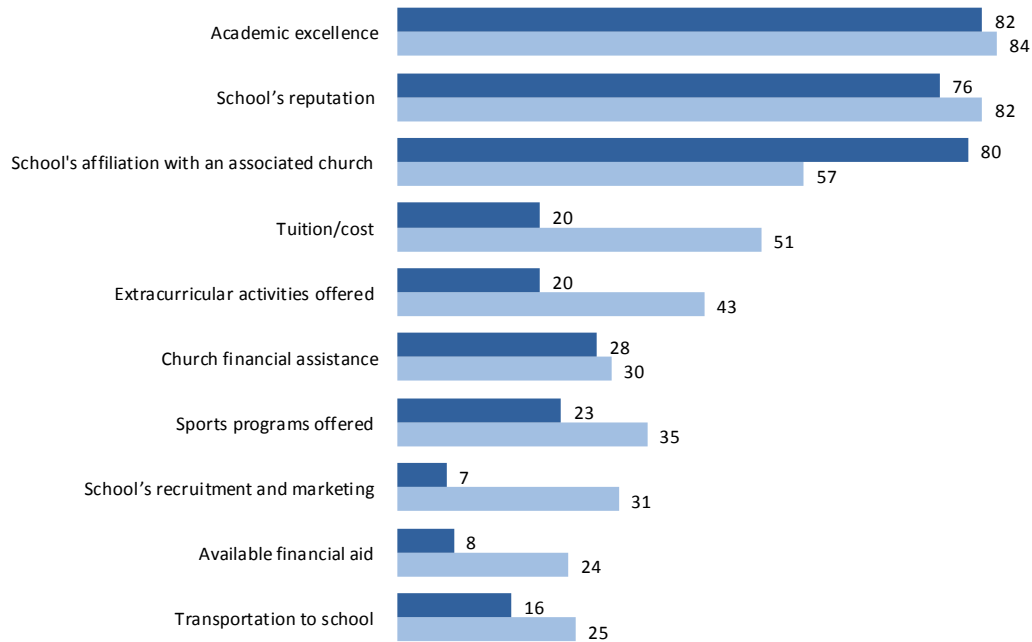
83

LCMS Overall - 2013

81

INFLUENCES

There are a multitude of factors influencing why parents chose your school, and for this survey we asked respondents to rate 10 factors in terms of degree of influence for parents.



■ Lutheran Central School ■ LCMS Overall

GENERAL MODEL

The MySchoolSurvey.com Customer Experience Framework involves 12 areas organized into four general domains for the General Model. The LCMS Thriving Schools program has additional measures.

General Model Measured

LOCATION

Location
Campus
Classrooms

CURRICULUM

Academics
Subjects
Extracurricular

TEACHERS

Interaction
Style
Communication

FACILITIES

Atmosphere
Principal
Online Tools



Additional Measures

SUMMARY

Satisfaction
Going Forward
Image

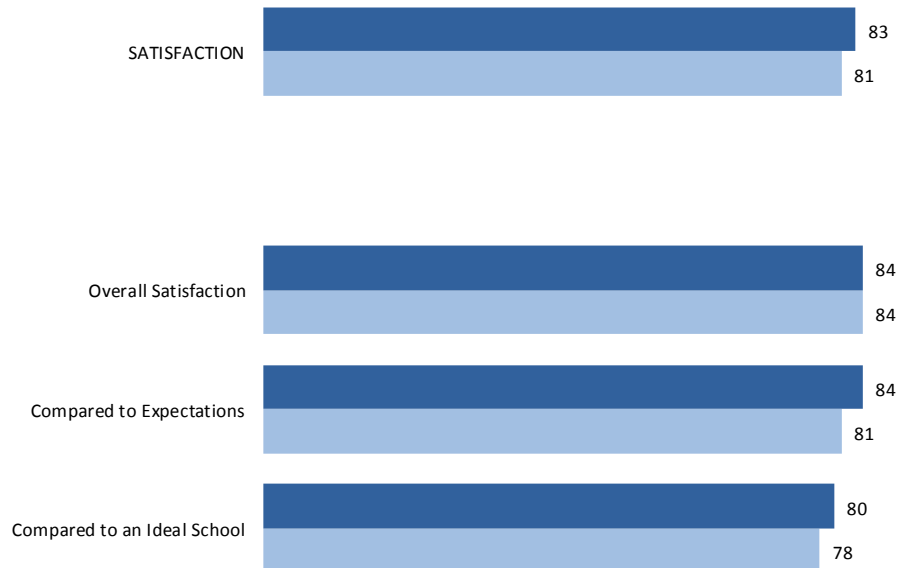
CHRSTIAN SCHOOLS

Christian Education
Tuition
Custom Question

SATISFACTION INDEX

While it is measured on a 1-10 scale, the Satisfaction Index is directly comparable to the ACSI Satisfaction Index by converting the scale. Visit www.theacsi.org for more information.

