

ANNUAL POLL 2024-25

*Parents and Guardians'
Opinions on K-12
Public Education in
New Orleans*

The Cowen Institute
Poll Policy Brief No. 1
November 2024

|| EXECUTIVE SUMMARY

The Cowen Institute has conducted annual polls on perceptions of public education in New Orleans since 2007. Our polls provide insights into how parents and guardians view New Orleans' uniquely decentralized K-12 public education system. Each year, we ask between 30 to 40 questions of parents and guardians. Some of these questions are new and address the most pressing issues facing educators and families, while others are recurring, included each year to track changes in opinions on a few key topics over time.

We release the poll findings in a series of two briefs, shortly after collecting the responses. This is the first of two briefs to be released on the 2024-2025 poll, which is based on polling conducted in the fall of 2024. We present the data in this way to make it more accessible and understandable for the general public — the briefs allow us to group the findings by topic to surface trends about the public education system. This brief covers the following issues:

- The overall direction of the city of New Orleans
- The major concerns facing the city
- New Orleans Public Schools (NOLA-PS)
- The best aspects of public education in New Orleans
- The biggest areas of concern in public education in New Orleans
- Charter schools
- Performance of the schools where parents and guardians sent their children
- NCAP or the New Orleans Common Application Process
- The Orleans Public School Board (OPSB) and the upcoming elections for the Board

As we have done since 2020, we polled 1,000 public and private school parents and guardians in Orleans Parish, as well as a small number who homeschool their children, to capture the experiences and attitudes of a wide range of parents.

1,000 Orleans Parish
Parents and
Guardians Polled

90% Reached via
Cell Phone

10% Reached via
Landline

**AUG. 21 -
SEP. 3, 2024** Polling Conducted

METHODOLOGY ||

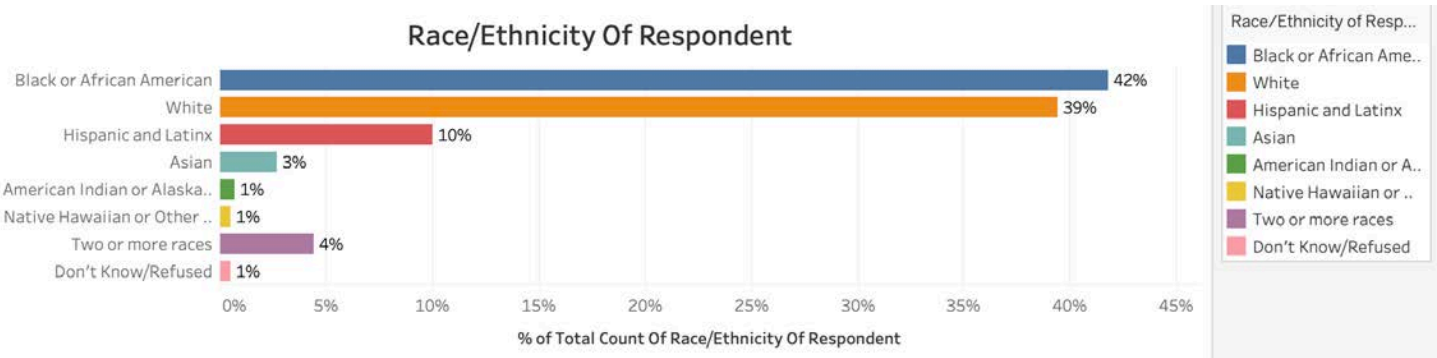
This is the 15th opinion poll on public education in New Orleans published by the Cowen Institute since 2007. The survey items were developed by the Cowen Institute in consultation with LJR Custom Strategies, a strategic research and consulting firm led by Principal Jennifer Johnson. LJR has led our polling over the past six years. Questions were created by the Cowen Institute in partnership with LJR and feedback from external stakeholders in the New Orleans education community.

This was a survey of 1,000 adults who reside in Orleans Parish and are the parent, guardian, or the responsible party for one or more children who currently reside in their household and attend a K through 12 school or are homeschooled. The poll was conducted from August 21, 2024 to September 3, 2024 via landline and cell phone — 90% of respondents were reached by cell phone. Findings applying to the 1,000 person sample are subject to a sampling error of plus or minus 3.1%; subgroups of the sample are subject to error of up to plus or minus 10%. Additionally, please note that when percentages in responses do not add up to 100%, it's due to rounding.

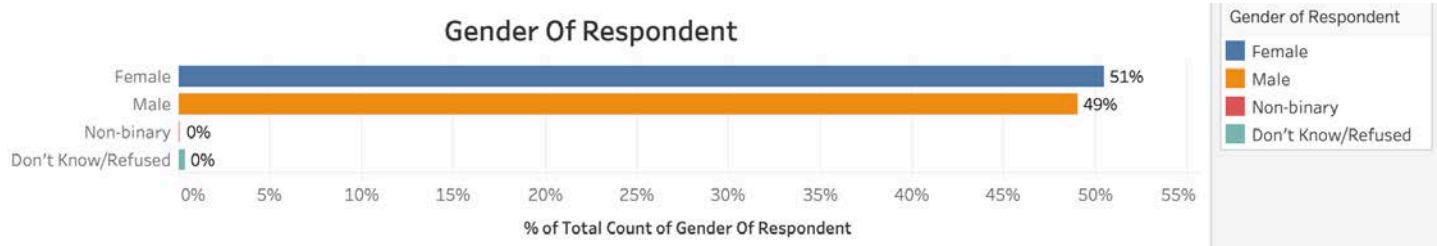
DEMOGRAPHICS

Of those polled, our respondents had the following characteristics:

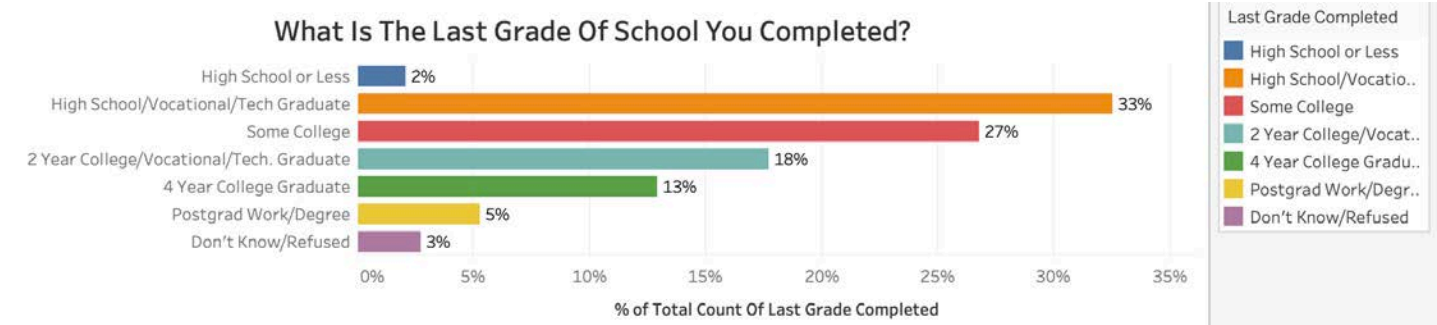
Race



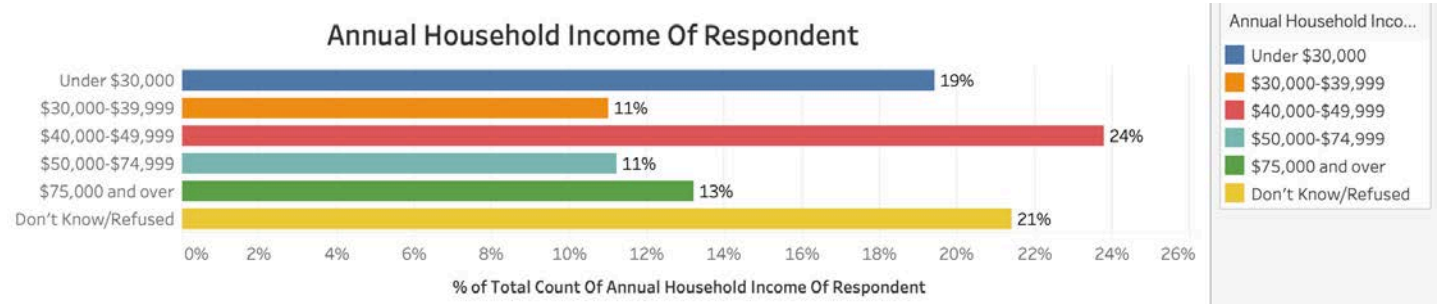
Gender



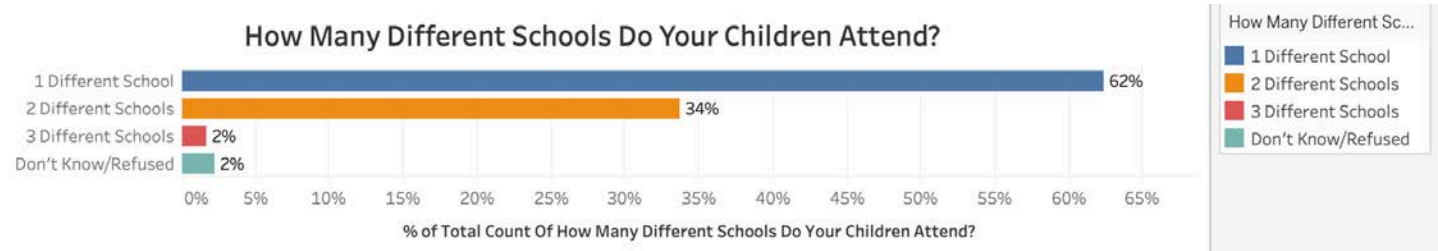
Educational Attainment



Household Income



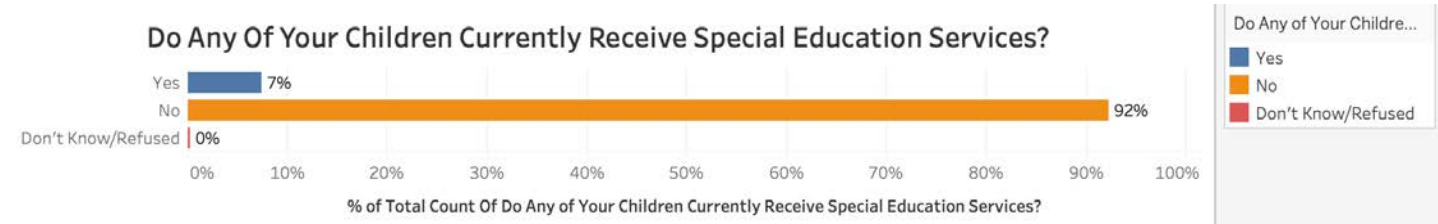
Number of Schools Children Currently Attend



Type of School



Special Education



|| KEY FINDINGS

New Orleans and Issues Facing the City



Direction of the City: Parents had a slightly more positive view of the direction of New Orleans overall this year, with a slim majority of 51% stating they were very or somewhat satisfied with the direction of the city under its current leadership, compared to 48% who said they were very or somewhat dissatisfied. This compared to 46% who had some level of satisfaction last year and 52% who were dissatisfied. But there is also a great deal of variance in satisfaction based on the income level, age, and race of respondents.

