

Evaluation of Parent Square

Submitted to: The Learning Choice Academy

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This evaluation report is done in partial fulfillment of the requirements for EDTECH 505: Evaluation, a course offered as part of the Boise State University Department of Educational Technology graduate program.

Summary

Parent Square is a communication platform and program that has been implemented at The Learning Choice Academy, a public charter school since August 2016. Parent Square provides a means for schools to safely communicate with staff members, teachers, and parents via email, text, or app in the form of messages, group and individual posts, newsletters, announcements, event requests, and surveys. It also provides a platform for teachers and staff members to collect data and forms that is centralized, streamlined, and secure.

This evaluation will analyze the goals and objectives of the school using Parent Square, including how it is being used and what needs it is addressing. It will also focus on the effects of using it and the challenges and barriers that staff members, teachers, and parents are experiencing with it

The Learning Choice Academy chose Parent Square as a school-wide communication platform to streamline communications between parents, teachers, and staff members and to synchronize information with the school's student information system. The objectives and purpose for using Parent Square were established after meeting with Renee Olmeda, the school's Marketing, Communications, and Events Director. Survey questions were sent to staff members, teachers, and parents to collect data and evaluate whether the goals and objectives of Parent Square were being met.

Evaluation Results

The survey results indicated that 97% of staff members and teachers and 96% of parents and guardians have been able to view and receive messages on Parent Square. The survey results also indicated that staff members, teachers, parents, and guardians have been using Parent Square to respond to school events and complete forms: 54% of staff members and teachers and 90% of parents and guardians have responded to school events on Parent Square. These results showed that staff members, teachers, parents, and guardians have been able to view and receive messages and posts via Parent Square as an alternative to email. Based on these survey results, Parent Square has been an effective program for staff members, teachers, parents, and guardians to view and receive messages, respond to events, and complete forms at The Learning Choice Academy.

In terms of communication, such as staff members, teachers, and parents sending or posting messages to each other, most survey respondents preferred communicating with each other via direct email instead of with Parent Square, or they have not used Parent Square to compose and send messages. These results indicated that most staff members, teachers, and parents have been using Parent Square primarily to receive and read messages, respond to events, and complete forms instead of composing messages or posts. Overall, Parent Square is a program that has been used by most teachers, staff members, parents, and guardians for receiving school messages,

announcements, event notifications, and forms and is an effective program for streamlining school communications. To increase the usage of Parent Square for communication between staff members, teachers, and parents, other factors need to be considered, such as addressing challenges that they have encountered and providing further instruction on how to use Parent Square's features.

Evaluation Description

Evaluation Goal

The evaluation will analyze the goals and objectives of the school using Parent Square, including how it is being used and what needs it is addressing. It will also focus on the effects of using it and the challenges and barriers that staff members, teachers, and parents are experiencing with it.

Objective 1: Teachers, staff members, and parents/guardians will use Parent Square to view and receive messages and announcements on one secure platform.

Objective 2: Teachers, staff members, and parents/guardians will use Parent Square to communicate with each other on one secure platform.

Objective 3: Teachers, staff members, and parents/guardians will use Parent Square to respond to events, complete or collect forms, and complete surveys on one secure platform.

Objective 4: Teachers, staff members, and parents/guardians will use Parent Square to streamline communications with each other instead of direct email, as indicated by user satisfaction and sustainability.

Program Context

Parent Square has been used at The Learning Choice Academy on a yearly contract and implemented for the past six years. The Learning Choice Academy is a public charter school that consists of 3 campuses located in San Diego, La Mesa, and Chula Vista, California. The school's program and mission statement emphasize a personalized learning environment. The school follows a hybrid/homeschool model, which allows parents to choose between using a hybrid model for their children, where they attend classes onsite two-three days a week and are homeschooled for two-three days a week, or they can choose a homeschooling model where they are at home five days a week.

Teachers at The Learning Choice Academy provide instruction to students onsite and online for students in kindergarten through 12th grades. Teachers also work as Educational Partners, meeting with parents and students every six weeks to discuss students' grades and educational progress. Staff members at the Learning Choice Academy include administrators who oversee and plan school events, collect data and

reports and manage school procedures. Staff members also include Education Specialists, Speech and Occupational Therapists, School Psychologists, Counselors, and Instructional Assistants who provide services for students.

Teachers and staff members at The Learning Choice Academy have used Parent Square to post individual and group messages, post events and announcements, collect data from parents and students, schedule appointments, and complete forms and surveys. Parents and guardians have used Parent Square to view and respond to messages and announcements from teachers and staff members, view and respond to events and teacher conferences, and complete data forms or surveys. Training for the usage of Parent Square included emails with text and video instructions that were sent to teachers, staff members, and parents/guardians at the beginning of the school year.

The primary goal of The Learning Choice Academy using Parent Square is to have a communication platform that helps staff members and teachers to streamline communications with parents, collect information, and provide school services more effectively. Forms and data are synched with the school's student information system: SPSIS (School Pathways Student Information System).

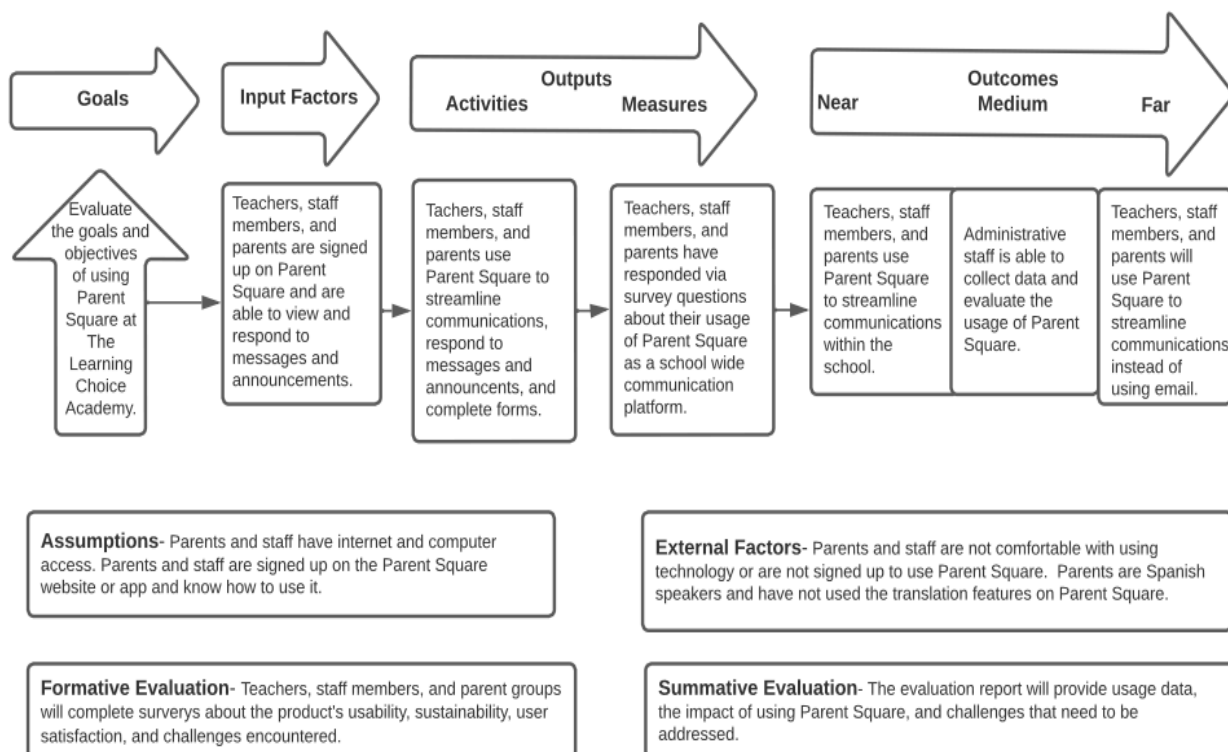
The stakeholders for this evaluation are the school administrators who have chosen to purchase Parent Square as a school-wide communication platform and the staff members, teachers, and parents/guardians who are using the program. This evaluation will provide valuable data and information about the usage of Parent Square, whether goals are being met, and what needs to be addressed.