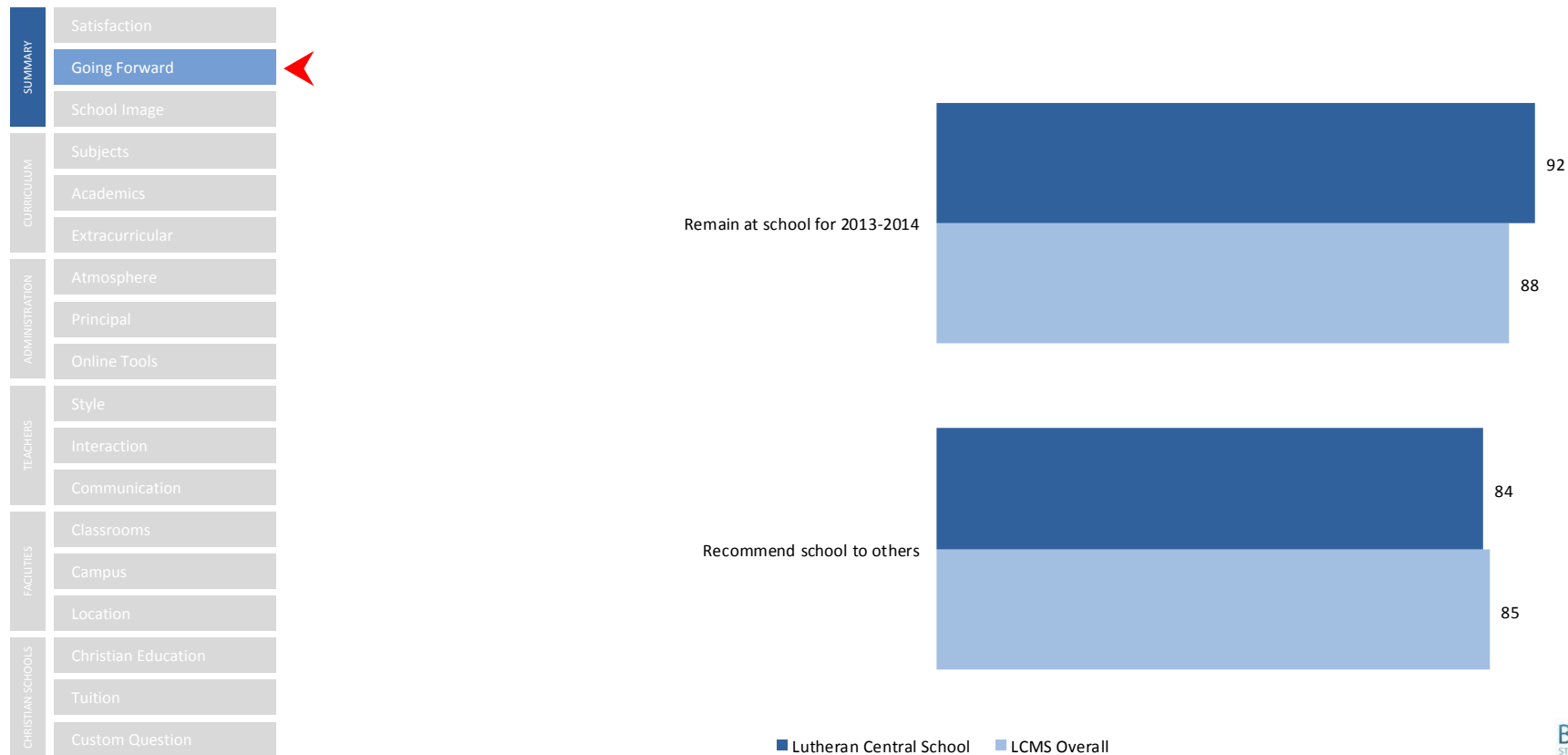
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	Going Forward
	School Image
CURRICULUM	Subjects
	Academics
	Extracurricular
ADMINISTRATION	Atmosphere
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	Online Tools
TEACHERS	Style
	Interaction
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CHRISTIAN SCHOOLS	Christian Education
	Tuition
	Custom Question



■ Lutheran Central School ■ LCMS Overall

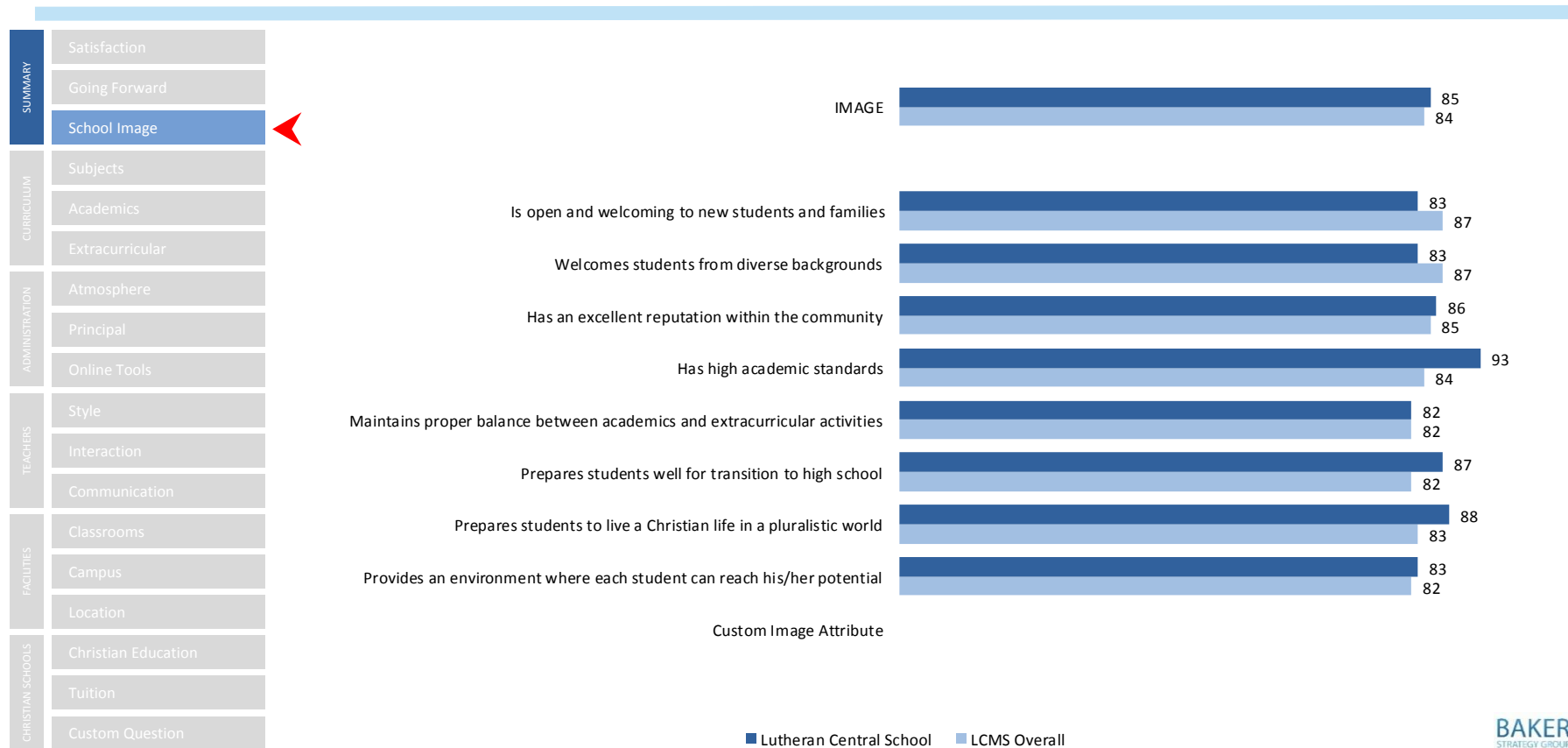
GOING FORWARD

The score for recommending the school to others represents an important factors in a school's reputation and "brand" in the community.