Issues Facing the City: By an overwhelming margin, crime and violence were the top concerns for respondents when asked what they believed were the most pressing issues facing the city — 41% of parents and guardians cited it as their top concern, while poverty and the economy and jobs tied as the second most important concern. Education was the fourth most frequently cited concern, which is lower than in the past.

Public Education in New Orleans

New Orleans Public Schools: Parents' and guardians' perceptions about New Orleans Public Schools (NOLA-PS), the governing and oversight authority for the majority of charter schools in the city, improved compared to our 2023 poll. However, the improvement was relative, as a near majority of respondents (48%) said they had neutral feelings toward NOLA-PS, with the biggest change being that far fewer respondents said they had negative perceptions. Yet, parents' and guardians' ratings of the individual New Orleans public schools their children actually attend were somewhat better than the schools as a whole.

Orleans Parish School Board: Overall, respondents' feelings towards the publicly elected seven-member Orleans Parish School Board were more negative than neutral or positive. School safety was the number one concern that respondents wanted incoming board members to focus on after the elections.

New Orleans Common Application (NCAP): Parents and guardians who completed an NCAP in 2024 were more favorable toward the application and enrollment process and happier with the outcome than those who completed in previous years. Respondents still want to improve NCAP's usability and have more higher quality school options.

Overall Trends

There were significant differences in responses based on race: On nearly every measure, Black parents and guardians reported the most negative perceptions, with White respondents also sharing negative perceptions. Hispanic respondents were far more positive about the city, the schools generally, and specific measures on education.

Socioeconomic status still matters: As we have found in every recent poll we have conducted, the socioeconomic status of respondents greatly impacted how they answered the poll questions. Parents and guardians from lower income backgrounds offered lower ratings on almost all fronts and faced more challenges accessing good schools, higher education, and other public education resources than respondents from higher income levels.

Who was most positive: Parents of recent graduates tended to rate the schools far better than parents who do not have a recent graduate in their household. Additionally, parents of special education students were more positive toward the schools than other parents.



DIRECTION OF THE CITY

How satisfied are you with the direction of the City of New Orleans under its current leadership. Are you very satisfied, somewhat satisfied, not very satisfied, or not satisfied at all?

When asked to assess their satisfaction with the direction of New Orleans as a whole under its current leadership, respondents were slightly more positive than in 2023, but still split overall.

Overall, 51% were very or somewhat satisfied, while 48% were very or somewhat dissatisfied. This nearly flipped the numbers from last year when 46% were satisfied and 52% dissatisfied. Notably, satisfaction with the city closely mirrored satisfaction with public education overall — respondents who gave NOLA-PS an A or B grade, were far more likely to be satisfied with the direction of the city (85%), while those who gave it a D or F grade were more dissatisfied with the city’s direction (86%).

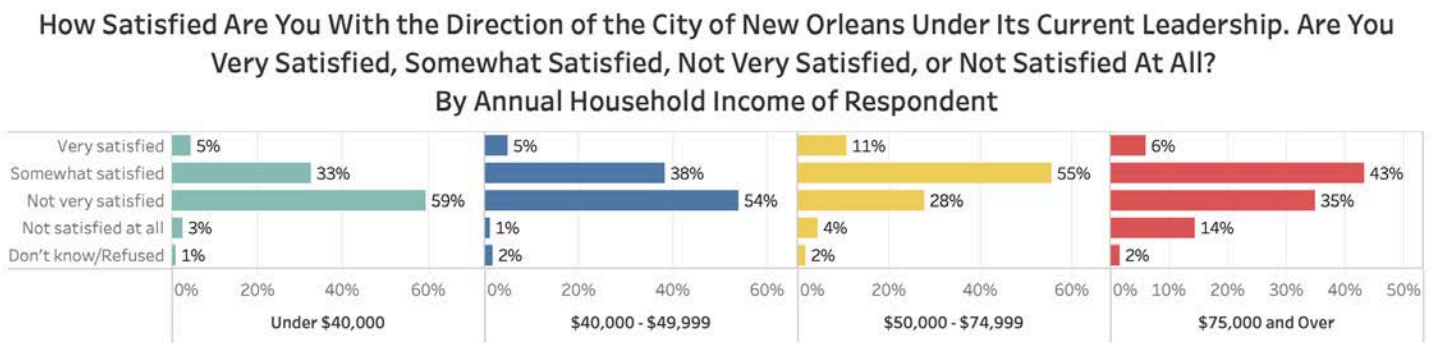
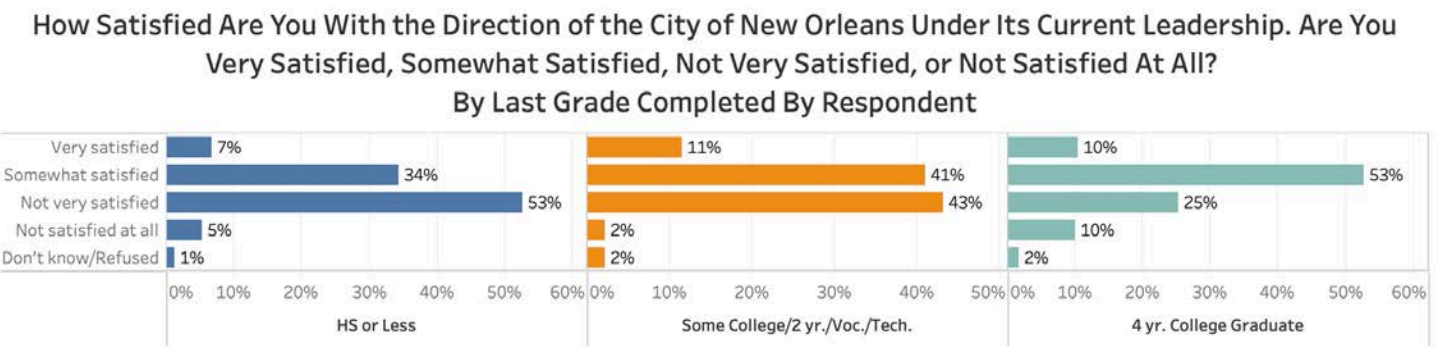
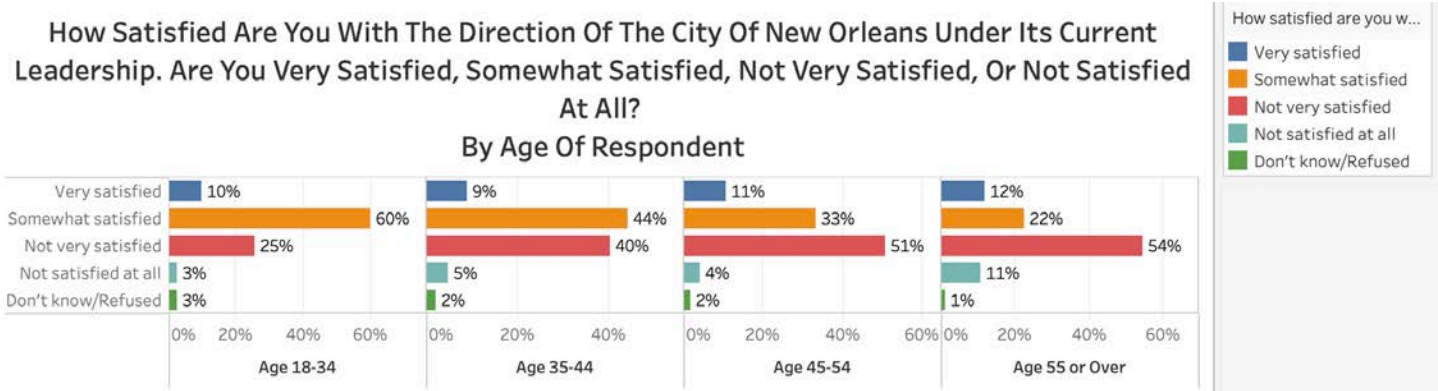
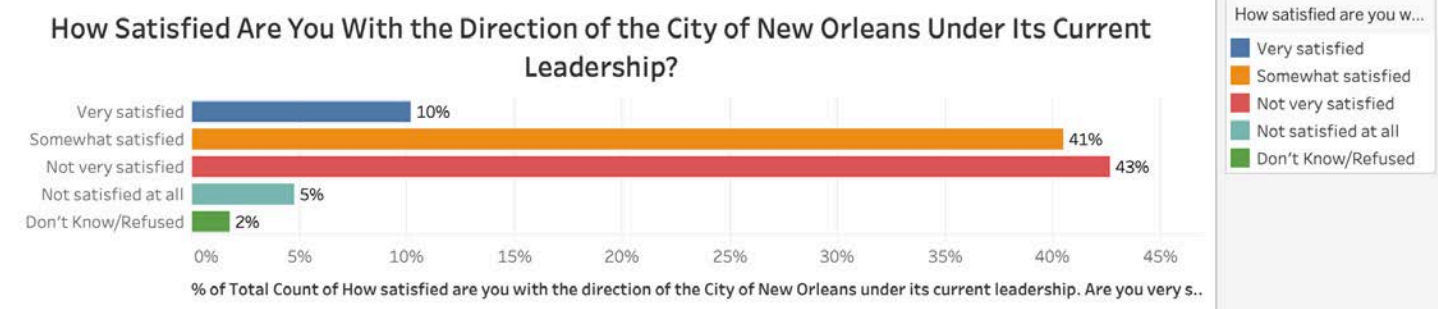
Subgroup Breakdown

Age: Younger parents were far more satisfied with the city’s direction than those aged 45+ and particularly those aged 55+: 70% of 18-34 year olds were satisfied, compared to 34% of respondents aged 55 or older.

Educational Attainment: The educational background of respondents also closely tracked to their satisfaction level: 63% of college graduates said they were satisfied with the city’s direction, compared to 41% of respondents with a high school degree or less.

Race: Black (53%) and White (49%) respondents expressed far higher rates of dissatisfaction than Hispanic (34%) and other race respondents (26%).

Socioeconomic Status: There were marked differences in perceptions about the direction of the city based on socioeconomic status: Parents and guardians from lower income backgrounds expressed notably less satisfaction with the direction of the city than those with higher income. 49% of respondents with household incomes above \$75,000 annually were satisfied with the city’s direction and 49% were not satisfied, while 38% respondents with incomes under \$40,000 were satisfied and 62% were not.



ISSUES FACING THE CITY

Which one of the following issues facing New Orleans concerns you the most — The economy and jobs; education; poverty; crime and violence; infrastructure like roads, drainage, and the sewer and water system; housing and insurance costs; climate change and extreme weather; other?