Evaluator's Program Description

	Goals	Activities	Evidence of Merit
1	Teachers, staff members, and parents/guardians will use Parent Square to view and receive messages and announcements on one secure platform.	Teachers, staff members, and parents/guardians are viewing and receiving messages and announcements on Parent Square daily, weekly, or monthly.	Teachers, staff members, and parents/guardians can view and receive messages and announcements posted on Parent Square in the form of email messages or the phone app. These results will be measured in the form of survey responses.

2	Teachers, staff members, and parents/guardians will use Parent Square to communicate with each other on one secure platform.	Teachers, staff members, and parents/guardians are using the Parent Square website or app to send or post messages, announcements, and schedule appointments with each other.	Teachers, staff members, and parents/guardians can communicate with each other by posting and sending messages, announcements, and scheduling appointments on Parent Square. These results will be measured in the form of survey responses.
3	Teachers, staff members, and parents/guardians will use Parent Square to respond to events, complete or collect forms, and complete surveys on one secure platform.	Teachers, staff members, and parents/guardians will use the Parent Square website or app to view and respond to events, complete surveys, and complete or collect forms that are synchronized with the school's information management system.	Teachers, staff members, and parents/guardians can securely view, receive, and respond to events, and complete forms using Parent Square. These results will be measured in the form of survey responses.
4	Teachers, staff members, and parents/guardians will use Parent Square to streamline communications with each other instead of direct email, as indicated by user satisfaction and sustainability.	Teachers, staff members, and parents/guardians will use the Parent Square website or app instead of direct email for streamlining communication with each other and will report a high user satisfaction for the program.	Teachers, staff members, and parents/guardians will report a high user satisfaction and preference for using Parent Square to communicate with each other instead of direct email. These results will be measured in the form of survey responses.

Logic Model



Evaluation Type and Model

This will be a product-based, formative, and summative evaluation (Spector & Yuen, 2016, pp. 34-37), which will analyze how Parent Square is meeting the school's objectives with suitability, usability, sustainability, and user satisfaction. Parent Square is a product that the school purchased to streamline communications and collect data.

A goal-based evaluation model (Boulmetis & Dutwin, 2011, p.109) will be conducted to study Parent Square's efficiency, effectiveness, and impact. The goal-based evaluation model will be used to analyze the goals and objectives of the school using Parent Square.

Evaluation Method

Participants

The plan for data collection was to submit two different Google Form surveys: one to the parents/guardians of the school, and the other one to the teachers and staff members. Each group was using Parent Square for their own unique needs. Therefore, the

surveys needed to be customized to address how each group was using Parent Square, what goals were being met, and what challenges or barriers they were experiencing with the program.

Teachers, staff members, and parents/guardians at The Learning Choice Academy received an email with instructions for completing the survey about their usage of Parent Square. These participants were chosen to participate in the surveys because they represent the stakeholders, as staff members include the administrators who have purchased Parent Square for the school, and the teachers, staff members, and parents/guardians who are using the program.

For the group of teachers and staff members from the Learning Choice Academy, 34 completed the survey, including teachers, school administrators, education specialists, school psychologists, and office support staff. Of the 34 respondents, 23 included teachers who also work as Educational Partners and teach grades ranging from kindergarten to 12th grade in a hybrid/homeschool program. Teachers and staff members were provided with the same set of survey questions because their usage of Parent Square was similar.

For the group of parents and guardians from the Learning Choice Academy, 110 completed the survey. These parents have children in grades ranging from kindergarten to 12th grade and are attending hybrid or homeschool programs. The parents also meet with their child's Educational Partner every six weeks to discuss academics progress, grades, academic requirements, and other school-related procedures.

Data Sources

The data that was collected from the survey was analyzed for this report. Survey questions were the chosen method for the evaluation to analyze the participants' usage and experience with using Parent Square as a communication tool. For the evaluation, the survey questions were specifically targeted to each group's objectives for using Parent Square, their usage of the program, and to also address any challenges they were encountering with using it. The survey questions were provided via Google Forms and sent to staff members, teachers, and parents/guardians via email and via a Parent Square announcement. The participants had one week to complete the survey. Survey questions consisted of multiple-choice responses using a Likert scale and analyzed Parent Square's suitability, usability, sustainability, and user satisfaction for the participants within The Learning Choice Academy.

Results

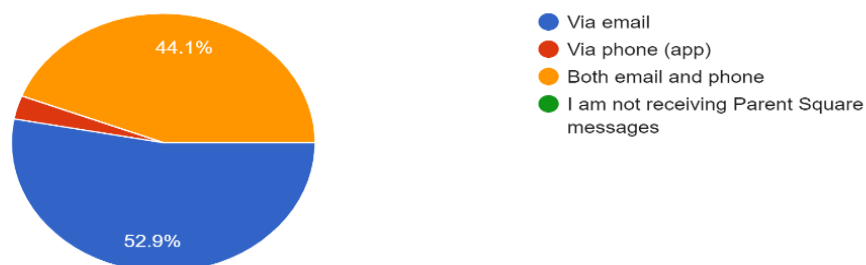
Objective 1: Teachers, staff members, and parents/guardians will use Parent Square to view and receive messages and announcements on one secure platform.

The survey questions for this objective focused on whether teachers, staff members and parents/guardians were receiving Parent Square posts and messages and how often they were reading them. According to the survey, 97% of staff members and teachers, and 96% of parents and guardians receive posts and messages from Parent Square. Staff members and teachers view Parent Square messages weekly (56%) and daily (35%). Parents and guardians view Parent Square messages weekly (49%) and daily (44%).

Results from Teachers and Staff members:

How have you been receiving posts and messages from Parent Square?

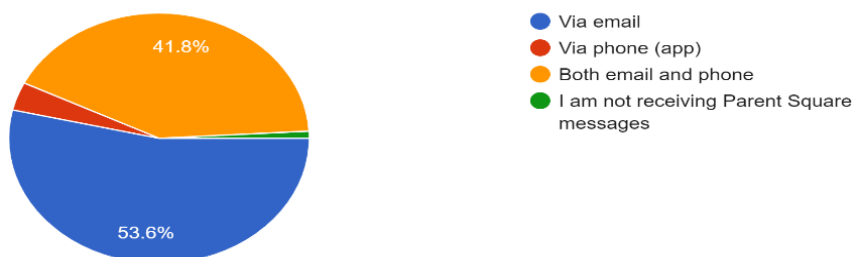
34 responses



Results from Parents and Guardians:

How have you been receiving posts and messages from Parent Square?

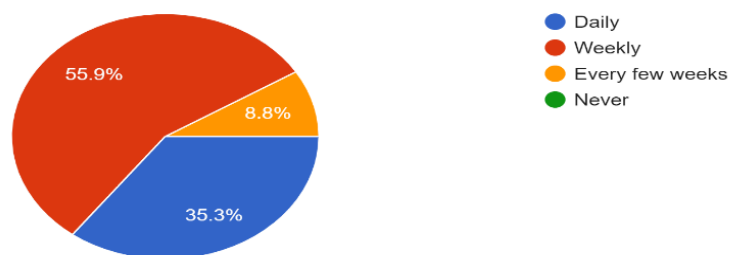
110 responses



Results from Teachers and Staff members:

How often do you read posts and messages from Parent Square?