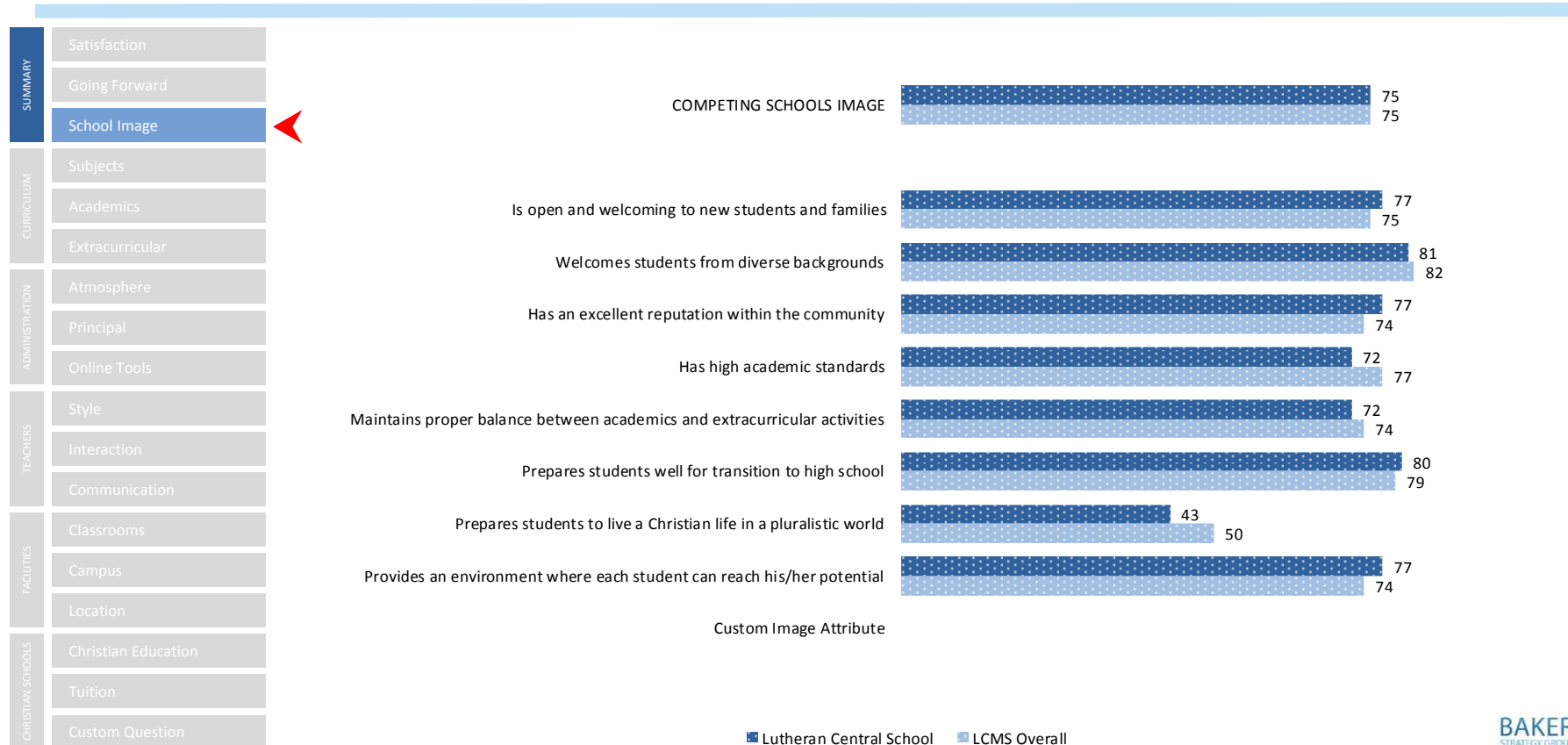
IMAGE

These image areas represent the overall image of your school.



COMPETITOR IMAGE

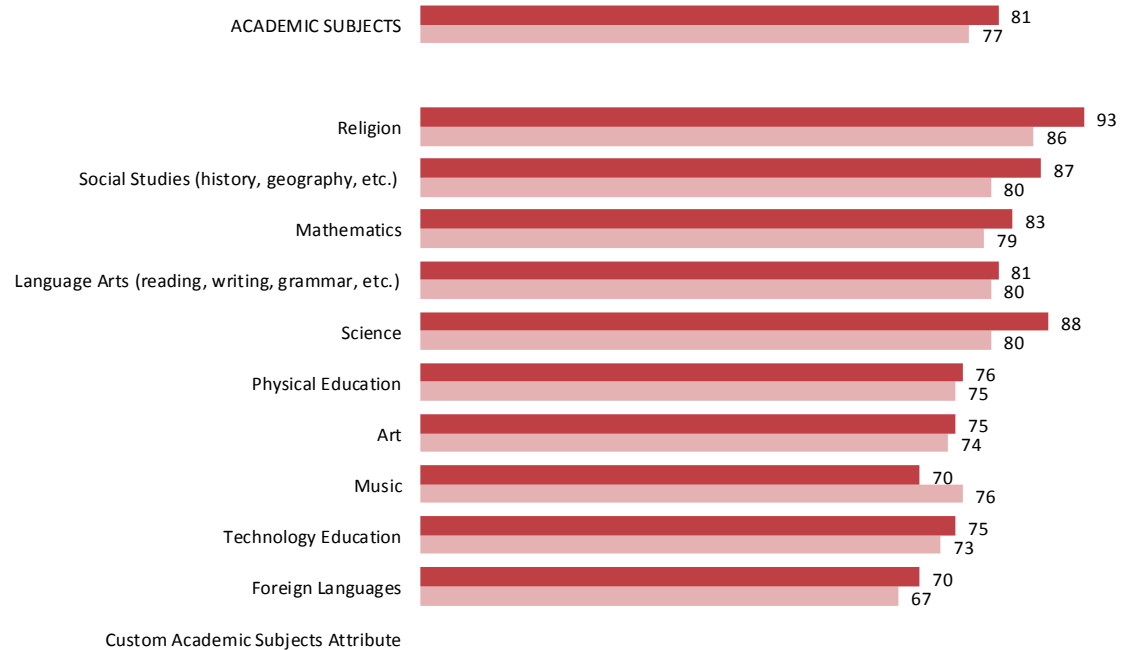
Respondents rated the image of the competing school over these same areas.



ACADEMIC SUBJECTS

Here each academic subject is rated, providing you a quick assessment on how respondents view your school's performance in educating students in these subjects.

SUMMARY	Satisfaction
	Going Forward
	School Image
CURRICULUM	Subjects
	Academics
	Extracurricular
ADMINISTRATION	Atmosphere
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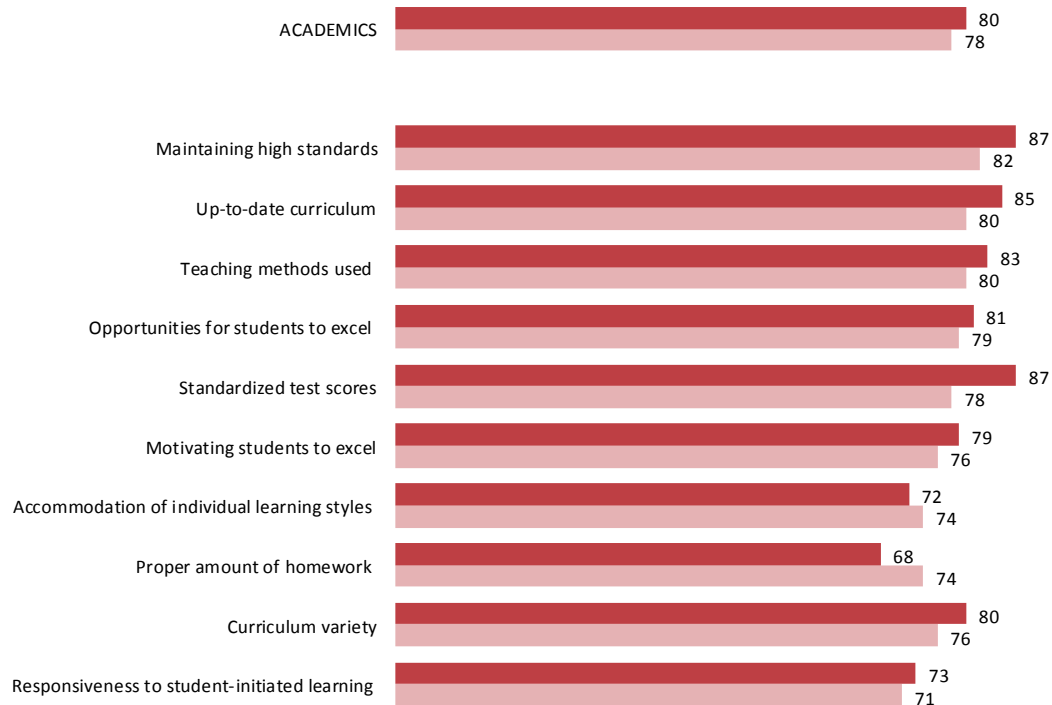