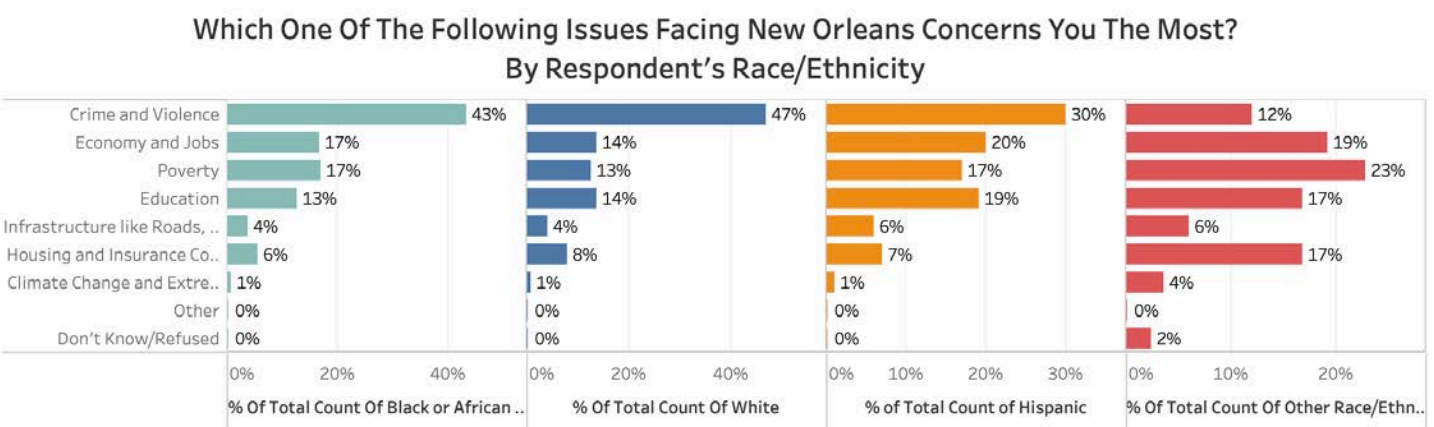
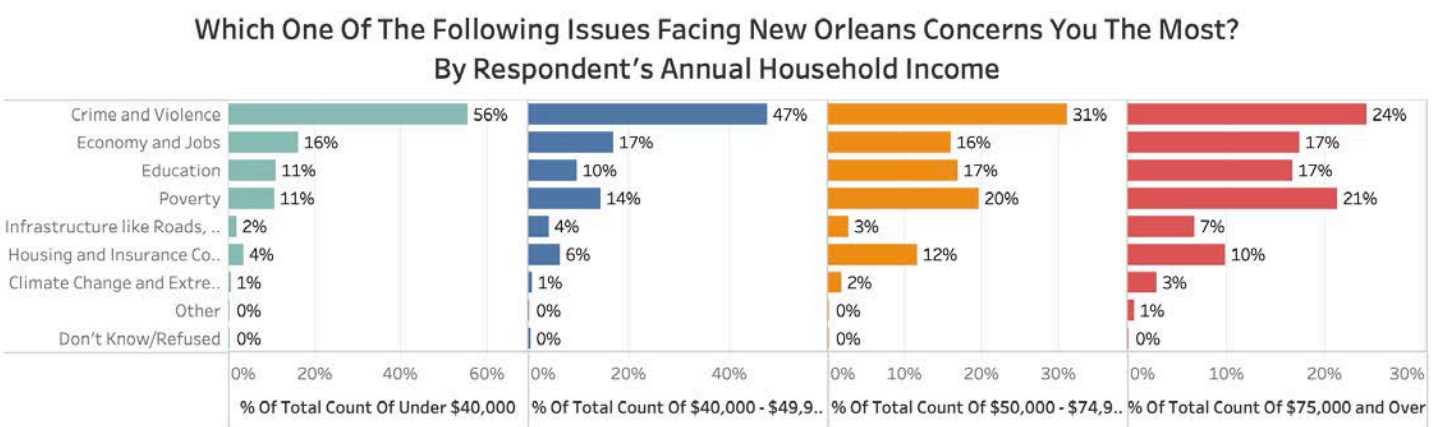
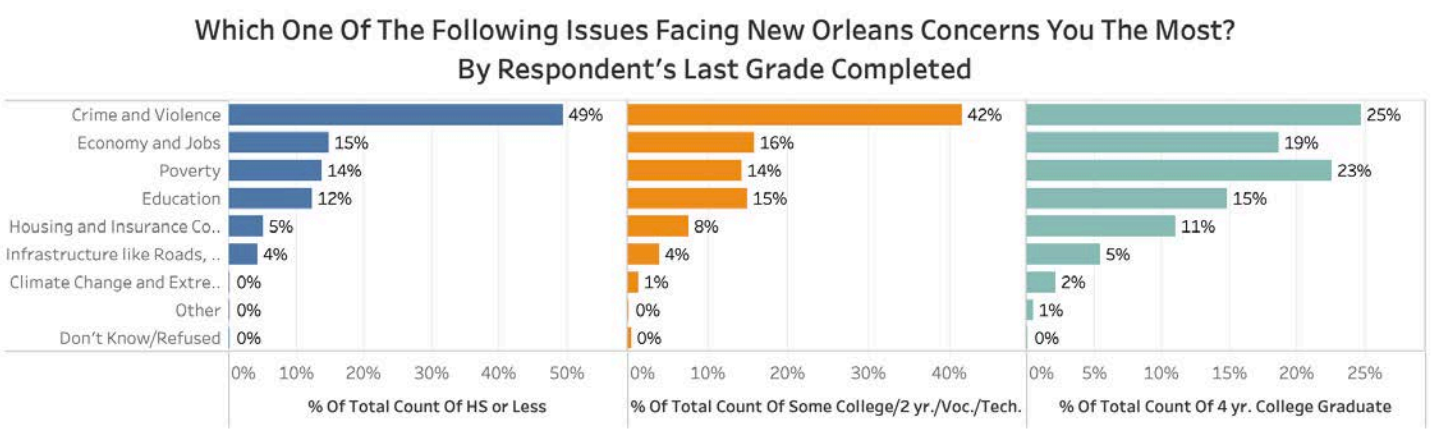
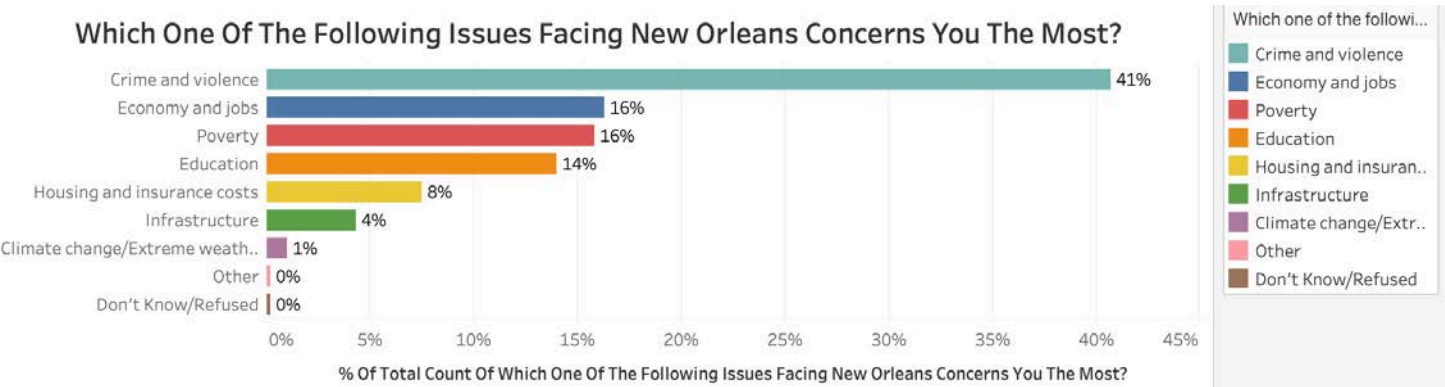
When asked about the key issues facing New Orleans, “crime and violence” were the top concerns of 41% of respondents this year. Poverty (16%) and the economy/jobs (16%) tied for second, while education ranked fourth (14%). This was the lowest percentage of respondents who named education as the top concern since 2020 — though this does necessarily mean respondents believe education has improved.

Subgroup Breakdown

Educational Attainment: Respondents with higher levels of educational attainment were less likely to name crime and violence as their top concern compared to respondents with less educational attainment: 49% of respondents with a high school degree or less named crime and violence as their top concern, which was almost double the 25% of respondents with a college degree or greater.

Socioeconomic Status: Concern about crime and violence declined sharply as the income of respondents increased, while concern about education rose along with income. Crime and violence was named as the top concern by 56% of respondents with household incomes under \$40,000, compared to 24% of respondents with incomes above \$75,000; 11% of lower income respondents ranked education as their top concern, contrasted with 17% of higher income respondents.

Race: Black (43%) and White (47%) respondents named crime and violence as their top concern at far higher rates than Hispanic (30%) and other races (12%). The economy and jobs (20%), along with education (19%), were ranked as the top concerns for Hispanic respondents at higher rates than Black (17%, 13%) and White (14%,14%) respondents.



NEW ORLEANS PUBLIC EDUCATION

FAVORABILITY

Please tell me whether you rate your feelings toward New Orleans Public Schools as very positive, somewhat positive, neutral, somewhat negative, or very negative.

Sentiments towards New Orleans Public Schools, the entity that oversees and authorizes the majority of public charter schools in the city, shifted from last year. While the positive ratings toward NOLA-PS remained similar to last year (31% very or somewhat positive in 2024, compared to 29% in 2023), the negative ratings dropped by half (21% very or somewhat negative in 2024, compared to 42% in 2023). Additionally, more parents offered neutral ratings this year (48% neutral in 2024 versus 29% in 2023).

Subgroup Breakdown

Age: Younger parents were more likely to have positive impressions of NOLA-PS, with 41% expressing positive feelings. All other age groups had far lower positive ratings.