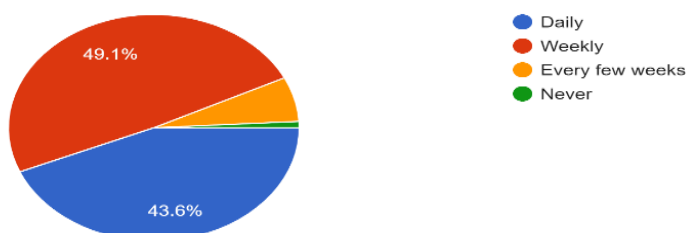
34 responses



Results from Parents and Guardians:

How often do you read posts and messages from Parent Square?

110 responses



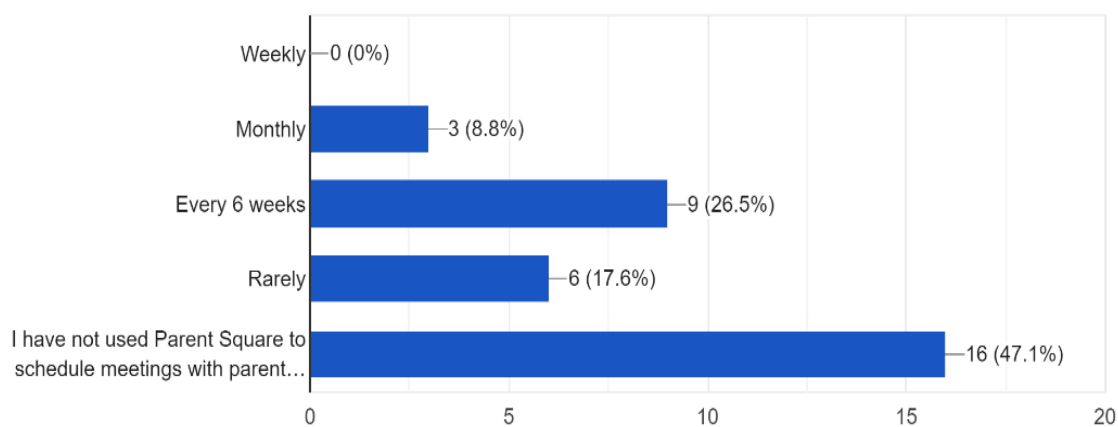
Objective 2: Teachers, staff members, and parents/guardians will use Parent Square to communicate with each other on one secure platform.

The survey questions for this objective focused on whether staff members, teachers, and parents/guardians were using Parent Square to send and compose messages with each other, post announcements, and schedule appointments. According to the survey, 36% of teachers and staff members have used Parent Square to schedule meetings with parents and guardians. 62% of teachers and staff members have used Parent Square to communicate with parents and guardians, while 24% of teachers and staff members have used Parent Square to communicate with each other. 47% of teachers have not used Parent Square to schedule meetings with parents/guardians. 35% of teachers have not used Parent Square to communicate with parents and guardians.

Results from Teachers and Staff Members:

How often have you scheduled meetings with parents or guardians using Parent Square? Check all that apply:

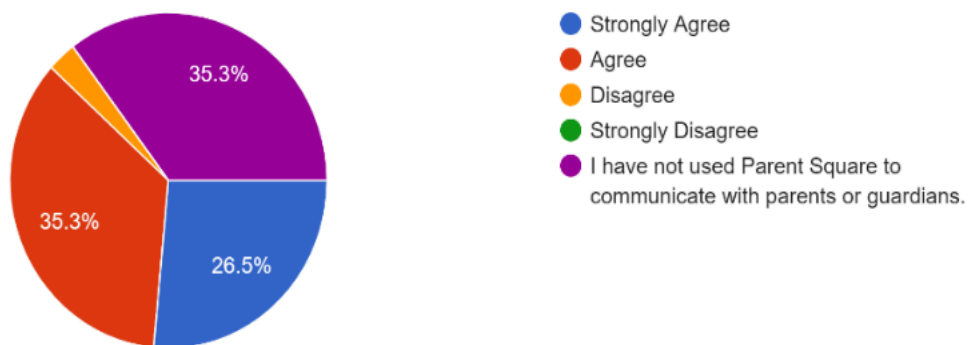
34 responses



Results from Teachers and Staff Members:

Are you able to communicate with parents or guardians using Parent Square?

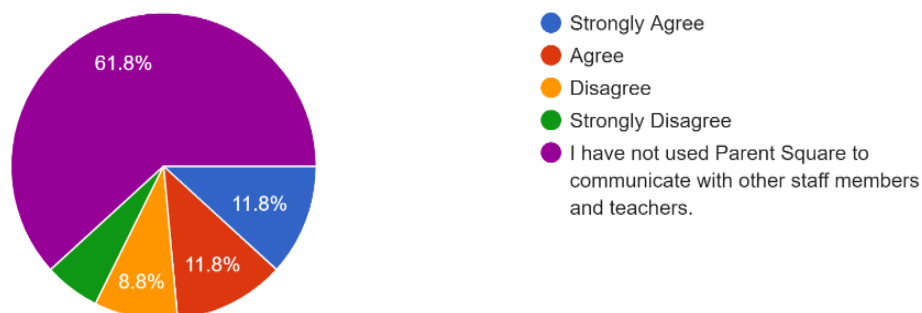
34 responses



Results from Teachers and Staff Members:

Are you able to communicate with other staff members and teachers using Parent Square?

34 responses

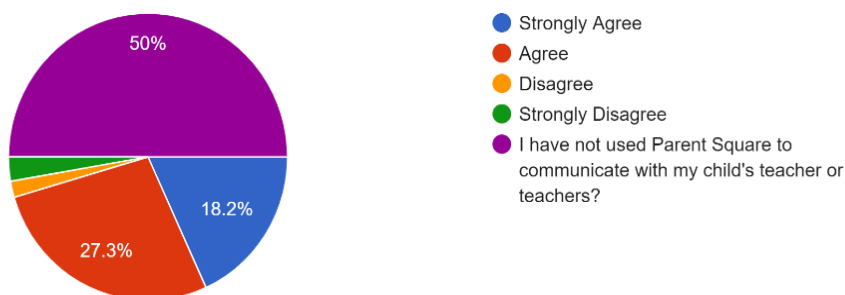


Regarding parents and guardians using Parent Square to communicate with teachers and staff members by sending and composing messages, or scheduling appointments, 45% have used Parent Square to communicate with their children's teachers, and 30% have used Parent Square to communicate with the school's staff members. 50% of parents and guardians have not used Parent Square to communicate with their child's teacher or teachers. 65% of parents and guardians have not used Parent Square to communicate with the school's staff members.

Results from Parents and Guardians:

Are you able to communicate with your child's teacher or teachers using Parent Square?

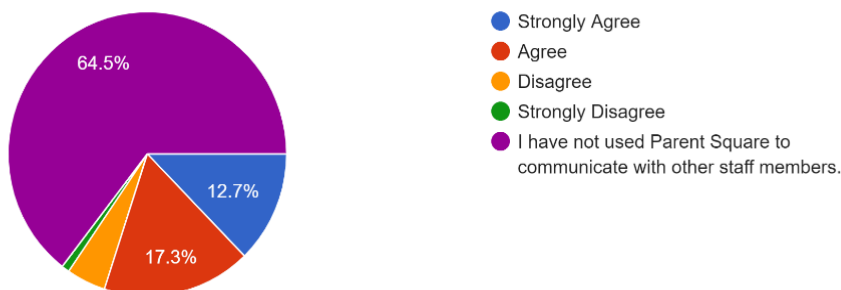
110 responses



Results from Parents and Guardians:

Are you able to communicate with other staff members such as Administrators, Office Staff, or Education Specialists using Parent Square?

