

# EDMONTON PUBLIC SCHOOLS

November 30, 2010

TO: Board of Trustees

FROM: E. Schmidt, Superintendent of Schools

SUBJECT: 2009 - 2010 Parent, Student, Staff and Community Satisfaction Survey Results

ORIGINATOR: B. J. Smith, Executive Director, Finance and Infrastructure

RESOURCE  
STAFF: Diane Brunton, Bruce Cline

## INFORMATION

The District's annual Student, Parent, Staff and Community Satisfaction surveys provide a yearly measure of satisfaction within the District as it relates to a number of areas of education and district assets. Survey results are one of the measures used by all schools and central decision units to gauge how well District Priorities are being met. They provide performance measures for the District's annual report to Alberta Education. Data provided by the surveys is used together with other information for budget planning, results review and the evaluation and modification of programs and initiatives.

Respondent groups are comprised of parents, students, staff and Edmonton Public School Board tax supporters. Overall positive response remains generally consistent, reflecting only minor shifts in total averages compared to last year.

The results are available to the Board in the Trustee Reading Room.

### SURVEY OVERVIEW

The District's satisfaction surveys were administered in April 2010 to randomly selected representative samples of students and parents from each school, a sample of EPS tax supporters and all district staff. Dependant upon the respondent group, three different methods of completion were available. These included online completion via a secure website, mail-in using a postage paid envelope or over the telephone.

Students and staff completed the survey online during the period of April 19<sup>th</sup> to 30<sup>th</sup>. Individual school results for staff and students were available online to principals by the end of the school year with parent reports being added in the summer. Hard copies of the schools' survey results were delivered to principals in August. Central Services DU managers received survey results for their areas early in July.

On alternate years, parents are surveyed at the District level or at the individual school level. In 2009-2010, parent samples were selected for each school and grade level. Parents were asked to contribute their opinions by means of a mail out through Canada Post on April 16<sup>th</sup>.

Each parent selected could respond by returning their completed questionnaire by mail or completing it online through the Internet. Parents not responding to the survey by April 30<sup>th</sup> were then contacted by telephone and asked to complete the survey over the phone. The telephone follow up was carried out by a locally based call centre resulting in a greatly increased number of responses. In the course of the follow up, 73,511 dials were made by the call centre resulting in 10,277 of the total returned parent questionnaires being completed by this method. Results for parents, students and staff are presented in Appendices II and III.

The District's annual community satisfaction survey was mailed in conjunction with the parent survey to a selected sample of Edmonton Public Schools' tax supporters. It monitors perceptions of this group relating to the education and services provided by Edmonton Public Schools. The resulting data is used, along with other information, to assist in improving the quality of education the District provides. The information is also used to assess the overall effectiveness of Edmonton Public Schools' decisions and initiatives. Respondents could reply to the survey by return mail or online. Reported results reflect the opinions of total respondents compared to the perspectives of those indicating they have children enrolled in Edmonton Public Schools and those who do not. Appendices IV through VI contain the results of the Community Survey.

### **ANALYSIS OF RESULTS**

Survey results are provided to schools and central decisions units at both the local and district level. As with any information of this type, results should always be taken in context. The survey data provides an opportunity to explore and understand the issues behind any changes in satisfaction level and promotes open discussion among stakeholders. Results provided to principals in June allow for the information to be reviewed with staff before the end of the school year. Central decision unit managers received survey results for their units during the summer months.

Survey information at the District level is used as a measure of gauging success in attaining the District Priorities. Results are used in conjunction with Provincial Achievement and Diploma Exams, course completion data, Highest Level of Achievement Test results and Accountability Pillar Survey data to develop a sense of the level of success of the District as it relates to its priorities. A summary of the District satisfaction survey results, as they relate to District Priorities and compared to the previous year's results, is contained in Appendix I.

### **PARENT SURVEY RESULTS**

Overall parent survey results remain quite positive compared to the previous years. Parents continue to express strong satisfaction with most of the survey question areas. Aggregated survey results for parents of students in Grades Kindergarten to 12 are available in Appendices II and III.

Further analysis of the parent survey results was carried out to observe any differences among parent respondent groups. A breakdown of parents by grade level reveals little discernable difference in positive response from one group to the other.

Parent responses were looked at based on eligibility coding. While many of the groups in this breakdown had insufficient respondent numbers, a small amount did have a valid quantity of

parents responding. The chart below provides the percentage of positive parent responses to a number of survey questions based on student eligibility.

ELIGIBILITY	Early Education	Deafness	Communication Disorder	Gifted & Talented Challenge	Learning Disability	Literacy	Mild Cognitive Disability
QUESTION	%	%	%	%	%	%	%
Satisfied with overall quality of education	100	94	96	98	93	95	94
Programs/courses/services available	99	90	94	89	85	91	95
Programs/courses/services available EPS	96	93	92	97	92	92	96
Enough info on learning expectations	96	97	85	86	80	79	86
Enough info on student progress	96	90	89	88	83	86	87
Child receives help needed to succeed	99	88	92	93	82	91	86
Involvement in school decisions	96	93	97	88	87	89	87
Enough info about achievement results	n/a	97	86	89	83	86	91
Welcome received at school	99	97	99	97	94	94	96
The way money is being used in school	100	88	96	84	93	98	95
The way money is used in EPS	91	85	86	85	73	77	86
Level of funding for public education	74	50	56	51	54	70	60
Satisfied with non-teaching school staff	98	90	97	92	93	94	95
Satisfied with teachers/classroom team	99	100	99	98	91	98	94
Satisfied with the school principal	100	89	94	88	93	93	95
Satisfied with Superintendent of Schools	95	97	89	96	91	90	95
Satisfied with board of trustees	94	97	87	93	84	90	95

APPENDIX I Analysis of 2009-2010 Student, Parent, Staff and Community Satisfaction Survey Results Related to District Priorities

APPENDIX II District Satisfaction Survey Results 2006-2010 - Multiyear Graphs

APPENDIX III District Satisfaction Survey Results 2006-2010 - Multiyear Tables of Increases and Decreases

APPENDIX IV 2009-2010 Community Satisfaction Survey Results

APPENDIX V 2006-2010 Edmonton Public Schools Community Survey - Multiyear Graphs

APPENDIX VI 2006-2010 Edmonton Public Schools Community Survey - Multiyear Tables of Increases and Decrease

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**ANALYSIS OF 2009-2010 STUDENT, PARENT, STAFF, AND COMMUNITY SATISFACTION**  
**SURVEY RESULTS RELATED TO DISTRICT PRIORITIES**

Survey data is collected through a number of respondent groups. The resulting aggregated information is presented below as it relates to each of the three District Priorities. Shown is the percentage of positive response from the last three years. Results from 2009-2010 are compared to 2008-2009 with the resulting increases or decreases.

**PRIORITY ONE**

**To ensure every student is successful in their program of studies, with an emphasis on literacy and numeracy.**

	2007-08 %	2008-09 %	2009-10 %	CHANGE %
School work interesting				
• 2-6 Students	89	90	90	0
• 7-9 Students	78	79	80	1
• 10-12 Students	76	80	80	0
Classes challenging/School work challenging				
• 7-9 Students	82	80	78	-2
• 10-12 Students	87	87	85	-2
• Parents	93	92	92	0
Expected to do your best				
• 2-6 Students	98	99	99	0
• 7-9 Students	97	97	97	0
• 10-12 Students	96	96	95	-1
Know learning expectations/Receive information on learning expectations				
• 7-9 Students	91	91	90	-1
• 10-12 Students	89	90	90	0
• Parents	84	85	84	-1
Receive information on progress				
• Parents	86	86	87	1
Information from report card useful				
• 2-6 Students	93	94	92	-2
• 7-9 Students	79	79	81	2
• 10-12 Students	71	73	74	1
• Parents	92	90	91	1
Receive help from teachers/Receive help needed to succeed				
• 2-6 Students	96	96	97	1
• 7-9 Students	89	88	88	0
• 10-12 Students	87	89	91	2
• Parents	88	85	88	3
Overall quality of education				
• Parents	96	94	97	3
• Community	87	86	87	1
Emphasis on English Language Arts				

• Parents	96	94	95	1
Emphasis on Mathematics				
• Parents	94	92	94	2
Emphasis on Science				
• Parents	96	95	96	1
Emphasis on Social Studies	96	95	96	1
• Parents				
School/District focused on student achievement				
• School Staff	96	95	96	1
• Principals	99	100	100	0
• Central Staff	93	91	93	2
School/Staff provides appropriate learning experiences				
• School staff	90	91	92	1
• Principals	98	99	99	0
Programs/Courses available in school				
• 10-12 Students	86	88	85	-3
• Parents	92	92	92	0
Programs/Courses available in EPS				
• Parents	93	92	95	3
Staff available for regular programs				
• Principals	84	93	96	3
Staff available for special needs programs				
• Principals	61	77	87	10
Staff available for alternative programs				
• Principals	65	82	87	5
Accommodation of special needs students				
• Principals	79	78	83	5
Encouraging school completion				
• Community	74	77	77	0

Survey indicators for Priority One remain relatively stable compared to the previous year and continue to be quite positive with modest increases in response to most items. Principals express increased satisfaction with the availability of staff for special needs programming.

### **PRIORITY TWO**

**To instill in each student the attributes of citizenship and good character in a learning environment that promotes health, well-being and positive relationships.**

	2007-08 %	2008-09 %	2009-10 %	CHANGE %
Know school rules/Behaviour expectations				
• 2-6 students	98	98	98	0
• 7-9 students	97	97	96	-1
• 10-12 students	97	97	97	0
Students follow classroom rules/Follow rules in classroom				
• 2-6 students	73	74	77	3

• 7-9 students	74	74	73	-1
• 10-12 students	79	79	81	2
Students follow school rules/Follow rules out of classroom				
• 2-6 students	81	82	84	2
• 7-9 students	68	69	69	0
• 10-12 students	71	71	72	1
Feel safe in school				
• 2-6 students	95	96	95	-1
• 7-9 students	89	90	91	1
• 10-12 students	91	91	91	0
Feel safe to & from school				
• 2-6 students	92	93	93	0
• 7-9 students	91	92	92	0
• 10-12 students	90	90	91	1
Feel safe during recess time				
• 2-6 students	91	92	93	1
Most students respect other students				
• 7-9 students	77	78	79	1
• 10-12 students	81	82	85	3
Most students respect school property				
• 7-9 students	79	80	81	1
• 10-12 students	78	79	80	1
Most students respect school staff				
• 7-9 students	87	87	86	-1
• 10-12 students	86	88	89	1
Staff to talk to about problems				
• 7-9 students	80	79	77	-2
• 10-12 students	82	82	83	1
Safety of students				
• Parents	92	95	94	-1
• Community	81	90	87	-3
Students safe to & from school				
• Parents	90	91	92	1
Information received on behaviour expectations				
• Parents	95	96	95	-1
Handling of student discipline				
• Parents	88	90	88	-2
• School staff	79	79	79	0
Preparation for being responsible citizens				
• Community	64	66	67	1
Importance of life skills				
• Community	98	98	99	1

Markers for Priority Two indicate only slight increases/decreases from the previous year and remain quite positive for most survey items.

**PRIORITY THREE**

To provide a collaborative, healthy and innovative workplace that recognizes individual contributions and supports opportunities for growth and professional development.

	2007-08 %	2008-09 %	2009-10 %	CHANGE %
School/Central services is a good place to work				
• School staff	89	90	91	1
• Principals	98	99	99	0
• Central services	82	86	87	1
Information received on school/Department happenings				
• School staff	79	81	82	1
• Central services	62	68	66	-2
Information received on district happenings				
• School staff	80	83	81	-2
• Principals	93	91	95	4
• Central services	66	72	73	1
Staff work as a team				
• School staff	82	84	82	-2
• Principals	91	90	83	-7
• Central services	73	76	74	-2
• Parents	91	91	93	2
Input into school/Department level decisions				
• School staff	74	76	74	-2
• Central services	52	59	48	-11
Receive recognition for work				
• School staff	77	78	77	-1
• Principals	80	82	72	-10
• Central services	56	60	60	0
Work responsibilities are reasonable				
• School staff	80	82	81	-1
• Principals	78	83	75	-8
• Central services	69	76	77	1
Opportunities for PD/Info received on PD				
• School staff	81	84	81	-3
• Principals	96	95	91	-4
• Central services	61	68	67	-1
• Parents	84	82	86	4
School facility adequate for programs offered				
• School staff	75	78	81	3
• Principals	87	86	87	1
Physical condition of school/Workplace/buildings				
• School staff	70	74	78	4
• Principals	76	78	80	2
• Central services	55	59	70	11
• Parents	88	87	91	4



• Community	71	78	82	4
Cleanliness of school/Workplace				
• School staff	81	84	84	0
• Principals	91	90	92	2
• Central services	57	65	71	6
• Parents	97	96	96	0
School/Workplace is a safe environment				
• School staff	90	92	93	1
• Principals	99	98	98	0
• Central services	75	79	86	7

Overall, measures for Priority Three remain positive with minor fluctuations for most indicators. Central Services staff generally have the least positive results of all groups and are less satisfied with their opportunity for input into department level decisions. However, they do express greater satisfaction regarding the physical condition, cleanliness and safety of their workplace. Principals are less satisfied with the recognition they receive, that their work responsibilities are reasonable and that staff work as a team in the District.



## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

TABULAR BY QUESTION

DISTRICT PARENTS K-12 TOTAL

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr
22) Enough info about achievement results	88	88	87	84	89	5
23) Post-secondary education preparation	87	85	87	81	86	5
26) The way money is being used in school	89	90	89	87	92	5
27) School fees at your child's school are reasonable	83	81	84	84	89	5
18) Enough info on sch'l's professional development	85	84	84	82	86	4
19) Physical condition of your child's school	87	83	88	87	91	4
24) World of work preparation	84	85	84	79	83	4
28) Overall with fundraising activities at school	88	87	89	88	92	4
1) Satisfied with overall quality of education	96	96	96	94	97	3
7) Programs/courses available EPS	93	94	93	92	95	3
11) Child receives help needed to succeed	88	88	88	85	88	3
33) Satisfied with the school principal	91	91	91	89	92	3
34) Satisfied with Superintendent of Schools	93		93	89	92	3
3) Emphasis placed on Mathematics	94	94	94	92	94	2
17) Satisfied school staff work as a team	91	95	91	91	93	2
25) Welcome received at school	95	95	95	94	96	2
32) Satisfied with teachers	93	94	93	92	94	2
2) Emphasis placed on English Language Arts	95	95	96	94	95	1
4) Emphasis placed on Science	96	96	96	95	96	1
5) Emphasis placed on Social Studies	96	95	96	95	96	1
9) Enough info on student progress	86	86	86	86	87	1
10) Usefulness of report card information	92	91	92	90	91	1
14) Satisfied child is safe to and from school	91	94	90	91	92	1
35) Satisfied with board of trustees	91	86	90	88	89	1
6) Programs/courses available	91	92	92	92	92	0
12) School work is challenging	91	94	93	92	92	0
20) Cleanliness of your child's school	97	95	97	96	96	0
21) Involvement in school decisions	90	92	90	90	90	0
29) The way money is used in EPS	79	77	81	82	82	0
31) Satisfied with non-teaching school staff	95	95	95	95	95	0
37) Edmonton Transit service at your child's school	87	88	84	88	88	0
8) Enough info on learning expectations	84	84	84	85	84	-1
13) Satisfied child is safe in school	92	94	92	95	94	-1
15) Enough info on behaviour expectations	96	97	95	96	95	-1
16) Way discipline is handled in school	88	88	88	90	88	-2
30) Level of funding for public education	52	52	57	64	60	-4
36) Yellow bus service at your child's school	80	89	80	87	82	-5

\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

STUDENTS GRADES 2-6  
DISTRICT TOTAL

TABULAR BY QUESTION

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note:
5) Students follow classroom rules	75	74	73	74	77	3	
6) Students follow school rules	81	82	81	82	84	2	
2) Teacher helps you when needed	95	95	96	96	97	1	
9) Feel safe during recess time	90	91	91	92	93	1	
11) People in the office are helpful	95	95	95	95	96	1	
13) School is clean	89	88	88	90	91	1	
1) Find school work interesting	87	89	89	90	90	0	
3) Teacher expects you to do your best	99	98	98	99	99	0	
7) Know the school rules	97	98	98	98	98	0	
10) Feel safe on the way to and from school	91	91	92	93	93	0	
12) Principal is a good leader	95	96	95	96	96	0	
8) Feel safe in school	94	95	95	96	95	-1	
14) Like being in school	91	92	92	93	92	-1	
4) Report card is helpful to you	93	93	93	94	92	-2	

\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

TABULAR BY QUESTION

STUDENTS GRADES 7-9  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note:
5) Information from report card helpful	78	79	79	79	81	2	
17) Confidence in your principal	77	81	83	81	83	2	
22) Is your school clean	81	80	82	84	86	2	
1) Find school work interesting	76	78	78	79	80	1	
10) Most students respect other students	77	79	77	78	79	1	
11) Most students respect school property	76	77	79	80	81	1	
13) Feel safe in your school	88	89	89	90	91	1	
16) People in the office are helpful	82	84	84	85	86	1	
21) Receive help planning high school program	87	87	89	85	86	1	
23) Satisfied with your school	83	85	84	84	85	1	
4) Are you expected to do your best	97	98	97	97	97	0	
6) Teacher helps you when needed	88	90	89	88	88	0	
8) Students follow rules out of classroom	60	67	68	69	69	0	
14) Feel safe on the way to and from school	91	90	91	92	92	0	
3) Clear on what you are expected to learn	90	91	91	91	90	-1	
7) Students follow rules when in classroom	73	75	74	74	73	-1	
9) Know how you are expected to behave	97	97	97	97	96	-1	
12) Most students respect school staff	86	86	87	87	86	-1	
19) Opportunity for extracurricular activities	92	92	92	92	91	-1	
20) Recognition for accomplishments	90	90	91	91	90	-1	
2) Are your classes challenging	83	84	82	80	78	-2	
15) Staff to talk to when you have a problem	78	78	80	79	77	-2	
18) Opportunity for say in school decisions	79	80	83	83	81	-2	

\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

STUDENTS GRADES 10-12  
DISTRICT TOTAL

TABULAR BY QUESTION

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note
17) People in the office are helpful	87	84	81	83	87	4	
20) Help for career planning	77	77	79	78	82	4	
11) Most students respect other students	85	84	81	82	85	3	
18) Confidence in your principal	85	86	77	81	84	3	
21) Feel prepared to enter world of work	77	77	75	75	78	3	
7) Teacher helps you when needed	89	90	87	89	91	2	
8) Students follow rules when in classroom	85	83	79	79	81	2	
25) Is your school clean	86	83	84	86	88	2	
5) Information from report card helpful	75	74	71	73	74	1	
9) Students follow rules out of classroom	68	67	71	71	72	1	
12) Most students respect school property	76	77	78	79	80	1	
13) Most students respect school staff	89	88	86	88	89	1	
15) Feel safe on the way to and from school	93	92	90	90	91	1	
16) Staff to talk to when you have a problem	82	82	82	82	83	1	
19) Help for further education planning	84	82	83	84	85	1	
1) Find school work interesting	81	80	76	80	80	0	
3) Clear on what you are expected to learn	91	92	89	90	90	0	
10) Know how you are expected to behave	98	98	97	97	97	0	
14) Feel safe in school	93	92	91	91	91	0	
26) Satisfied with your school	91	90	88	89	89	0	
4) Are you expected to do your best	97	97	96	96	95	-1	
2) Are your classes challenging	90	91	87	87	85	-2	
24) Recognition for accomplishments	92	90	88	90	88	-2	
6) Enough variety of courses available	88	88	86	88	85	-3	
22) Opportunity for say in school decisions	82	81	80	82	79	-3	
23) Opportunity for extracurricular activities	94	93	90	92	88	-4	

\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

TABULAR BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note:
13) Satisfied with the physical condition of your school?	71	72	70	74	78	4	
12) School facility adequate to accommodate programs offered?	77	78	75	78	81	3	
26) Superintendent of Schools provides effective leadership?	76		77	80	82	2	
1) Is your school focused on student achievement?	97	97	96	95	96	1	
2) Your school provides appropriate learning experiences?	92	93	90	91	92	1	
4) Your school is a good place to work?	91	92	89	90	91	1	
5) Satisfied with the information shared about school happenings?	83	84	79	81	82	1	
15) School a safe environment?	93	92	90	92	93	1	
25) Principal provides effective leadership in your school?	82	85	85	87	88	1	
3) Satisfied with way student discipline is handled?	80	79	79	79	79	0	
14) Satisfied with the cleanliness of your school?	83	82	81	84	84	0	
16) Satisfied with the way money is used in your school?	76	79	76	78	78	0	
9) Get recognition for the work you do in your school?	78	80	77	78	77	-1	
10) Feel your work responsibilities are reasonable?	80	81	80	82	81	-1	
24) Feel that the district is a good place to work?	90	90	89	91	90	-1	
27) Confidence in the board of trustees?	67	58	67	71	70	-1	
6) Satisfied with the information shared about district happenings?	81	80	80	83	81	-2	
7) Staff work as a team in your school?	84	85	82	84	82	-2	
8) Opportunity for input into school level decisions?	75	77	74	76	74	-2	
11) Satisfied with the opportunities for professional development?	78	83	81	84	81	-3	
19) Accountability system shapes instructional practice?	88	88	85	83	80	-3	
20) Satisfied with the involvement of parents?	74	73	69	70	66	-4	
21) Satisfied with the involvement of the general community?	73	73	69	71	67	-4	
23) The district's mission is consistent with your personal beliefs?	82	83	83	84	80	-4	
17) Satisfied with the way money is used in the district?	52	57	62	65	60	-5	
22) The district's mission is communicated clearly?	88	85	85	86	78	-8	
18) Opportunity for input into district level decisions?	49	49	50	55	43	-12	

\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

TABULAR BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note
4) Satisfied with the availability of staff for special needs programs?	84	73	61	77	87	10	
5) Satisfied with the availability of staff for alternative programs?	82	75	65	82	87	5	
6) Satisfied with the accommodation of special needs students?	75	75	79	78	83	5	
43) Services provided by Metro Community College?	86	95	90	90	95	5	
8) Satisfied with the information shared about district happenings?	91	89	93	91	95	4	
41) Services provided by International Programs? (Eligibility 55 students)	83	95	88	90	94	4	
3) Satisfied with the availability of staff for regular programs?	96	93	84	93	96	3	
30) Superintendent of Schools provides effective leadership?	85		90	85	88	3	
32) Services provided by Bennett Centre?	95	97	95	97	100	3	
14) Satisfied with the physical condition of your school?	72	75	76	78	80	2	
15) Satisfied with the cleanliness of your school?	91	87	91	90	92	2	
22) Data gathered from time spent in classroom assists in PD decisions?	95	96	96	97	99	2	
33) Services provided by Budget Services?	96	95	97	95	97	2	
51) Services provided by Student Transportation??	74	83	82	74	76	2	
13) School facility is adequate to accommodate the programs offered?	87	87	87	86	87	1	
21) Data from time spent in classroom enhances instruction?	92	97	96	97	98	1	
39) Services provided by Information Technology Services?	90	90	88	86	87	1	
1) Is your school focused on student achievement?	100	100	99	100	100	0	
2) Staff in your school provide appropriate learning experiences?	98	100	98	99	99	0	
7) School is a good place to work?	99	100	98	99	99	0	
16) School is a safe environment?	99	99	99	98	98	0	
23) Data gathered from time spent in classroom assists in allocation decisions?	92	94	95	98	98	0	
27) District's mission is consistent with your personal beliefs?	94	94	97	97	97	0	
28) District is a good place to work?	94	94	98	98	98	0	
42) Services provided by Leadership Services?	95	93	95	93	93	0	
44) Services provided by Personnel Recruitment & Staffing Services?	93	90	95	89	89	0	
45) Services provided by Personnel Support Services?	93	95	95	92	92	0	
19) Opportunity for input into district level decisions?	66	72	80	81	80	-1	
24) Satisfied with the involvement of parents?	78	79	82	82	81	-1	
47) Services provided by Resource Development Services?	86	92	88	84	83	-1	
18) Satisfied with financial information you receive?	80	90	95	92	90	-2	
20) Accountability system shapes instructional practice?	95	95	96	96	94	-2	
17) Satisfied with the way money is used in the district?	61	84	92	83	80	-3	
26) District's mission is communicated clearly?	92	93	96	91	88	-3	
46) Services provided by Planning?	72	79	82	83	80	-3	
12) Satisfied with opportunities for professional development?	90	91	96	95	91	-4	
25) Satisfied with the involvement of the general community?	74	81	82	83	79	-4	
29) Assistant superintendent provides effective leadership?				93	89	-4	
37) Services provided by Facilities Services?	71	81	68	79	75	-4	
38) Services provided by Financial Services (including Purchasing)?	92	93	92	95	91	-4	
48) Services provided by Student Achievement Services?	50	71	81	84	80	-4	
34) Services provided Communications?	91	91	94	93	88	-5	
40) Services provided by Internal Audit?	95	93	95	95	90	-5	
50) Services provided by Student Information?	98	96	96	97	92	-5	
31) Confidence in the board of trustees?	80	68	76	76	70	-6	
9) Feel that staff work as a team in the district?	83	83	91	90	83	-7	
11) Feel that work responsibilities are reasonable?	72	70	78	83	75	-8	
35) Services provided by Consulting Services?	87	89	82	83	75	-8	
49) Services provided by Student Assessment?	91	92	93	94	86	-8	
36) Services provided by Curriculum?	89	94	89	88	79	-9	
10) Get recognition for the work that you do in the district?	64	69	80	82	72	-10	