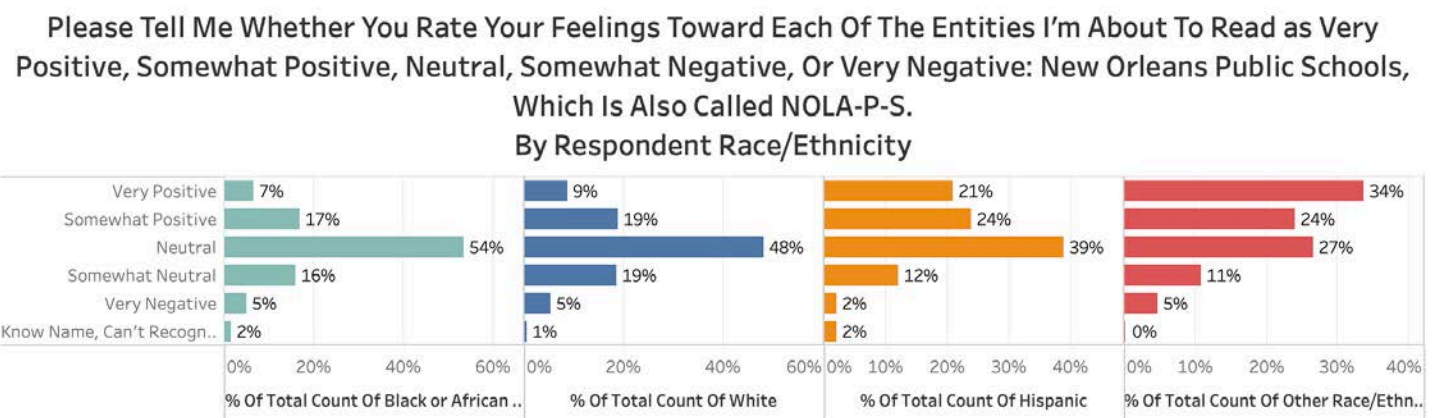
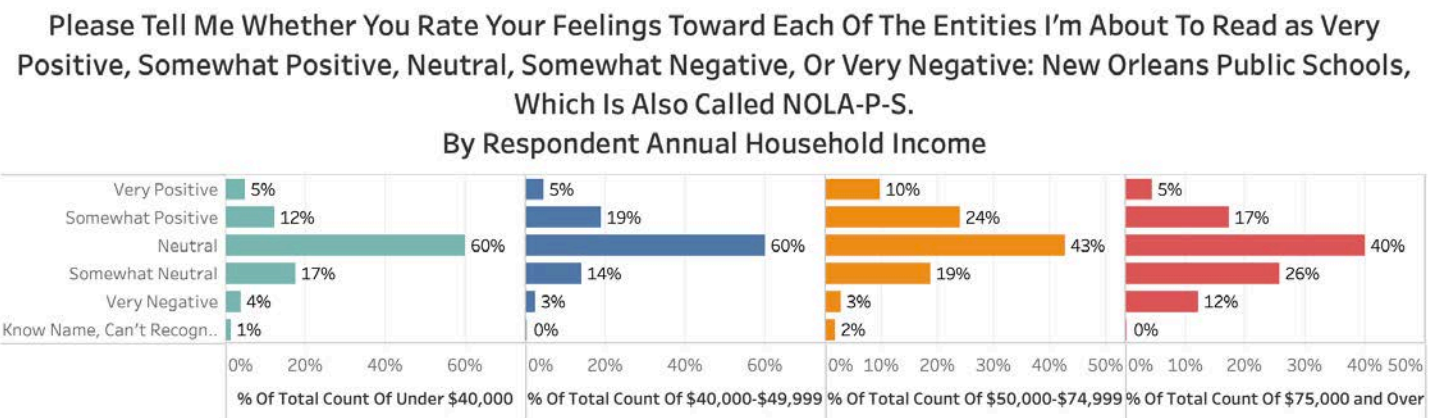
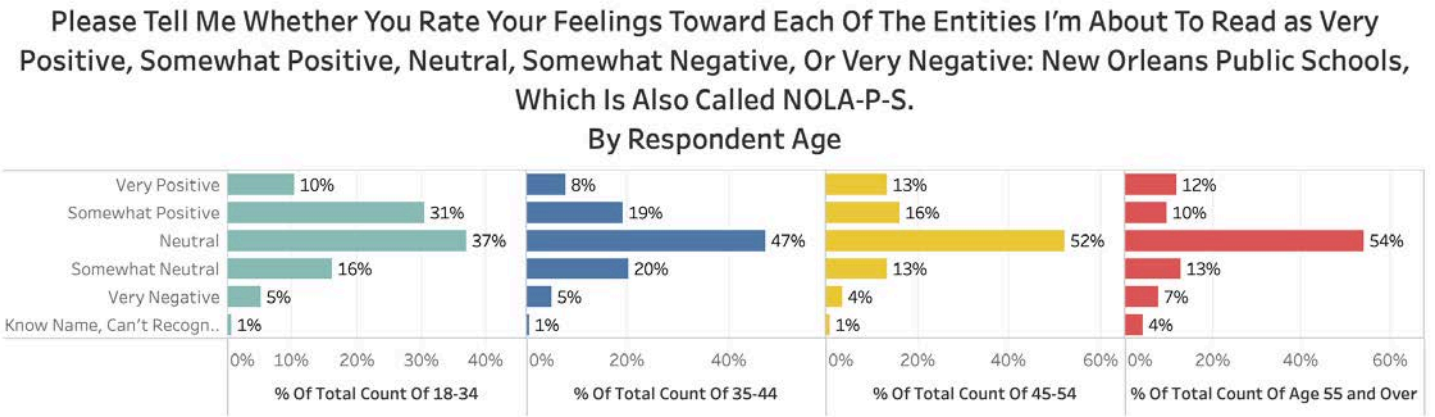
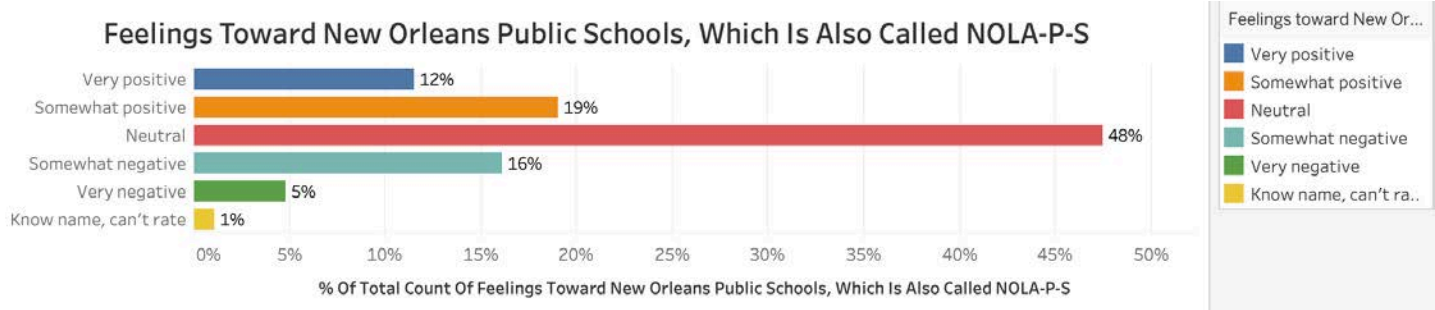
NCAP: Parents and guardians who had not filled out an NCAP were far more likely to be neutral about NOLA-PS (73%) than parents who had (42%). Parents with students in 6th grade or higher were more positive toward NOLA-PS than parents with kindergarten through 5th grade students.

NOLA-PS Student: Respondents without a child in a NOLA-PS school were more negative than parents who had at least one child in a NOLA-PS school, though not by wide margins. 30% of respondents without a child in a NOLA-PS school had negative views, compared to 19% with at least one NOLA-PS student.

Race: Black and White parents and guardians had similar responses to the question, while Hispanic and other race respondents were more than twice as likely to have positive ratings for NOLA-PS.

Socioeconomic status: Respondents with higher levels of household income (\$75,000 or higher) were nearly twice as likely as those from lower income households (\$40,000 or less) to have negative views of NOLA-PS — 38% to 21%, respectively.

Student Grade-Level: Parents and guardians with children in sixth grade or higher were more positive towards NOLA-PS than parents with kindergarten through fifth grade students.



PROGRESS OF EDUCATION

Would you say public education in New Orleans is getting better, getting worse, or staying about the same?

In 2024, respondents expressed higher levels of optimism about the direction of public education in New Orleans than in 2023. Last year, more parents thought public education in New Orleans was getting worse than getting better. This year, respondents were split evenly at 31% better (23% in 2023), 31% worse (42% in 2023), and 35% who felt it was staying the same (30% in 2023).

Subgroup Breakdown

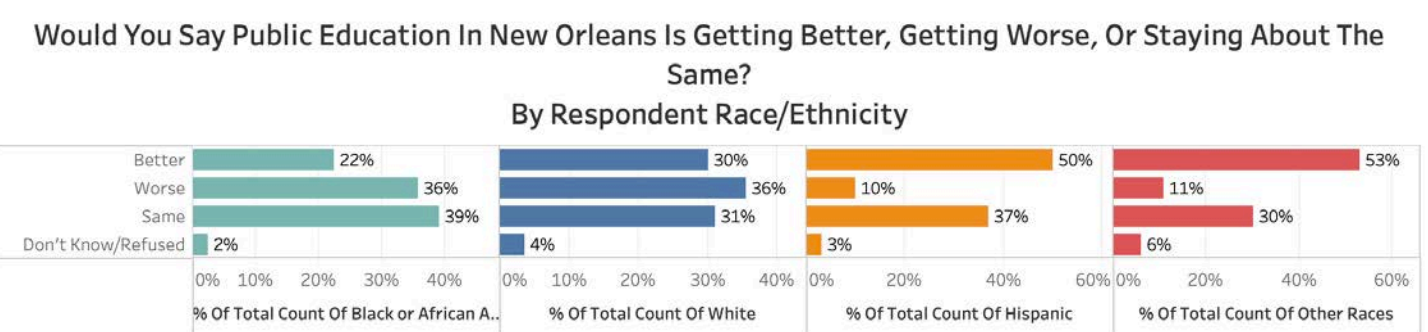
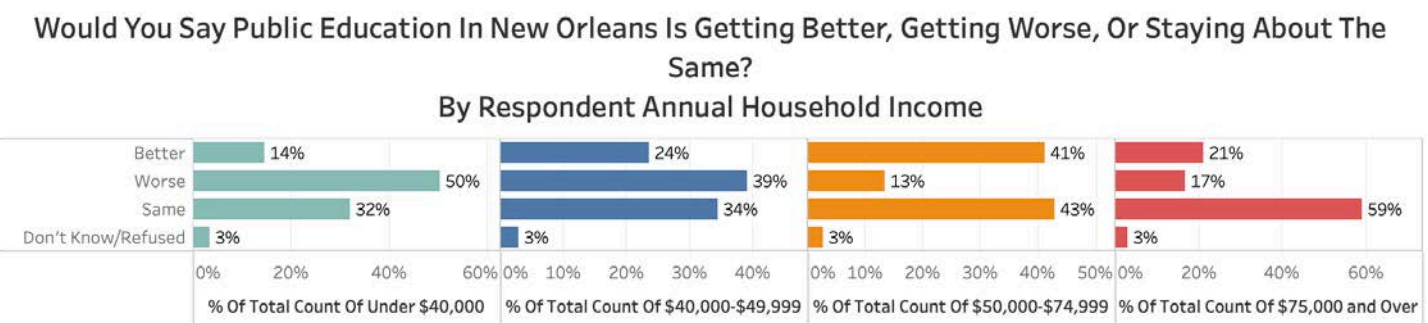
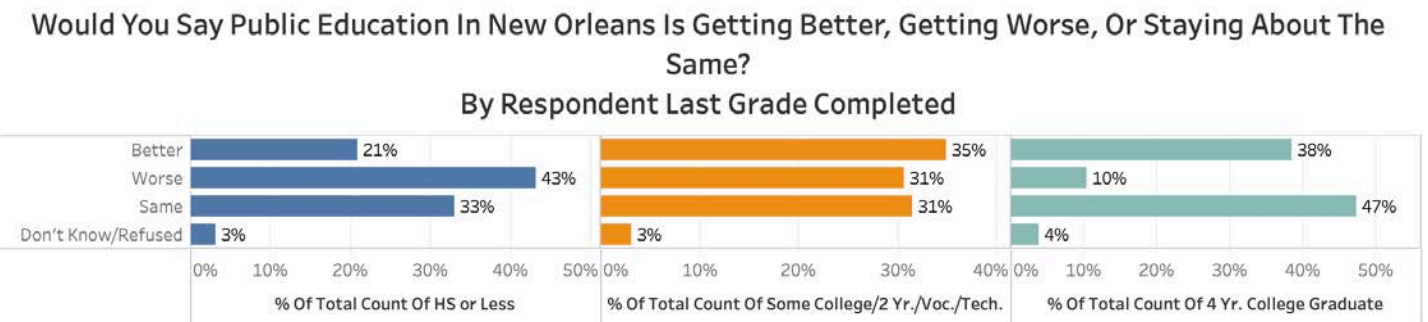
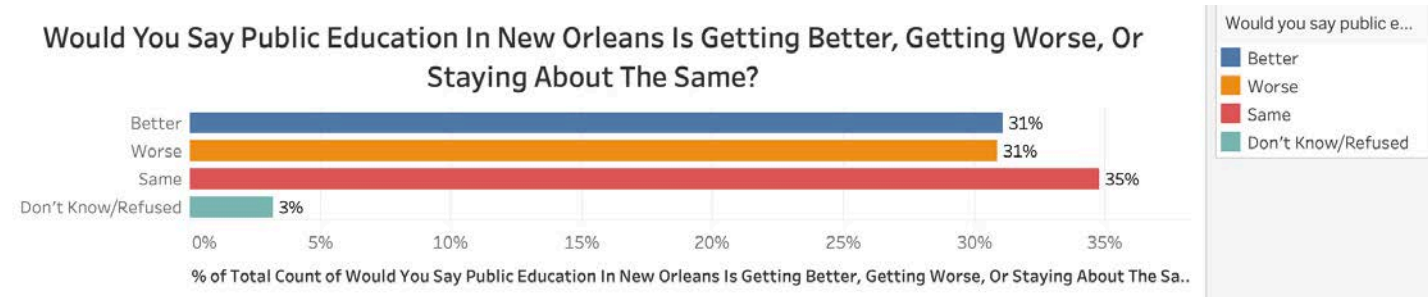
Age: Parents and guardians with younger students (in grade five or lower) had more negative views than those with children in grades six or above.