110 responses



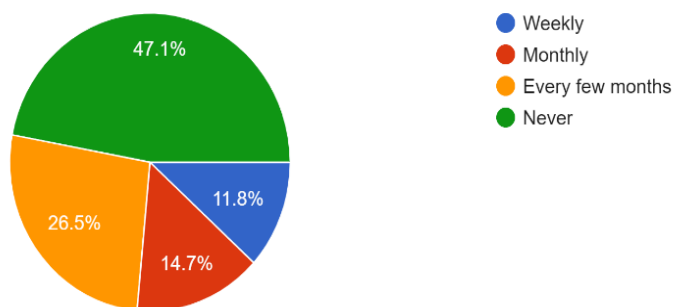
Objective 3: Teachers, staff members, and parents/guardians will use Parent Square to respond to events, complete or collect forms, and complete surveys on one secure platform.

The survey questions for this objective focused on whether teachers, staff members, and parents/guardians were able to view, receive, and respond to events, and complete or collect surveys and forms securely on Parent Square. According to the survey, 54% of teachers and staff members have registered for events using Parent Square, and 71% have completed forms and surveys using Parent Square. Regarding parent usage, 88% of parents/guardians have registered for events using Parent Square, and 88% have completed forms and surveys using Parent Square.

Results from Teachers and Staff Members:

How often have you responded or registered to events posted on Parent Square?

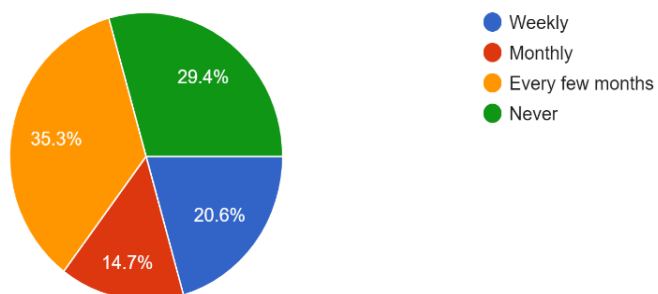
34 responses



Results from Teachers and Staff Members:

How often have you completed employee forms, such as health surveys, using Parent Square?

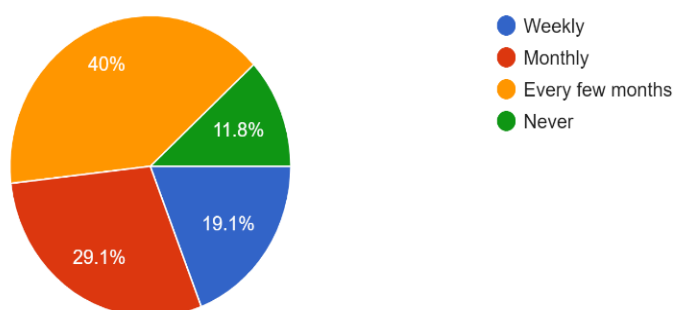
34 responses



Results from Parents and Guardians:

How often have you responded or registered to events posted on Parent Square?

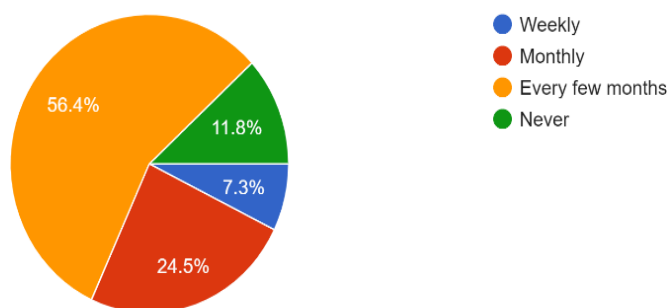
110 responses



Results from Parents and Guardians:

How often have you completed school forms, such as health forms or surveys on Parent Square?

110 responses



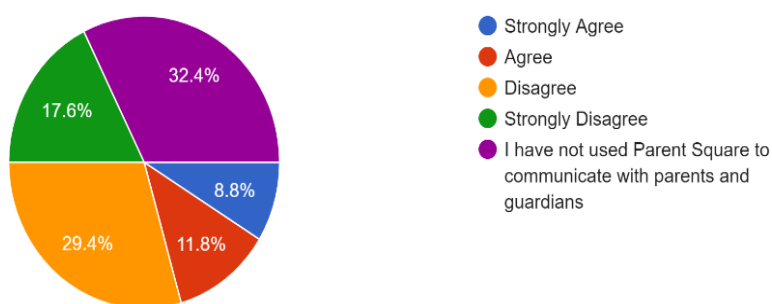
Objective 4: Teachers, staff members, and parents/guardians will use Parent Square to streamline communications with each other instead of direct email, as indicated by user satisfaction and sustainability.

The survey questions for this objective focused on user satisfaction and whether teachers, staff members, and parents/guardians preferred to use Parent Square to communicate with each other instead of direct email. The results indicated that 21% of teachers and staff members prefer to use Parent Square instead of direct email to communicate with parents and guardians, and the majority do not prefer using Parent Square to communicate with other staff members. 32% of teachers and staff members have not used Parent Square to communicate with parents and guardians, and 50% have not used Parent Square to communicate with other staff members.

Results from Teachers and Staff Members:

Do you prefer using Parent Square to communicate with parents and guardians instead of through direct email?

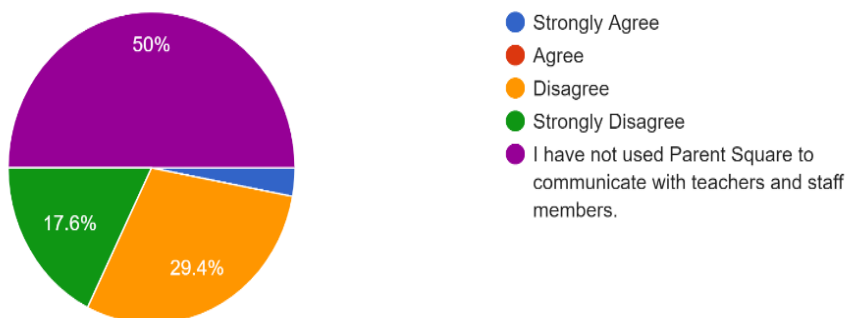
34 responses



Results from Teachers and Staff Members:

Do you prefer using Parent Square to communicate with other teachers and staff members instead of through direct email?

34 responses

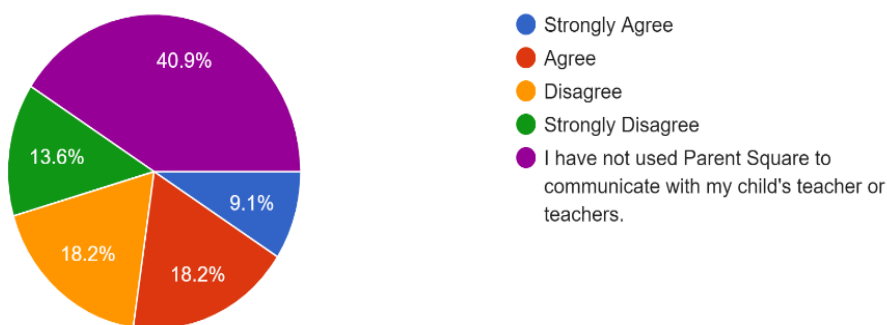


Regarding user satisfaction by parents and guardians, the results indicated that 27% prefer to use Parent Square instead of direct email for communicating with their child's teacher, 23% prefer to use Parent Square to communicate with their child's Educational Partner, and 23% prefer to use Parent Square to communicate with other staff members at the school. 41% of parents and guardians have not used Parent Square to communicate with their child's teacher or Educational Partner, and 50% have not used Parent Square to communicate with school staff members.