\* Results weighted



# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

CENTRAL SERVICES STAFF  
TOTAL STAFF

## TABULAR BY QUESTION

Sorted by Incr/Decr

QUESTION	2006	2007	2008	2009	2010	Incr/Decr	Note
10) Satisfied with physical condition of building at work	56	53	55	59	70	11	
21) Managing director provides effective leadership	69	69	71	74	84	10	
12) Workplace is a safe environment	76	72	75	79	86	7	
19) Supervisor provides effective leadership	77	78	72	71	78	7	
11) Cleanliness of building at work	64	60	57	65	71	6	
23) The superintendent provides effective leadership	72		74	76	80	4	
1) District focused on student achievement	93	89	93	91	93	2	
2) Central services is a good place to work	83	81	82	86	87	1	
4) Satisfied with info on district happenings	67	67	66	72	73	1	
8) Work responsibilities are reasonable	76	72	69	76	77	1	
18) District is a good place to work	84	82	81	89	90	1	
7) Get recognition for the work you do	59	56	56	60	60	0	
9) Opportunities for professional development	60	62	61	68	67	-1	
24) Do you have confidence in the board of trustees?	63	48	52	59	58	-1	
3) Satisfied with info on department happenings	67	62	62	68	66	-2	
5) Staff work as a team in your work unit	74	74	73	76	74	-2	
22) Assistant superintendent provides effective leadership	66	64	61	67	65	-2	
13) How money is used in central services	47	45	46	57	53	-4	
17) District's mission consistent with own	80	74	80	83	76	-7	
14) How money is used in the district	45	45	47	58	50	-8	
20) Director provides effective leadership	69	69	71	82	74	-8	
16) District's mission communicated clearly	83	77	81	82	73	-9	
6) Input into department level decisions	59	51	52	59	48	-11	
15) Input into district level decisions	39	40	38	47	34	-13	

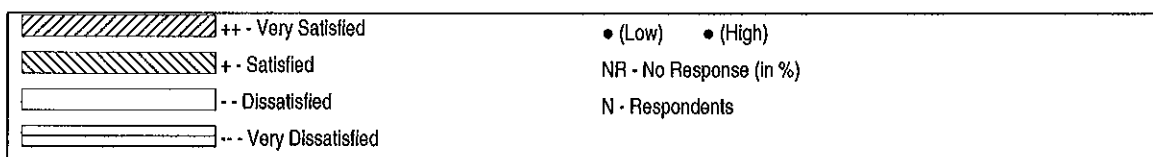
\* Results weighted



## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

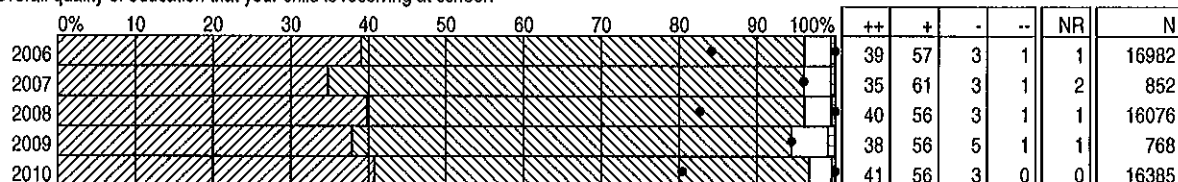
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

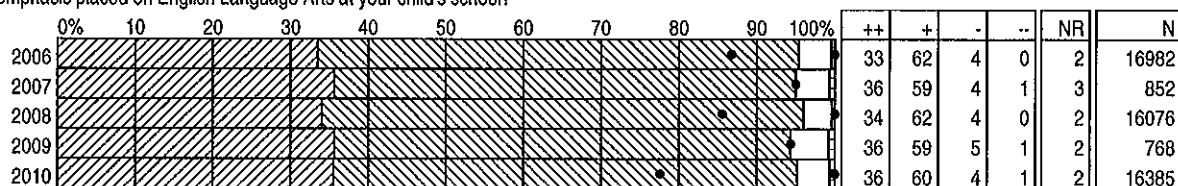


Note: Graph percentages are based on committed responses

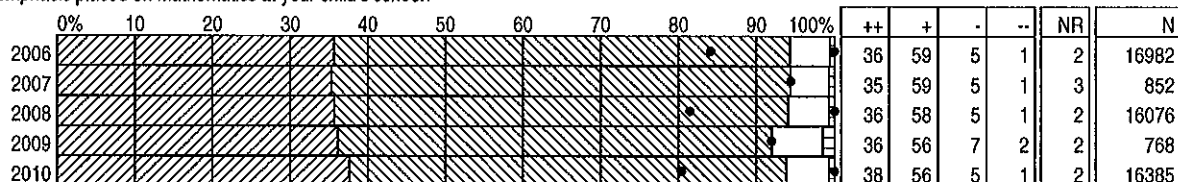
1) How satisfied are you with the overall quality of education that your child is receiving at school?



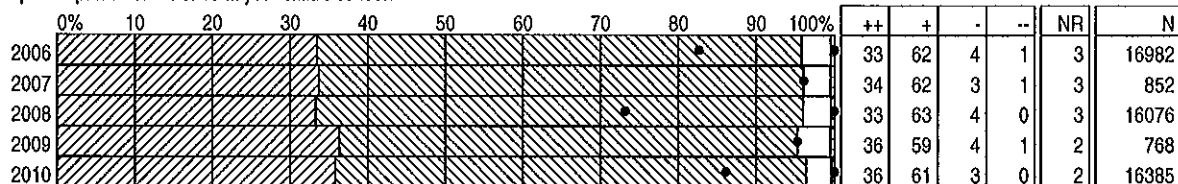
2) How satisfied are you with the emphasis placed on English Language Arts at your child's school?



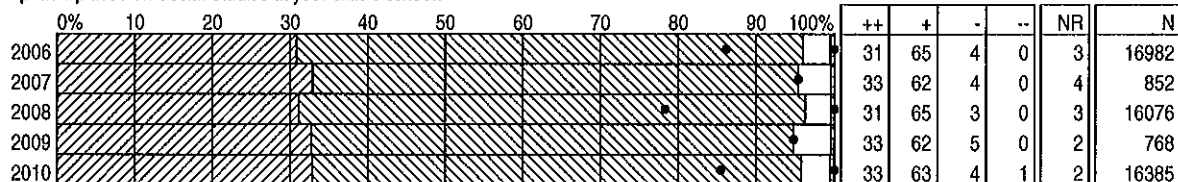
3) How satisfied are you with the emphasis placed on Mathematics at your child's school?



4) How satisfied are you with the emphasis placed on Science at your child's school?



5) How satisfied are you with the emphasis placed on Social Studies at your child's school?



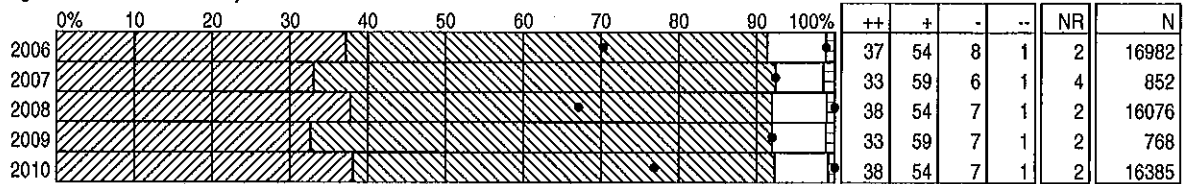
\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

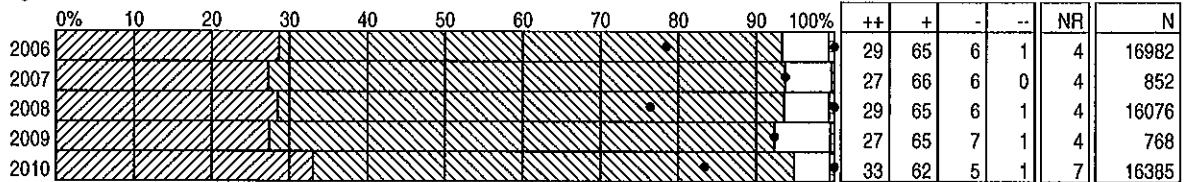
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

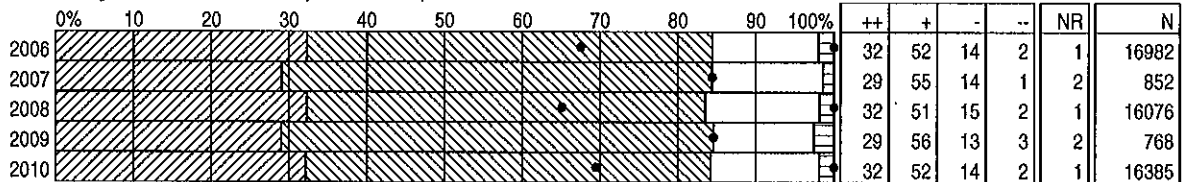
6) How satisfied are you with the programs/courses available in your child's school?



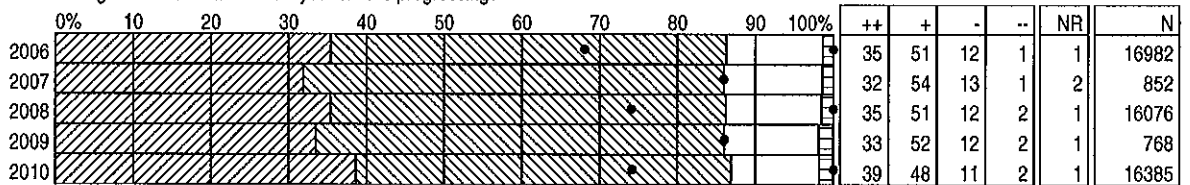
7) How satisfied are you with the programs/courses available in Edmonton Public Schools?



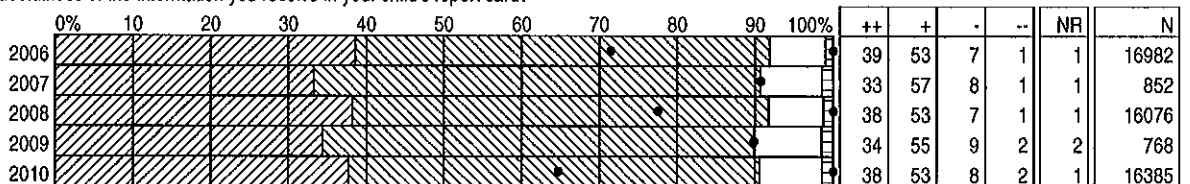
8) How satisfied are you that you receive enough information about what your child is expected to learn?



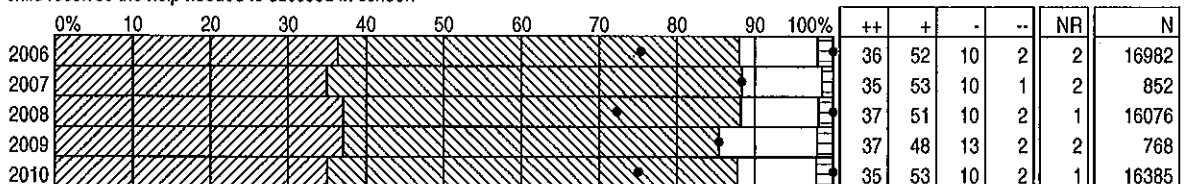
9) How satisfied are you that you receive enough information about how your child is progressing?



10) How satisfied are you with the usefulness of the information you receive in your child's report card?



11) How satisfied are you that your child receives the help needed to succeed in school?



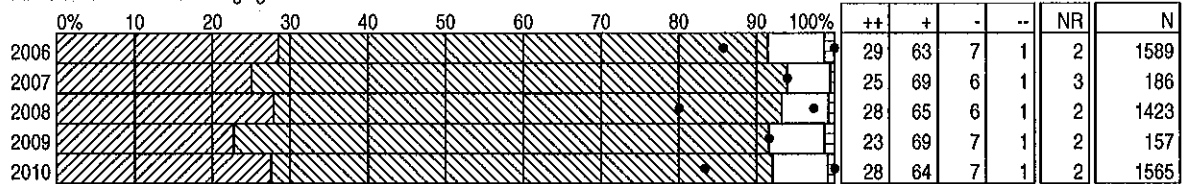
\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

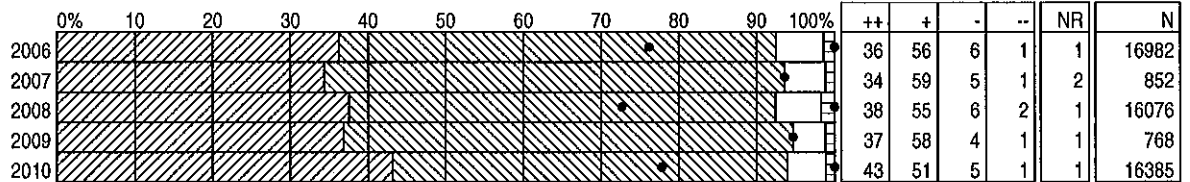
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

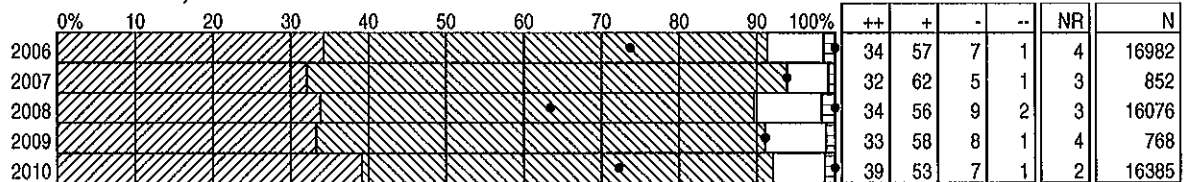
12) How satisfied are you that your child's school work is challenging?



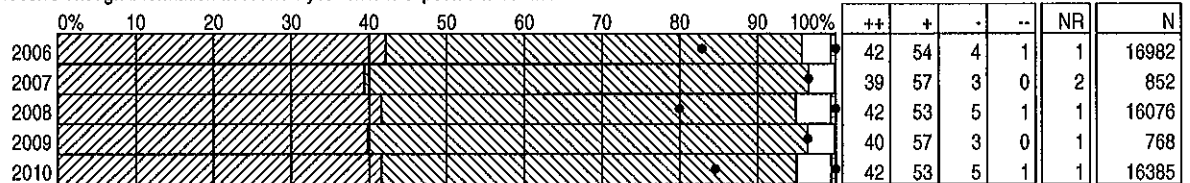
13) How satisfied are you that your child is safe in the school?



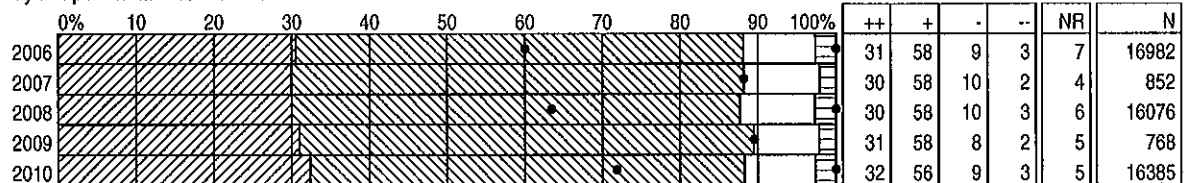
14) How satisfied are you that your child is safe on the way to and from school?



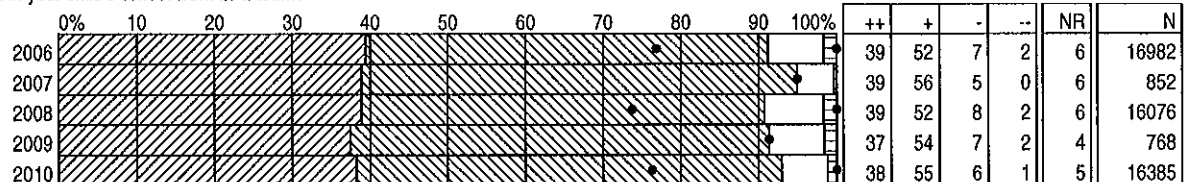
15) How satisfied are you that you receive enough information about how your child is expected to behave?



16) How satisfied are you with the way discipline is handled in the school?



17) How satisfied are you that staff in your child's school work as a team?



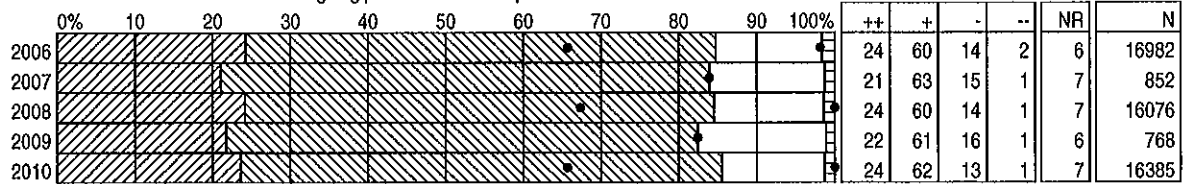
\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

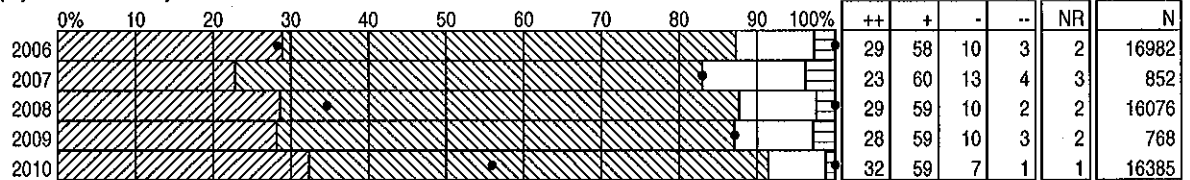
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

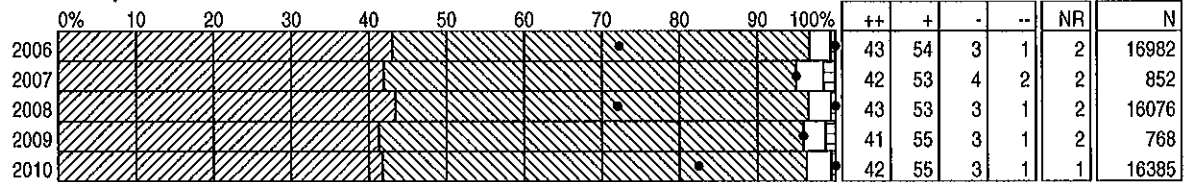
18) How satisfied are you with the information shared about the school's ongoing professional development?



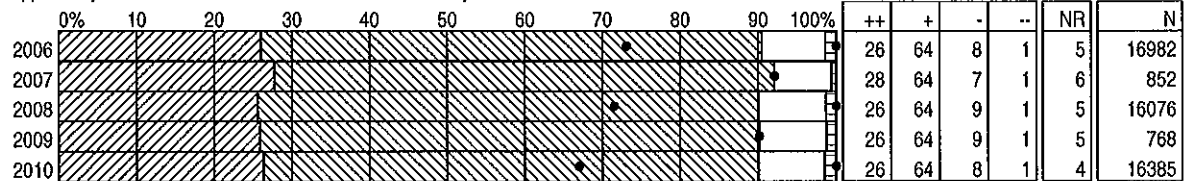
19) How satisfied are you with the physical condition of your child's school?



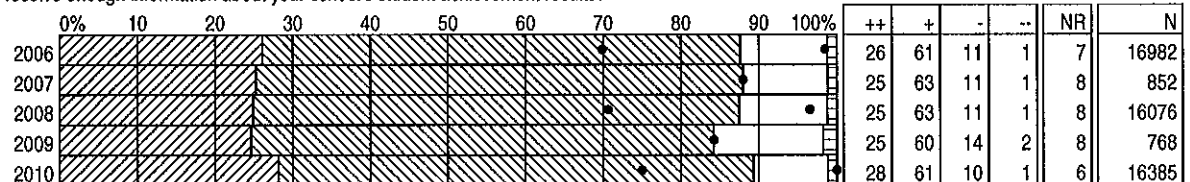
20) How satisfied are you with the cleanliness of your child's school?



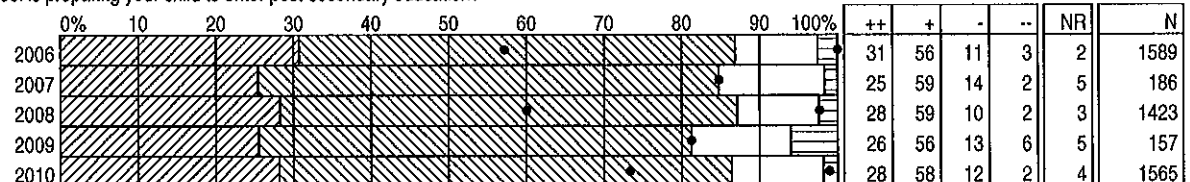
21) How satisfied are you with your opportunity for involvement in school decisions that affect your child?



22) How satisfied are you that you receive enough information about your school's student achievement results?



23) How satisfied are you that school is preparing your child to enter post-secondary education?



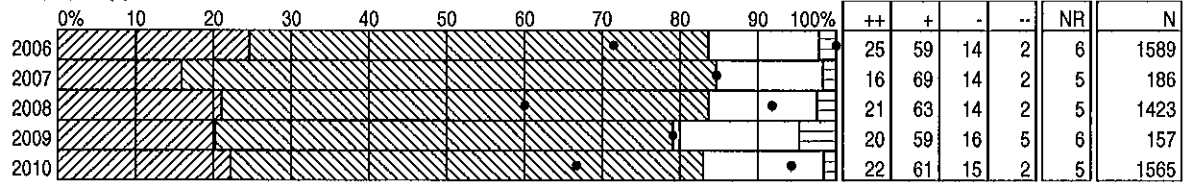
\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

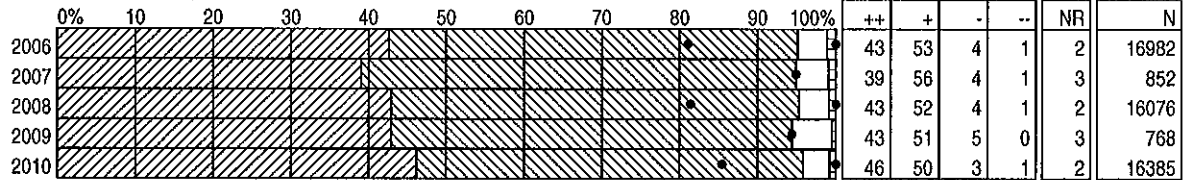
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

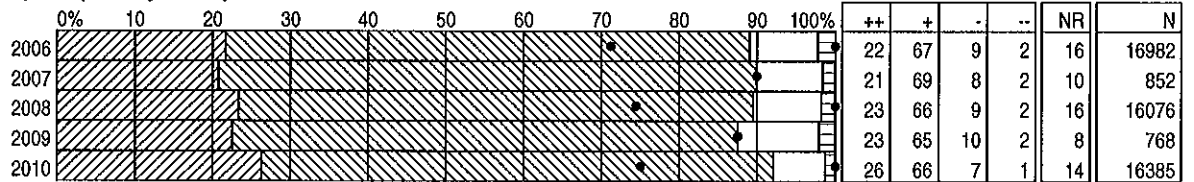
24) How satisfied are you that school is preparing your child to enter the world of work?



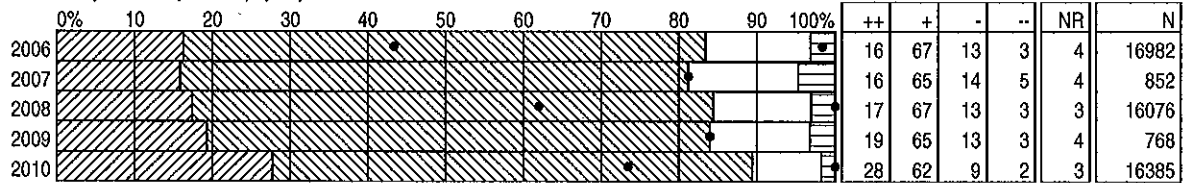
25) How satisfied are you with the welcome you receive at your child's school?



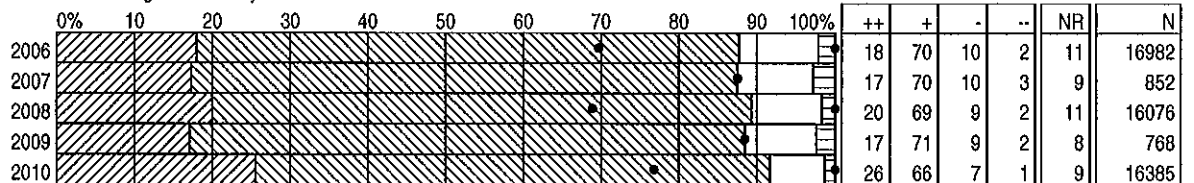
26) How satisfied are you with the way money is being used in your child's school?