■ Lutheran Central School ■ LCMS Overall

ACADEMICS

The proper amount of homework and providing opportunities for students to excel are typically two challenging areas for schools.

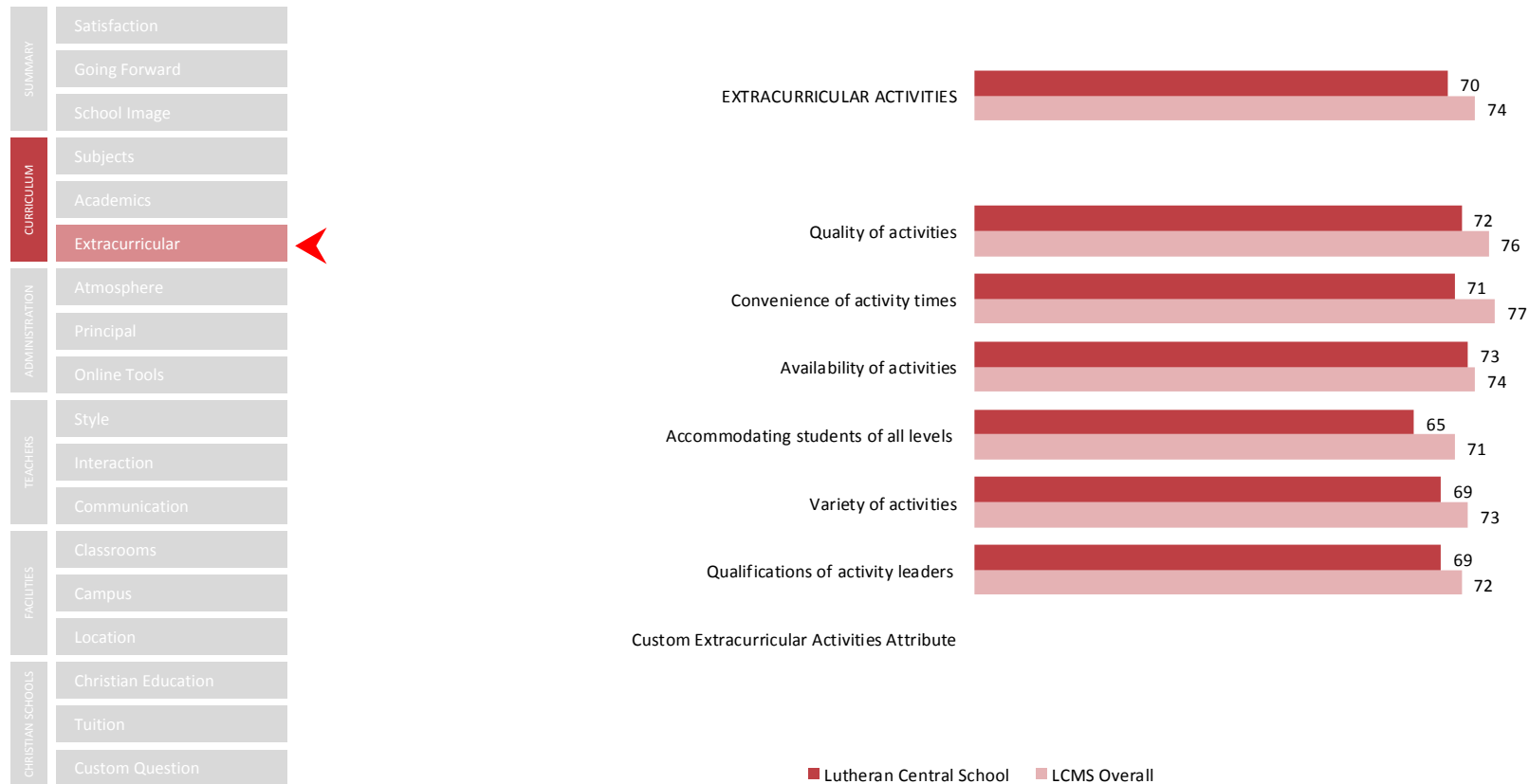
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■ Lutheran Central School ■ LCMS Overall

EXTRACURRICULAR ACTIVITIES

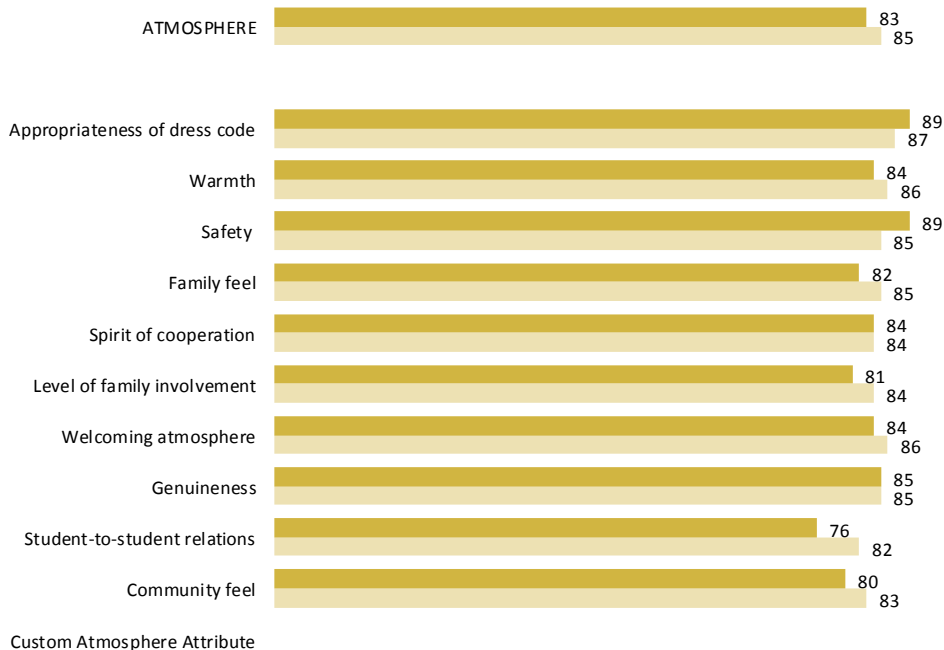
Extracurricular covers learning and participation opportunities beyond the classroom.