Results from Parents and Guardians:

Do you prefer using Parent Square to communicate with your child's teacher or teachers instead of through direct email?

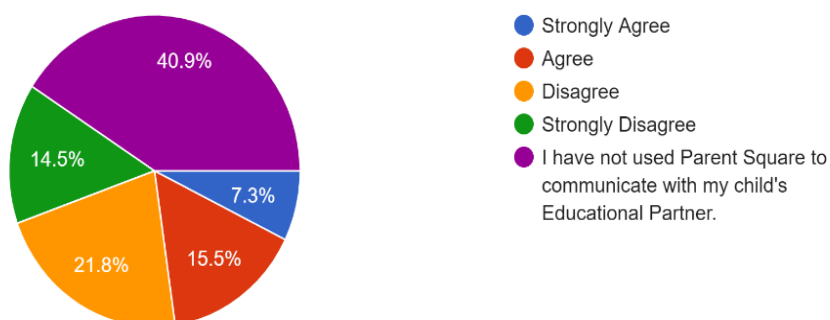
110 responses



Results from Parents and Guardians:

Do you prefer using Parent Square to communicate with your child's Educational Partner instead of through direct email?

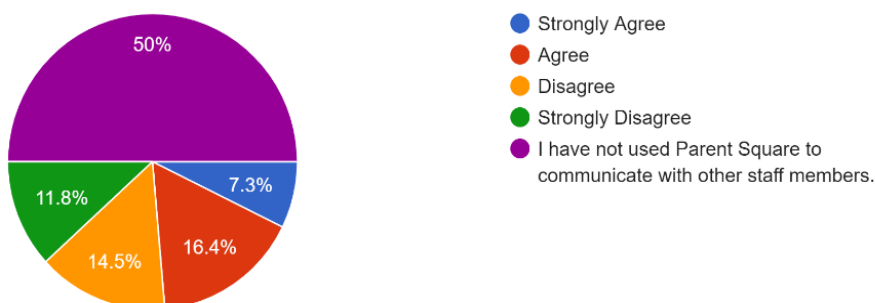
110 responses



Results from Parents and Guardians:

Do you prefer using Parent Square to communicate with other staff members such as office staff or Educational Specialists instead of through direct email?

110 responses



[Appendix A](#) provides the list of survey questions that Teachers and Staff Members completed.

[Appendix B](#) provides the list of survey questions that Parents and Guardians completed.

[Appendix C](#) provides additional survey results from teachers and staff members at The Learning Choice Academy. These results present additional feedback about their usage and satisfaction with Parent Square. These survey questions were part of the original survey that they completed.

[Appendix D](#) provides additional survey results from parents and guardians at The Learning Choice Academy. These results present additional feedback about their usage and satisfaction,

with Parent Square. These survey questions were part of the original survey that they completed.

Discussion

The purpose of the evaluation was to determine whether Parent Square provides a means for The Learning Choice Academy to streamline communication with staff members, teachers, and parents/guardians on a platform that is centralized and secure. The Learning Choice Academy chose Parent Square to provide a communication platform that connects teachers, staff members, and parents, but is also easy to use, effective, and synchronizes with the school's student information system. The evaluation analyzed the goals and objectives of the school using Parent Square, including how it is being used, what needs it is addressing, the benefits of using Parent Square, and the challenges that users are experiencing with it. The results of the evaluation showed that most teachers, staff members, and parents/guardians are using Parent Square to view and receive school-related messages and announcements in the form of email, or the Parent Square app. Parent Square is being used by teachers, staff members, and parents/guardians to respond to events and to complete or collect forms. In terms of communication, most teachers, staff members, and parents/guardians prefer to use direct email instead of Parent Square for sending or posting new messages, or they have not used the program to send messages to each other.

Discussion of the Objectives

The first program objective is that teachers, staff members, and parents/guardians will use Parent Square to view and receive messages and announcements on one secure platform. The survey questions evaluated whether teachers, staff members, and parents/guardians were able to view and receive Parent Square messages, announcements, and posts in the form of email or using the app. This objective was met, as 97% of staff members and teachers and 96% of parents/guardians were receiving and viewing posts and messages from Parent Square.

The second program objective is that teachers, staff members, and parents/guardians will use Parent Square to communicate with each other on one secure platform. The survey questions evaluated whether staff members, teachers, and parents/guardians were using the Parent Square website or app to send and compose messages with each other, post announcements, and schedule appointments. Regarding usage for teachers and staff members, the objective was partially met, as 62% of teachers and staff members have used Parent Square to communicate with parents and guardians. 36% of teachers and staff members have used Parent Square to schedule meetings with parents and guardians and 24% of teachers and staff members have used Parent Square to communicate with each other. Regarding usage for parents and guardians, the objective was not met, as 45% of parents/guardians have used Parent Square to communicate with their children's teachers, and 30% have used Parent Square to communicate with the school's staff members.

The third program objective is that teachers, staff members, and parents/guardians will use Parent Square to respond to events, complete or collect forms, and complete surveys on one secure platform. The survey questions evaluated whether teachers, staff members, and parents/guardians were able to view, receive, and respond to events and complete surveys and forms securely on Parent Square. The objective was met, as 54% of teachers and staff members have registered for events using Parent Square, and 71% have completed forms and surveys using Parent Square. Regarding parent usage, 88% of parents/guardians have registered for events using Parent Square, and 88% have completed forms and surveys using Parent Square.

The fourth program objective is that teachers, staff members, and parents/guardians will use Parent Square to streamline communications with each other instead of direct email, as indicated by user satisfaction and sustainability. The survey questions for this objective evaluated user satisfaction and whether teachers, staff members, and parents/guardians preferred to use Parent Square to communicate with each other instead of direct email. The objective was not met, as 21% of teachers and staff members prefer to use Parent Square instead of direct email to communicate with parents and guardians. Regarding user satisfaction by parents and guardians, the objective was not met, as 27% prefer to use Parent Square instead of direct email for communicating with their child's teacher.

The evaluation also provided additional data regarding user satisfaction with Parent Square. Teachers, staff members, and parents/guardians reported a high rate of user satisfaction with Parent Square for providing information quickly, ease of use, and providing links to forms and surveys. Regarding parents/guardians, 84% agreed that it was easy for them to register on Parent Square, and 89% agreed that it was easy for them to complete health forms and surveys using Parent Square. Regarding teachers and staff members, 50% agreed that it was easy for them to register for events on Parent Square, and 70% agreed that it was easy for them to complete health forms and surveys using Parent Square.

Conclusion

Overall, the evaluation indicated that Parent Square has met its objectives for streamlining communication by providing a safe and secure platform for teachers, staff members and parents/guardians to view and receive messages and announcements, respond to events, and complete or collect forms and surveys. Survey participants reported that they were able to view and receive messages from Parent Square in the form of email or the app, the program was easy to use, and it provided information quickly and efficiently. Regarding challenges or barriers with using Parent Square, most teachers, staff members, and parents/guardians reported that they prefer to use direct email instead of Parent Square to send or post messages with each other, or many have not used the program to communicate with each other.