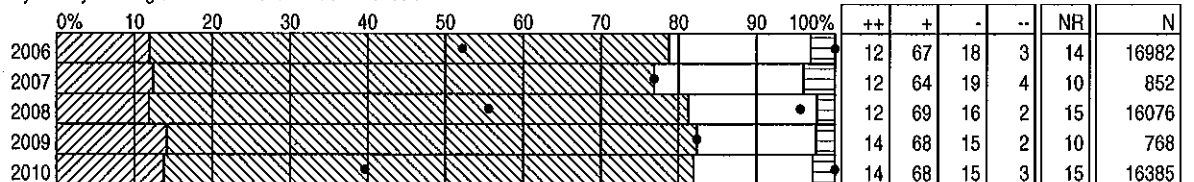
27) How satisfied are you that the school fees you are required to pay at your child's school are reasonable?



28) How satisfied are you, overall, with the fundraising activities at your child's school?



29) How satisfied are you with the way money is being used in Edmonton Public Schools?



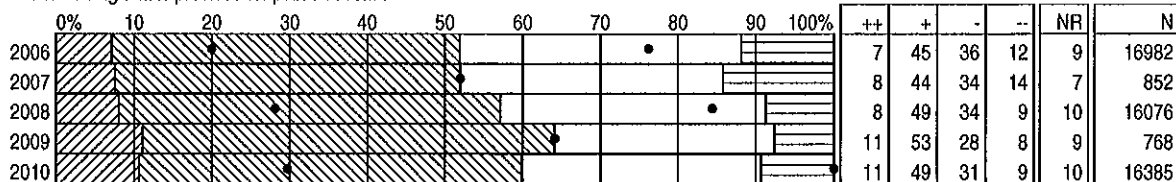
\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

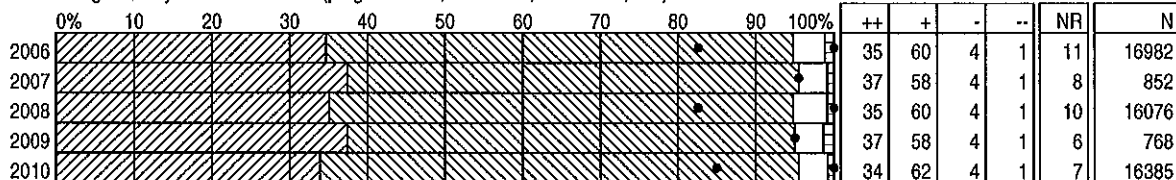
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

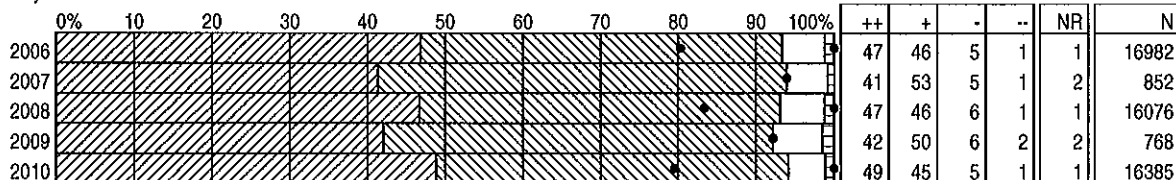
30) How satisfied are you with the level of funding that is provided for public education?



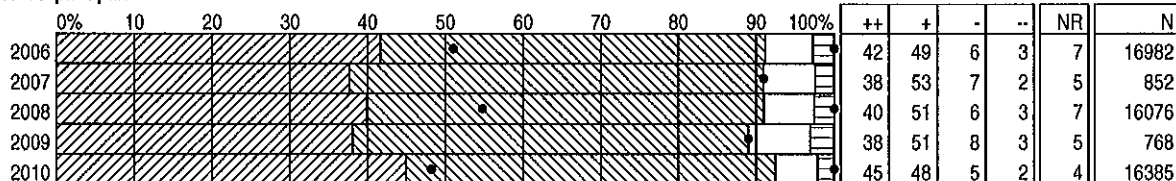
31) How satisfied are you with the non-teaching staff at your child's school? (program aides, office staff, custodians, etc.)



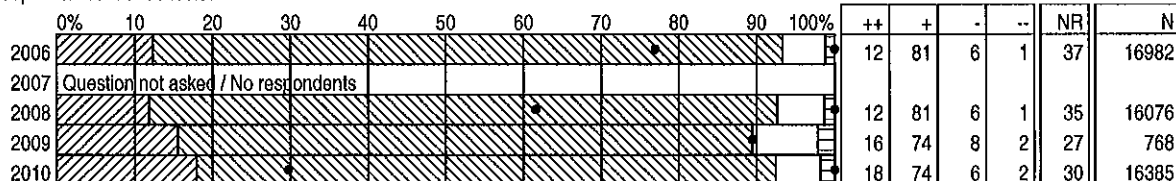
32) Overall, how satisfied are you with your child's teachers?



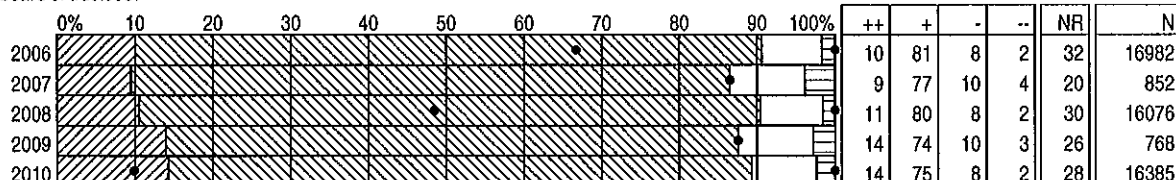
33) How satisfied are you with the school principal?



34) How satisfied are you with the Superintendent of Schools?



35) How satisfied are you with the board of trustees?



\* Results weighted  
Corrected, August 27, 2010

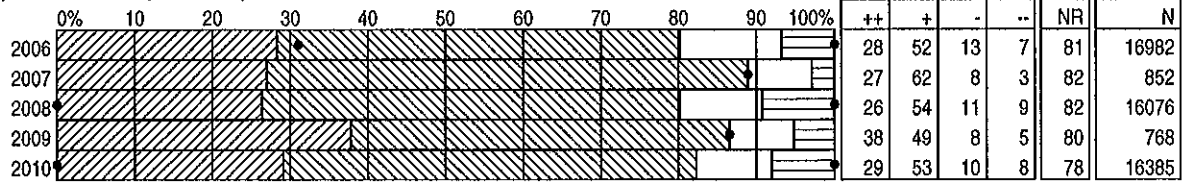


# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

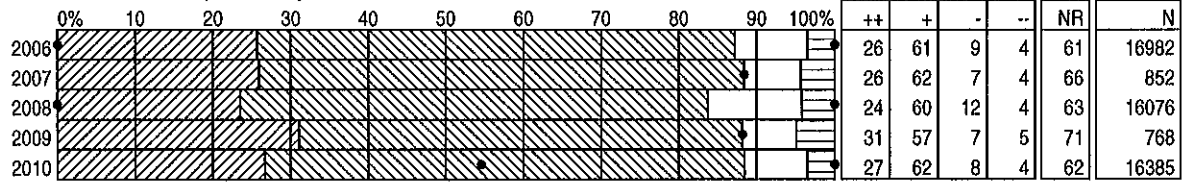
BAR GRAPH BY QUESTION

DISTRICT PARENTS K-12 TOTAL

36) How satisfied are you with the yellow bus service provided at your child's school?



37) How satisfied are you with the Edmonton Transit service provided at your child's school?

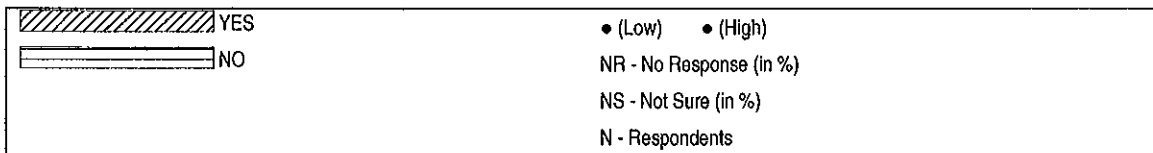


\* Results weighted  
Corrected, August 27, 2010

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

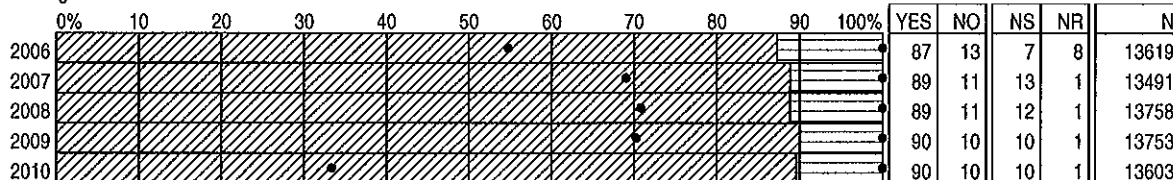
STUDENTS GRADES 2-6  
DISTRICT TOTAL

BAR GRAPH BY QUESTION

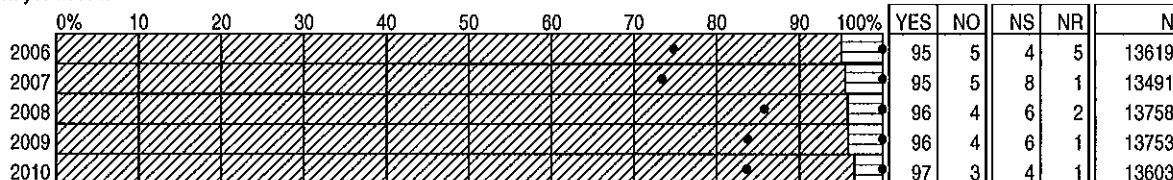


Note: Graph percentages are based on committed responses

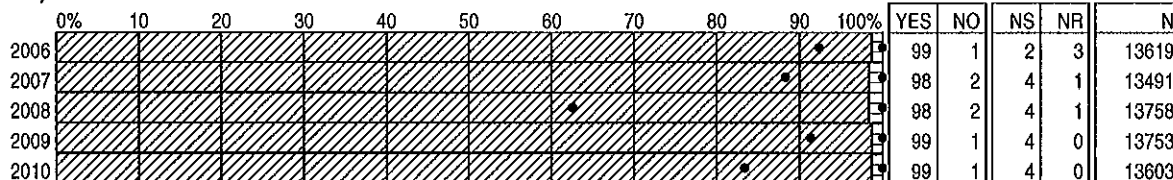
1) Do you find your school work interesting?



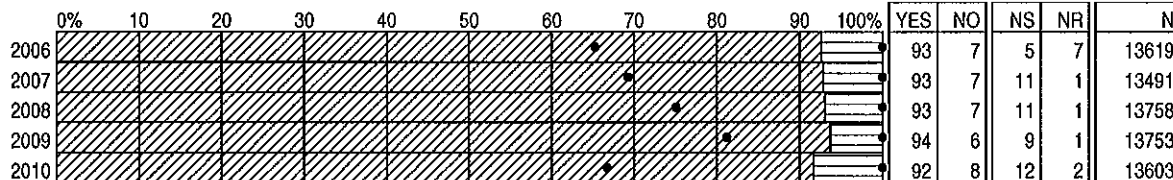
2) Does your teacher help you when you need it?



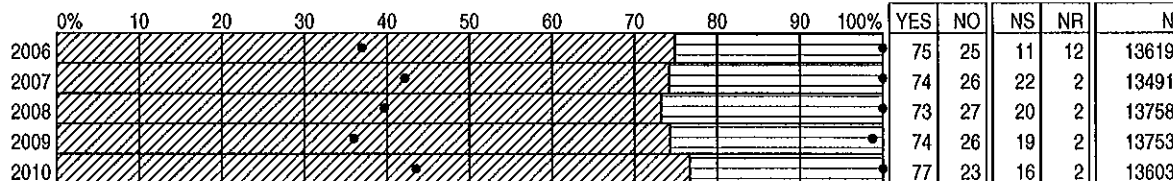
3) Does your teacher expect you to do your best?



4) Is your report card helpful to you?



5) Do most of the students in your class follow the classroom rules?



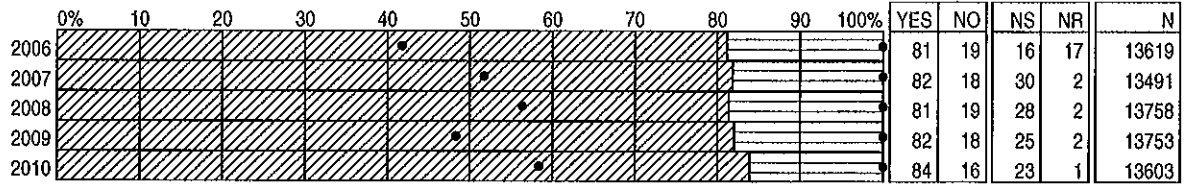
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

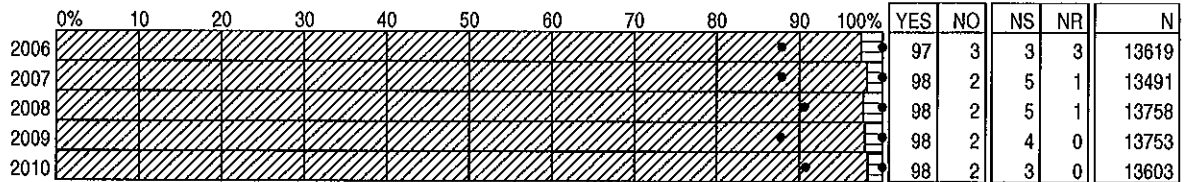
BAR GRAPH BY QUESTION

STUDENTS GRADES 2-6  
DISTRICT TOTAL

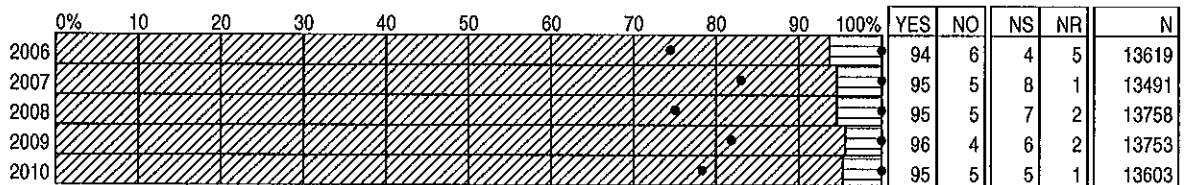
6) Do most of the students in your school follow the school rules?



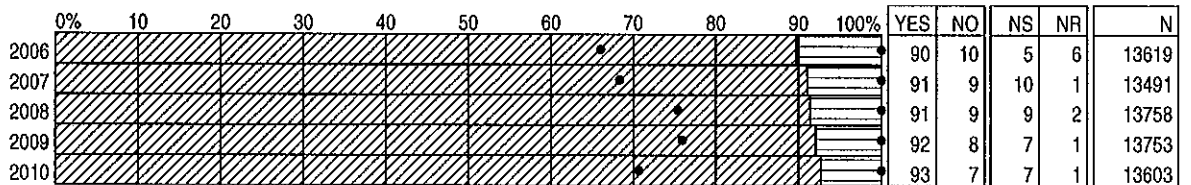
7) Do you know the school rules?



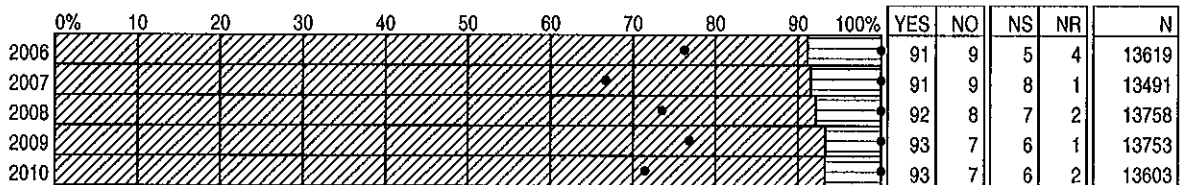
8) Do you feel safe in school?



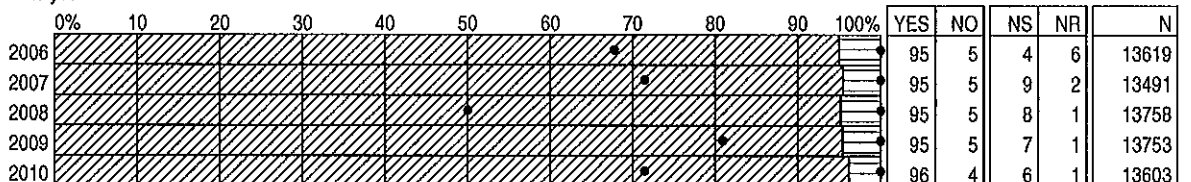
9) Do you feel safe during recess time?



10) Do you feel safe on the way to and from school?



11) Are the people in the office helpful to you?



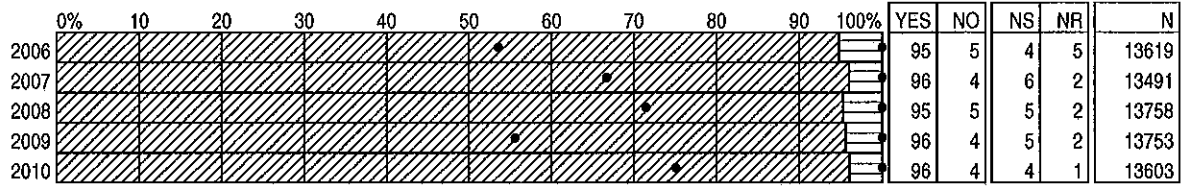
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

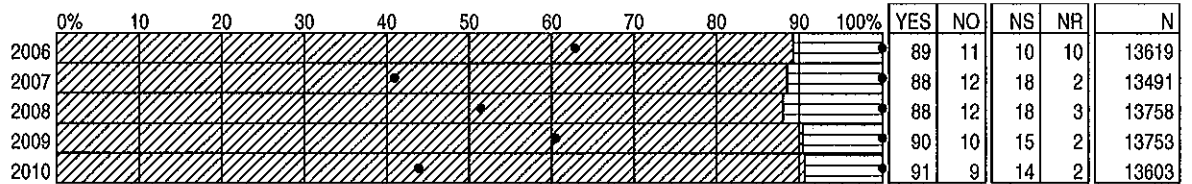
STUDENTS GRADES 2-6  
DISTRICT TOTAL

## BAR GRAPH BY QUESTION

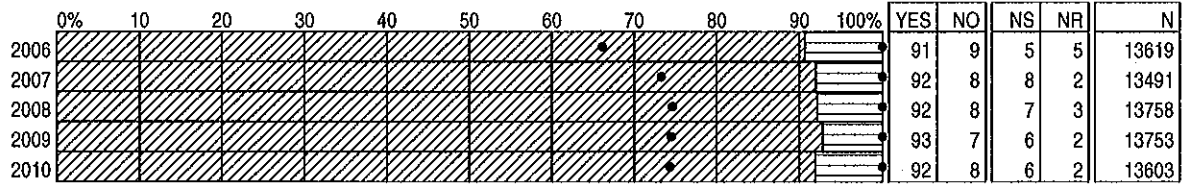
12) Is your principal a good leader?



13) Is your school clean?



14) Do you like being in your school?

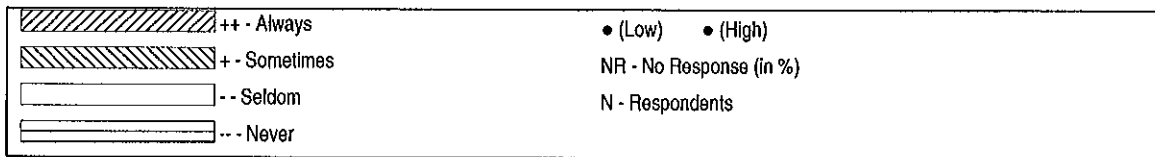


\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

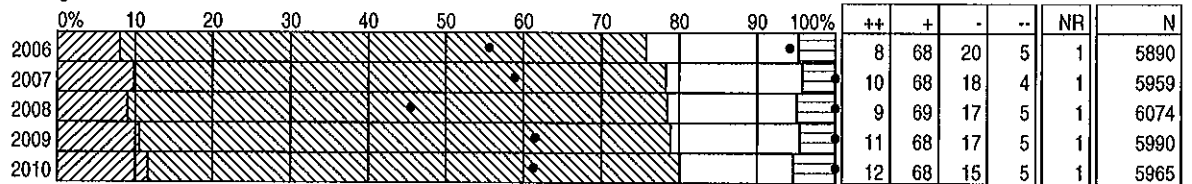
BAR GRAPH BY QUESTION

STUDENTS GRADES 7-9  
DISTRICT TOTAL

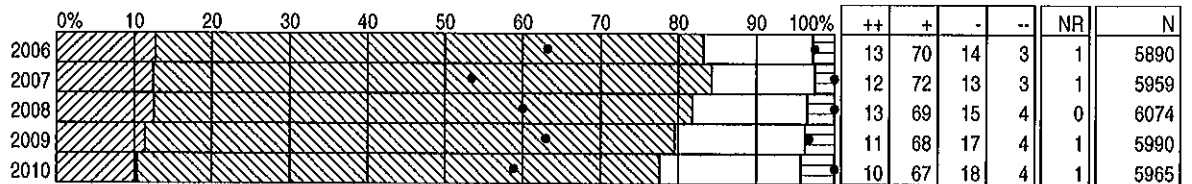


Note: Graph percentages are based on committed responses

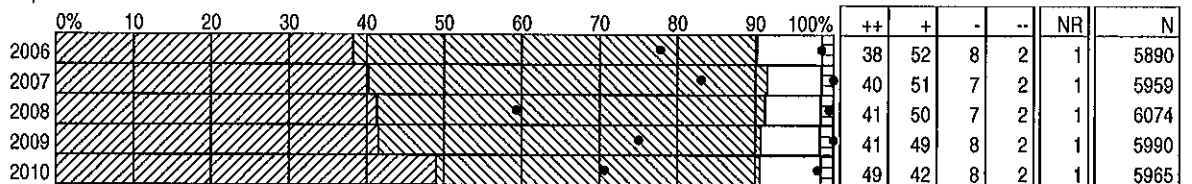
1) Do you find your school work interesting?



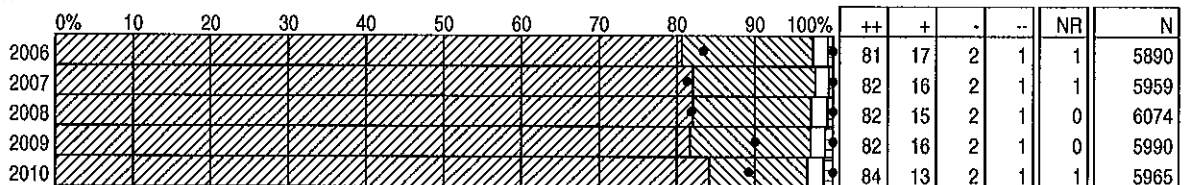
2) Are your classes challenging?



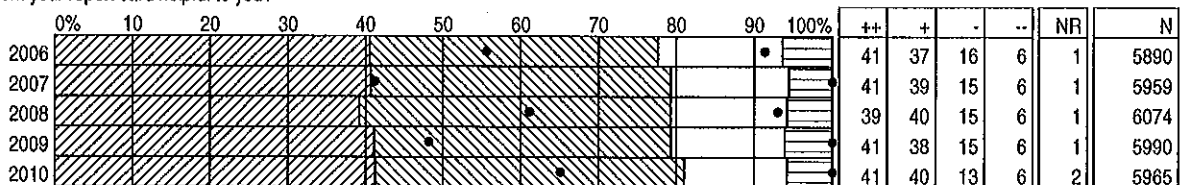
3) Are you clear as to what you are expected to learn?



4) Are you expected to do your best?



5) Is the information you receive from your report card helpful to you?



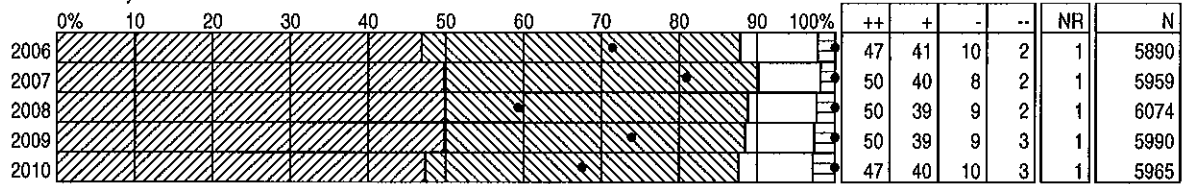
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

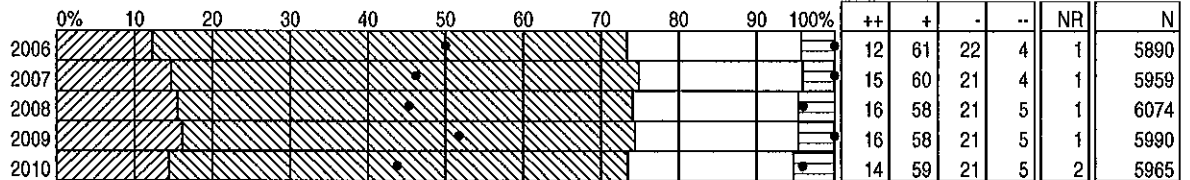
STUDENTS GRADES 7-9  
DISTRICT TOTAL

BAR GRAPH BY QUESTION

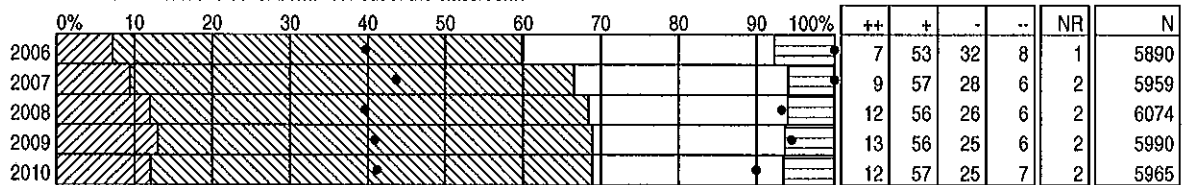
6) Overall, do you get help when you need it from your teachers?