ATMOSPHERE

Atmosphere covers the general feel of the school's environment, an area shown in the Thriving Schools Surveys to be of great importance to overall satisfaction for parents.

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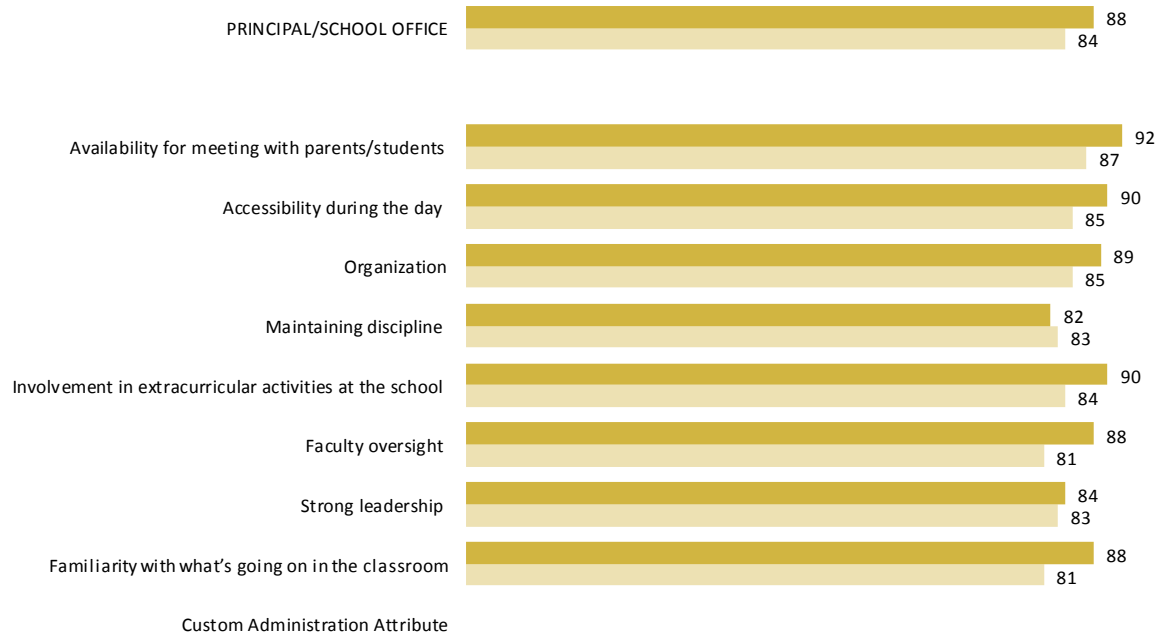


■ Lutheran Central School ■ LCMS Overall

PRINCIPAL

Administration is one of the high-impact areas in this study, and we recommend paying careful attention to these scores.

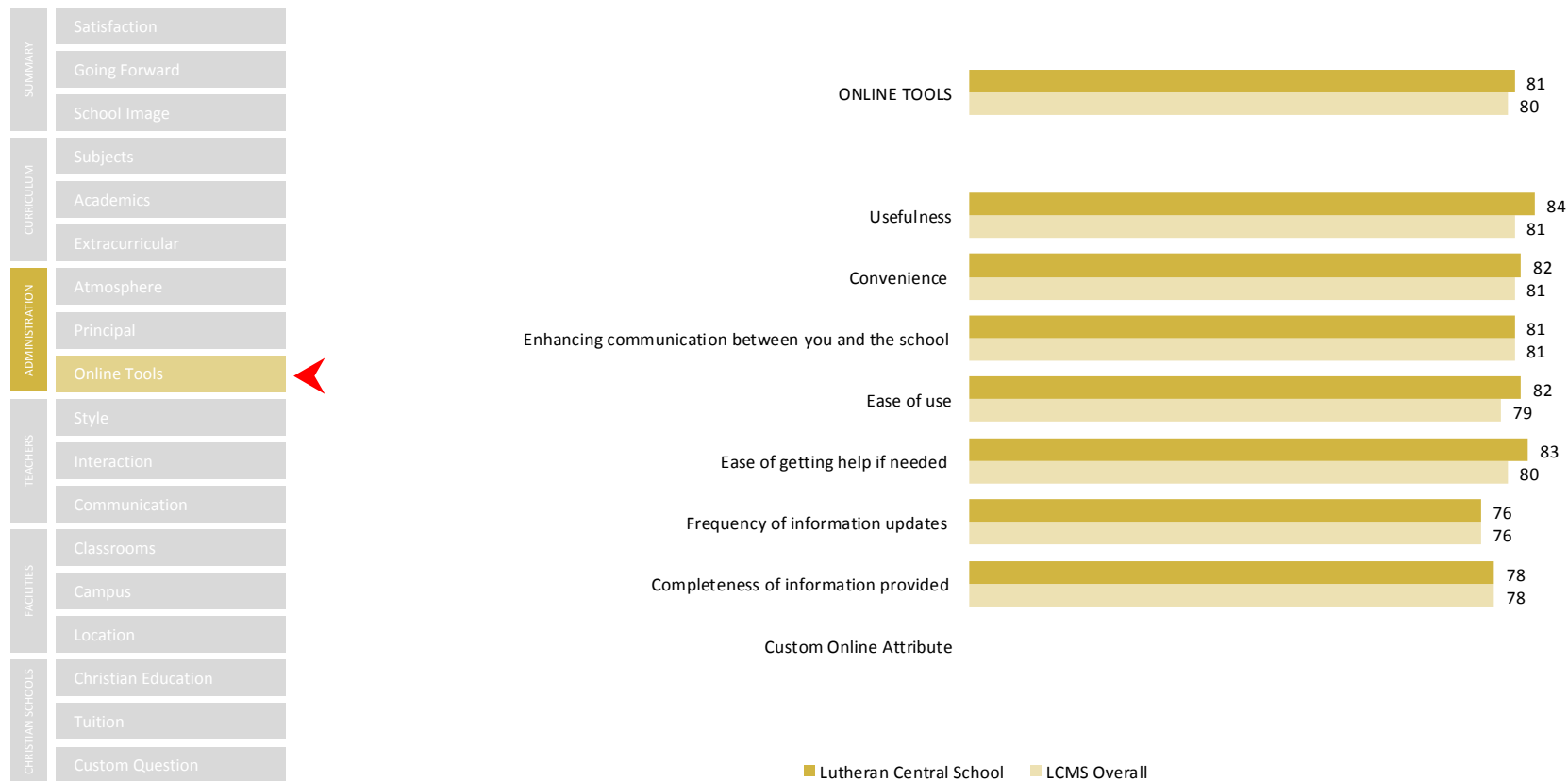
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ONLINE TOOLS