Educational Attainment: Parents with greater educational attainment had more positive views of public education than those with less. College graduates had responses of 38% better, 10% worse, 47% the same, which compared to 21% better, 43% worse, and 33% for the responses from those with a high school degree or less.

NOLA-PS Student: Generally, non-NOLA-PS parents (45% the same, 27% worse, 21% better) offered lower scores than parents and guardians who had a student in a NOLA-PS school (33% the same, 32% worse, 33% better).

Race: The percentage of respondents saying public education was staying the same was fairly consistent across all races (between 30% to 39%), but White (36%) and Black (36%) respondents were nearly four times as likely to say public education was getting worse than Hispanic (10%) respondents. A majority of Hispanic respondents (50%) said public education was getting better.

Socioeconomic Status: Respondents from higher income households were far more likely to have positive views about the direction of public education than those from lower income households. In fact, a majority of lower income household respondents said schools were getting worse. The responses for those with household incomes above \$75,000 were 21% better, 17% worse, 59% the same, compared to 14% better, 50% worse, 32% the same for those from households with income under \$40,000.



EDUCATION QUALITY

What grade would you give the overall quality of education offered by the public schools in New Orleans – A, B, C, D, or F?

One of the questions we’ve asked almost every year we’ve conducted the poll is for parents to grade the quality of education in New Orleans public schools. **In 2024, while the percentages of parents offering public schools an A or B grade was consistent with last year, far more parents gave the schools a C this year (45%) than last year (27%) and far fewer gave the schools a failing grade. In fact, respondents assigning an F grade dropped from 16% in 2023 to only 2% in 2024. It is of note that the grades offered by parents with students in NOLA-PS schools and those without were nearly the same on this measure.**

Subgroup Breakdown

Age: Similarly, as on other questions, older respondents offered more negative assessments than younger parents and guardians. 29% of 18-34 year olds gave schools a B, while 49% gave them a C. By contrast, 43% of respondents 55 years or older gave schools a D, and 30% gave schools a C.

Educational Attainment: As on other questions, lower educational attainment correlated with lower perceptions of public education. 34% of respondents with a high school degree or less gave schools a D, compared to 14% of college graduates.

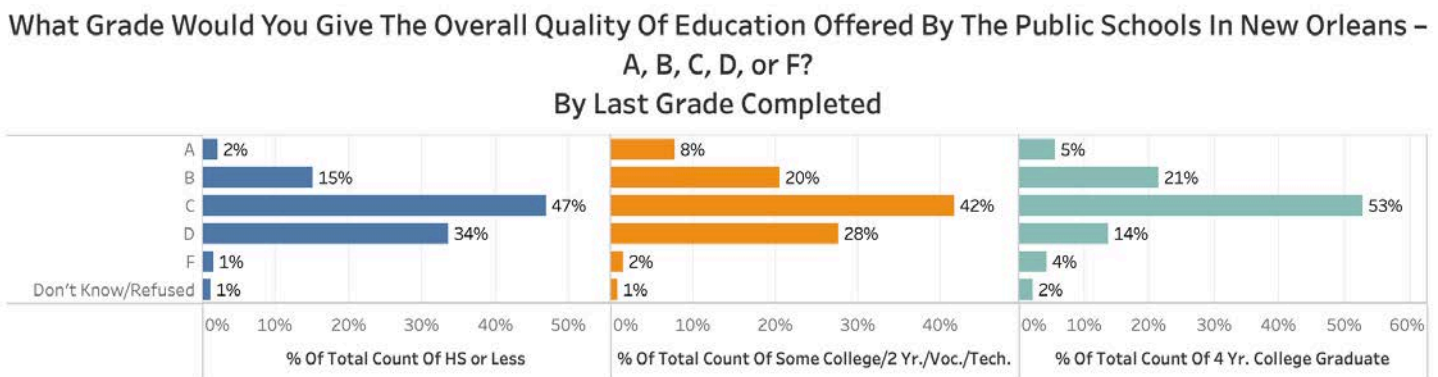
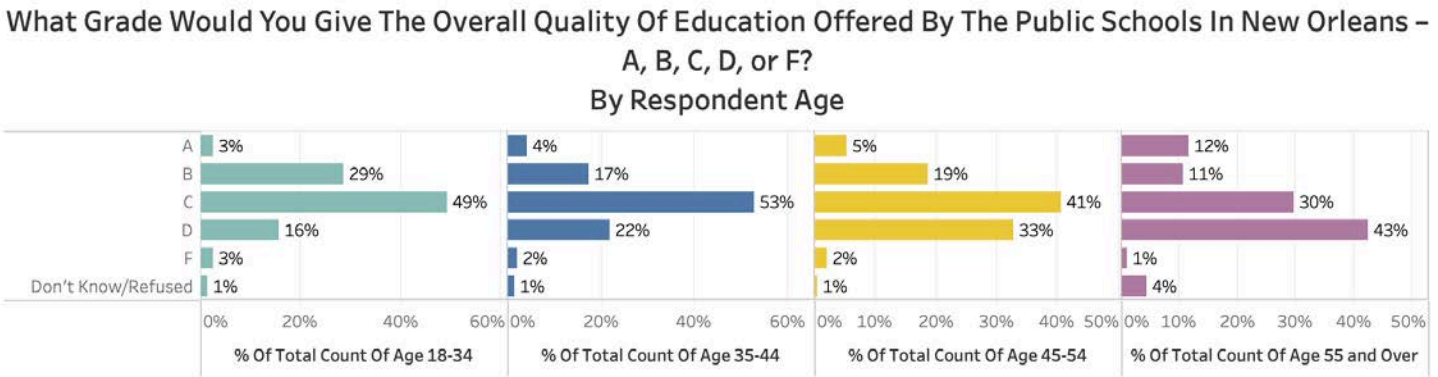
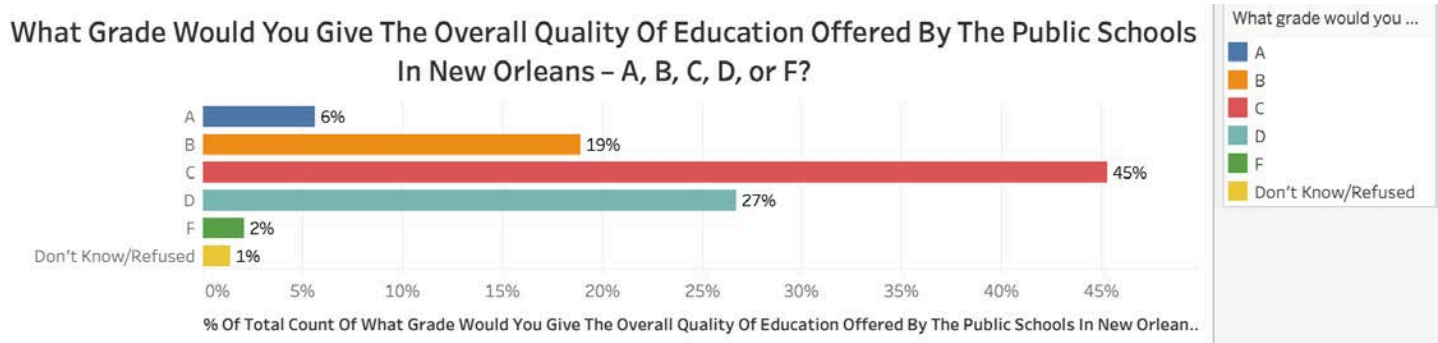
Graduates: Respondents who had a recent graduate gave public education an A or B grade 42% of the time, which was nearly double the 23% who gave public education an A or B but did not have a recent graduate.

NCAP: Respondents who had completed an NCAP gave far higher grades to public education than those who had not. A majority of respondents, 53%, who had completed an NCAP gave public education a C, and 28% gave it an A or B grade, while 67% of parents who had not completed an NCAP gave the quality of public education a D.

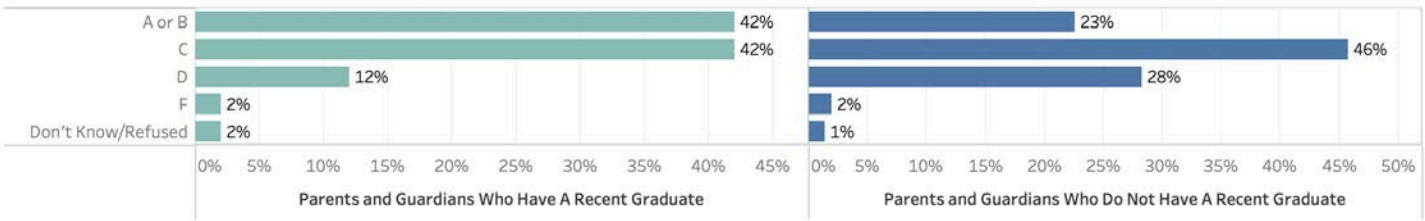
Race: The percentage of respondents assigning C grades to the quality of public education were consistent across all Black, White, and Hispanic respondents (between 41% and 45%), but 44% of Hispanic parents and guardians gave schools an A or B, compared to 22% of White and 20% of Black respondents. Black (32%) and White (29%) respondents gave schools a D at around three times the rate of Hispanic respondents (10%).

Special Education: Notably, respondents from a household with a special education student seemed more satisfied with public education than those without: 30% of respondents with a special education student gave schools an A or B, compared to 24% of those without a special education student. 45% of both subgroups gave public schools a C.