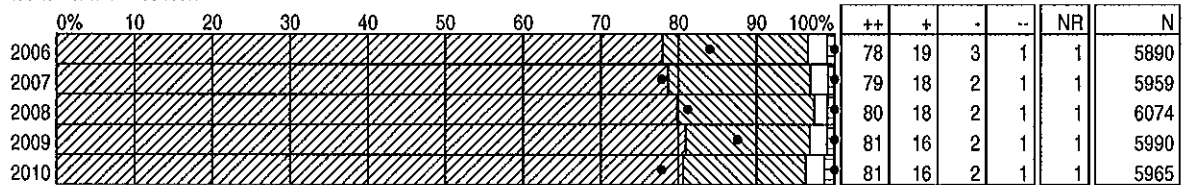
7) Do most of the students at your school follow the school's rules for behaviour in the classroom?



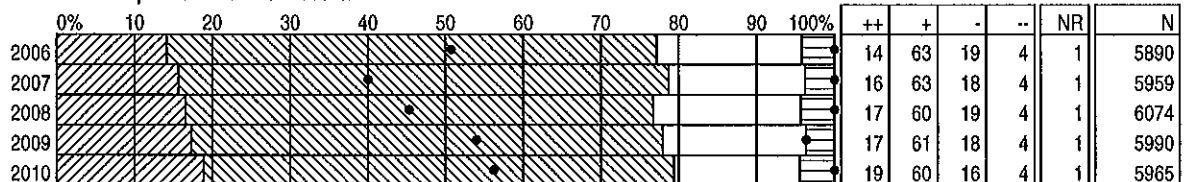
8) Do most of the students at your school follow the school's rules for behaviour out of the classroom?



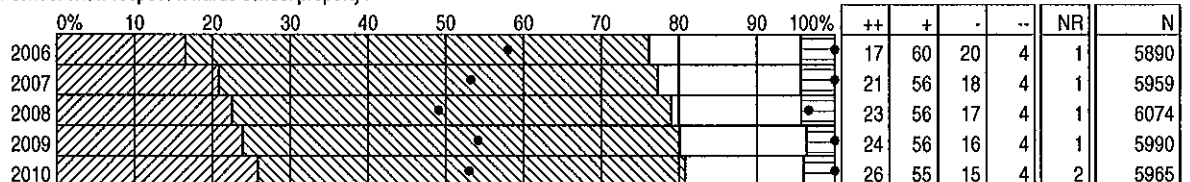
9) Do you know how you are expected to behave in school?



10) Do most of the students at your school show respect towards other students?



11) Do most of the students at your school show respect towards school property?



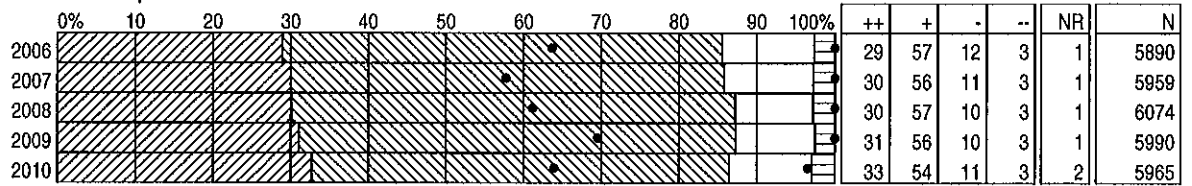
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

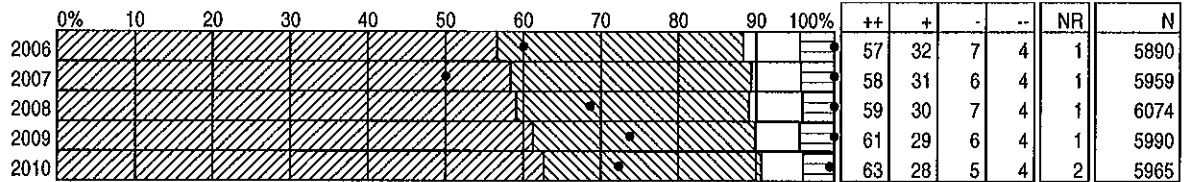
BAR GRAPH BY QUESTION

STUDENTS GRADES 7-9  
DISTRICT TOTAL

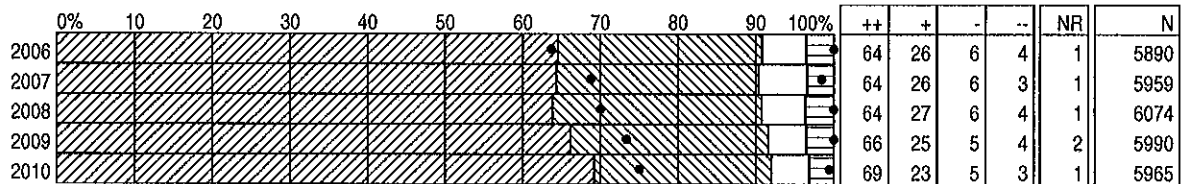
12) Do most of the students at your school show respect towards school staff?



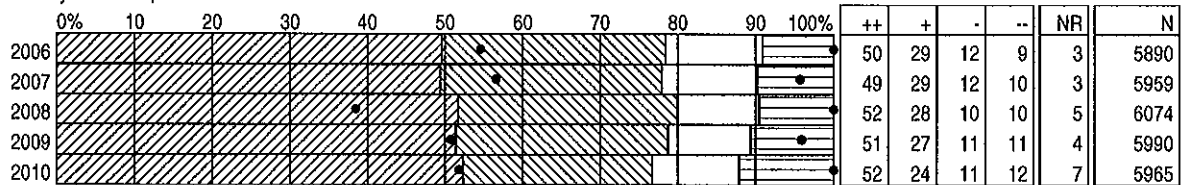
13) Do you feel safe in your school?



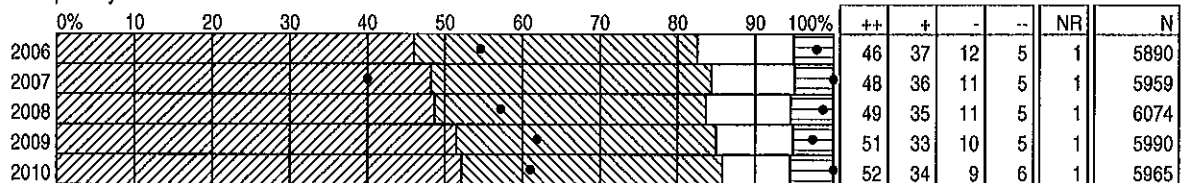
14) Do you feel safe on the way to and from school?



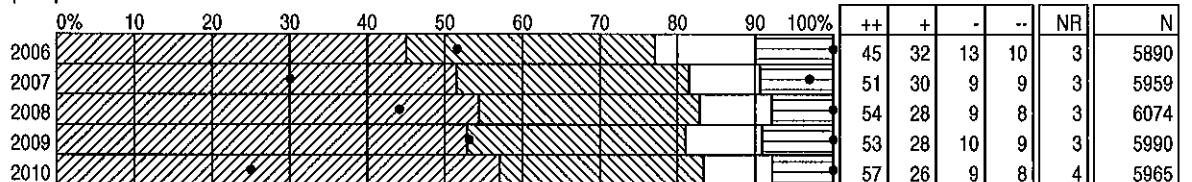
15) Is there a staff member you can talk if you have a problem?



16) Are the people in the school office helpful to you?



17) Do you have confidence in your principal?



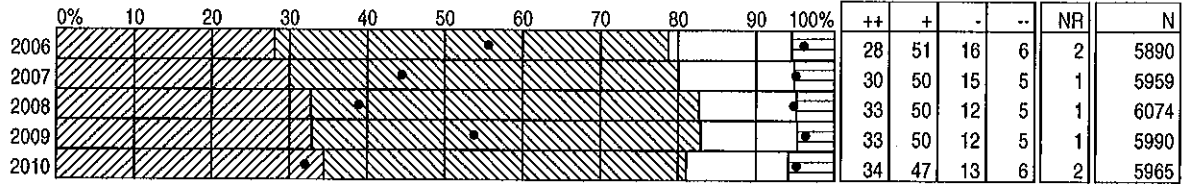
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

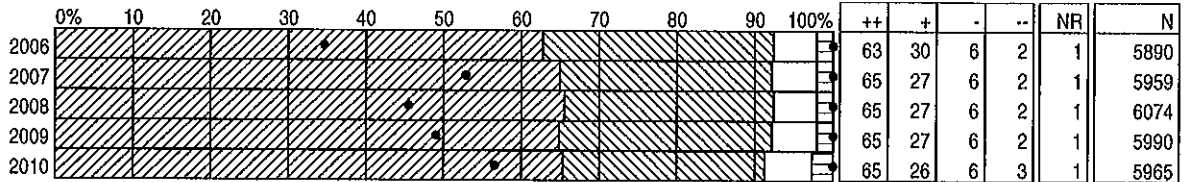
BAR GRAPH BY QUESTION

STUDENTS GRADES 7-9  
DISTRICT TOTAL

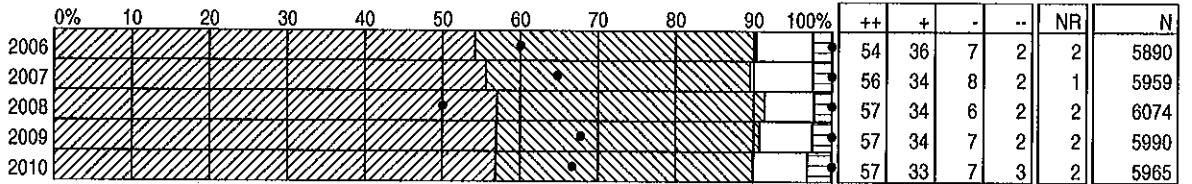
18) Do students in your school have opportunities to be involved in school decisions?



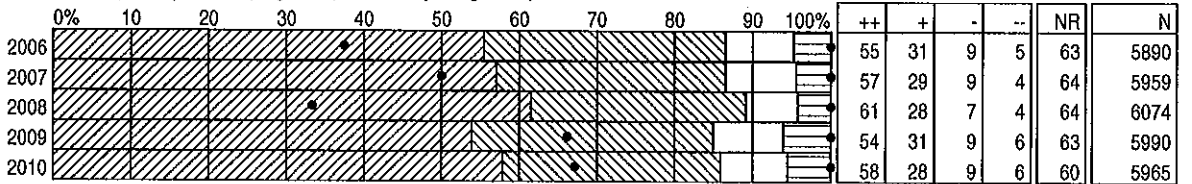
19) Are there opportunities for students in your school to be involved in activities outside the classroom?



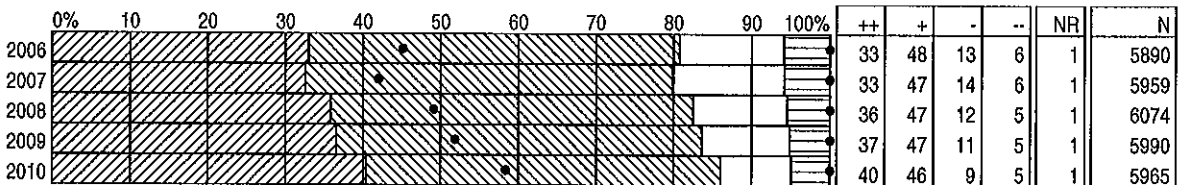
20) Do students in your school get recognition for their accomplishments?



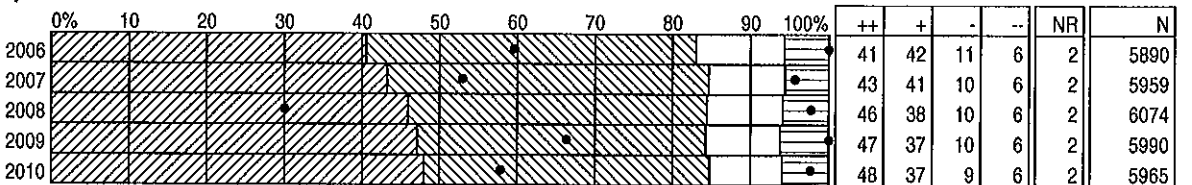
21) Do you get the help that you need in planning your high school program? (Answer only if in grade 9)



22) Is your school clean?



23) In general, are you satisfied with your school?



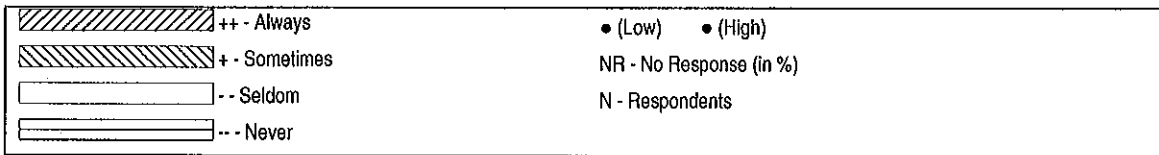
\* Results weighted



# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

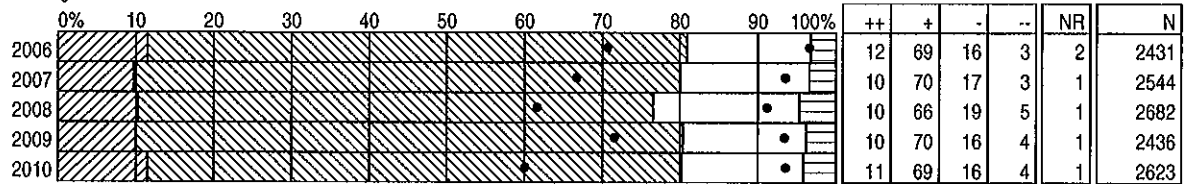
STUDENTS GRADES 10-12  
DISTRICT TOTAL

BAR GRAPH BY QUESTION

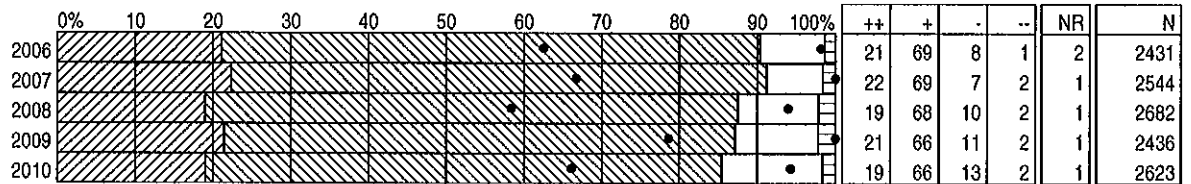


Note: Graph percentages are based on committed responses

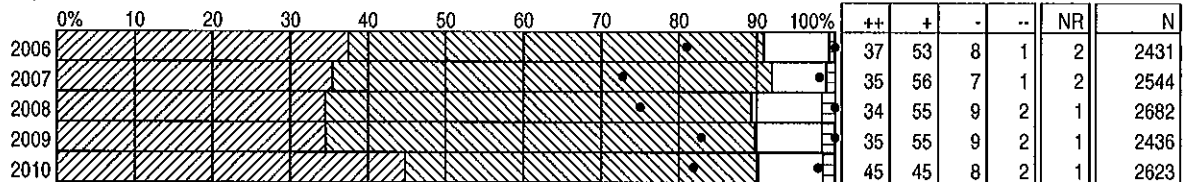
1) Do you find your school work interesting?



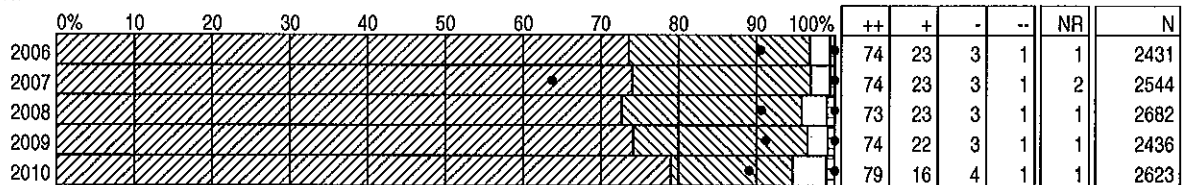
2) Are your classes challenging?



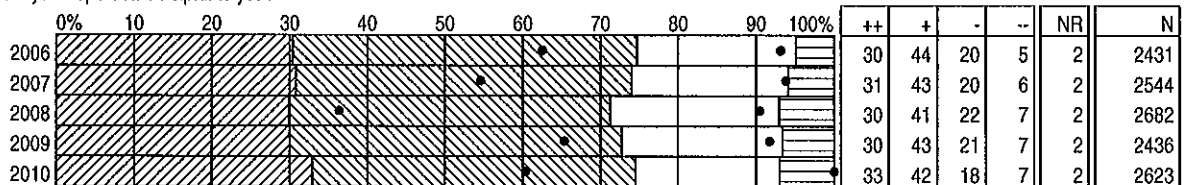
3) Are you clear as to what you are expected to learn?



4) Are you expected to do your best?



5) Is the information you receive from your report card helpful to you?



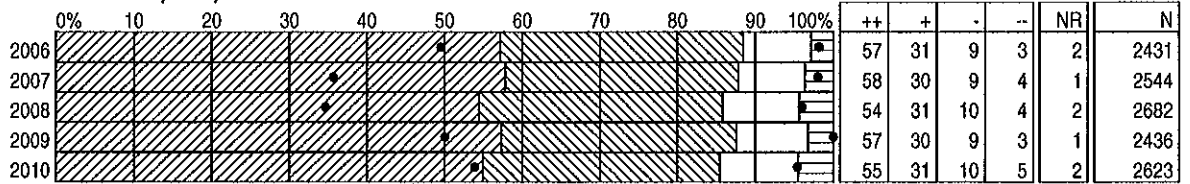
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

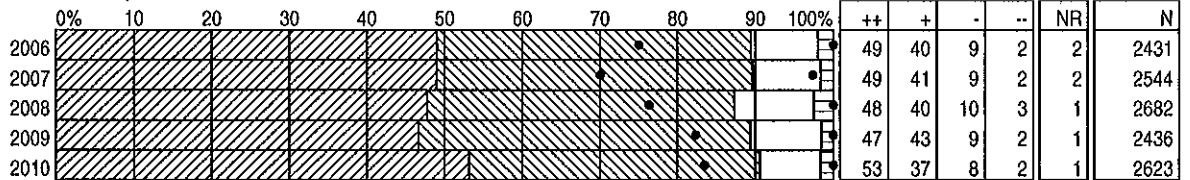
BAR GRAPH BY QUESTION

STUDENTS GRADES 10-12  
DISTRICT TOTAL

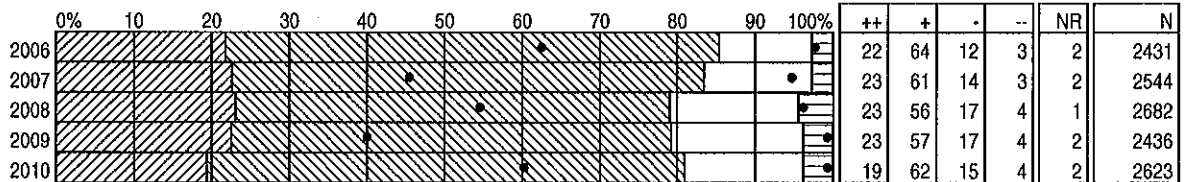
6) Do you have enough variety of courses available to you at your school?



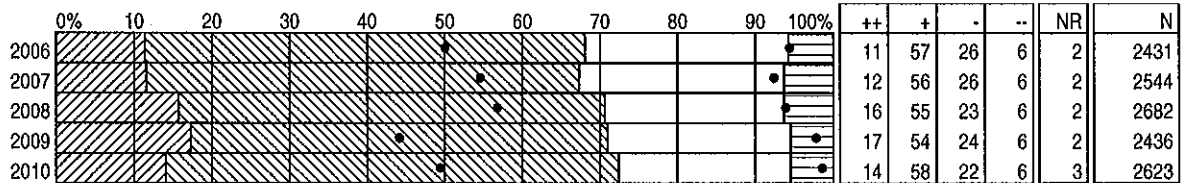
7) Overall, do you get help when you need it from your teachers?



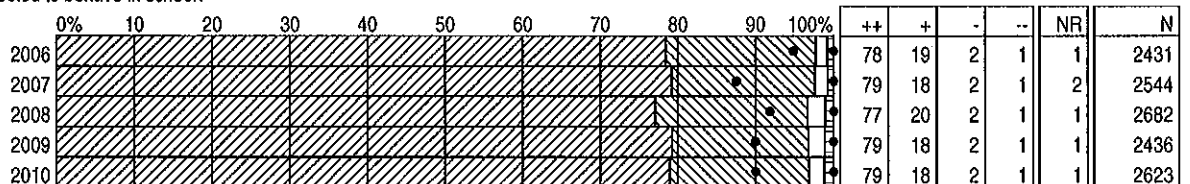
8) Do most of the students at your school follow the school's rules for behaviour in the classroom?



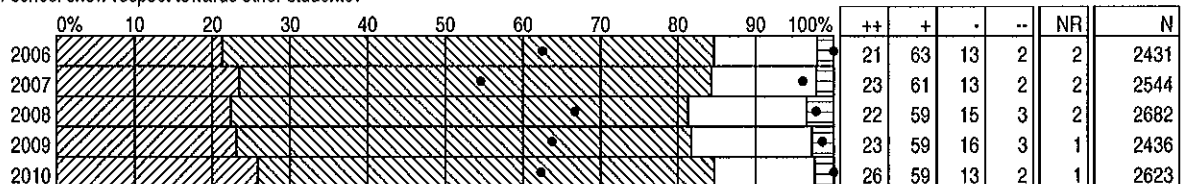
9) Do most of the students at your school follow the school's rules for behaviour out of the classroom?



10) Do you know how you are expected to behave in school?



11) Do most of the students at your school show respect towards other students?

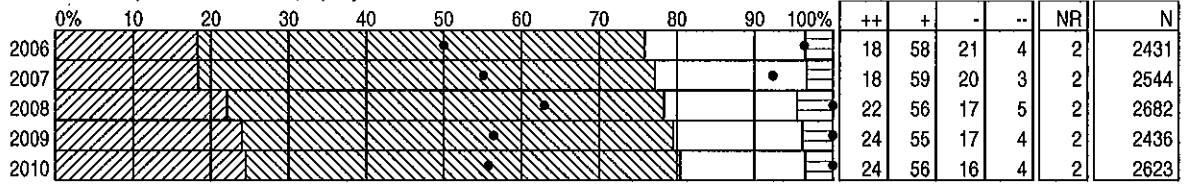


\* Results weighted

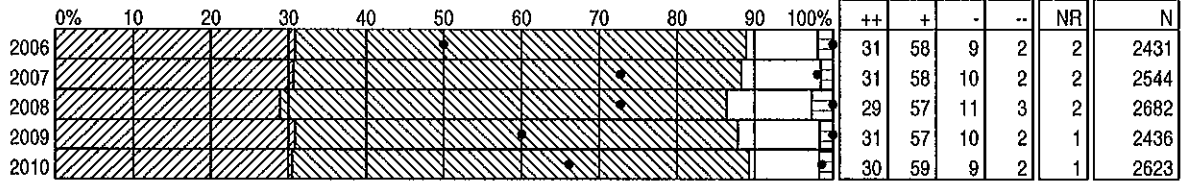
**DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010**  
BAR GRAPH BY QUESTION

STUDENTS GRADES 10-12  
DISTRICT TOTAL

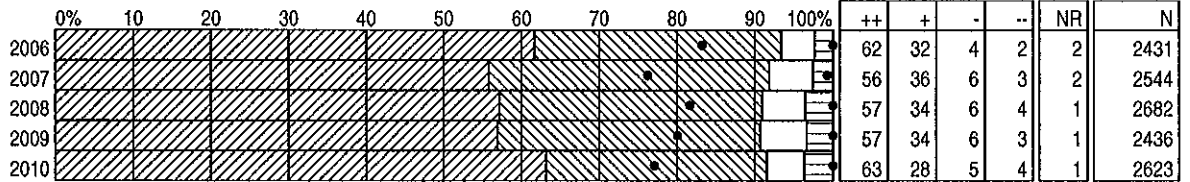
12) Do most of the students at your school show respect towards school property?