Parent Square was chosen by The Learning Choice Academy to streamline communications between teachers, staff members, and parents/guardians using a secure, centralized platform. The program has proven to be successful for providing a

platform for viewing and receiving messages and announcements, responding to events, and completing or collecting school-related forms. Although teachers, staff members, and parent/guardians were satisfied with some of Parent Square's features, many were not using the program to send or post messages. It is recommended that the Learning Choice Academy provide additional training and support to teachers, staff members, and parents/guardians so that they can learn how to use Parent Square more effectively to send or post messages, to make best use of the program's features.

References

- Boulmetis, J. & Dutwin, P. (2011). *The ABCs of evaluation : Timeless techniques for program and project managers (3rd ed)*. Jossey-Bass.
- Spector, J. & Yuen, A. (2016). *Educational Technology Program and Project Evaluation, 1st Edition*. Routledge.

Appendices

Appendix A

Parent Square Survey for Staff and Teachers

Please complete this survey about your experience using Parent Square. Your feedback is appreciated and will be used to complete an Evaluation Report about the usage of Parent Square at the Learning Choice Academy.

1. Email
2. Your Name
3. Your job/position at the Learning Choice Academy
4. If you are a teacher, please also write which grade and subjects that you teach:
5. How have you been receiving posts and messages from Parent Square?
 - Via email
 - Via phone (app)
 - Both email and phone
 - I am not receiving Parent Square messages

6. How often do you read posts and messages from Parent Square?
 - ☐ Daily
 - ☐ Weekly
 - ☐ Every few weeks
 - ☐ Never
7. How often have you responded or registered to events posted on Parent Square?
 - ☐ Weekly
 - ☐ Monthly
 - ☐ Every few months
 - ☐ Never
8. Was it easy for you to respond to or register for events on Parent Square?
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not RSVP'd to events on Parent Square
9. What problems have you encountered when registering or responding to events on Parent Square? Check all that apply.
 - ☐ I did not receive confirmation of my response or registration
 - ☐ I was not able to make a choice
 - ☐ I was not able to change my choice
 - ☐ Other
 - ☐ I have not RSVP'd to events on Parent Square
10. If you marked other in the previous question (problems encountered when registering or responding to events on Parent Square), please explain your response here:
11. How often have you completed employee forms, such as health surveys, using Parent Square?
 - ☐ Weekly
 - ☐ Monthly
 - ☐ Every few months

- Never

12. Was it easy for you to fill out employee forms, such as health surveys, using Parent Square?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I have not used Parent Square to complete employee forms and surveys

13. How often have you scheduled meetings with parents or guardians using Parent Square?

Check all that apply:

- Weekly
- Monthly
- Every 6 weeks
- Rarely
- I have not used Parent Square to schedule meetings with parents or guardians.

14. Was it easy for you to schedule meetings with parents or guardians using Parent Square?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I have not used Parent Square to schedule meetings with parents or guardians

15. Are you able to communicate with parents or guardians using Parent Square?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I have not used Parent Square to communicate with parents or guardians.

16. Are you able to communicate with other staff members and teachers using Parent Square?

- Strongly Agree
- Agree
- Disagree

- Strongly Disagree
 - I have not used Parent Square to communicate with other staff members and teachers.
17. Have you been able to collect and review data from parents or staff, such as forms and surveys?
- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I have not used Parent Square to collect and review data from parents or staff.
18. Do you prefer using Parent Square to communicate with parents and guardians instead of through direct email?
- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I have not used Parent Square to communicate with parents and guardians
19. Do you prefer using Parent Square to communicate with other teachers and staff members instead of through direct email?
- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I have not used Parent Square to communicate with teachers and staff members.
20. What are the benefits of using Parent Square? Mark all that apply: Check all that apply.
- Easy to use and navigate
 - Streamlines communication
 - Provides information quickly
 - Can be translated into the preferred language of students' families
 - Includes links to forms and surveys

21. If you marked other in the previous question (benefits of using Parent Square), please explain your response here:
22. What are the problems or challenges that you have encountered with using Parent Square?
Mark all that apply:
- ☐ Difficult to use and navigate
 - ☐ Does not allow me to make changes to my messages or change my responses
 - ☐ Not all parents and staff are using Parent Square to communicate with each other
 - ☐ My class roster is not accurate or has not been updated on the website or app
 - ☐ Other
23. If you marked other in the previous question, (problems or challenges with using Parent Square) please explain your response here:

Appendix B

Parent Square Survey for TLC Parents and Guardians

Please complete this survey about your experience using Parent Square. Your feedback is appreciated and will be used to complete an Evaluation Report about the usage of Parent Square at the Learning Choice Academy.

1. Email
2. Your Name
3. What grades are your children in at the Learning Choice Academy? Check all that apply:

- Elementary school
 - Middle School
 - High School
4. Are your children attending the hybrid or homeschool program? Check all that apply:
- Hybrid (2-3 days per week onsite, 2-3 days per week at home)
 - Homeschool (5 days per week at home)
 - Virtual (online courses for high school)
5. How have you been receiving posts and messages from Parent Square?
- Via email
 - Via phone (app)
 - Both email and phone
 - I am not receiving Parent Square messages
6. How often do you read posts and messages from Parent Square?
- Daily
 - Weekly
 - Every few weeks
 - Never
7. How often have you responded or registered to events posted on Parent Square?
- Weekly
 - Monthly
 - Every few months
 - Never
8. Was it easy for you to respond to or register for events on Parent Square?
- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I have not RSVP'd to events on Parent Square
9. What problems have you encountered when registering or responding to events on Parent Square? Check all that apply.
- I did not receive confirmation of my response or registration

- ☐ I was not able to make a choice
 - ☐ I was not able to change my choice
 - ☐ Other
 - ☐ I have not RSVP'd to events on Parent Square
10. If you marked other in the previous question (problems encountered when registering or responding to events on Parent Square), please explain your response here:
11. How often have you completed school forms, such as health surveys, using Parent Square?
- ☐ Weekly
 - ☐ Monthly
 - ☐ Every few months
 - ☐ Never
12. Was it easy for you to fill out school forms, such as health forms or surveys, using Parent Square?
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not used Parent Square to complete health forms and surveys
13. Are you able to communicate with your child's teacher or teachers using Parent Square?
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not used Parent Square to communicate with my child's teacher or teachers
14. Are you able to communicate with other staff members such as Administrators, Office Staff, or Education Specialists using Parent Square?
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree

- ☐ I have not used Parent Square to communicate with other staff members.
- 15. Do you prefer using Parent Square to communicate with your child's teacher or teachers instead of through direct email?
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not used Parent Square to communicate with my child's teacher or teachers
- 16. Do you prefer using Parent Square to communicate with your child's Educational Partner instead of through direct email?
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not used Parent Square to communicate with my child's Educational Partner
- 17. Do you prefer using Parent Square to communicate with other staff members such as office staff or Educational Specialists instead of through direct email?
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
 - ☐ I have not used Parent Square to communicate with other staff members
- 18. What are the benefits of using Parent Square? Mark all that apply:
 - ☐ Easy to use and navigate
 - ☐ Streamlines communication
 - ☐ Provides information quickly
 - ☐ Can be translated into my preferred language
 - ☐ Includes links to forms and surveys
 - ☐ Other
- 19. If you marked other in the previous question (benefits of using Parent Square), please explain your response here:

20. What are the problems or challenges that you have encountered with using Parent Square?

Mark all that apply:

- ☐ Difficult to use and navigate
- ☐ Does not allow me to make changes to my messages or change my responses
- ☐ Not all teachers and staff members are using Parent Square to communicate with parents
- ☐ I am not able to write or respond to messages on Parent Square
- ☐ Other

21. If you marked other in the previous question, (problems or challenges with using Parent Square) please explain your response here:

Appendix C

Parent Square Survey for Staff Members and Teachers: Additional Responses

The following survey responses present user satisfaction and usability of Parent Square by staff members and teachers at the Learning Choice Academy.