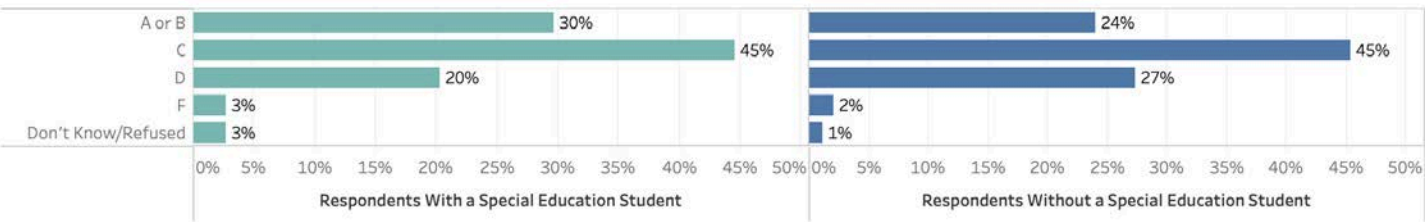
Socioeconomic Status: Once again, there were marked differences in responses based on the socioeconomic status of the parents and guardians, with families from lower income households far more negative about public education. Respondents making \$40,000 or less in household income were twice as likely to assign public education a D grade (40%) and those making \$75,000 or more (20%).



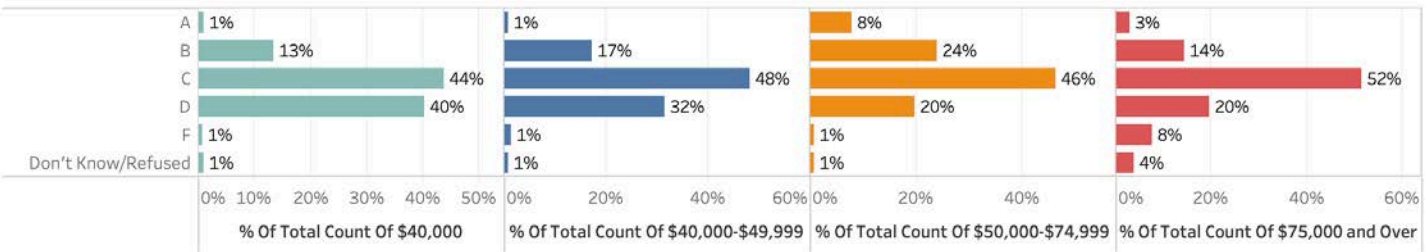
What Grade Would You Give the Overall Quality of Education Offered By the Public Schools in New Orleans – A, B, C, D, or F?
By Parents and Guardians With Recent Graduate



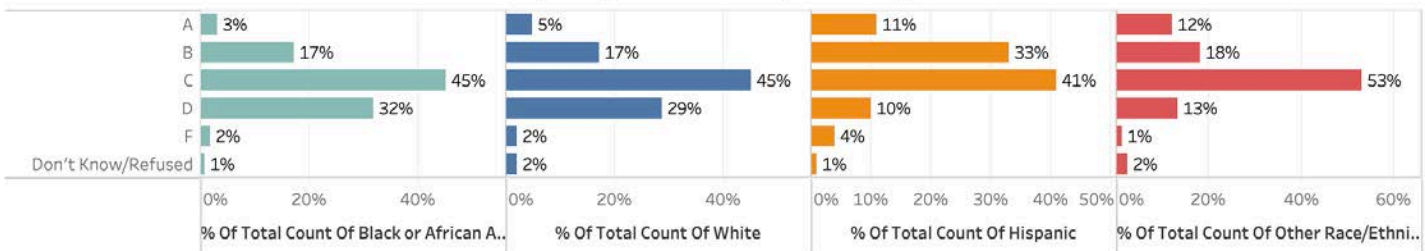
What Grade Would You Give the Overall Quality of Education Offered By the Public Schools in New Orleans – A, B, C, D, or F?
By Respondents With a Special Education Student



What Grade Would You Give The Overall Quality Of Education Offered By The Public Schools In New Orleans – A, B, C, D, or F?
By Annual Household Income



What Grade Would You Give The Overall Quality Of Education Offered By The Public Schools In New Orleans – A, B, C, D, or F?
By Respondent Race/Ethnicity



CHILDREN'S SCHOOLS

What overall grade would you give the quality of education offered by your children's school or schools?

For the past few years, as a follow up question to the grade for the quality of public education in New Orleans, we've also asked respondents who have a child in a New Orleans public school to give a grade to the quality of education provided by the actual schools attended by their children. **In 2024, as was true in 2023, more parents gave their children's schools an A or B grade than they gave to the public education system overall — this year, 42% gave an A or B grade, compared to 41% in 2023. Notably, the percentage giving their children's schools a C grade nearly doubled this year, from 18% in 2023 to 35% in 2024. Interestingly, 31% of parents who gave public education a C grade, gave their own children's schools an A or B, and 12% of those giving the entire system a D or F grade, ranked their children's schools with a B. This indicates parents and guardians are more positive about the schools their children attend than the system overall.**

Subgroup Breakdown

Age: Once again, older respondents offered more negative assessments than younger ones. 43% of respondents aged 55 or older gave their children's schools a D, while 58% of respondents aged 18 to 34 gave their schools an A or B.

Educational Attainment: A majority, 58%, of respondents with a college degree or greater gave their children's schools an A or B, while only 30% of those with a high school degree or less did so. Additionally, respondents with a high school degree were nearly three times as likely to give their children's schools a D (27%) as more educated respondents (10%).

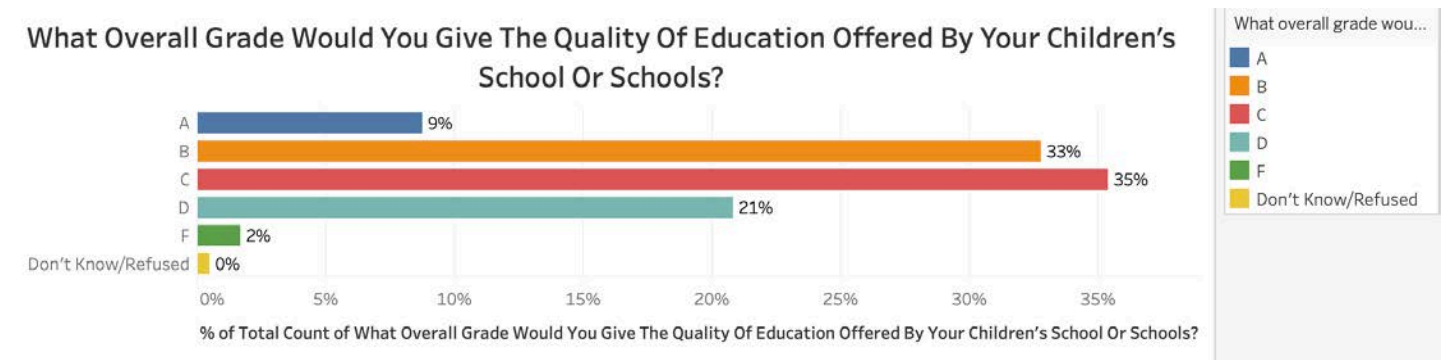
Multiple schools: Parents with children in more than one school rated the individual schools much higher than parents with children in only one school.

NCAP: Completing an NCAP seemed to correlate with more positive assessment of their children's schools. 48% of respondents who completed an NCAP gave their children's schools an A or B, compared to 13% of those who had not. 64% of parents from a household that had not completed an NCAP give their children's schools a D. Additionally, 70% of those who completed an NCAP in the past year gave their children's schools an A or B, compared to 52% of those who completed an NCAP earlier.

Race: Black and White respondents gave their children’s schools about the same rating and a mixed assessment overall, with most giving the schools a C grade. Once again, Hispanic respondents were more positive, with a majority (59%) giving their children’s schools an A or B.

Recent graduates and special education: A majority of households with recent graduates (68%) and special education students (65%) gave their children’s schools an A or B.

Socioeconomic status: The greater the income of the respondent, the more likely they were to give their children’s schools an A or B. A majority, 53%, of respondents making \$75,000 or more in household income gave their children’s schools an A or B, compared to 22% of families with incomes of under \$40,000.

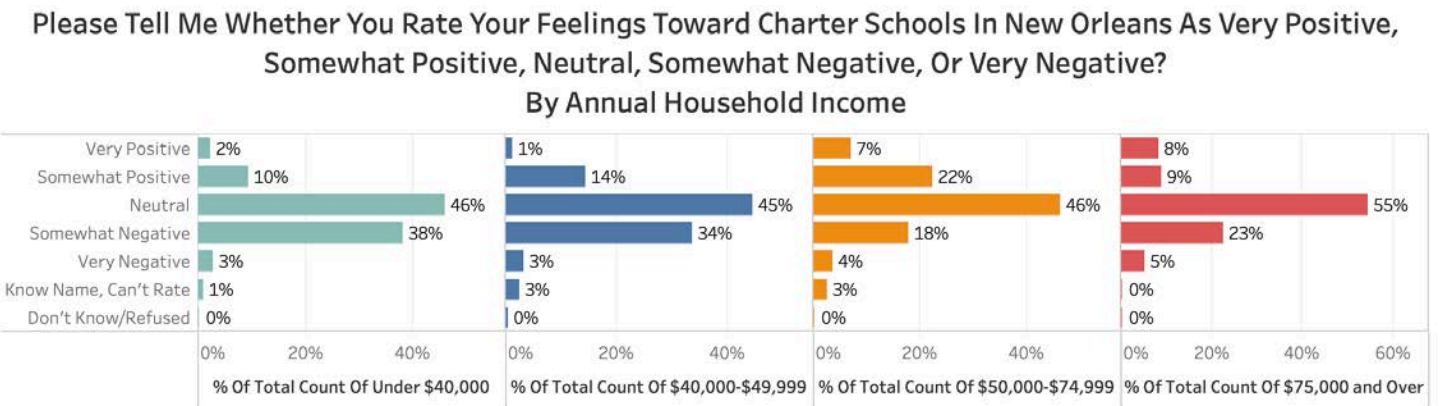
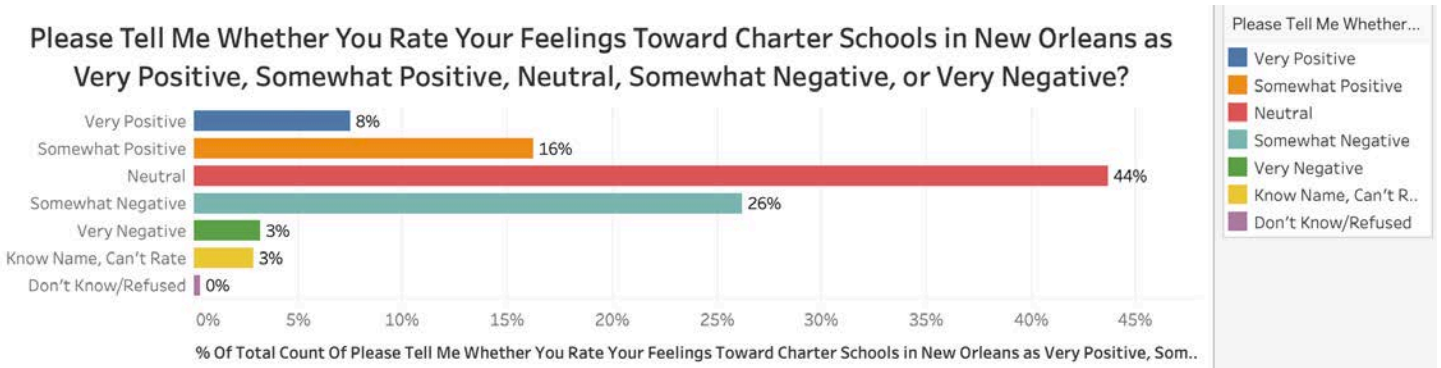


CHARTER SCHOOLS

Please tell me whether you rate your feelings toward charter schools in New Orleans as very positive, somewhat positive, neutral, somewhat negative, or very negative?

