



Parents/Carers: Frequently Asked Questions

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What is the BCE Listens Survey?

The Brisbane Catholic Education (BCE) Listens Survey is run every two years. It asks about different aspects of school life to identify strengths and areas for improvement. Survey findings are used to inform the school's future work and improvement journey, as well as the direction of Brisbane Catholic Education. It will help us to develop better learning environments and make schools better workplaces.

Who is being surveyed?

BCE are surveying all parents and carers, all school and office staff, and students in Year 4 and above, in four separate surveys.

When is the survey being conducted?

The survey is conducted in Semester 2 so that most respondents have had enough experience of the school to provide considered opinions. The survey will run between 17 August and 31 August 2020.

Pilot surveys are being run during the second week of Term 3, 2020 to trial the questions and processes.

BCE Listens Survey: Parents and carers frequently asked questions

Who is running the survey?

Brisbane Catholic Education has engaged the independent and experienced survey company, Australian Survey Research, to conduct the surveys on behalf of all Brisbane Catholic Education schools.

All the collation of survey information and preparation of reports is managed by Australian Survey Research.

Why should I complete the parent and carers survey?

BCE thinks of parents and carers as partners in their children's education. The parent and carers survey will give school leaders a clear idea of what parent and carer think about the school. Your views on the school help to build a full picture of the school when combined with views from other groups including students and staff. The principal and school leaders use combined survey data to help identify school strengths and areas for improvement, and that they can address in future activities.

Why should my child/ren complete the student survey?

The student survey will provide school leaders and teachers with data to better understand the experiences and views of students at their school. Data collected from the survey is used to identify emerging issues and plan for school improvement.

The student, parent and carers, and staff surveys complement each other to provide the school with a comprehensive picture of the school's community and culture. Understanding the views and experiences of all the whole school community is important for ongoing improvement.

Are the surveys compulsory?

No, the surveys are voluntary. Whilst your responses are very much appreciated, you do not have to complete the parent and carers survey. Even if you commence the survey, you can stop at any time.

If you do not want your child/ren to complete the **student survey** please fill in this short [form](#) before Friday 7 August 2020. If you are happy for your child to complete the survey, there is nothing you need to do.

If your child commences the survey but does not wish to continue for whatever reason, they can stop without having to provide an explanation.

Please contact your school if you have any questions or concerns in relation to participating in the surveys.

What kind of questions will the survey ask?

The survey questions will explore student, and parent and carers perspectives on a range of areas including:

- ✎ Learning and teaching
- ✎ Engagement
- ✎ Relationships
- ✎ Diversity and inclusion
- ✎ Student protection
- ✎ Learning at home
- ✎ Catholic identity
- ✎ Personal development
- ✎ Leadership and support
- ✎ Wellbeing
- ✎ School choice

If you would like to see the parent or student survey questions, please ask your school for the list of questions. The student survey questions will be available on 3 August 2020, and the parent survey questions on 7 August 2020.

How long will I take to complete the surveys?

The **student survey** takes approximately 10-30 minutes, depending on age and/or reading ability of the student. The **parent and carer survey** takes approximately 10 minutes.

How can the surveys be answered?

The **student survey** will be completed online through a secure website, at school. Schools will make computers available so that students can complete the survey during school hours at a convenient time.

The **parent and carer survey** is completed online through a secure website, using a desktop computer, laptop, phone or tablet. BCE have asked Australian Survey Research (ASR) to conduct the survey on their behalf. ASR will send you an email invitation around 17 August 2020 containing your unique link to the survey.

You can choose when to complete the survey between Monday 17 August and Monday 31 August 2020. Reminders will be sent to you if you have not completed the survey.

Can I forward my survey link to other people in my family?

Please note, it is not possible for a parent/carer to share their survey link with another person. The survey invitation to the parent/carer will include a unique link which is associated with the receiver and can only be used once. The link should not be sent to anyone else because it means the recipient will not be able to use it.

What if I am not the right person to answer in my family?

Please contact the school and provide the name and email address of the person who is best to answer about your child. The school will organise for them to receive an email invitation directly.

What if I don't receive a survey invitation?

If no one in your child's family receives a survey invitation, please contact the school who will organise for an invitation to be sent to you.

If another member of your family receives a survey invitation, but you would also like to participate, please contact the school. It is possible for more than one parent/carer per student to participate, however each person requires their own unique survey link. The school will organise for an invitation to be sent to you.

I don't have an email address. How will I get the survey invitation?

If no one in your child's family receives a survey invitation, please contact the school. If you do not have access to the internet, you can still participate by completing a paper copy of the survey. Please contact the school if you would like a paper copy of the survey.

What if it is difficult to answer a survey question?

The survey presents you a series of statements and you are asked to indicate the extent to which you agree with each statement. Sometimes it may be difficult to select a one answer for some statements when your opinion is not clearly one way or the other. You are encouraged to select a single response that best represents your views most of the time. A response that is close to what you think is more useful than no response at all. The first answer you think of is usually the best.

If you cannot respond to a statement, or feels that a statement is not relevant, you may be able to select "Don't know".

I don't read English very well. How will I answer?

Only English versions of the parent survey will be available. Please ask someone in your family or friends to help you answer. It's OK to involve others, but please tell us your views.

If I have more than one child, how many surveys can I complete?

Each parent/carer can complete the survey once for each school. If you have more than one child at a school, please consider your eldest child at the school when answering the survey.

If you have children at more than one Brisbane Catholic Education school, you may receive a survey invitation from each school.

What if I have more than one child at the school and they have different experiences?

If you have more than one child enrolled at a school, please answer the survey with your eldest child in mind. Please answer about the same child throughout the survey.

Can the online survey be accessed multiple times?

It is possible answer over multiple sitting as long as you have not clicked on Finalise at the end of the survey. After you click on Finalise your link will de-activate and you will not be able to make any changes to your answers.

Are responses confidential?

All survey responses are confidential.

Staff in schools or Brisbane Catholic Education will not have access to individual **parent/carer responses** and will not be able to identify individual parents and carers from their responses. The school will only receive information based on the collective answers of all parents who participated in the survey.

School staff will not have access to individual **student responses**. A small number of office staff will have access to individual student responses for research and analysis purposes only to better understand students' educational needs. Only students in year 4 through to 12 will be surveyed, and they will complete the survey at school.

Please be assured that all survey responses are treated confidentially and all data will be stored securely in accordance with the *Information Privacy Act 2009 (Qld)*.

Data are not reported where an individual or an individual's response can be identified, even in the smallest schools. Responses are protected by the *Information Privacy Act 2009 (Qld)* and Brisbane Catholic Education is legally bound to ensure that no identifying information is published or released.

What will the survey information be used for?

The survey information will be used to help the school review its performance and plan for the future. The responses will help identify areas where the school is doing well and areas where it could improve.

Will I hear about the school's survey results?

Yes, the school will receive its survey reports in early November and will provide information to parents and carers, students and school staff. Please contact the school directly if you do not receive information on the survey results by the end of November 2020.

I have more questions?

Please contact your school if you have any questions about the survey.