These results indicated that 50% of staff members and teachers agreed that it was easy for them to register for events on Parent Square. 44% of respondents have not used Parent Square to register for events.

Was it easy for you to respond to or register for events on Parent Square?

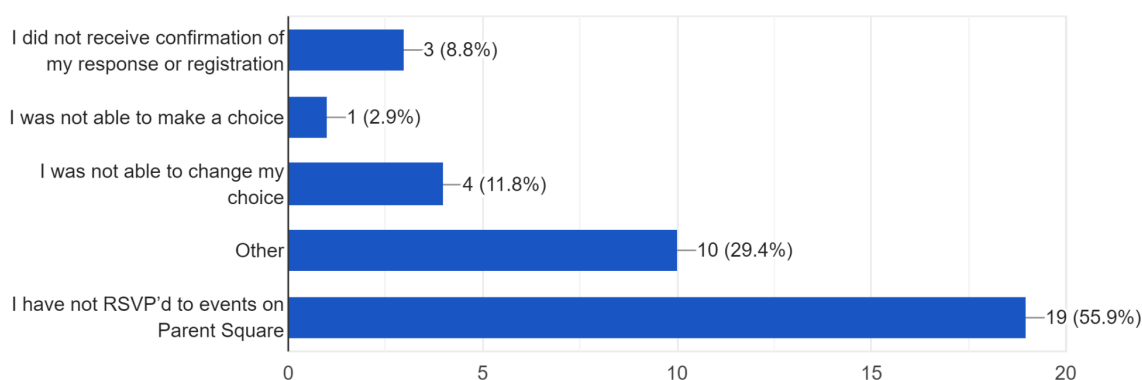
34 responses



These results indicated the problems or challenges that some staff members and teachers experienced when registering for events on Parent Square. 12% of respondents were not able to change their choice, and 9% of respondents did not receive confirmation of their response. For those that marked "Other", their responses included technical difficulties with their phone number, or they wrote "No problems" for their response.

What problems have you encountered when registering or responding to events on Parent Square? Check all that apply.

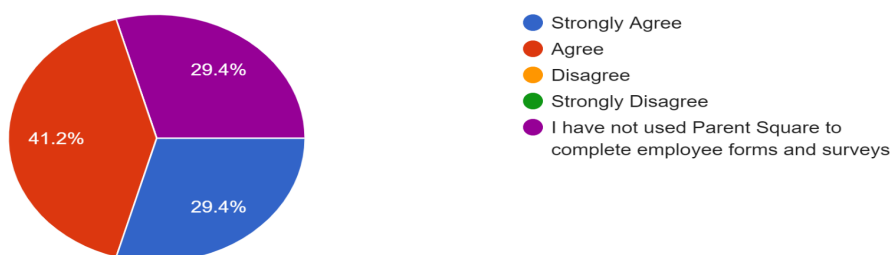
34 responses



These results indicated that 70% of teachers and staff members agreed that it was easy for them to complete employee forms and surveys using Parent Square. 29% of staff members and teachers have not used Parent Square to complete employee forms and surveys.

Was it easy for you to fill out employee forms, such as health surveys, using Parent Square?

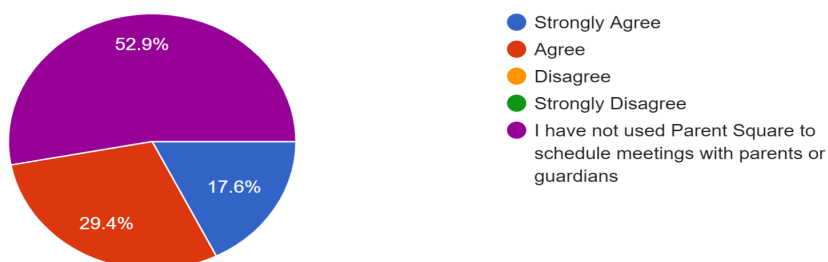
34 responses



These results indicated that 47% of teachers and staff members agreed that it was easy for them to schedule meetings with parents and guardians using Parent Square. 53% of the respondents have not used Parent Square to schedule these meetings.

Was it easy for you to schedule meetings with parents or guardians using Parent Square?

34 responses

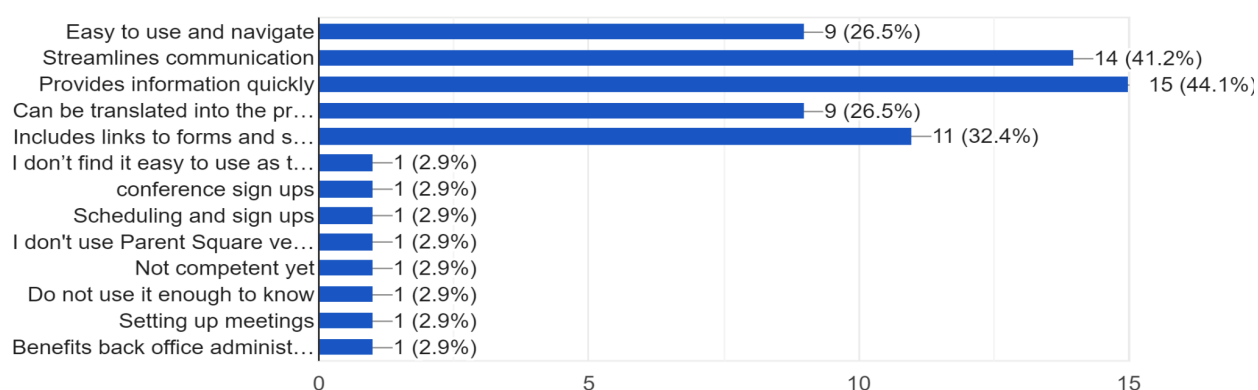


These results presented the benefits of using Parent Square from the perspective of staff members and teachers at The Learning Choice Academy. According to the respondents, the benefits of Parent Square included the following:

- Provides information quickly (44% of respondents)
- Streamlines communication (41% of respondents)
- Includes links to forms and surveys (32% of respondents)
- Easy to use and navigate (27% of respondents)
- Can be translated into the preferred language of the families (27% of respondents)

What are the benefits of using Parent Square? Mark all that apply:

34 responses

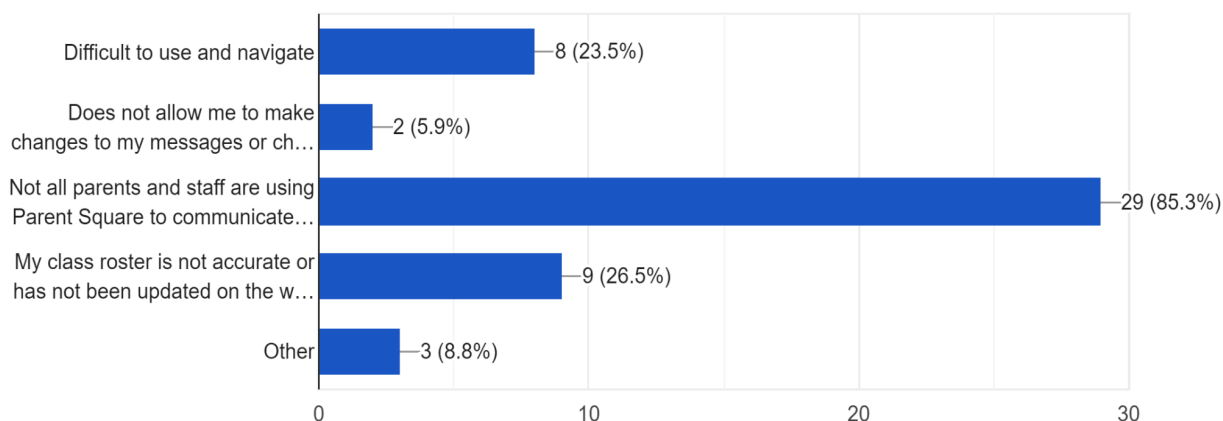


These results presented the problems or challenges of using Parent Square from the perspective of staff members and teachers at The Learning Choice Academy. According to the respondents, the problems or challenges of Parent Square included the following:

