



# Macarthur Anglican School

## Parent Satisfaction

Parent feedback plays a crucial role in ensuring Macarthur remains connected with the perspectives of those most invested in the well-being of its students. In most cases, informal conversations between parents and teaching staff provide a general sense of satisfaction levels within the school community. However, if a parent raises a significant concern, a formal meeting with Executive staff is arranged to fully understand the issue and explore all reasonable solutions.

The most recent formal parent survey was conducted in 2024 at the request of the Headmaster to assess overall parent satisfaction. This anonymous survey was designed and analyzed by MMG Education, Level 4, 191 Clarence Street, Sydney. The review was comprehensive, covering a broad range of educational aspects. While engaging an external professional body like MMG Education is a valuable and insightful process, it is also a significant investment. As a result, such reviews are not conducted annually. Nevertheless, parent feedback remains essential in evaluating how well Macarthur meets the needs and expectations of students and their families.

In 2024, 165 parents and 291 students from selected year groups participated in surveys and provided views on areas such as academic performance, pastoral & academic care, Christian life, co-curricular activities, sport, communications, reputation and facilities.

### Parents

A selection of the parents top level findings are detailed below, ranked in order of the importance the parents placed on reasons for choosing a school for their children.

The top five areas are noted below:

1. 93% of parents noted their expectations were met or exceeded in relation to the Quality of teaching
2. 92% of parents noted their expectations were met or exceeded in relation to the Focus on student welfare, providing a safe and caring environment
3. 98% of parents noted their expectations were met or exceeded in relation to The School's values
4. 95% of parents noted their expectations were met or exceeded in relation to The School's management & leadership

5. 96% of parents noted their expectations were met or exceeded in relation to the Academic Culture

### **Further comments by Parents**

- Beautiful campus/school with good facilities for the students.

emphasis on good Christian values, encouraging doing your best in anything you undertake, offering opportunities for students in/out of schools to nurture their interests/develop skill sets.

- My child is happy to go to school and loves her teachers and friends. Highest attention is provided to the child's learning capabilities and education potential.

- Academia, Education, supportive community and effective communication

- I appreciate the high calibre of resources, buildings and equipment at the School. With a few exceptions, the teachers overall are very professional and provide a high-quality of education. The grounds of the school are excellent and well-maintained. The number of extracurricular activities is very good. My children like the school and have made good friends.

- I know my children are being well looked after and have values being instilled in them. I am proud to be a member of the schools community.

- I value that the school offers an outstanding Academic Programme in a Christian environment that develops intelligent and holistic citizens of the world.

Inclusiveness of the school for the students and families. Encouragement to all students to be their best academically, psychologically and spiritually. The dedication of the teachers to work with the students and parents.

- It is a place where my children are valued and cared for, and encouraged in their faith journey. I appreciate the many teachers who create a safe space for students to learn, and encourage them to value hard work.

- My child's growth and development and the opportunities he is offered to discover what he enjoys and to actively participate in those activities. Macarthur has some wonderful staff who have connected with my son and who I regard as important lighthouse adults in his life. He didn't stand a chance in the public system he was moved from.