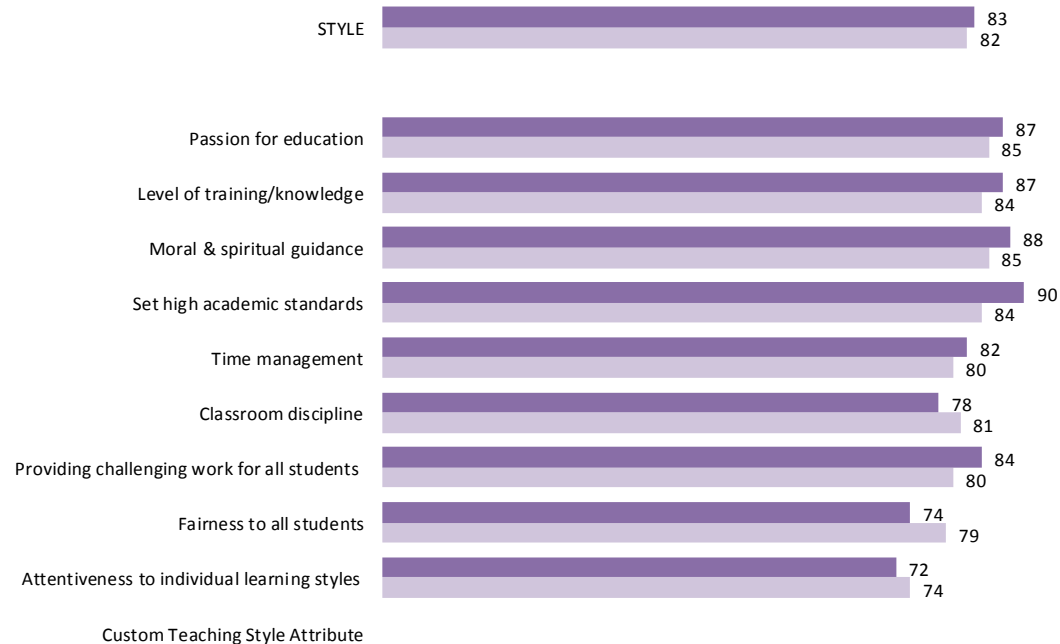
Many of the schools provide online access to grades, class newsletters, etc., and this component measures how respondents rate this experience.



TEACHER - STYLE

How the teacher interacts with the class is an important aspect of learning.

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TEACHER - INTERACTION

LCMS has many wonderful teachers, as is evidenced by the high scores overall.

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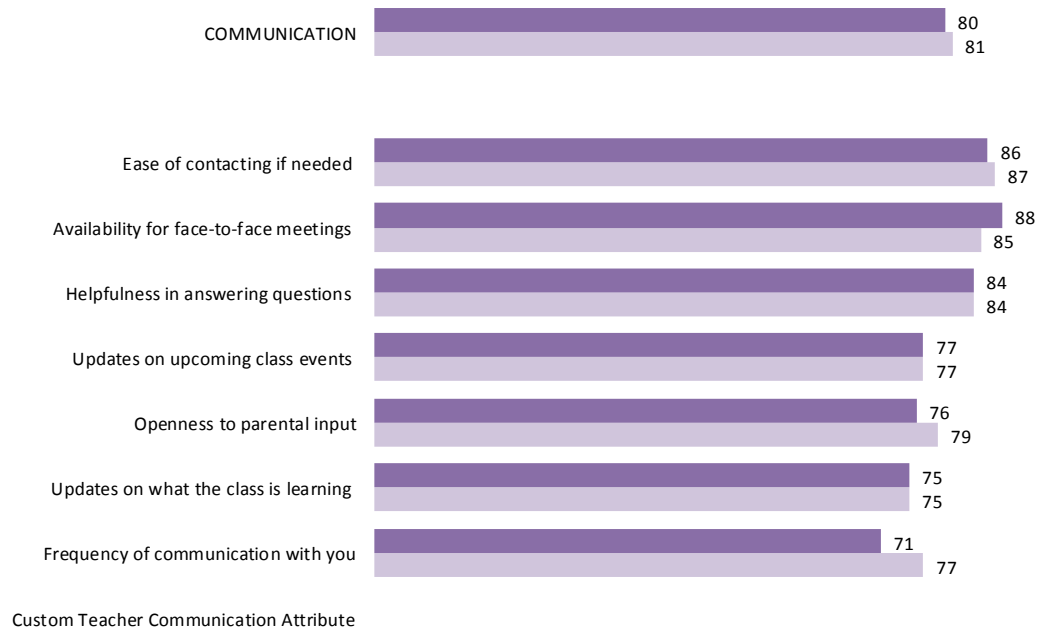


■ Lutheran Central School ■ LCMS Overall

TEACHER - COMMUNICATION

Good communication is essential for a great school experience.