- Not all parents and staff are using Parent Square to communicate (85%)
- Class rosters are not accurate or have not been updated on the website (27%)
- Difficult to use and manage (24%)

What are the problems or challenges that you have encountered with using Parent Square? Mark all that apply:

34 responses



Appendix D

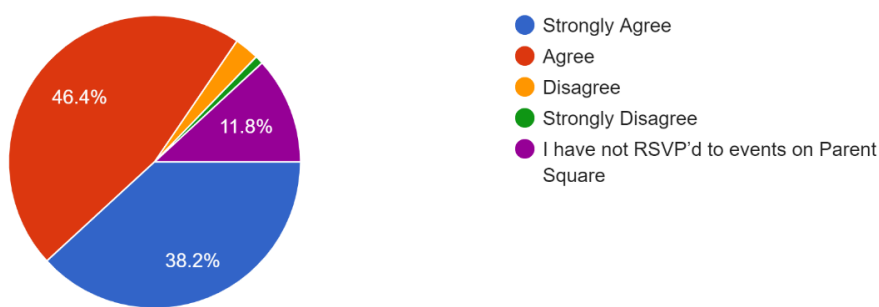
Parent Square Survey for Parents and Guardians: Additional Responses

The following survey responses present user satisfaction and usability of Parent Square by parents and guardians at the Learning Choice Academy.

These results indicated that 84% of parents and guardians agreed that it was easy for them to register for events on Parent Square. 12% of respondents have not used Parent Square to register for events.

Was it easy for you to respond to or register for events on Parent Square?

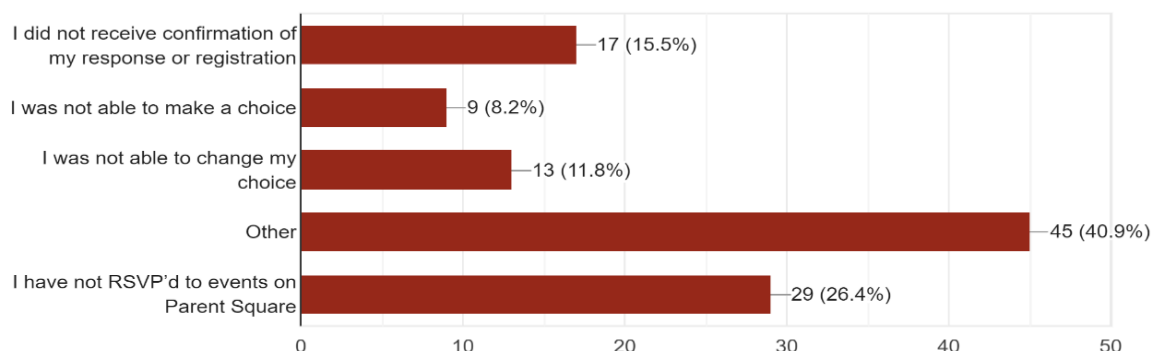
110 responses



These results indicated the problems or challenges that some parents and guardians experienced when registering for events on Parent Square. 16% of respondents did not receive confirmation of their response, 12% of respondents were not able to change their choice, and 8% were not able to make a choice. For those that marked "Other", they wrote "No problems" for their response. 26% of respondents have not used Parent Square to RSVP to events.

What problems have you encountered when registering or responding to events on Parent Square? Check all that apply.

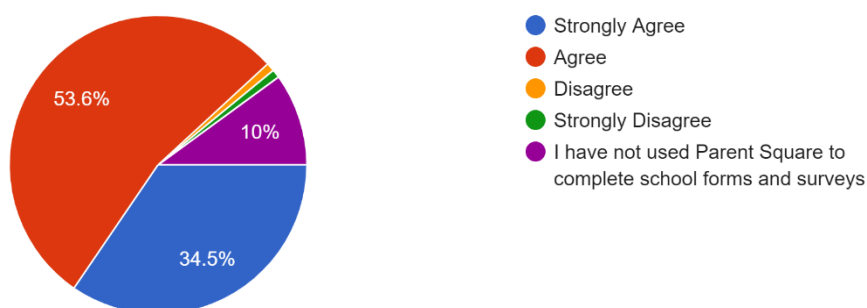
110 responses



These results indicated that 89% of parents and guardians agreed that it was easy for them to complete health forms and surveys using Parent Square. 10% of parents and guardians have not used Parent Square to complete employee forms and surveys.

Was it easy for you to fill out school forms, such as health forms or surveys, using Parent Square?

110 responses

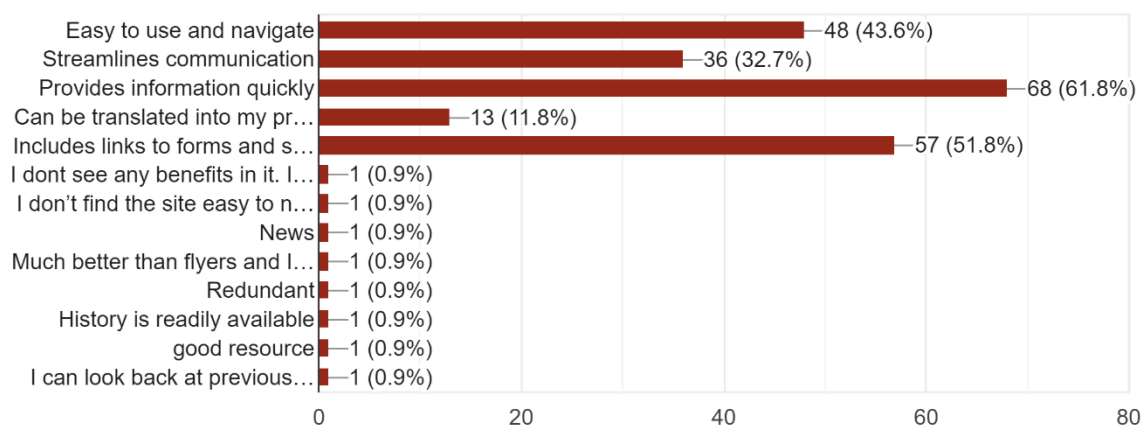


These results presented the benefits of using Parent Square from the perspective of parents and guardians at The Learning Choice Academy. According to the respondents, the benefits of Parent Square included the following:

- Provides information quickly (62% of respondents)
- Includes links to forms and surveys (52% of respondents)
- Easy to use and navigate (44% of respondents)
- Streamlines communication (33% of respondents)
- Can be translated into my preferred language (12% of respondents)

What are the benefits of using Parent Square? Mark all that apply:

110 responses



These results presented the problems or challenges of using Parent Square from the perspective of parents and guardians at The Learning Choice Academy. According to the respondents, the problems or challenges of Parent Square included the following:

- Not all teachers and staff are using Parent Square to communicate (25%)
- Does not allow parents to make changes to messages or change responses (18%)
- Difficult to use and navigate (16%)
- Not able to write or respond to messages (12%)

What are the problems or challenges that you have encountered with using Parent Square? Mark all that apply:

110 responses