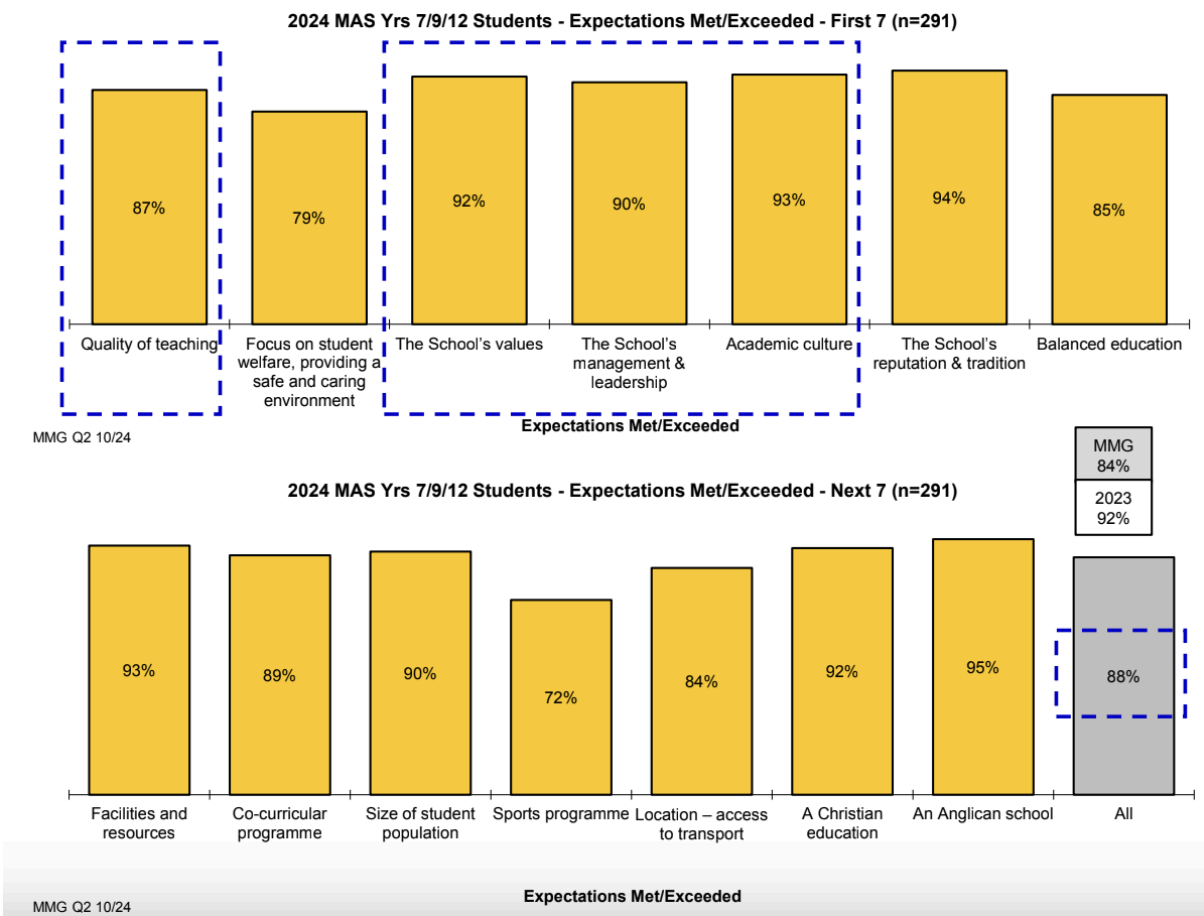
## Student Satisfaction

Students completed the surveys during their scheduled yearly exams, ensuring they were conducted under exam conditions without collaboration. This structured approach maintained the integrity of the data collected.

The research focused on students in Years 7, 9, and 12, covering key areas such as the Academic Programme, Christian Studies, Student Welfare, Communication, Student Services, Non-Sport Co-Curricular Activities, Sport, School Camps, Administration and Leadership, Facilities and Resources, and School Reputation.

The 2024 survey provided detailed insights into each year group, along with comparisons between male and female students. Students were asked to assess the extent to which their expectations were met across these key areas at Macarthur.