Nearly every public school in New Orleans is a charter school. This makes the city’s education landscape unique compared to any other city in the United States. We have frequently asked parents and guardians about their opinions of charter schools since we started administering polls in 2007. **In 2024, 24% of respondents gave charter schools in New Orleans a positive rating, 44% were neutral, and 29% were negative. The positive and neutral ratings were similar to when we last asked the question in 2022, but the negative responses were notably higher this year (8% were negative in 2022).** Parents who were more positive in their assessments of New Orleans Public Schools and public education in the city in general, were also more likely to give positive responses about charter schools. Respondents without a student in a public school were also more likely to rate charter schools positively (33%) than those with a public school student (22%).

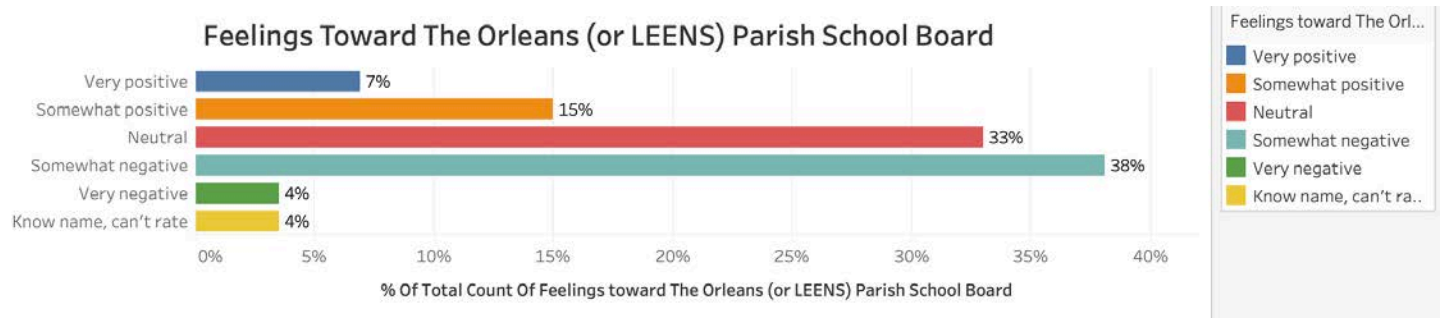
Black (32%) and White (33%) respondents reported negative perceptions more frequently than Hispanic parents and guardians (19%). Respondents from lower income households were more negative in their assessment than parents with higher household income. Most respondents in both subgroups, however, stated they were neutral about charter schools.



O.P.S.B.

Please tell me whether you rate your feelings toward the Orleans Parish School Board as very positive, somewhat positive, neutral, somewhat negative, or very negative?

The Orleans Parish School Board (OPSB) is the publicly elected board for New Orleans Public Schools. Most years, we ask parents and guardians to share their feelings about the OPSB. **This year, ratings for OPSB were low, which was consistent with the results from 2023. Nearly twice as many parents expressed negative feelings about the OPSB (42%) as shared positives ones (22%) in 2024 (in 2023, the results were 42% negative, 25% positive); 33% said they were neutral.** Notably, the only subgroups to give the OPSB net positive ratings were Hispanic and other race parents and guardians, while fewer than 20% of Black respondents gave positive rankings.



TOP PRIORITY FOR O.P.S.B.

What do you think should be the top priority for the incoming school board who will be elected this fall?

We also asked all respondents an open response question of what they thought the top priority should be for the incoming school board elected this fall to help to assess the preferences of parents and guardians about the future of public education in the city. Echoing responses to other questions about the primary concern of respondents facing both the city and public schools, 15% of respondents listed “safety”. This was followed by 10% who named “shorter bus routes”, 8% who named “teacher shortage”, 7% who said “better teachers”, and 6% who cited “improve quality”. No other response was cited by more than 5% of respondents.

VOTING IN 2024 ELECTIONS

There will be an election for Orleans Parish School Board in November of this year. As of now, are you almost certain to vote in the school board election, will you probably vote, are the chances 50-50, or don't you think you will vote?

We also asked about the upcoming elections for the Orleans Parish School Board. However, of the seven-member board, only two of the seats are contested. We wanted to assess how likely respondents were to vote in this year's election. **We found that 78% of respondents said they were either almost certain or probably going to vote in this year's election, while just 2% said they would not vote.**

Subgroup Breakdown

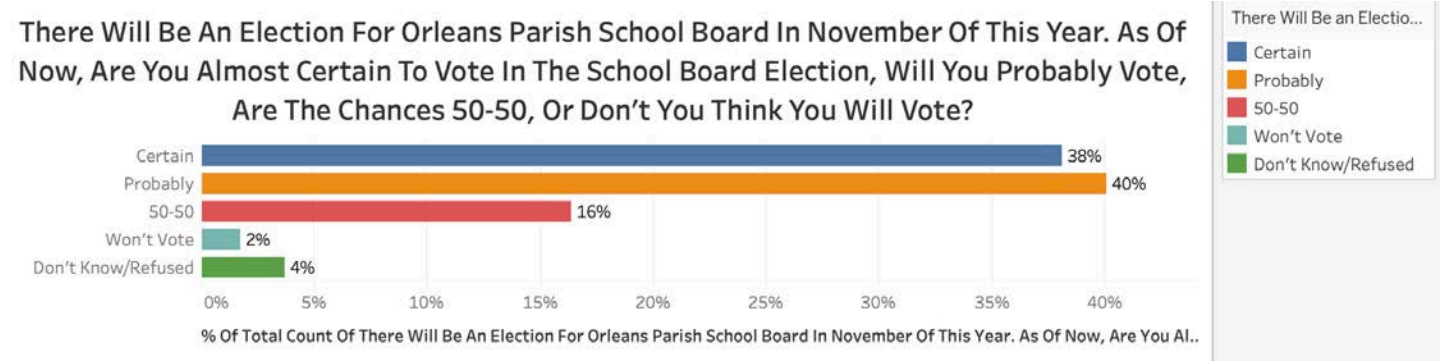
Child Who Plans To Attend College: Respondents who stated they had a child who planned to attend college said they were certain to vote at more than double the rate of those who said they did not, 72% to 29%, respectively.

Education: Respondents with higher levels of education stated they were more certain to vote than those with less: 60% of college graduates said they were certain to vote, compared to 23% who had a high school degree or less.

Public school versus non-public school student: Respondents with at least one public school student were certain or probably going to vote at far higher rates (82%) of those who did not have a public school student (56%).

Race: Black respondents were less likely to say they were certain to vote (33%) than White respondents (42%).

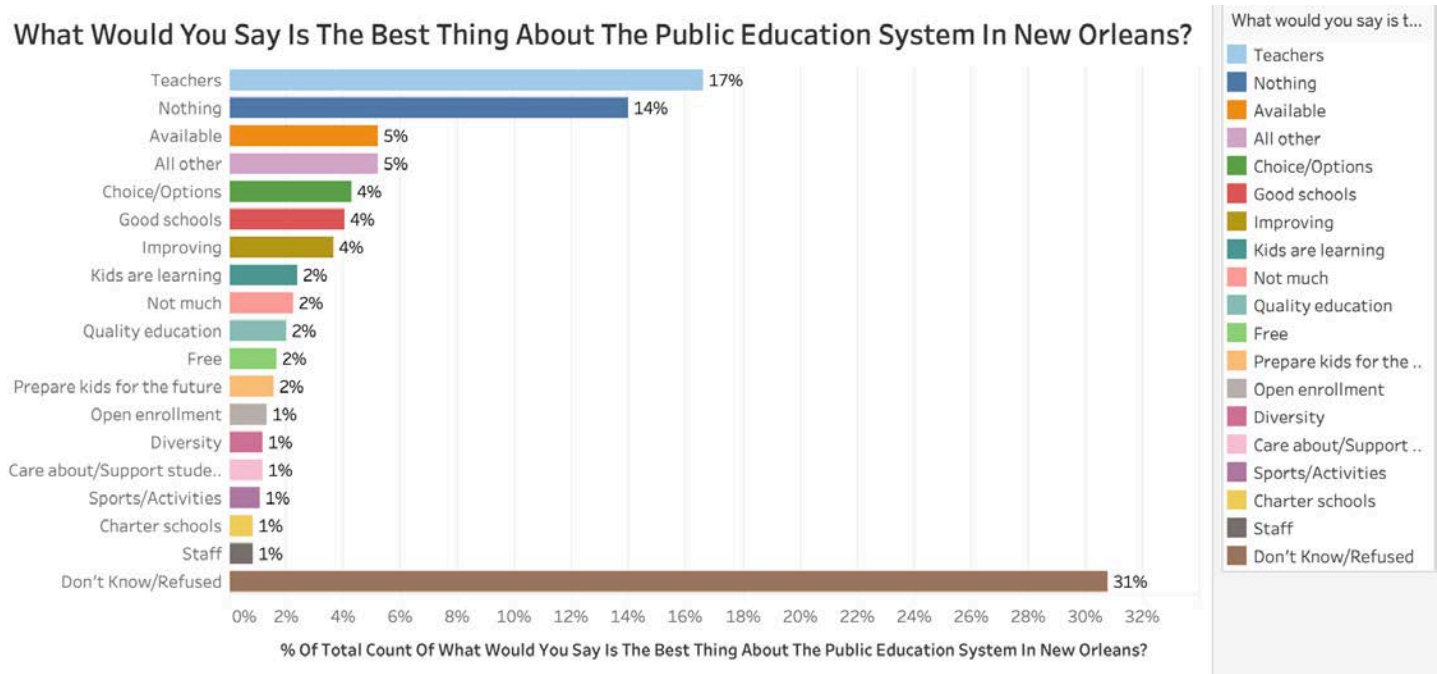
Socioeconomic Status: Income correlated with a likelihood of voting for school board. 63% of respondents from families with income of \$75,000 or above said they were certain to vote, compared to 19% of families with household income of \$40,000 or under.



BEST PART OF SYSTEM

What would you say is the best thing about the public education system in New Orleans?