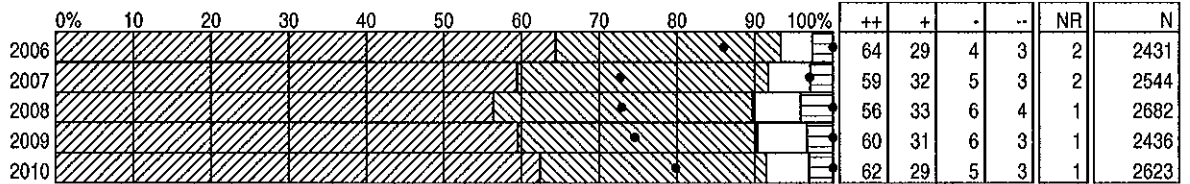
13) Do most of the students at your school show respect towards school staff?



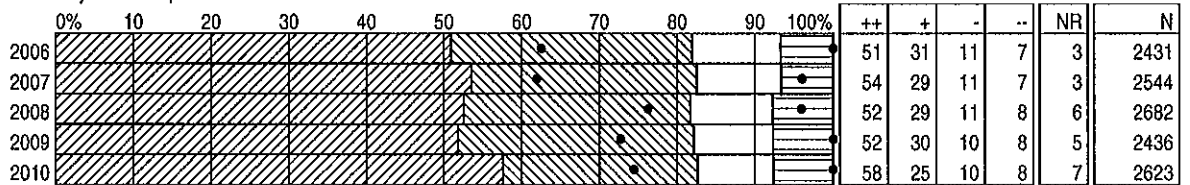
14) Do you feel safe in your school?



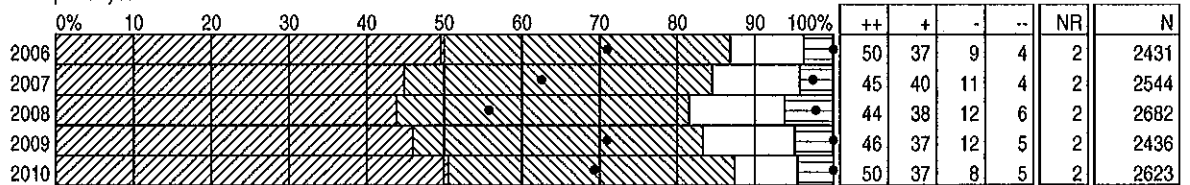
15) Do you feel safe on the way to and from school?



16) Is there a staff member you can talk to if you have a problem?



17) Are the people in the school office helpful to you?



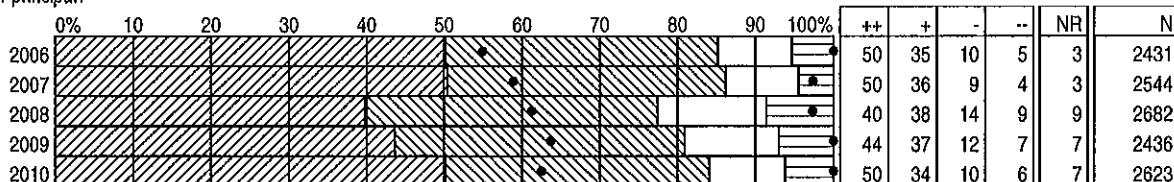
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

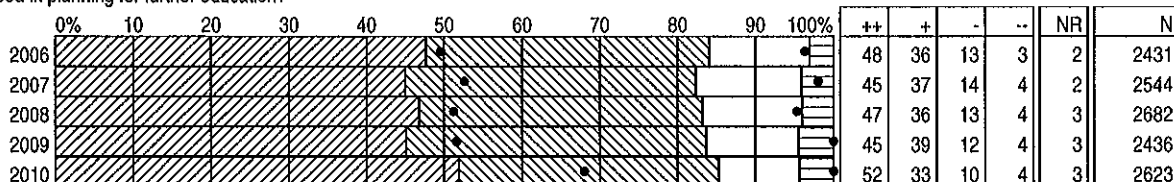
STUDENTS GRADES 10-12  
DISTRICT TOTAL

BAR GRAPH BY QUESTION

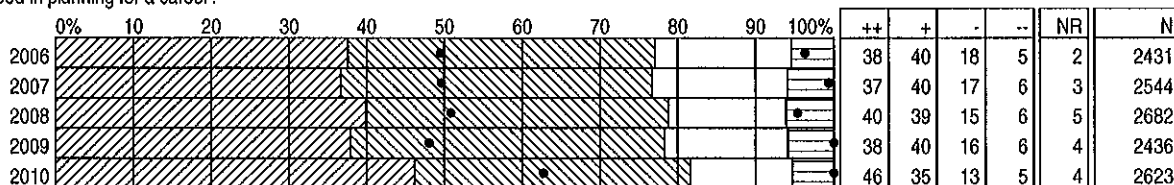
18) Do you have confidence in your principal?



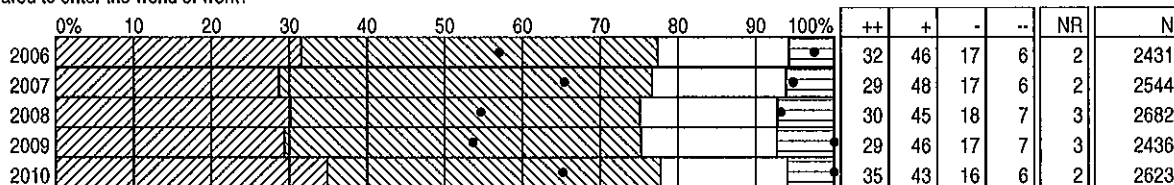
19) Do you get the help that you need in planning for further education?



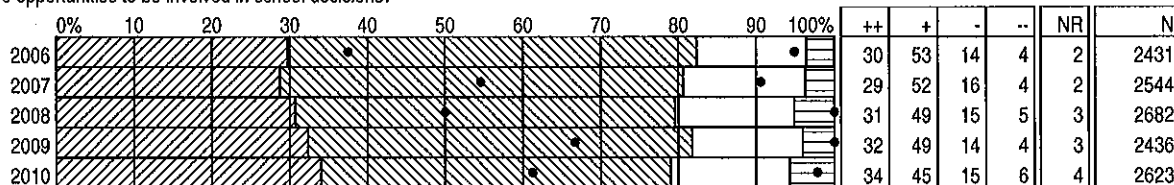
20) Do you get the help that you need in planning for a career?



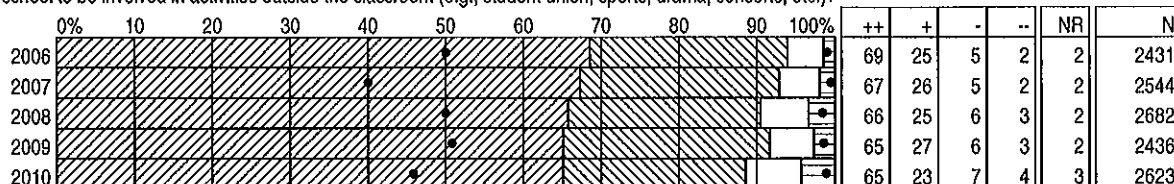
21) Do you feel you are being prepared to enter the world of work?



22) Do students in your school have opportunities to be involved in school decisions?



23) Are there opportunities in your school to be involved in activities outside the classroom (e.g., student union, sports, drama, concerts, etc.)?



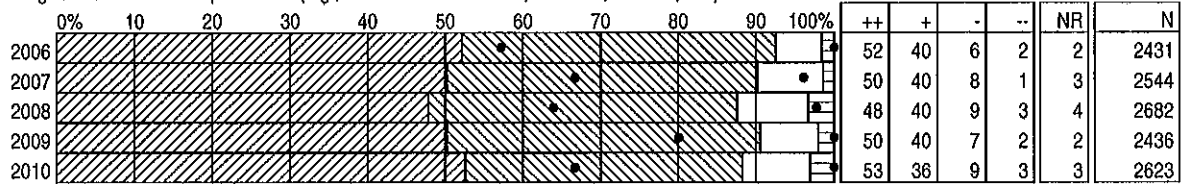
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

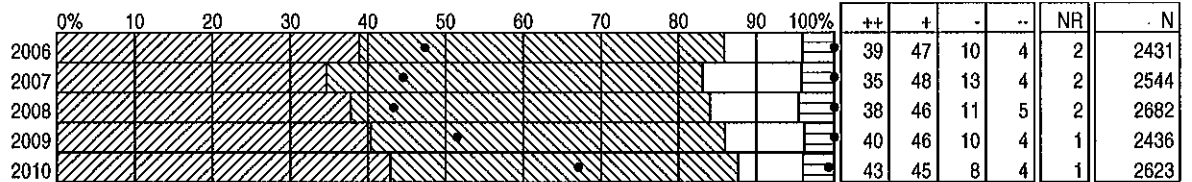
STUDENTS GRADES 10-12  
DISTRICT TOTAL

## BAR GRAPH BY QUESTION

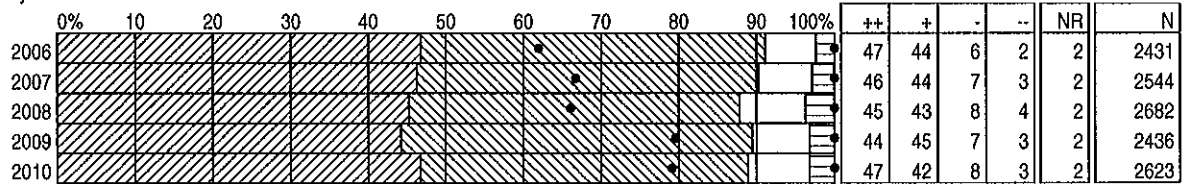
24) Do students in your school get recognition for their accomplishments (e.g., academic achievement, athletics, fine arts, etc.)?



25) Is your school clean?



26) In general, are you satisfied with your school?

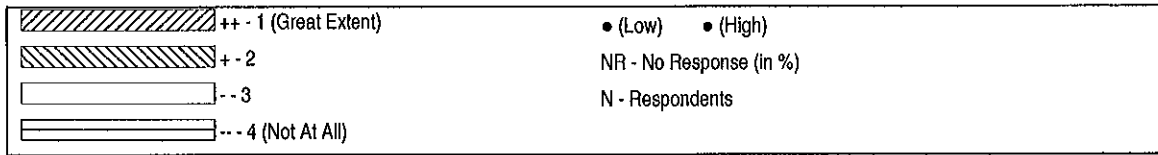


\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006-2010

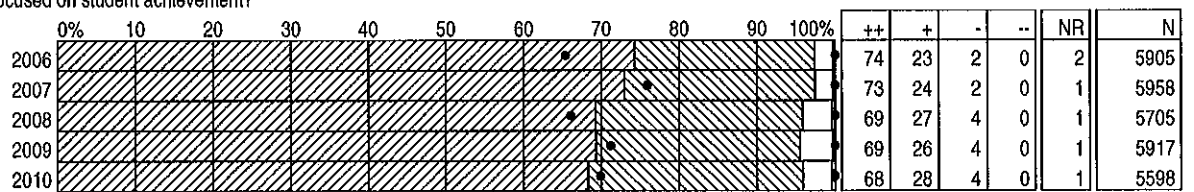
BAR GRAPH BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

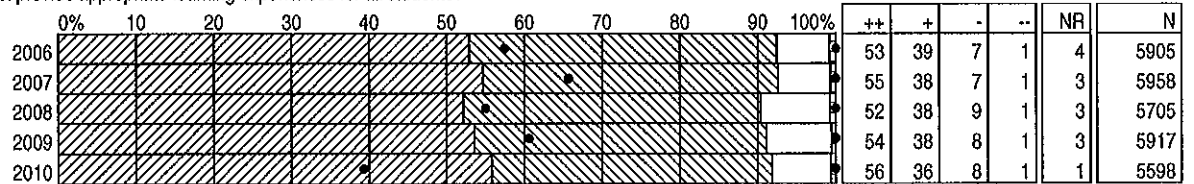


Note: Graph percentages are based on committed responses

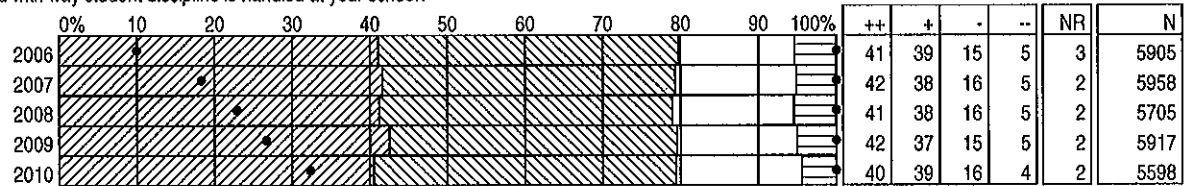
1) To what extent is your school focused on student achievement?



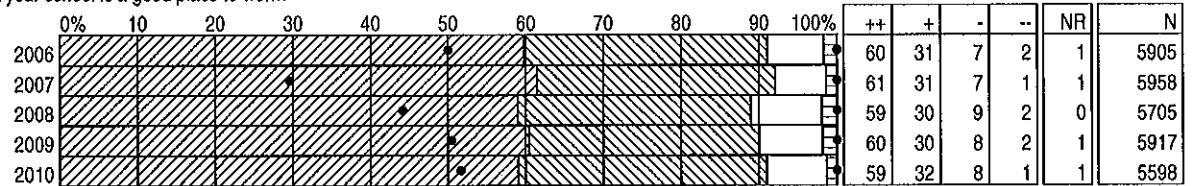
2) To what extent does your school provide appropriate learning experiences for all students?



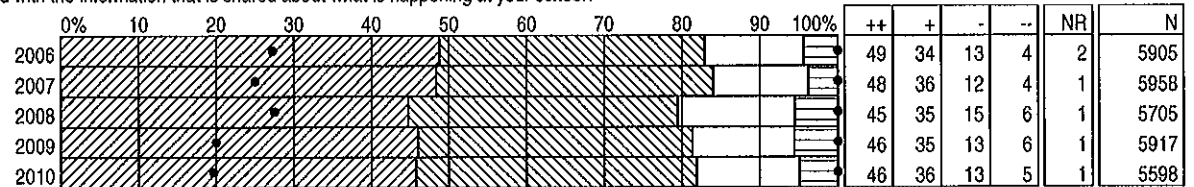
3) To what extent are you satisfied with way student discipline is handled at your school?



4) To what extent do you feel that your school is a good place to work?



5) To what extent are you satisfied with the Information that is shared about what is happening at your school?



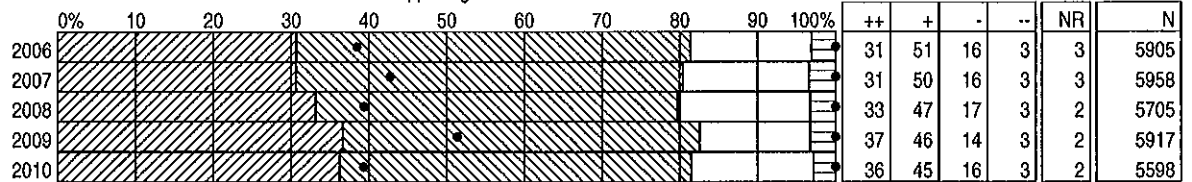
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006-2010

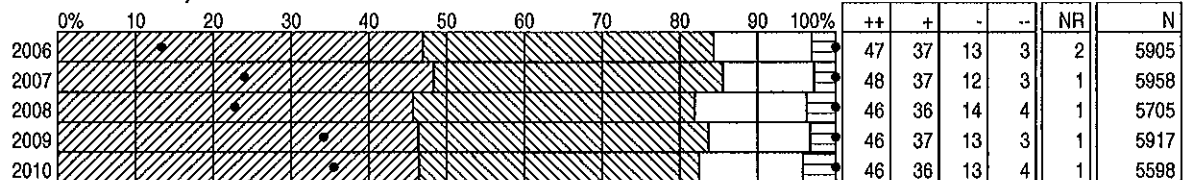
BAR GRAPH BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

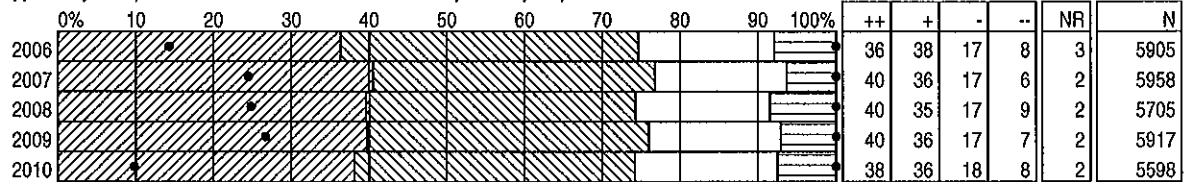
6) To what extent are you satisfied with the information that is shared about what is happening in the district?



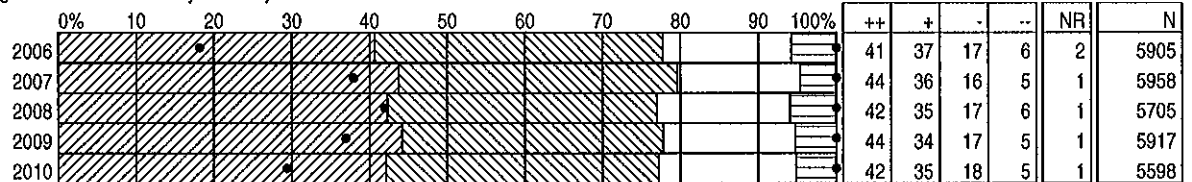
7) To what extent do you feel that staff work as a team in your school?



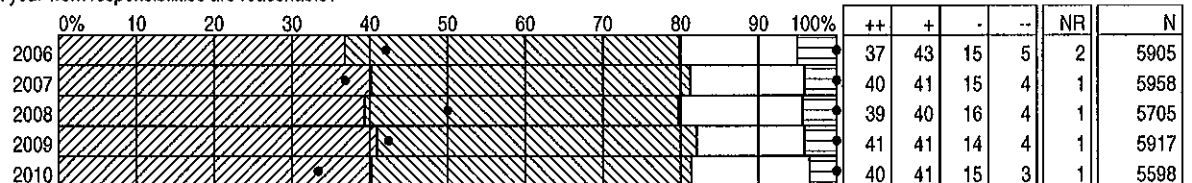
8) To what extent do you have an opportunity for input into school level decisions that affect you and your job?



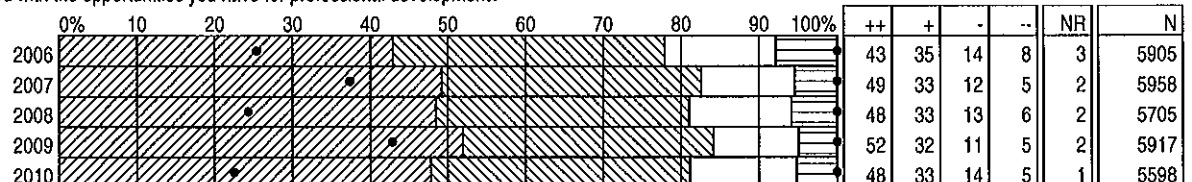
9) To what extent do you get recognition for the work that you do in your school?



10) To what extent do you feel that your work responsibilities are reasonable?



11) To what extent are you satisfied with the opportunities you have for professional development?



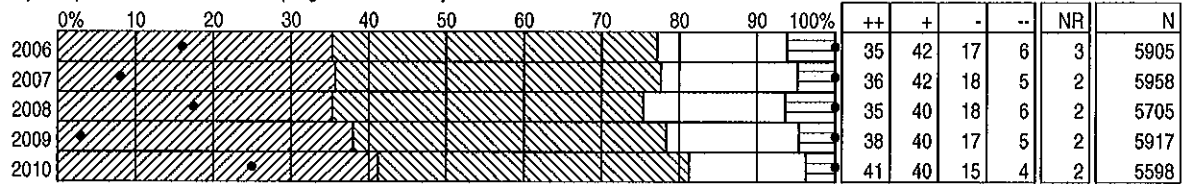
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006-2010

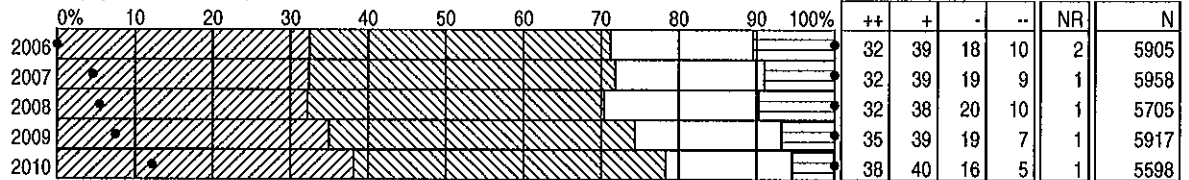
BAR GRAPH BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

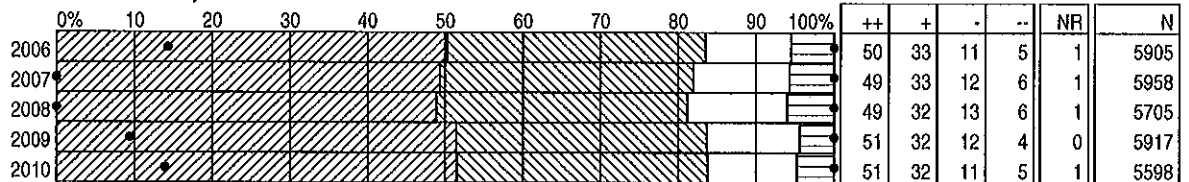
12) To what extent is the school facility adequate to accommodate the programs offered at your school?



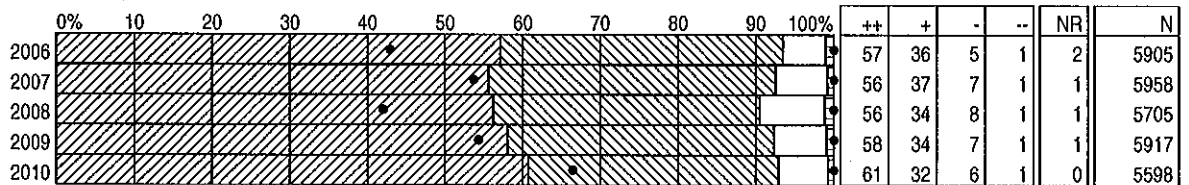
13) To what extent are you satisfied with the physical condition of your school?



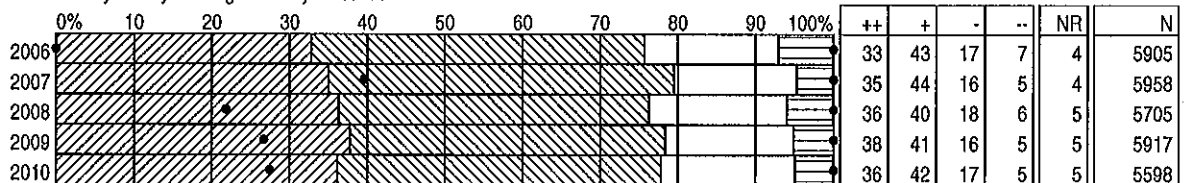
14) To what extent are you satisfied with the cleanliness of your school?



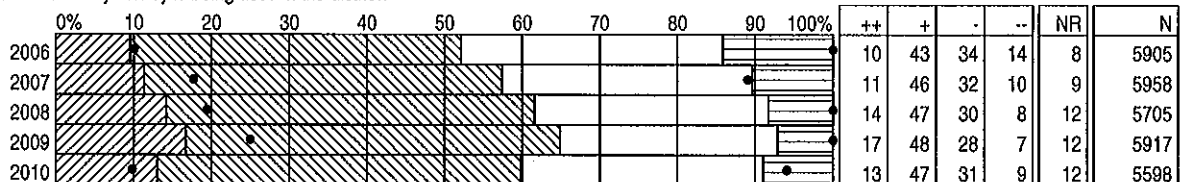
15) To what extent is your school a safe environment?



16) To what extent are you satisfied with the way money is being used in your school?



17) To what extent are you satisfied with the way money is being used in the district?



