



STATE OF WASHINGTON

OFFICE OF THE GOVERNOR

The Office of the Education Ombudsman
Quarterly Report

October 2006/January 2007

The mission of the Office of the Education Ombudsman is to promote equity in education and ensure the academic success of all elementary and secondary students in the state of Washington.

Table with 3 columns: Who we are, Emerging K-12th issues, Fact-finding, and Customer satisfaction. Includes text about OEO mission, K-12th issues, fact-finding results, and customer testimonials.

The Education Ombudsman complaint data base

OEO's complaint data base, which will become operative in March, will provide the agency with technology to track information and create reports about the number of parent/student complaints that are submitted to our office, the issues presented, the location and school district where they originate and more. Data collected will serve as the basis for the OEO annual report to the legislature and as a tool to evaluate the quality of our services.

January conference for families a success

Neither snow nor ice kept 140 parents and family members from across the state from participating in the *Partnering for Student Success* conference at the Seattle Sheraton Hotel on January 11, 2007. The conference was jointly organized by The Office of the Education Ombudsman (OEO) and the Center for the Improvement of Student Learning (CISL) and a part of OSPI's annual conference for educators. Conference sponsors included: Partnership for Learning, AWSP, WA State PTA, CLS, Seattle Public Schools, Commission on Asian Pacific American Affairs, Commission for African American Affairs, Commission on Hispanic Affairs, Governor's Office on Indian Affairs, Washington Appleseed, Skokomish Tribal Nation, and U.S. Department of Education, Region X.

Parents from as far as Spokane and Toppenish, came together to learn how to support Math learning at home, understand High School graduation requirements, and find out how to become more involved in the education of their children. OEO Director Adie Simmons and CISL Director Janet Hayakawa welcomed speakers Terry Bergeson and Representative Sharon Tomiko-Santos (D) Seattle (via video tape) who highlighted the importance of school-family partnerships. Participants enjoyed dinner together and an information and resource fair.



Did you know...?

- ❖ National research consistently shows that family involvement in education is a key element in student achievement. Among the many types of family involvement, supporting education at home is the best predictor of student academic success and high school completion. This holds true across families of all ethnicities, socio-economic levels, and education backgrounds. "Schools must become proficient at establishing solid partnerships with all families, and providing them with opportunities to understand academic goals, and learn how to support and extend student learning at home."

Mapp, K.L., & Henderson, A.T., (2002). *A new wave of evidence: The impact of school, family, and community connections on student achievement*. Austin, TX: Southwest Educational Development Laboratory.

- ❖ A study conducted in several East Coast urban schools found that many low-income and/or diverse families make a deliberate and intentional choice not to participate in school activities and/or become involved in the education of their children because of:
 - Self-perception – Families not clear about their role and responsibilities in the education of their children.
 - Sense of efficacy – Families lack confidence in their own level of education and their ability to contribute to the education of their children.
 - Past experience – Family members had negative past experiences with the education system
 - School climate – Schools' climate can sometimes be unwelcoming and uninviting. Families may not feel respected and valued by school staff.

Hoover-Dempsey, K., & Sandler, H. (1997). *Review of Educational Research*, 67, 3-42

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