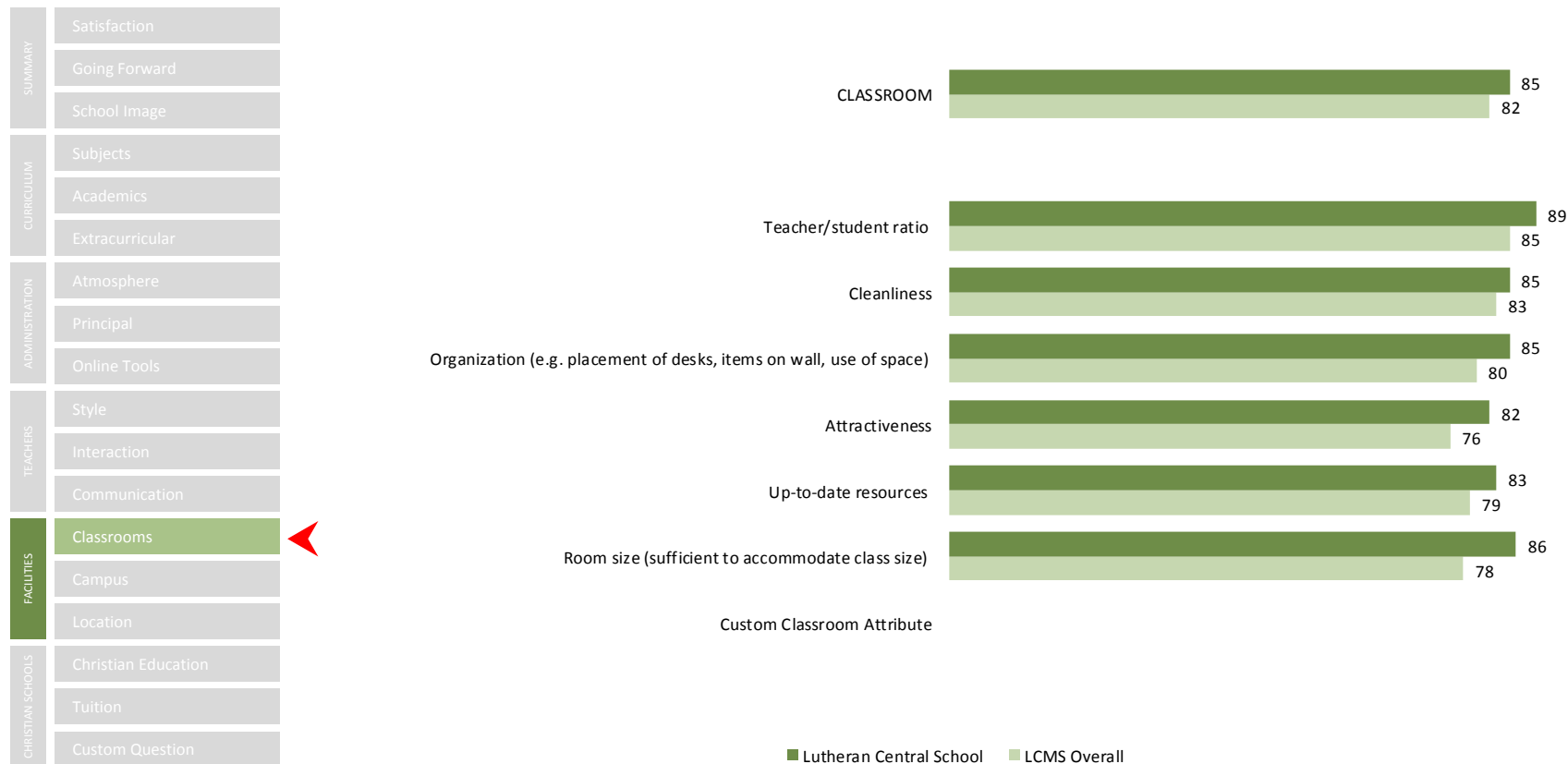
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■ Lutheran Central School ■ LCMS Overall

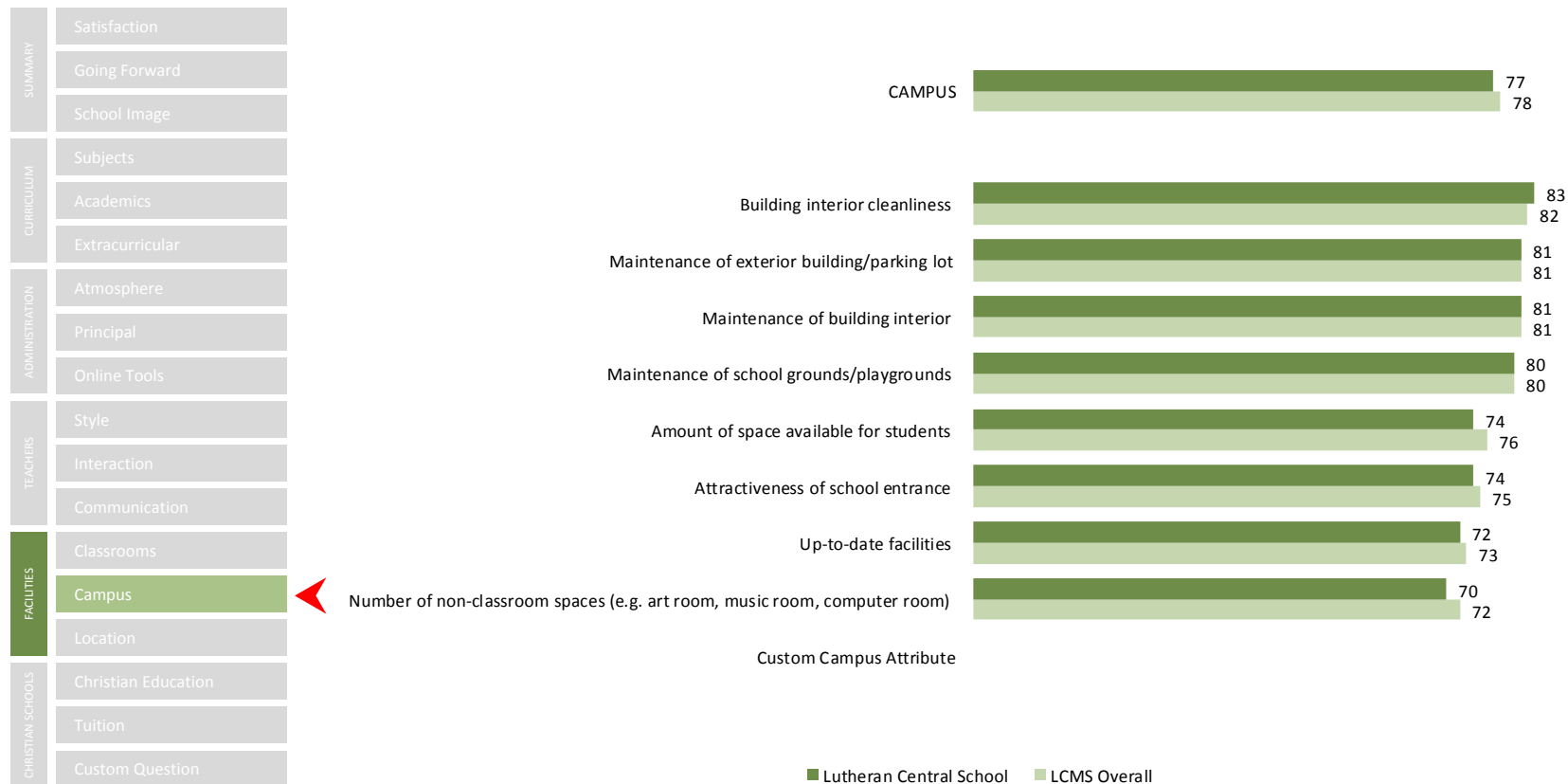
CLASSROOM

Respondents were asked to rate the classrooms overall in their school.