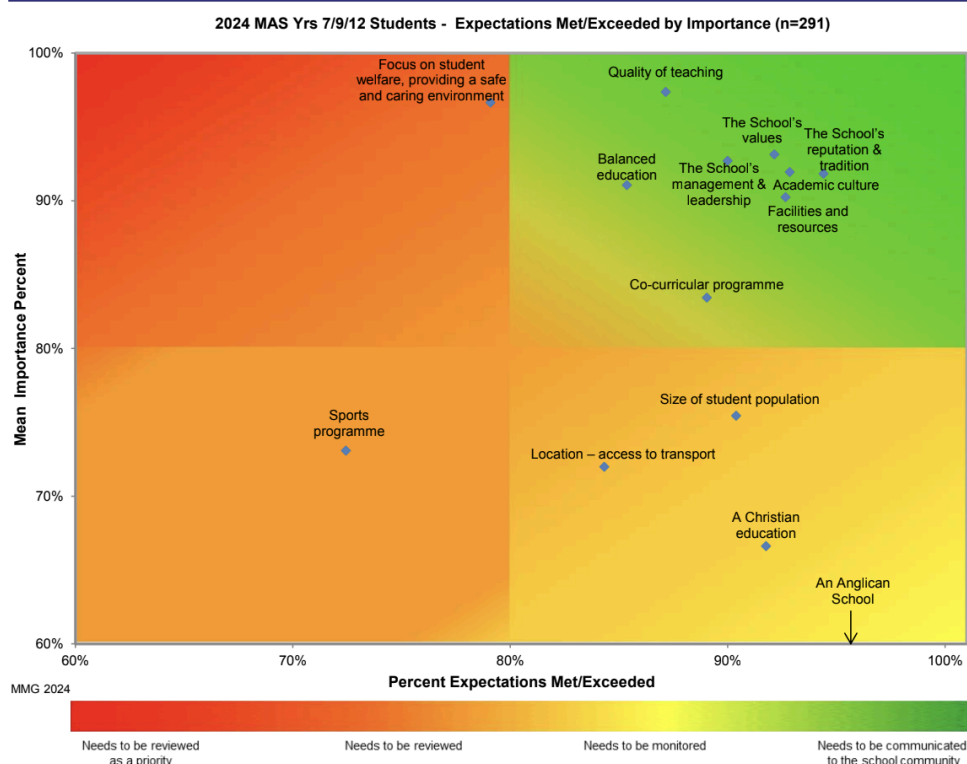
This chart below provides all student’s scores for expectations met/exceeded ranked in order of importance. Overall, expectations met/exceeded is ‘very high’ (88%) which is above MMG’s student school average benchmark score of 84%



# Expectations Met/Exceeded vs. Importance - All Students



2024  
Student  
Report



The scatter chart provides an overview of key areas for students.

The vertical axis shows parents' importance and the horizontal axis the percent of students' expectations met/exceeded.

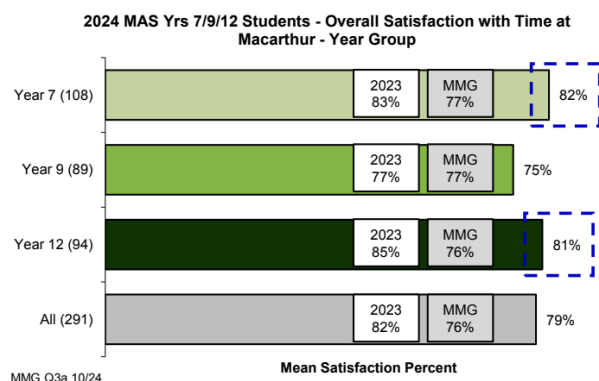
Areas identified in the top left segment need attention as a priority where applicable.

Areas identified in the top right segment represents 'very high' levels of expectations met/exceeded on most important areas and may well represent 'differentiators' for the School.

# Overall Satisfaction with Macarthur - Year Group, Gender & Commencement Year



2024  
Student  
Report



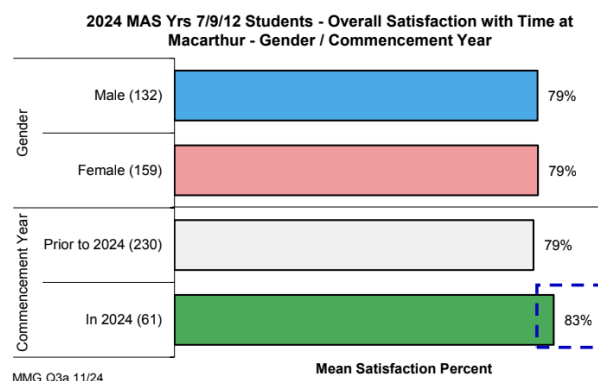
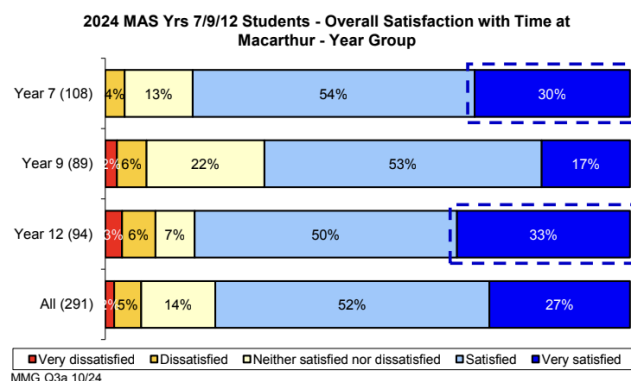
These charts show students' overall satisfaction with their time at the School by year group, gender and commencement year.