\* Results weighted

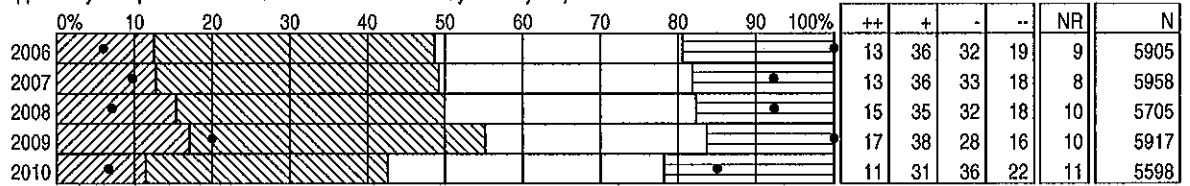


# DISTRICT SATISFACTION SURVEY RESULTS 2006-2010

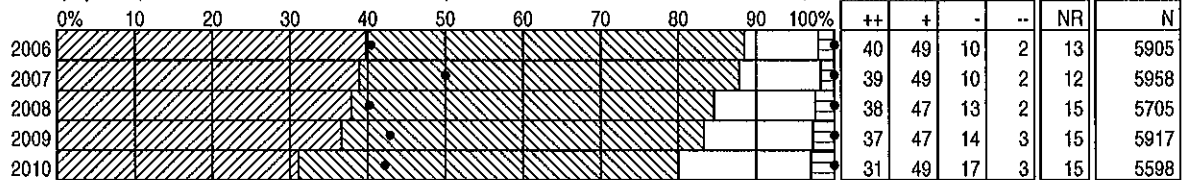
BAR GRAPH BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

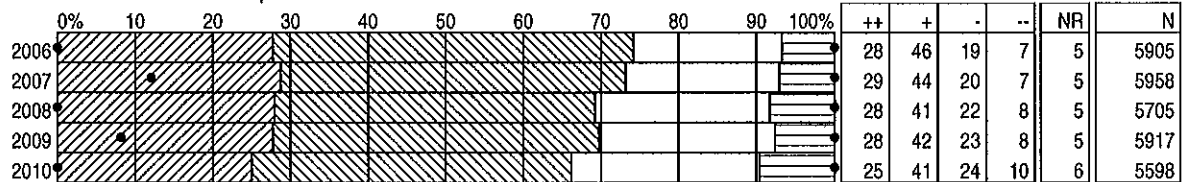
18) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



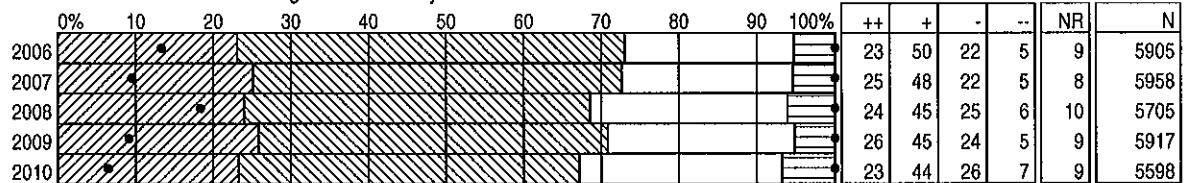
19) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?



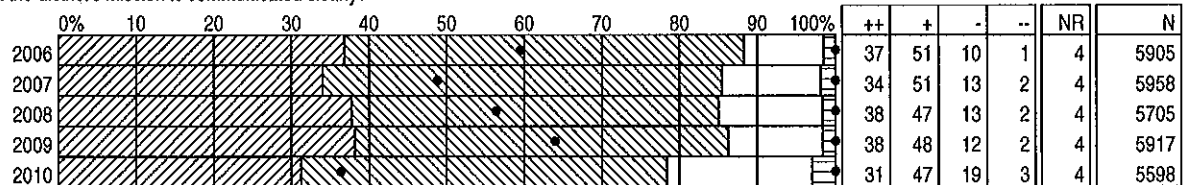
20) To what extent are you satisfied with the level of involvement of parents?



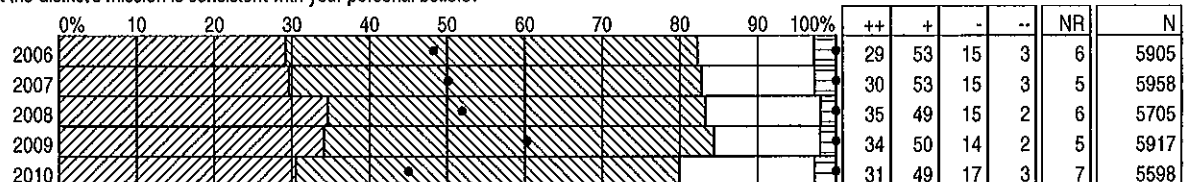
21) To what extent are you satisfied with the level of involvement of the general community?



22) To what extent do you feel that the district's mission is communicated clearly?



23) To what extent do you feel that the district's mission is consistent with your personal beliefs?



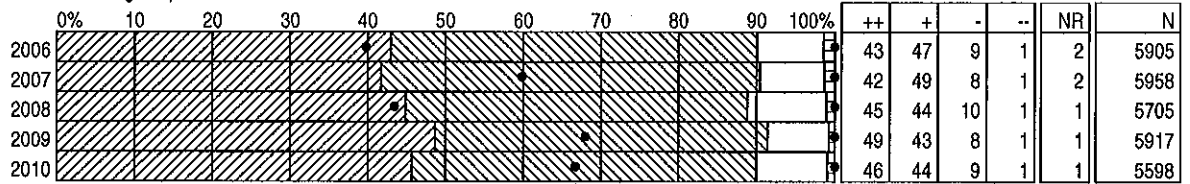
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006-2010

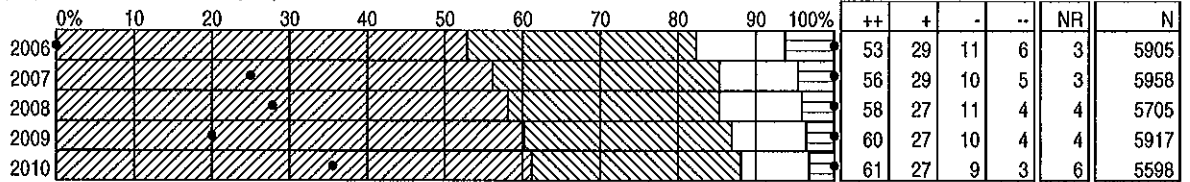
BAR GRAPH BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

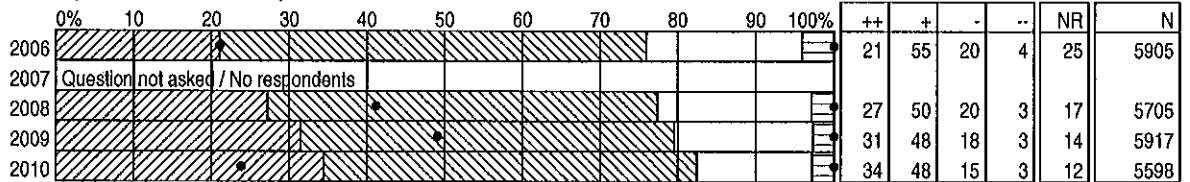
24) To what extent do you feel that the district is a good place to work?



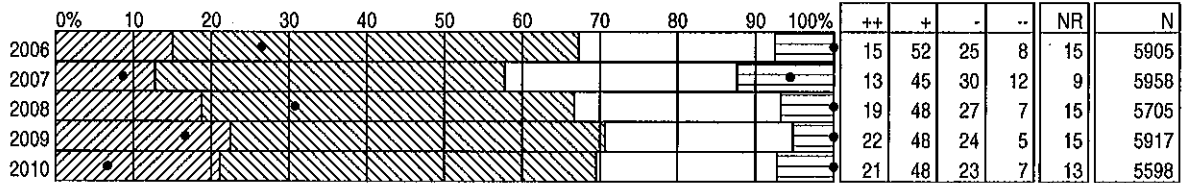
25) To what extent does your principal provide effective leadership in your school?



26) To what extent does the superintendent provide effective leadership?



27) To what extent do you have confidence in the board of trustees?

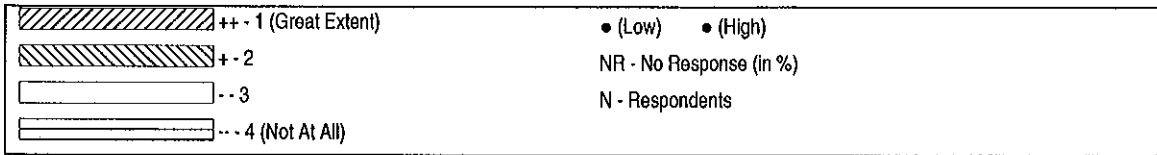


\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

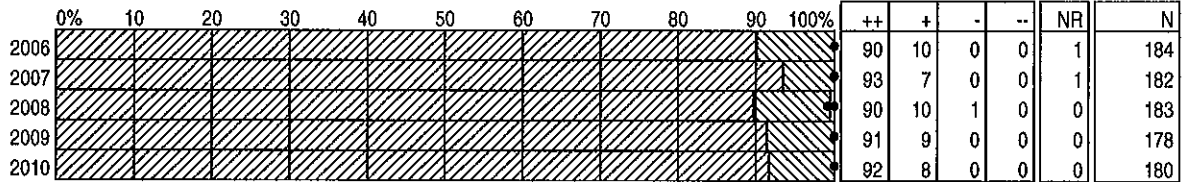
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

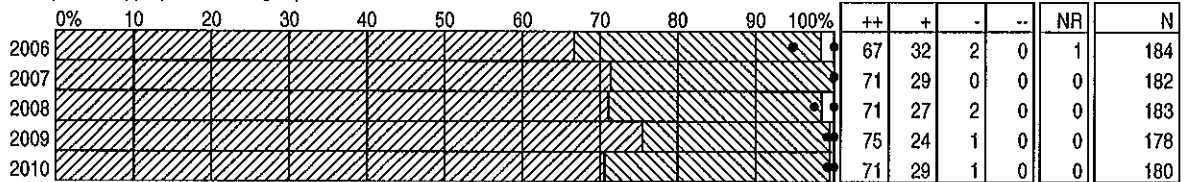


Note: Graph percentages are based on committed responses

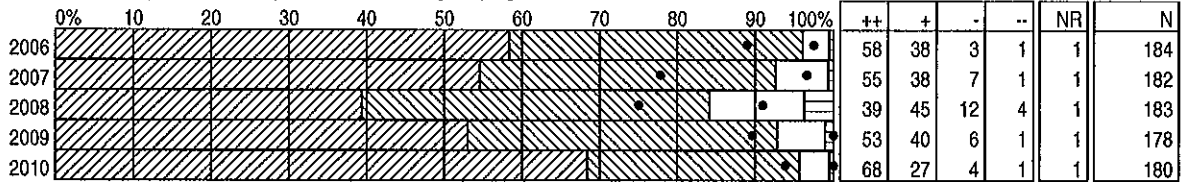
1) To what extent is your school focused on student achievement?



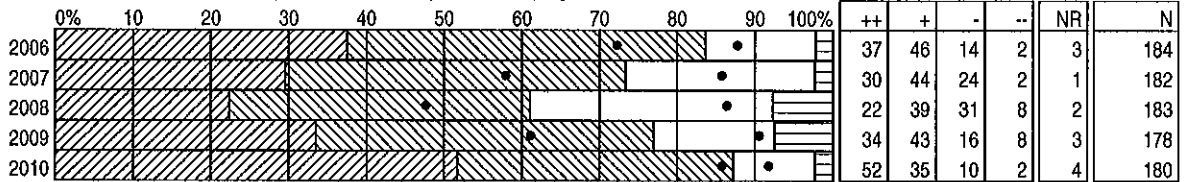
2) To what extent do staff in your school provide appropriate learning experiences for all students?



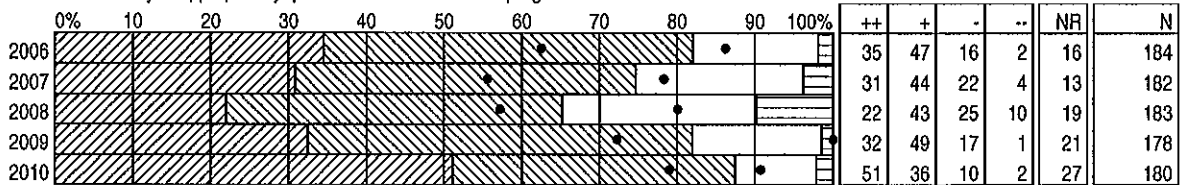
3) To what extent are you satisfied with the availability of appropriately qualified staff for regular programs?



4) To what extent are you satisfied with the availability of appropriately qualified staff for special needs programs?



5) To what extent are you satisfied with the availability of appropriately qualified staff for alternative programs?



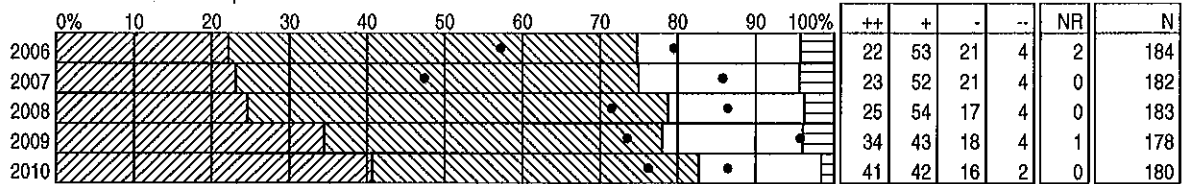
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

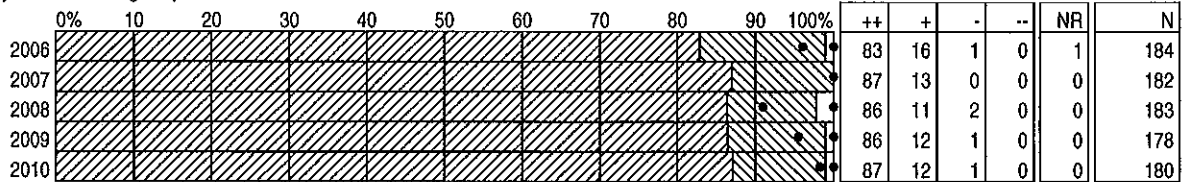
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

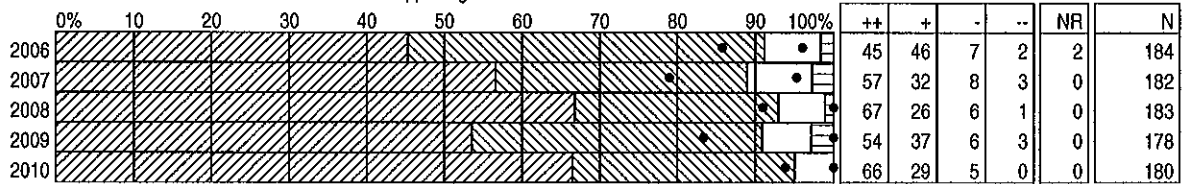
6) To what extent are you satisfied with the accommodation of special needs students in the district?



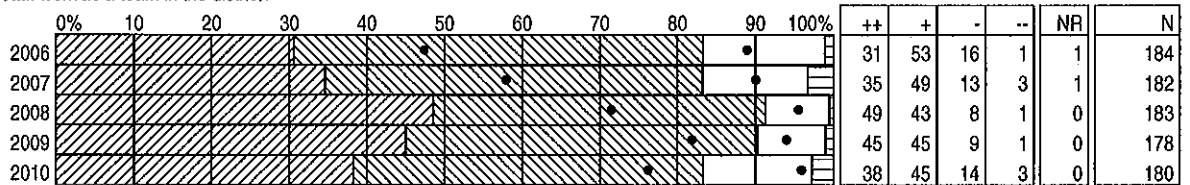
7) To what extent do you feel that your school is a good place to work?



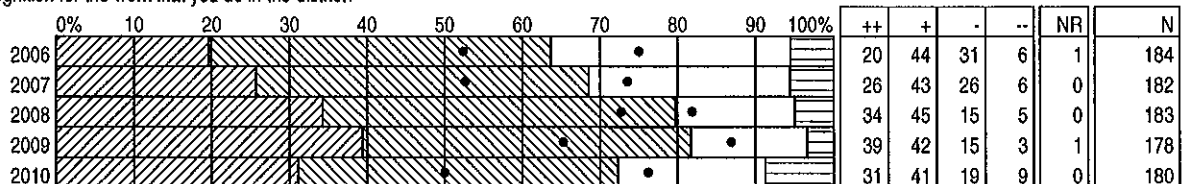
8) To what extent are you satisfied with the information that is shared about what is happening in the district?



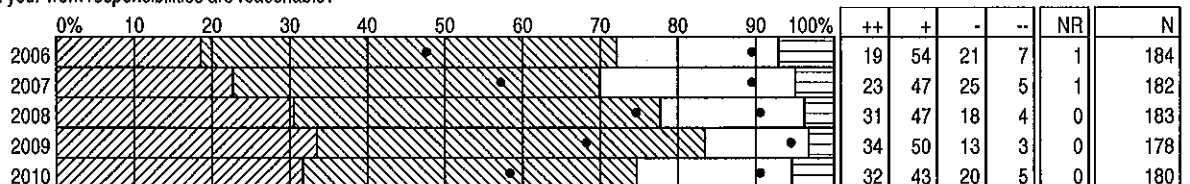
9) To what extent do you feel that staff work as a team in the district?



10) To what extent do you get recognition for the work that you do in the district?



11) To what extent do you feel that your work responsibilities are reasonable?



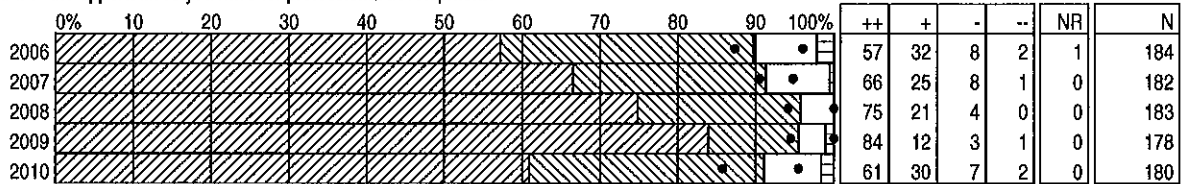
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

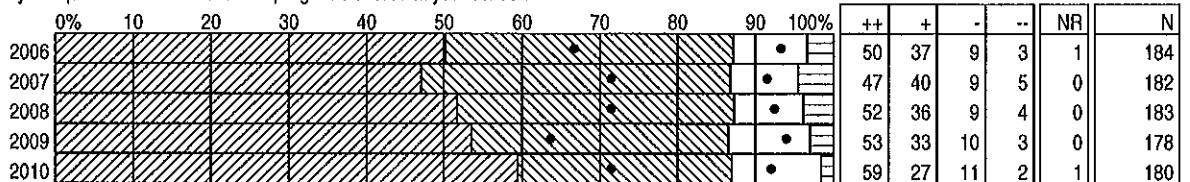
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

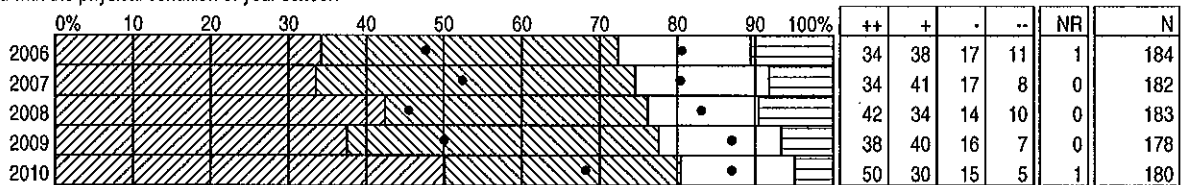
12) To what extent are you satisfied with the opportunities you have for professional development?



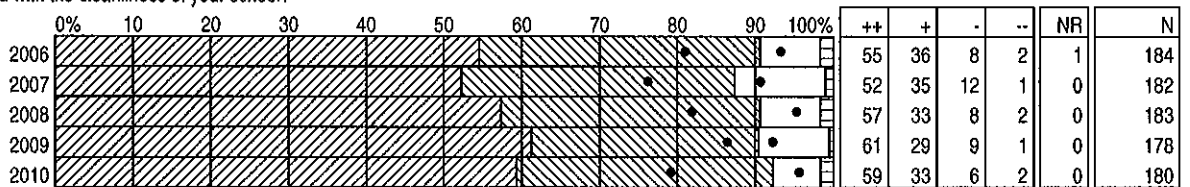
13) To what extent is the school facility adequate to accommodate the programs offered at your school?



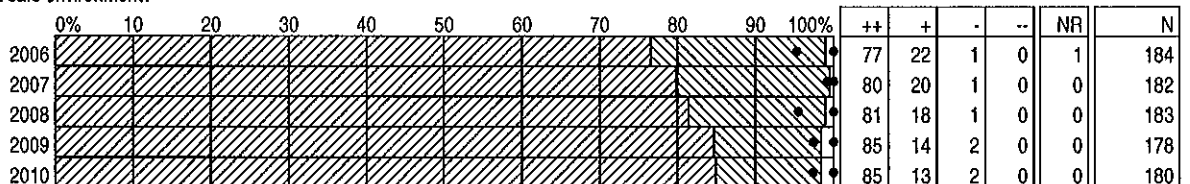
14) To what extent are you satisfied with the physical condition of your school?



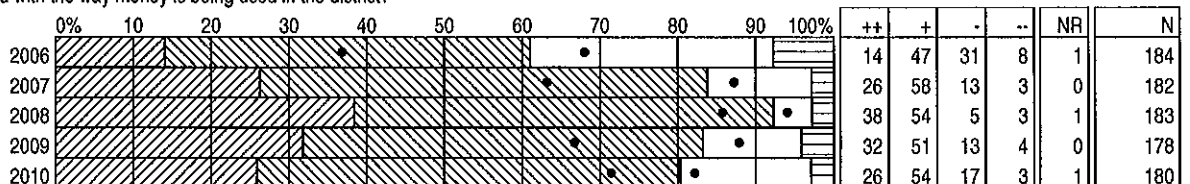
15) To what extent are you satisfied with the cleanliness of your school?



16) To what extent is your school a safe environment?



17) To what extent are you satisfied with the way money is being used in the district?



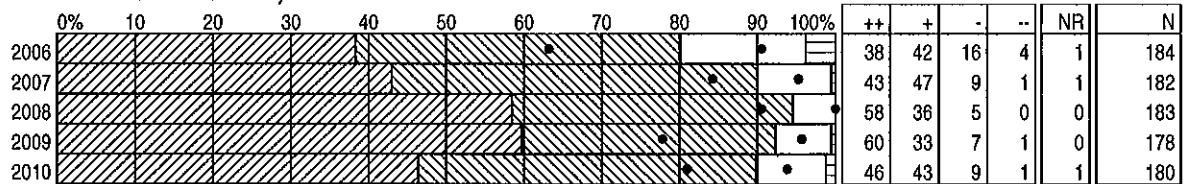
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

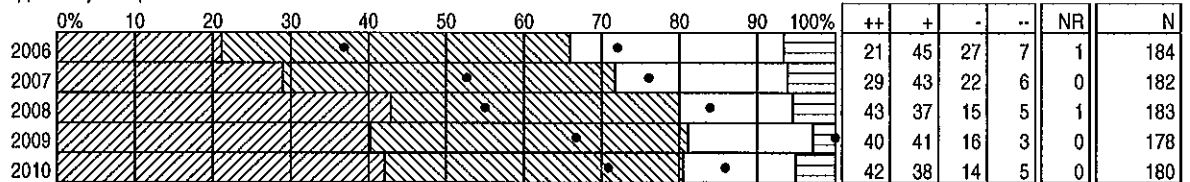
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

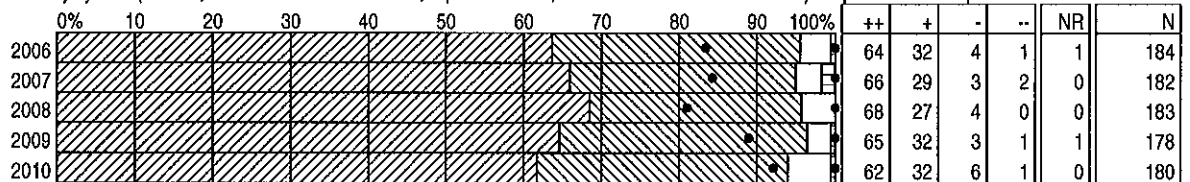
18) To what extent are you satisfied with the financial information that you receive?



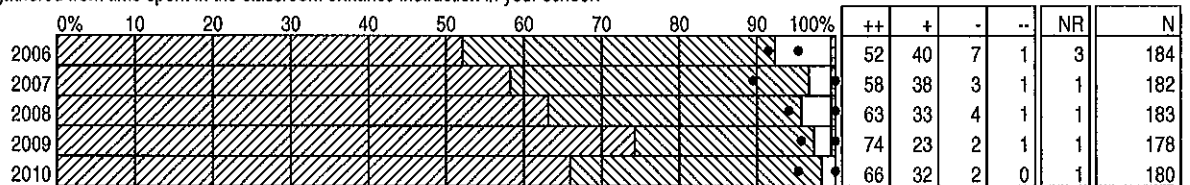
19) To what extent do you have an opportunity for input into district level decisions?



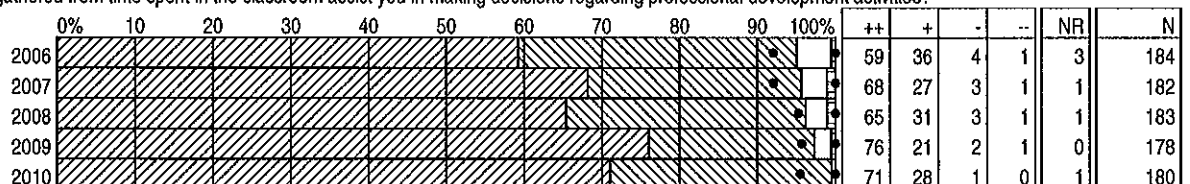
20) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?



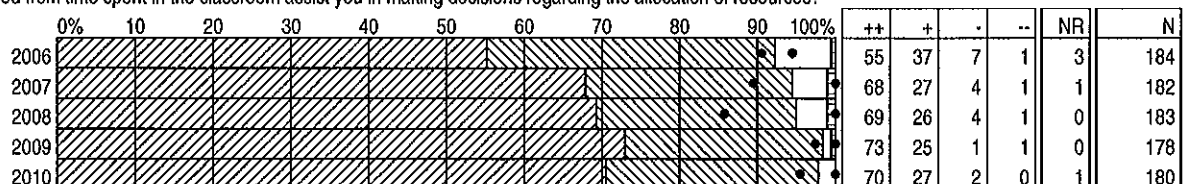
21) To what extent does the data gathered from time spent in the classroom enhance instruction in your school?