CAMPUS

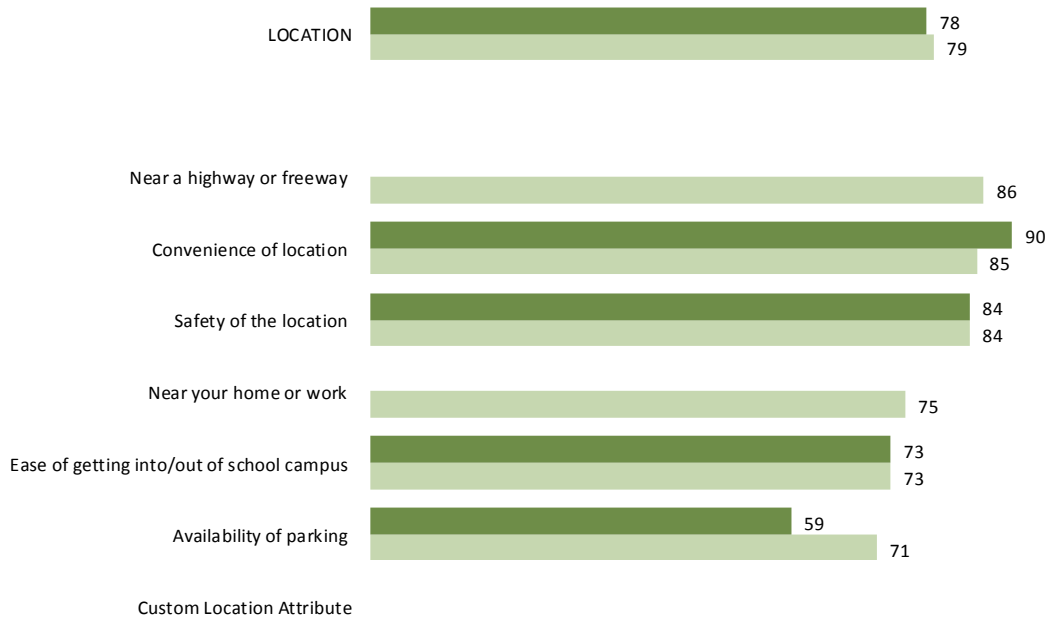
The Campus component looks at the school's facilities and maintenance.



LOCATION

Although little can be done about your school's location, knowing how respondents rate the location can provide helpful insights.

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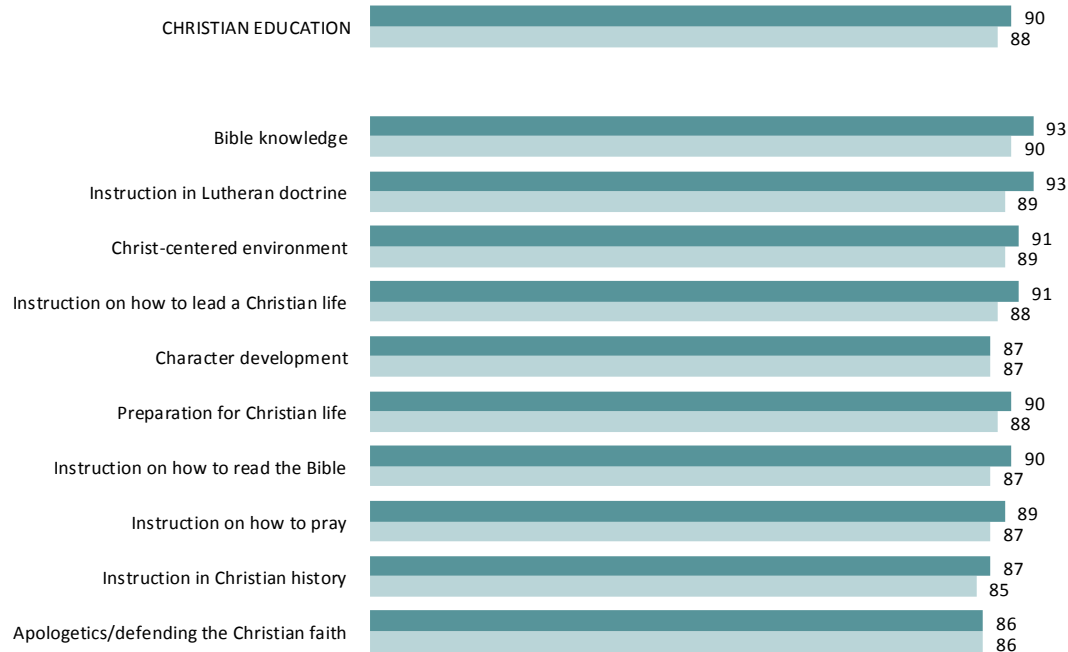


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CHRISTIAN EDUCATION

Christian Education examines the extent to which children are being prepared to live out the Christian life.

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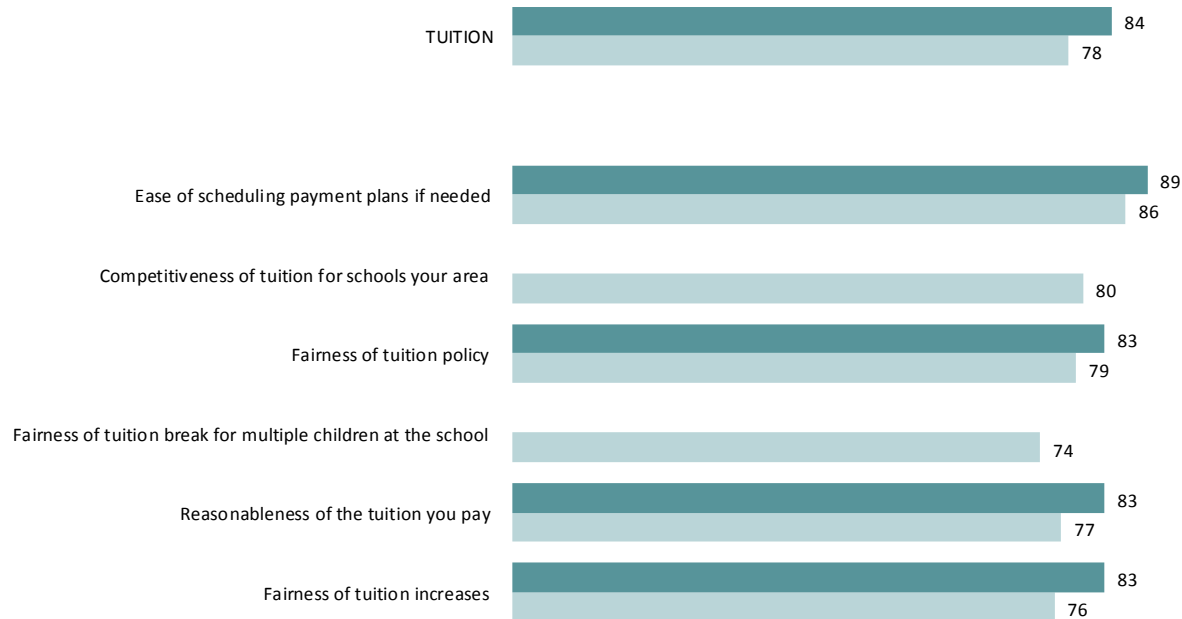


■ Lutheran Central School ■ LCMS Overall

TUITION

Determining the school tuition is complex and can difficult to assess, but here respondents rate aspects of tuition paid in exchange for the education experience their child receives.

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CUSTOM QUESTION

Please rate the school's Board of Education on:

