

# Family Engagement Services by Parent Support Specialists

2020–2021

## Introduction

Austin Independent School District (AISD) considers family engagement a top priority. Accordingly, the district employs a parent support specialist (PSS) at 69 Title I schools, 52 of whom are funded with City of Austin grant funds. PSSs provide community and parent engagement opportunities to students' families. The [Parent Engagement Support Office](#) (PESO), within AISD's Department of Student Enrollment and Advocacy, monitors, coordinates, and provides support and professional learning to PSSs.

This report summarizes some of the family engagement services provided by PSSs in the 2020–2021 school year. COVID-19 had a significant impact on most aspects of the school experience, including the needs of families and the services PSSs provided.

## Family and Community Engagement Services and Impact

AISD's PESO staff offer a variety of services and learning opportunities across the district. In 2020–2021, PSSs provided support to 20,794 unique students' families. Examples of services included home visits, referrals to a social service agency, translation services, and help with a student's attendance or academic success. PSSs also helped organize and/or conduct 1,856 classes, trainings, and meetings to support parent education and life skills. One such learning opportunity was the [ParaEducator Institute](#), provided by Austin Community College, which 141 AISD parents completed.

## Results from the Districtwide Family Survey

All AISD parents and guardians are encouraged to complete the annual [Family Survey](#), which asks questions about caregivers' experiences with various programs, services, and staff at their student's campus. This year, the survey asked caregivers two new items regarding interactions with the PSS at their student's school (Figure 1), and the majority of respondents answered favorably.

Figure 1

Ninety-eight percent of caregivers agreed that they were treated with courtesy and respect by the PSS and that their involvement was welcomed by the PSS.

I am treated with courtesy and respect by the PSS

My involvement in my child's education is welcomed by the PSS.

Source AISD Family Survey, 2020–2021.  
Family Engagement Services by PSSs

