SDA & PARENT LEADERS | ASSOCIATION DISCUSSION GUIDE

Review the parent experience

Identify where parents need clearer information, a fair hearing or a usable next step.

USE THIS RESOURCE

Use at committee level with general themes. This is not a survey of family health or an invitation to collect individual case details.

Ask the questions first

1. When do parents feel least informed about what happens next?
2. Which questions keep returning because the route is unclear?
3. Which parents are least likely to be heard through our current channels?

Check four moments

1. Information: can a parent find an accurate message without relying on rumours?
2. Listening: is there an appropriate way to raise a concern privately?
3. Preparation: do parents know what to expect before a demanding school moment?
4. Routing: can a parent distinguish a committee matter, a school matter and a matter for an appropriate professional?

Your working notes

Keep this copy for your use. Do not add private cases to shared programme materials.

SDA & PARENT LEADERS | CONTINUED

Review the parent experience

Select one improvement

Choose one friction point within the association's mandate. Examples include clarifying the next-step message after a meeting, publishing the relevant school contact, or making an existing briefing accessible to parents who cannot attend. Confirm changes with the school before sharing them.

Review usefulness

1. Did the intended parents receive and understand the information?
2. Did the number or nature of repeated process questions change?
3. Whose experience remains missing?
4. What should we change next?

KEEP IN VIEW

The association's starting point is the parent experience. Fundraising is only one possible activity after the need and mandate are clear.

One next step to take

Keep this copy for your use. Do not add private cases to shared programme materials.

Read this guide online

https://behindthemarks.org/resources/parent-experience-review

Programme enquiries: tapiwa@nojobsjustwork.com

Resources are free to use. An enquiry creates no obligation to purchase or participate. Keep personal cases out of programme enquiries.