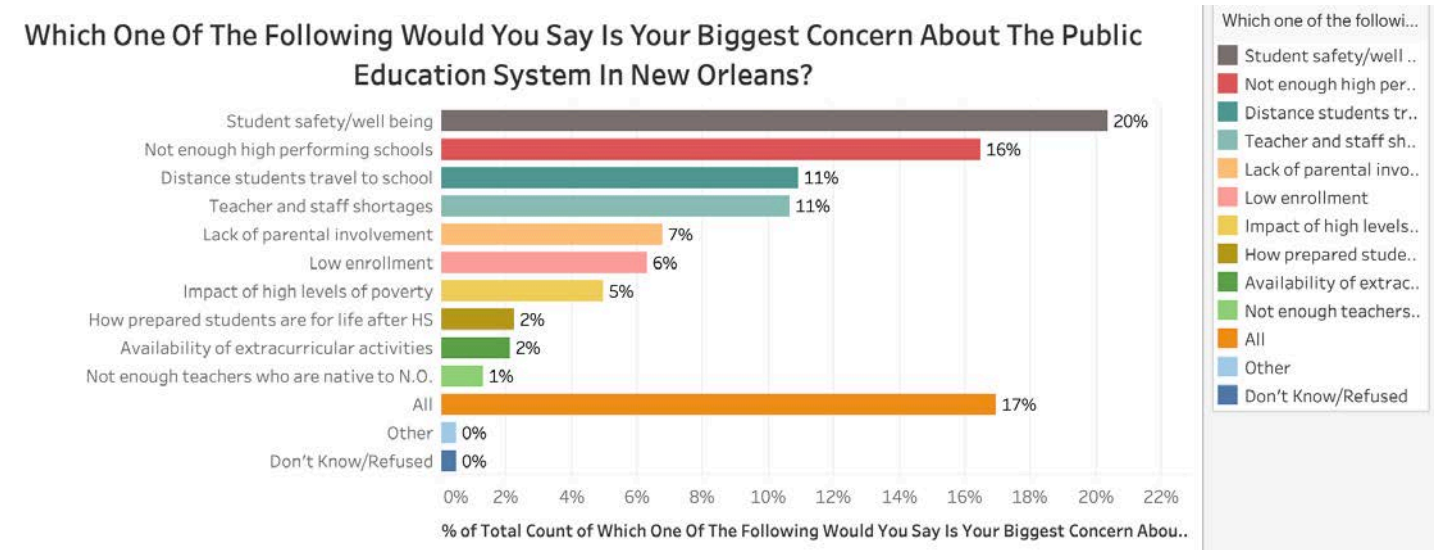
In an open response question, we asked parents and guardians to name the best thing about the public education system in New Orleans. **Notably, nearly one-half of parents and guardians did not have anything positive to say: 31% did not have a response, 14% said “nothing,” and 2% said “not much.”** For those who did provide a positive attribute, **17% stated “teachers”, 5% “available”, 4% “choice/options”, 4% “good schools”, and 4% “improving”.** No other response received over 2%.



BIGGEST CONCERN

Which one of the following would you say is your biggest concern about the public education system in New Orleans? (Select from: student safety and well-being; low enrollment; not enough high performing schools; teacher and staff shortages; the distance students have to travel to school; the impact of the high levels of poverty in New Orleans; how prepared students are for life after high school; not enough teachers who are native New Orleanians; availability of extracurricular activities like sports and band; lack of parental involvement; all; other)

When asked to choose their top concern about public education in New Orleans from an extensive list of possible options, **respondents cited “student safety and well-being” most commonly (20%).** This was followed by not enough “high performing schools” (16%), and “teacher and staff shortages” (11%) and “the distance students travel to school” (11%).

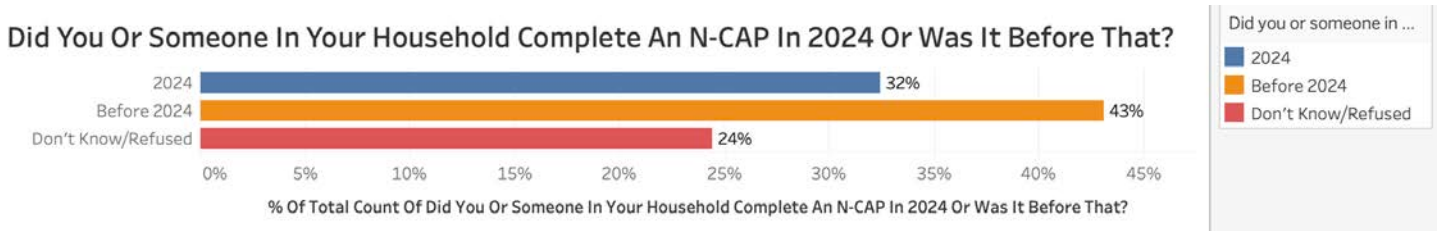


NCAP COMPLETION

Have you ever filled out an NCAP, or One App as it was previously known, to enroll your children in a public school?

Another unique feature of New Orleans’ public education system, is that there is near open enrollment, in which families fill out a single application (NCAP), where they rank schools located anywhere in the city based on where they want to go. They are then assigned to schools based on an algorithm.

This year, 75% of respondents stated they personally had filled out an NCAP at some point in time. Additionally, among those who had not personally completed the application, 25% noted that someone else in their household completed an NCAP at least once. In total, 81% of respondents to this year’s survey were from a household that had completed an NCAP at any time. Of that group, 32% completed an NCAP in 2024, 43% said they did so before 2024, and 25% didn’t know. Notably, public school parents who said their household had never completed an NCAP also had overall negative responses to questions related to public education throughout the poll.

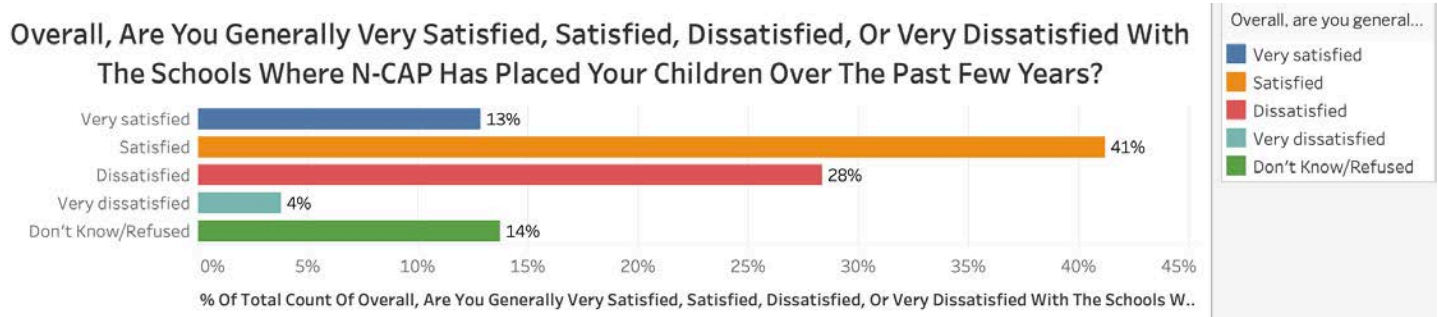


NCAP SATISFACTION

Overall, are you generally very satisfied, satisfied, dissatisfied, or very dissatisfied with the schools where NCAP has placed your children over the past few years?

Given that such a high percentage of parents complete an NCAP, we also thought it was imperative to assess how satisfied they were with their ultimate school placement. **Notably, for those who had completed an NCAP, satisfaction with the placement results was slightly higher this year compared to last year: 54% of respondents were satisfied with their placements, which was a slight uptick from 51% last year.** However, the more noticeable shift was a decline in the percentage of respondents who were very dissatisfied with their results — it decreased from 32% in 2023 to just 4% in 2024.

In looking through responses by subgroups, respondents who were most pleased with their placement were respondents with children at more than two schools, those with children in grades 9 through 12, those who had completed an NCAP in 2024 as opposed to previous years, and Hispanic parents. Parents and guardians who had lower than average levels of satisfaction were those with children in only one school, those with household incomes under \$40,000, and Black parents.



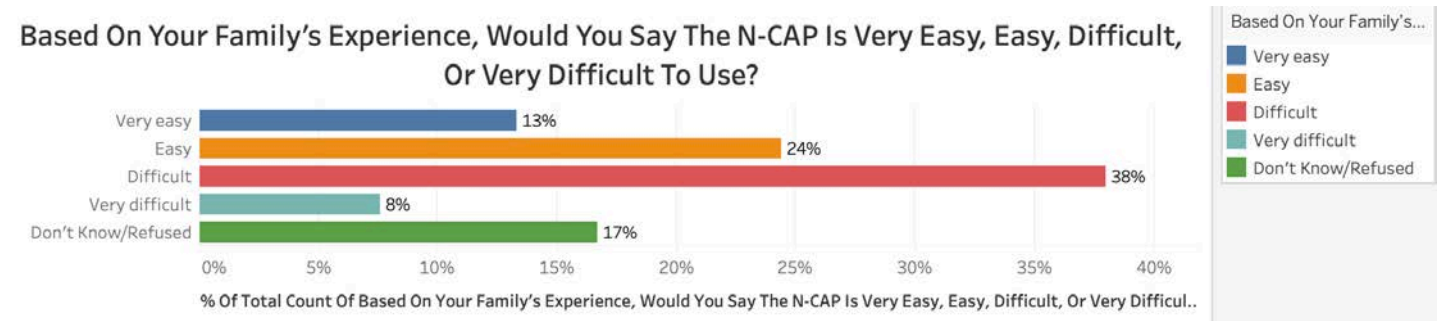
NCAP USABILITY

Based on your family's experience, would you say the NCAP is very easy, easy, difficult, or very difficult to use?

Given the inherent complexity in New Orleans' public education system, we also wanted to assess how easy or difficult it was for respondents to use NCAP. **A plurality of respondents, 46%, who had filled out an NCAP said that the application was difficult or very difficult to use, compared to 37% who said it was easy or very easy to use.**

Higher income parents were the most critical of NCAP's usability, with 72% saying it was difficult or very difficult. Black respondents were more likely than respondents from any other race to say NCAP was difficult to use. A majority of both White and Hispanic respondents found it easy to use.

By comparison, respondents who completed an NCAP in 2024 were more likely to say they found it very easy or easy to use than those who completed an NCAP before 2024, so it does appear changes to the application have had the intended impact of improving usability. Additionally, women found it easier to use than men.



CONCLUSION

Overall, the parents and guardians we polled this year appear slightly more optimistic about the state of New Orleans generally, and public education in the city than in 2023. However, this poll's findings continue to indicate there are significant disparities in how different demographic populations feel about public education, along with their access to high quality instruction and schools. A consistent theme this year, as in our recent polling, is that Hispanic parents are far more positive about the state of education in New Orleans, than White, and especially Black parents and guardians. Additionally, lower income respondents collectively have far more negative perceptions about public education than those with higher annual income. The level of educational attainment of respondents also correlates with their perceptions of quality and satisfaction with public education, as parents and guardians who have higher levels of education appear more able to navigate the complex New Orleans education landscape to ensure their children have access to high quality options. This perceived inequity to opportunities and quality is an issue — we would encourage the incoming members of the School Board to continue to try to address.

As mentioned in the introduction, this is the first of two briefs the Cowen Institute will release on the 2024 poll findings. The second will be released in December 2024. That brief will include respondents' perceptions on postsecondary success, college access, college affordability, and career and technical education, amongst other topics.



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