The top chart shows the mean scores and the bottom left chart the distribution of scores.

The overall satisfaction score is 'high' (79%).

Male and female students noted the same satisfaction score (79%/79%).

Students who commenced in 2024 noted a higher satisfaction score than those who commenced prior to 2024 (83%/79%).



Out of a cohort of 97 Year 12 students, 22 were honored with the K-12 Award, recognizing their long-term enrollment at Macarthur. This significant number highlights the deep commitment of these families to the school and reflects the high level of student satisfaction.

Overall, student satisfaction remains exceptionally high and continues to rise with each successive survey. The loyalty demonstrated by these students and their families underscores their positive experience at Macarthur. The school's enduring impact is evident in the well-educated, skilled, confident, and service-minded young men and women it produces—an outcome that is widely valued and respected.

## Staff Satisfaction

The Headmaster encourages staff to meet with him to discuss issues as they arise and he proactively seeks to encourage and support all staff serving within the School. A survey was provided for all staff to complete at the beginning of 2024 and the following comments give an indication of staff satisfaction:

Results from past Staff surveys indicate the following levels of staff satisfaction.

93% of staff noted their expectations were met or exceeded in relation to the quality of teaching at the School .

94% of staff noted their expectations were met or exceeded in relation to the quality of student welfare at the School .

92% of staff noted their expectations were met or exceeded with the School providing a balanced, challenging education for their children.

87% of staff noted that their expectations were met or exceeded in relation to the academic standards.

88% of staff noted that their expectations were met or exceeded in relation to facilities and resources at the School.

88% of staff noted that their expectations were met or exceeded in relation to the Headmasters leadership.

### **Further Information Concerning Teacher Satisfaction**

Staff satisfaction at Macarthur is often observed qualitatively through their engagement in the workplace, participation in meetings, and willingness to take on additional responsibilities beyond their core teaching duties. These factors contribute to a dynamic and enriching educational experience for students. Several indicators reflect the high level of staff satisfaction within the school:

- Departing employees consistently express gratitude for the professional opportunities and experiences gained while working at Macarthur, whether in teaching or support roles.
- Many staff members voluntarily dedicate significant time beyond the classroom to various programs and activities, including:
  - **Duke of Edinburgh Award Scheme** – weekend and vacation treks.
  - **Annual Snow Sports Programme** – winter vacation.
  - **After-school sports training.**
  - **Agriculture Show Team** – events at Kangaroo Valley, Goulburn, Moss Vale, Camden, and the Royal Easter Show, including weekends and holiday periods.
  - **Debating and public speaking competitions** – evening events and award ceremonies.
  - **School productions** – rehearsals and performances after hours, on weekends, and during holidays.
  - **Concerts and drama performances.**
  - **Year 12 Study Camp** – held during vacation time.
  - **Staff and family social gatherings** – including the Year 7 Welcome Barbecue and House Barbecues.
  - **Professional development** – some training sessions occur in staff members' own time.

- **School tours** – including overseas trips, sometimes spanning entire holiday periods.
- **After-hours formal occasions** – such as the Year 12 Dinner and Annual School Ball.
- **Community Service Programmes** – conducted after school hours.

The dedication of Macarthur staff is evident in their enthusiasm and commitment to student engagement. Their willingness to sacrifice personal time, often spending days or weeks away from their own families, is deeply valued by the school and regularly acknowledged by parents and students. Macarthur continues to have no shortage of passionate and committed staff eager to support these and other enriching experiences, ensuring students have access to an exceptional range of opportunities.