22) To what extent does the data gathered from time spent in the classroom assist you in making decisions regarding professional development activities?



23) To what extent the data gathered from time spent in the classroom assist you in making decisions regarding the allocation of resources?



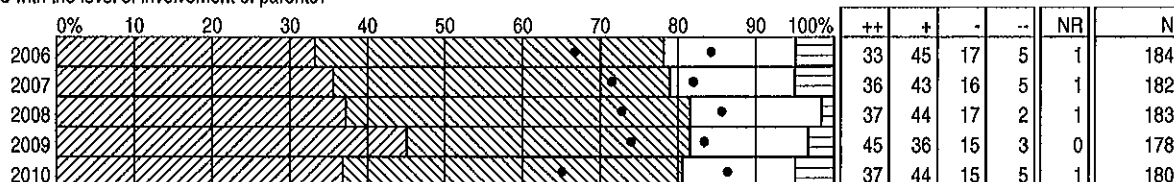
\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

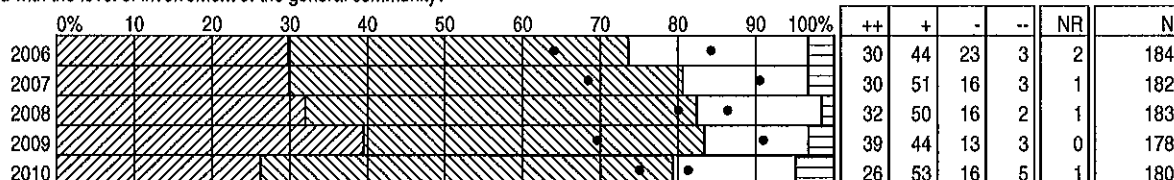
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

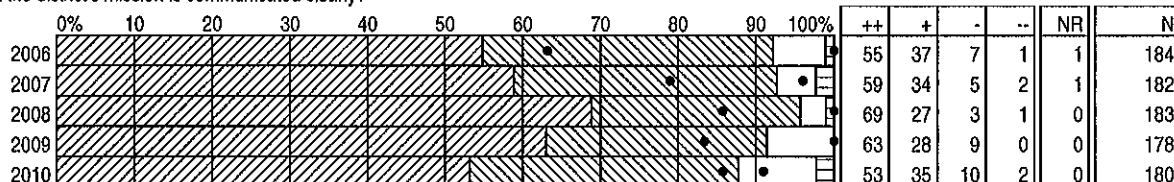
24) To what extent are you satisfied with the level of involvement of parents?



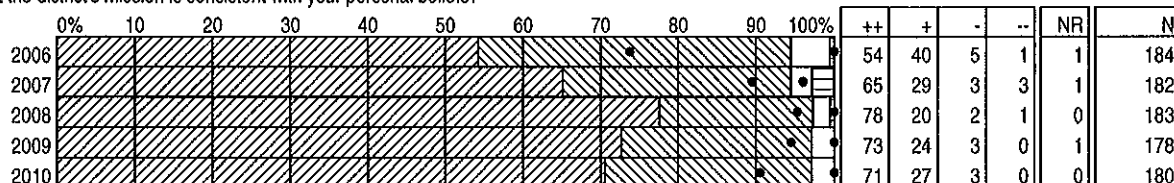
25) To what extent are you satisfied with the level of involvement of the general community?



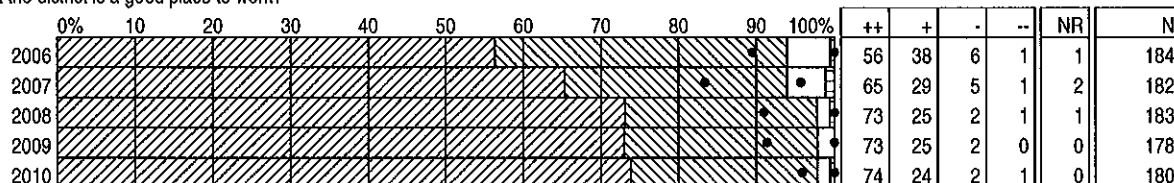
26) To what extent do you feel that the district's mission is communicated clearly?



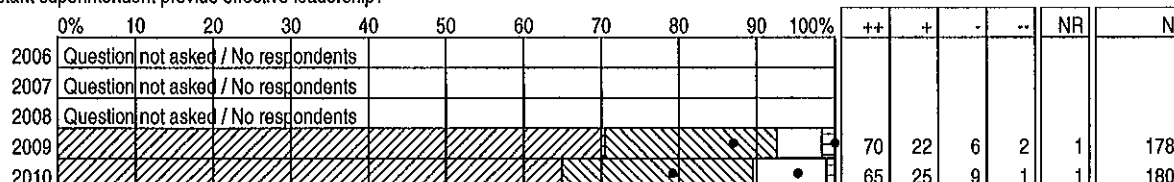
27) To what extent do you feel that the district's mission is consistent with your personal beliefs?



28) To what extent do you feel that the district is a good place to work?



29) To what extent does your assistant superintendent provide effective leadership?



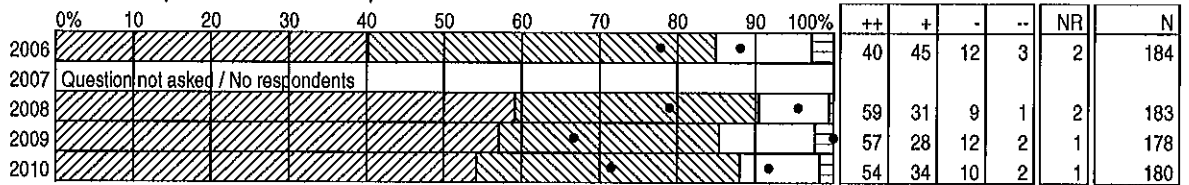
\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

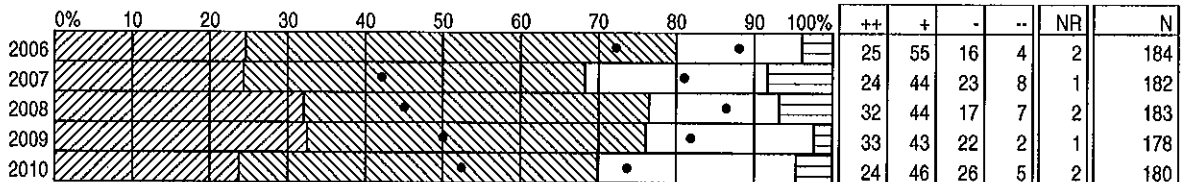
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

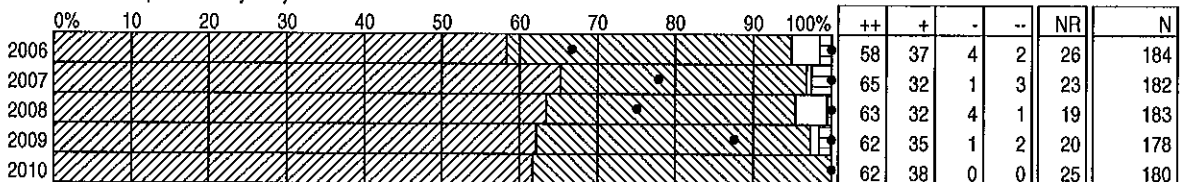
30) To what extent does the Superintendent of Schools provide effective leadership in the district?



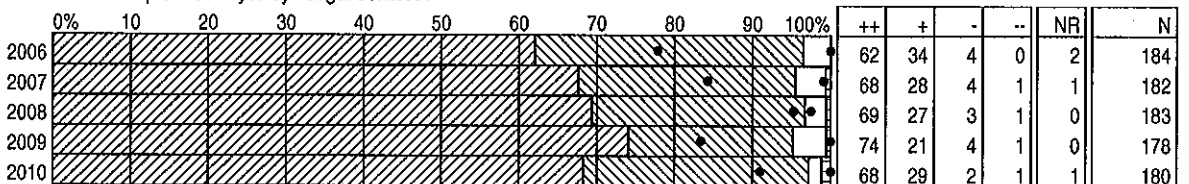
31) To what extent do you have confidence in the board of trustees?



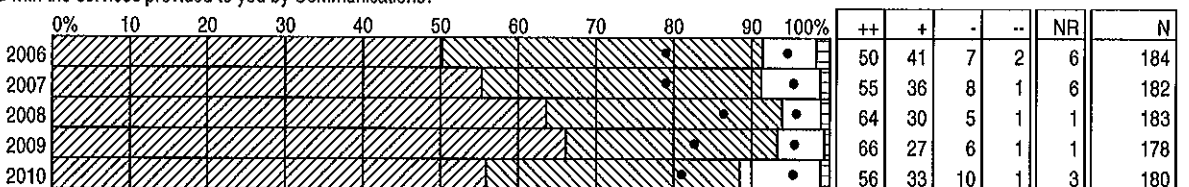
32) To what extent are you satisfied with the services provided to you by Bennett Centres?



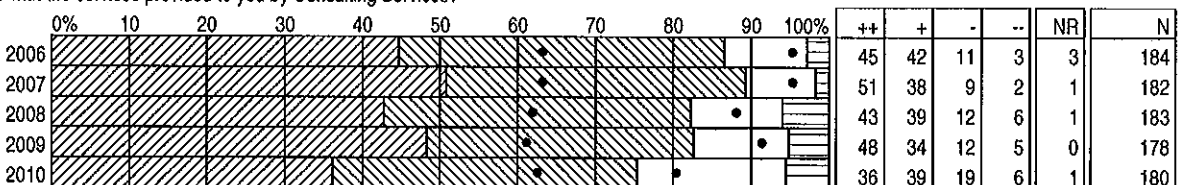
33) To what extent are you satisfied with the services provided to you by Budget Services?



34) To what extent are you satisfied with the services provided to you by Communications?



35) To what extent are you satisfied with the services provided to you by Consulting Services?



\* Results weighted

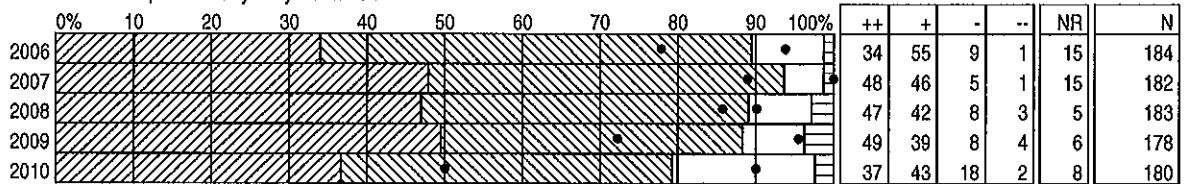


## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

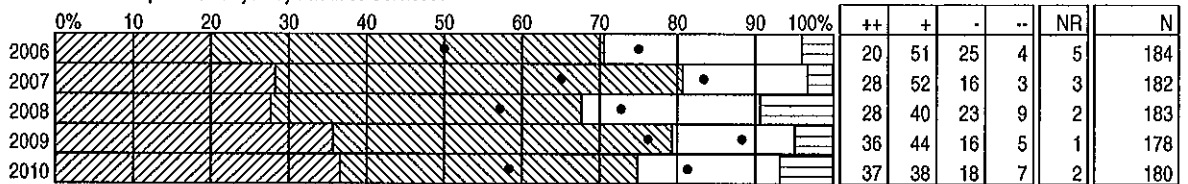
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

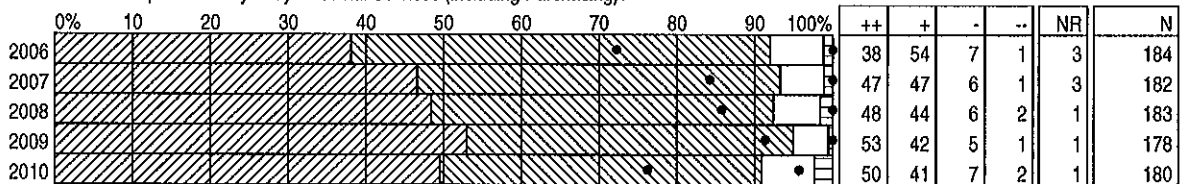
36) To what extent are you satisfied with the services provided to you by Curriculum?



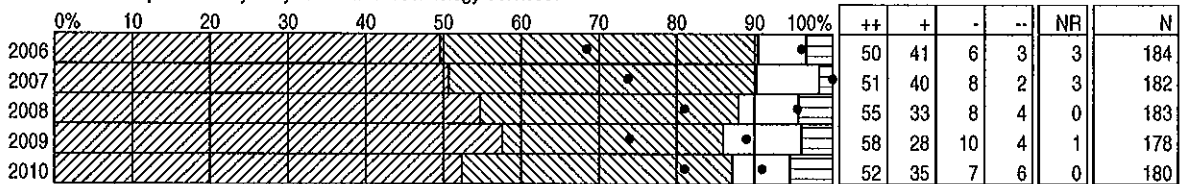
37) To what extent are you satisfied with the services provided to you by Facilities Services?



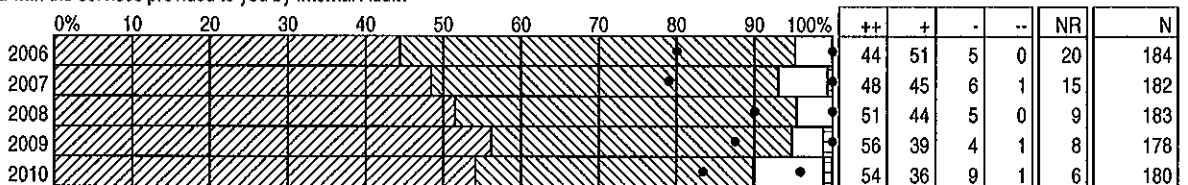
38) To what extent are you satisfied with the services provided to you by Financial Services (including Purchasing)?



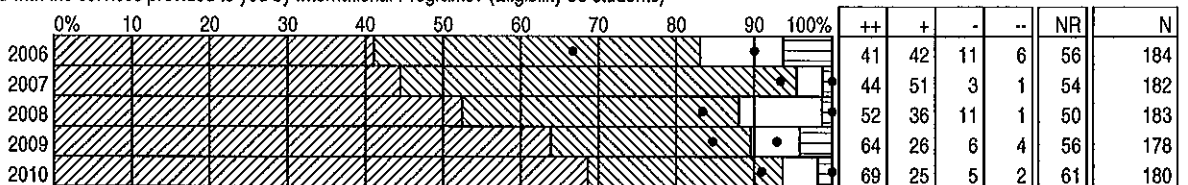
39) To what extent are you satisfied with the services provided to you by Information Technology Services?



40) To what extent are you satisfied with the services provided to you by Internal Audit?



41) To what extent are you satisfied with the services provided to you by International Programs? (Eligibility 55 students)



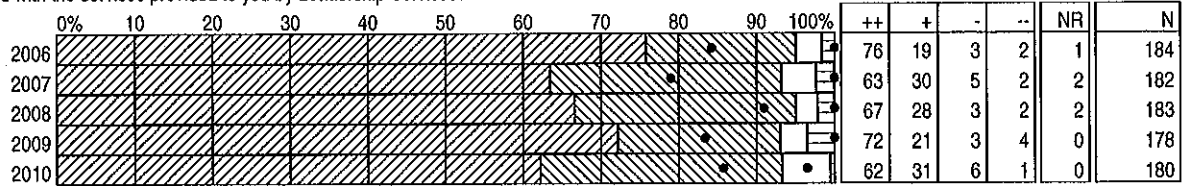
\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

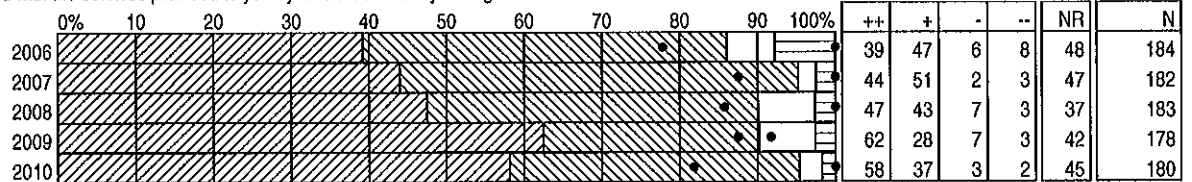
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

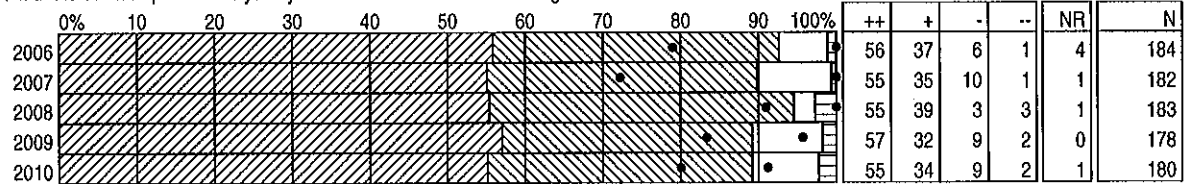
42) To what extent are you satisfied with the services provided to you by Leadership Services?



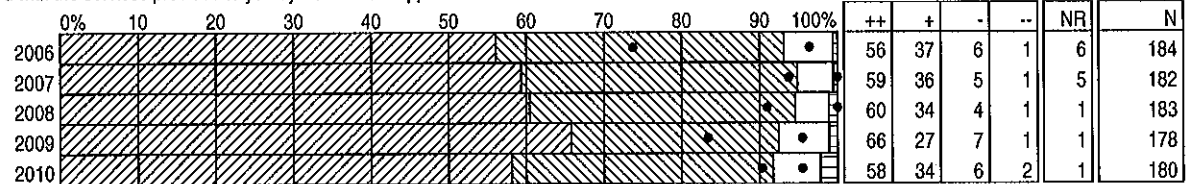
43) To what extent are you satisfied with the services provided to you by Metro Community College?



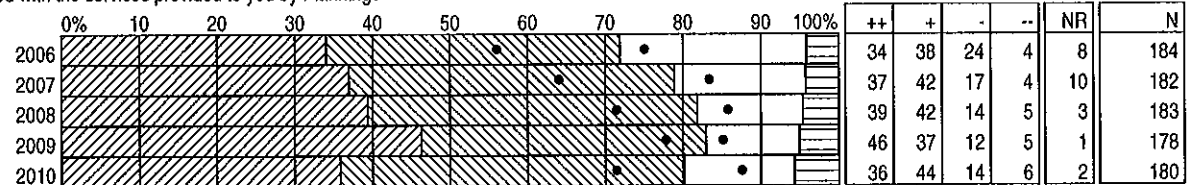
44) To what extent are you satisfied with the services provided to you by Personnel Recruitment & Staffing Services?



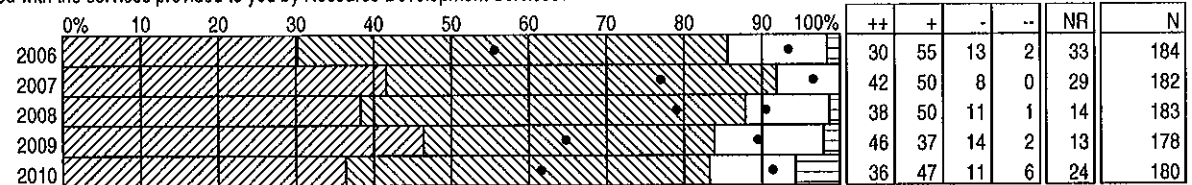
45) To what extent are you satisfied with the services provided to you by Personnel Support Services?



46) To what extent are you satisfied with the services provided to you by Planning?



47) To what extent are you satisfied with the services provided to you by Resource Development Services?



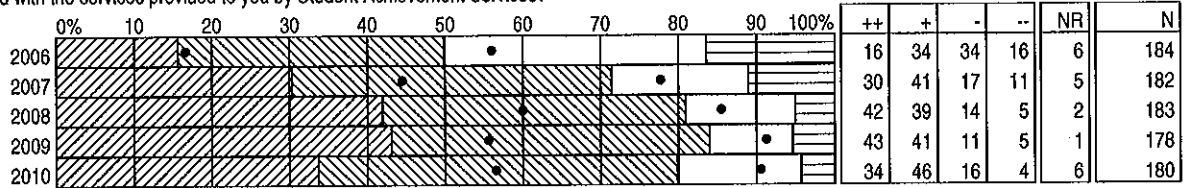
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

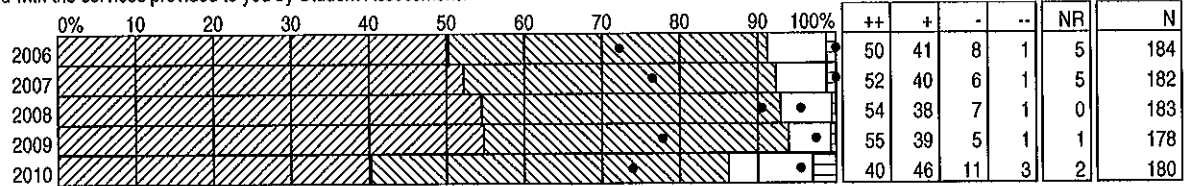
BAR GRAPH BY QUESTION

PRINCIPALS  
DISTRICT TOTAL

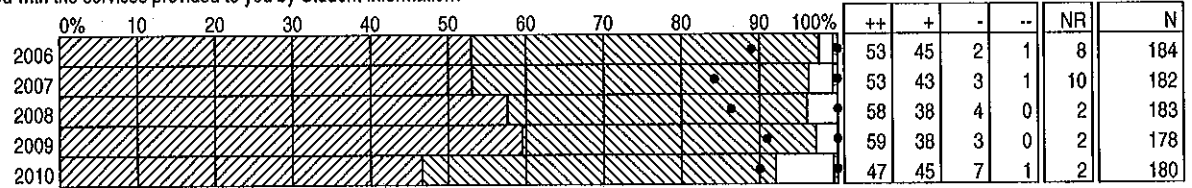
48) To what extent are you satisfied with the services provided to you by Student Achievement Services?



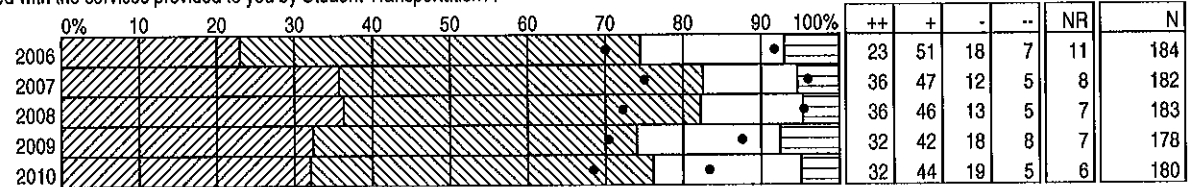
49) To what extent are you satisfied with the services provided to you by Student Assessment?



50) To what extent are you satisfied with the services provided to you by Student Information?



51) To what extent are you satisfied with the services provided to you by Student Transportation??

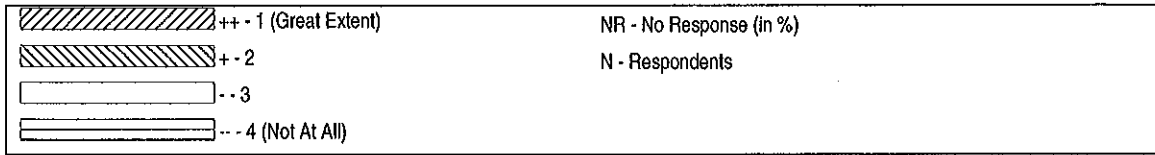


\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

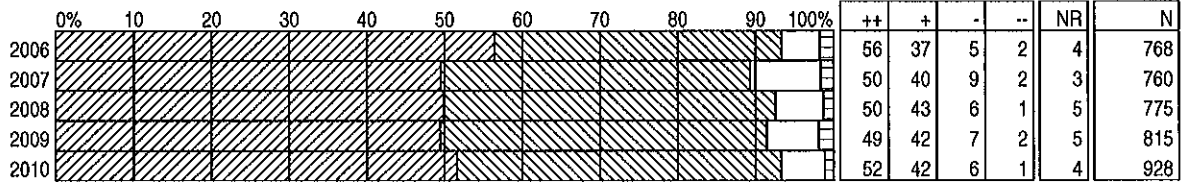
BAR GRAPH BY QUESTION

CENTRAL SERVICES STAFF  
TOTAL STAFF

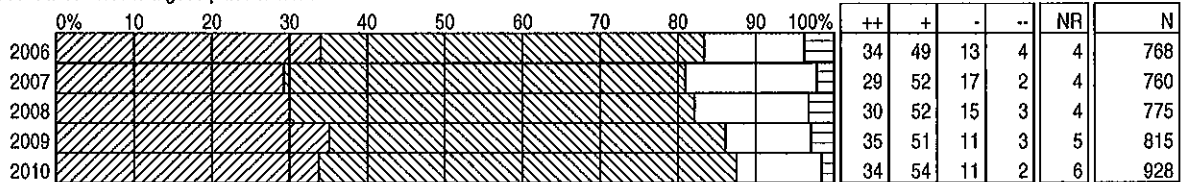


Note: Graph percentages are based on committed responses

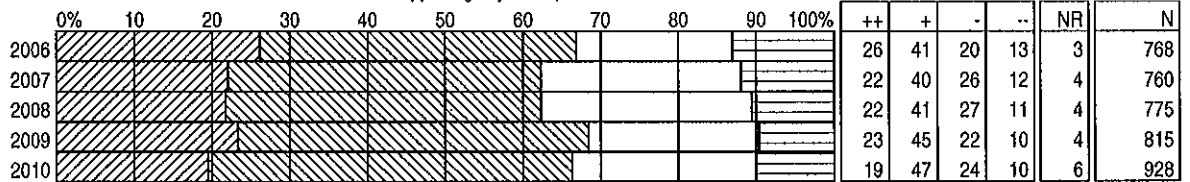
1) To what extent is the district focused on student achievement?



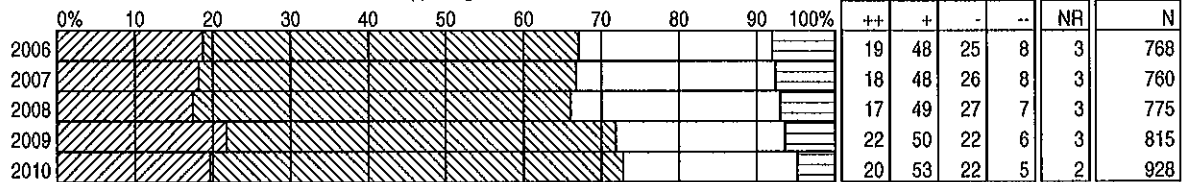
2) To what extent do you feel that central services is a good place to work?



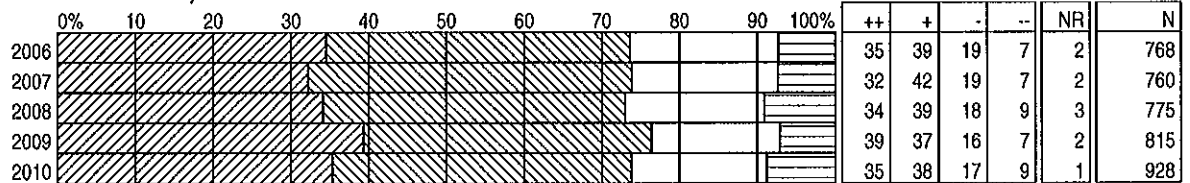
3) To what extent are you satisfied with the information that is shared about what is happening in your department?



4) To what extent are you satisfied with the information that is shared about what is happening in the district?



5) To what extent do you feel that staff work as a team in your work unit?



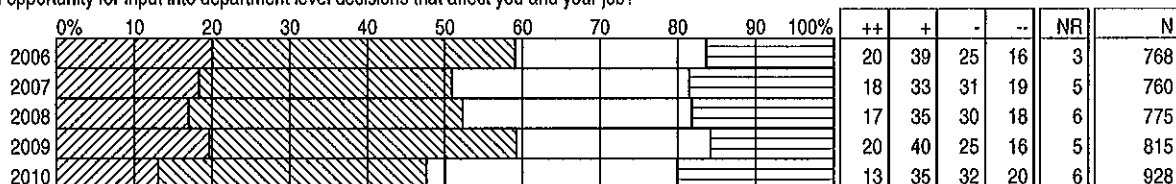
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

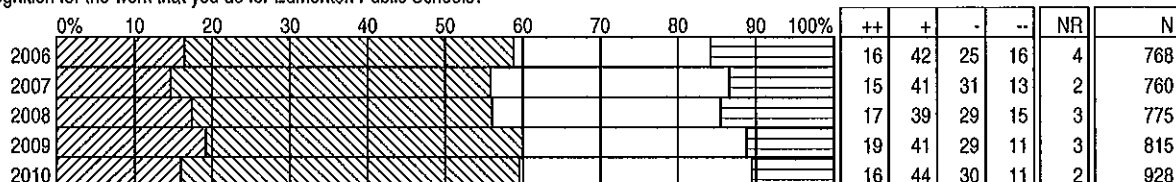
BAR GRAPH BY QUESTION

CENTRAL SERVICES STAFF  
TOTAL STAFF

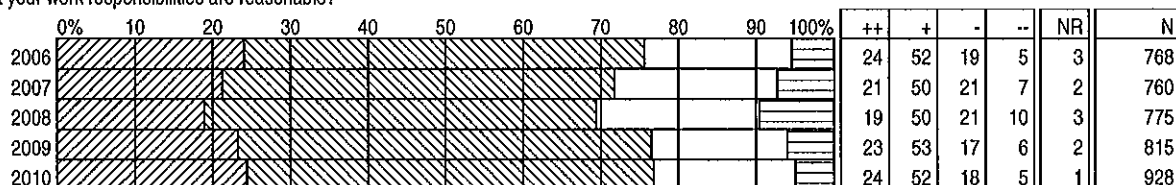
6) To what extent do you have an opportunity for input into department level decisions that affect you and your job?



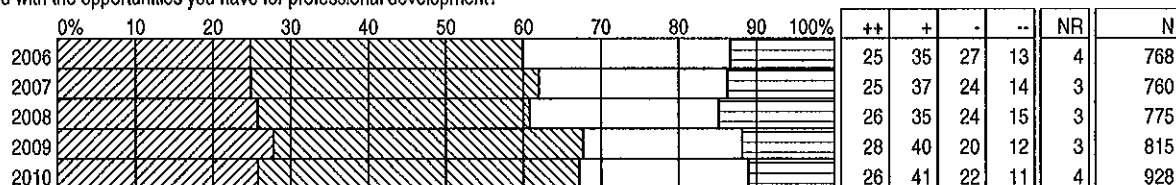
7) To what extent do you get recognition for the work that you do for Edmonton Public Schools?



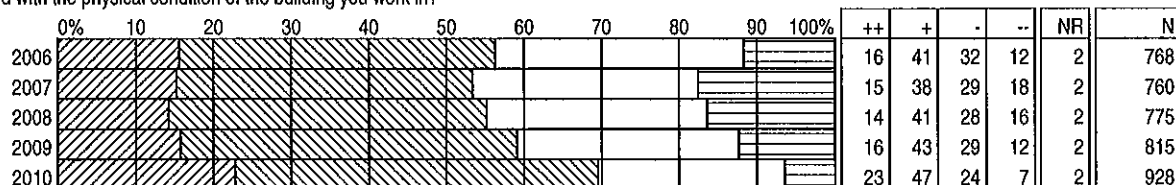
8) To what extent do you feel that your work responsibilities are reasonable?



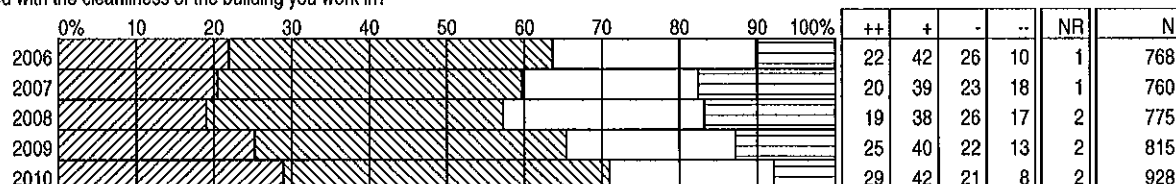
9) To what extent are you satisfied with the opportunities you have for professional development?



10) To what extent are you satisfied with the physical condition of the building you work in?



11) To what extent are you satisfied with the cleanliness of the building you work in?



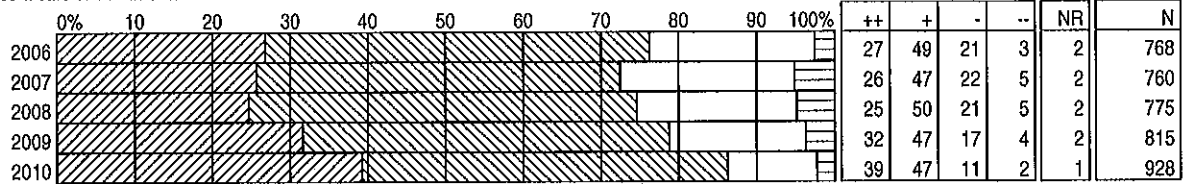
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

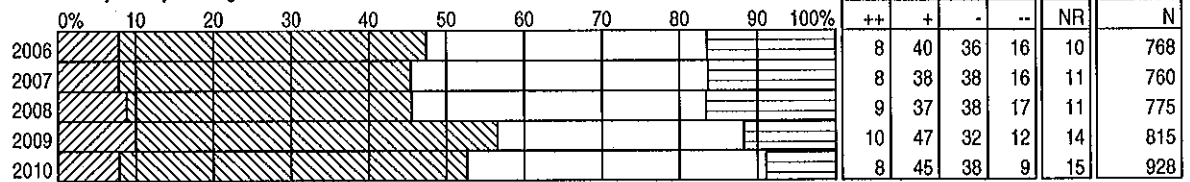
BAR GRAPH BY QUESTION

CENTRAL SERVICES STAFF  
TOTAL STAFF

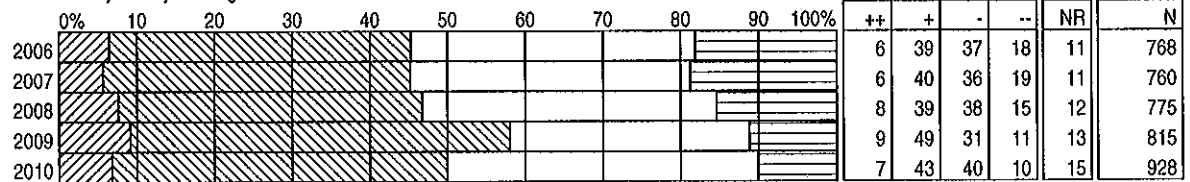
12) To what extent is your workplace a safe environment?



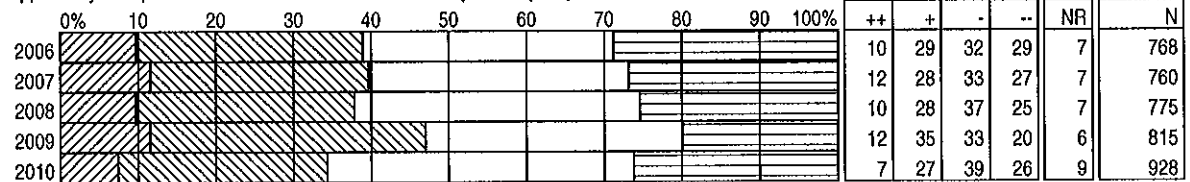
13) To what extent are you satisfied with the way money is being used in central services?



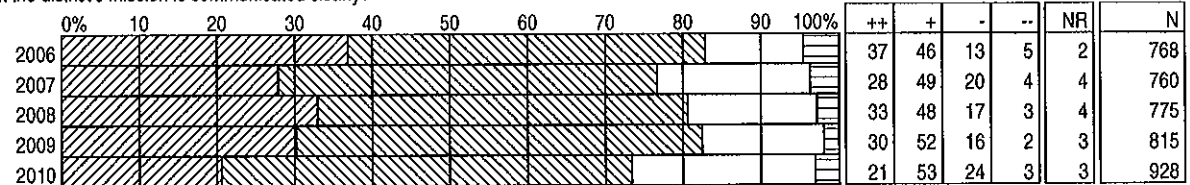
14) To what extent are you satisfied with the way money is being used in the district?



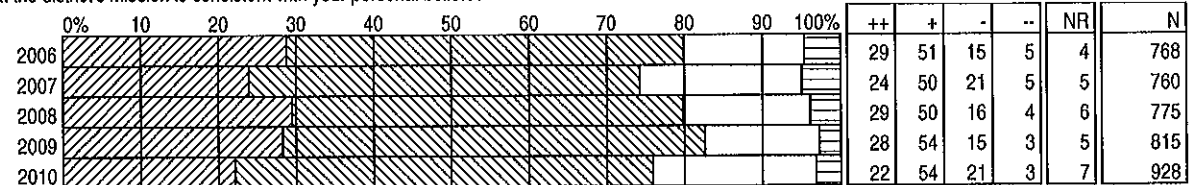
15) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



16) To what extent do you feel that the district's mission is communicated clearly?



17) To what extent do you feel that the district's mission is consistent with your personal beliefs?



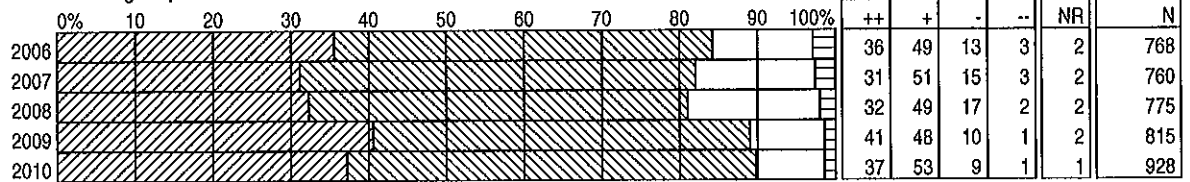
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

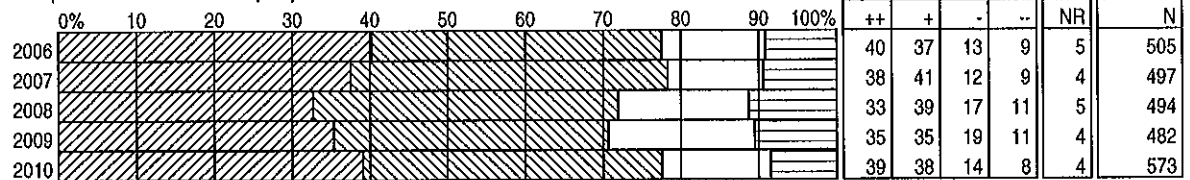
CENTRAL SERVICES STAFF  
TOTAL STAFF

BAR GRAPH BY QUESTION

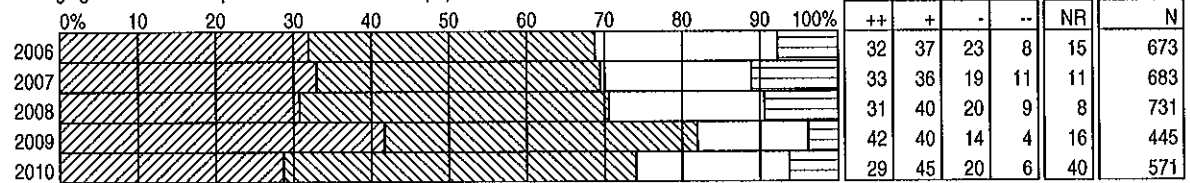
18) To what extent do you feel that the district is a good place to work?



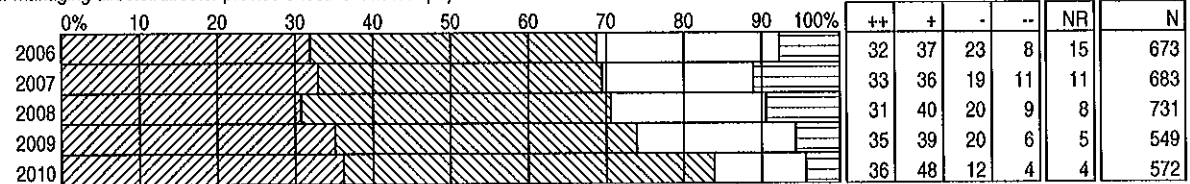
19) To what extent does your supervisor provide effective leadership in your work unit?



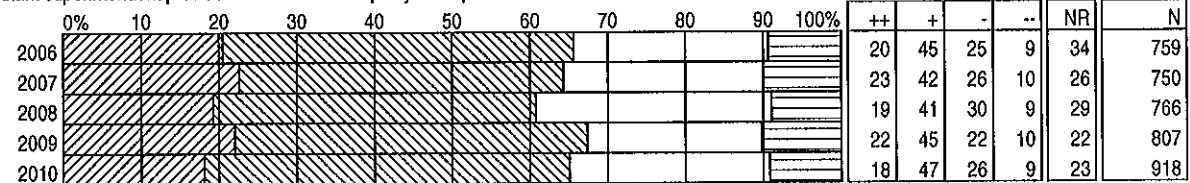
20) To what extent does your director provide effective leadership?  
(2006-08 To what extent does your managing director/director provide effective leadership?)



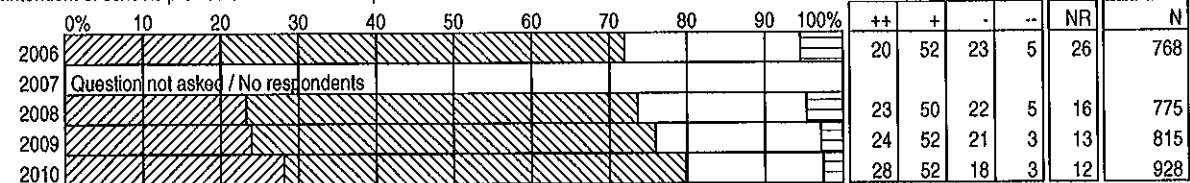
21) To what extent does your managing director provide effective leadership?  
(2006-08 To what extent does your managing director/director provide effective leadership?)



22) To what extent does your assistant superintendent provide effective leadership in your department?



23) To what extent does the superintendent of schools provide effective leadership in the district?



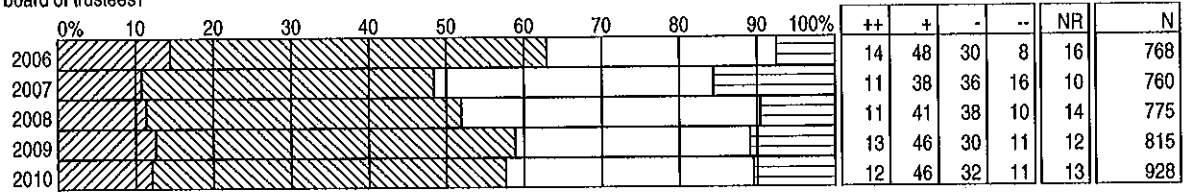
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2006 - 2010

CENTRAL SERVICES STAFF  
TOTAL STAFF

BAR GRAPH BY QUESTION

24) Do you have confidence in the board of trustees?



\* Results weighted



## 2009-2010 COMMUNITY SATISFACTION SURVEY RESULTS

### SUMMARY OF SURVEY ANALYSIS

Analysis of the 2009-2010 Community Survey shows positive response to many of the survey items remains relatively stable compared to last year. Total respondents are less supportive of schools receiving funding from donations, and less satisfied with the Trustees' effectiveness and how EPS is spending its public money.

The table below summarizes increases and decreases in positive response from respondents indicating they have children attending Edmonton Public Schools as well as those who do not have children in district schools. The changes in positive response shown below are compared to the previous year and longitudinally.

	Respondents <u>With</u> Children in EPS	Respondents <u>Without</u> Children in EPS
Increase In Positive Responses	<ul style="list-style-type: none"> <li>▪ Parents pay for non-basics</li> <li>▪ Importance of French skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nil</li> </ul>
Upward Trend In Positive Responses	<ul style="list-style-type: none"> <li>▪ Condition of EPS buildings</li> <li>▪ Encouraging school completion</li> <li>▪ Funding from fundraising</li> <li>▪ Parents pay for non- basics</li> </ul>	<ul style="list-style-type: none"> <li>▪ Condition of EPS buildings</li> </ul>
Decrease In Positive Responses	<ul style="list-style-type: none"> <li>▪ Funding from donations</li> <li>▪ Funding from sponsorships</li> </ul>	<ul style="list-style-type: none"> <li>▪ Funding from donations</li> <li>▪ Effectiveness of Trustees</li> <li>▪ Spending of public money</li> <li>▪ EPS better/same as other countries</li> <li>▪ Responding to public concerns</li> </ul>
Downward Trend In Positive Responses	<ul style="list-style-type: none"> <li>▪ Preparing students for post secondary</li> </ul>	<ul style="list-style-type: none"> <li>▪ Choice of different types of schools</li> </ul>

Respondents were asked what they feel are the main issues currently facing education. The ten concerns mentioned most frequently by total respondents are graphed on the chart on page 82. Also shown are comparisons with the main concerns determined by parent and non-parent groups. Funding issues are again at the forefront for all groups. New concerns appearing this year relate to school closures, special needs students and discipline/behaviour.



## 2006 - 2010 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

## COMMUNITY TOTAL RESPONDENTS 2006 - 2010

	2006	2007	2008	2009	2010	Increase / decrease
21. Parents pay for non-basics	51%	51%	52%	51%	56%	5%
2. Condition of EPS bldgs.	68%	69%	71%	78%	82%	4%
27. Importance of French skills	64%	64%	64%	61%	64%	3%
1. Quality of education	87%	87%	87%	86%	87%	1%
5. Effectiveness of teachers	86%	85%	84%	85%	86%	1%
12. Preparation for being responsible citizens	65%	65%	64%	66%	67%	1%
16. EPS better/same as private schools	61%	60%	58%	60%	61%	1%
20e. Funding from exclusive supply agreements	44%	41%	41%	44%	45%	1%
23. Increase in funding	85%	85%	83%	82%	83%	1%
24. Importance of life skills	99%	99%	98%	98%	99%	1%
25. Importance of job related skills	97%	97%	97%	97%	98%	1%
26. Importance of fine Arts skills	82%	82%	82%	83%	84%	1%
6. Effectiveness of Principals	85%	82%	79%	84%	84%	0%
14. Encouraging school completion	73%	77%	74%	77%	77%	0%
28. Importance of heritage language skills	58%	55%	58%	54%	54%	0%
19. Provide variety of courses	92%	92%	92%	94%	93%	-1%
4. Availability of Continuing Education	92%	92%	91%	91%	90%	-1%
10. Preparation for post sec.	78%	79%	76%	76%	75%	-1%
17. EPS better/same as Canada	94%	93%	93%	92%	91%	-1%
11. Preparation for world of work	60%	61%	58%	60%	58%	-2%
20b. Funding from fund raising	52%	53%	56%	60%	58%	-2%
20d. Funding from partnerships	88%	88%	87%	90%	88%	-2%
13. Safety of students	83%	82%	81%	90%	87%	-3%
9. Working with agencies	81%	81%	79%	84%	80%	-4%
20c. Funding from sponsorships	64%	66%	65%	70%	66%	-4%
22. Choice of different school types	76%	71%	69%	73%	69%	-4%
8. Effectiveness of Superintendent	76%	*	74%	76%	71%	-5%
15. Responding to public concerns	67%	65%	63%	68%	63%	-5%
18. EPS better/same as other countries	83%	81%	76%	81%	76%	-5%
3. Spending of public money	68%	66%	67%	72%	66%	-6%
7. Effectiveness of Trustees	72%	62%	68%	72%	65%	-7%
20a. Funding from donations	73%	73%	74%	79%	72%	-7%

\* Question not asked in 2007

**COMMUNITY PARENT RESPONDENTS 2006 - 2010**

	2006	2007	2008	2009	2010	increase / decrease
21. Parents pay for non-basics	52%	49%	52%	53%	62%	9%
27. Importance of French skills	68%	69%	69%	60%	68%	8%
2. Condition of EPS bldgs.	71%	73%	76%	83%	86%	3%
14. Encouraging school completion	79%	81%	82%	84%	87%	3%
18. EPS better/same as other countries	84%	84%	76%	80%	82%	2%
4. Availability of Continuing Education	93%	93%	92%	90%	91%	1%
6. Effectiveness of Principals	87%	87%	82%	87%	88%	1%
17. EPS better/same as Canada	95%	93%	91%	92%	93%	1%
20b. Funding from fund raising	53%	57%	58%	61%	62%	1%
26. Importance of fine Arts skills	85%	85%	84%	85%	86%	1%
1. Quality of education	92%	91%	91%	91%	91%	0%
5. Effectiveness of teachers	89%	88%	86%	89%	89%	0%
12. Preparation for being responsible citizens	77%	77%	75%	79%	79%	0%
16. EPS better/same as private schools	59%	62%	58%	62%	62%	0%
20e. Funding from exclusive supply agreements	47%	44%	48%	52%	52%	0%
23. Increase in funding	93%	92%	91%	91%	91%	0%
24. Importance of life skills	99%	98%	98%	99%	99%	0%
28. Importance of heritage language skills	62%	58%	61%	58%	58%	0%
11. Preparation for world of work	70%	70%	66%	71%	70%	-1%
22. Choice of different school types	86%	81%	76%	81%	80%	-1%
25. Importance of job related skills	97%	98%	97%	98%	97%	-1%
19. Provide variety of courses	95%	96%	94%	97%	95%	-2%
9. Working with agencies	84%	80%	79%	83%	80%	-3%
13. Safety of students	84%	84%	85%	93%	90%	-3%
7. Effectiveness of Trustees	75%	69%	74%	77%	73%	-4%
10. Preparation for post sec.	83%	81%	78%	80%	76%	-4%
15. Responding to public concerns	69%	69%	68%	73%	68%	-5%
3. Spending of public money	70%	71%	71%	76%	71%	-5%
8. Effectiveness of Superintendent	78%	*	79%	81%	76%	-5%
20d. Funding from partnerships	88%	89%	89%	91%	86%	-5%
20c. Funding from sponsorships	68%	71%	70%	76%	70%	-6%
20a. Funding from donations	78%	80%	77%	84%	76%	-8%

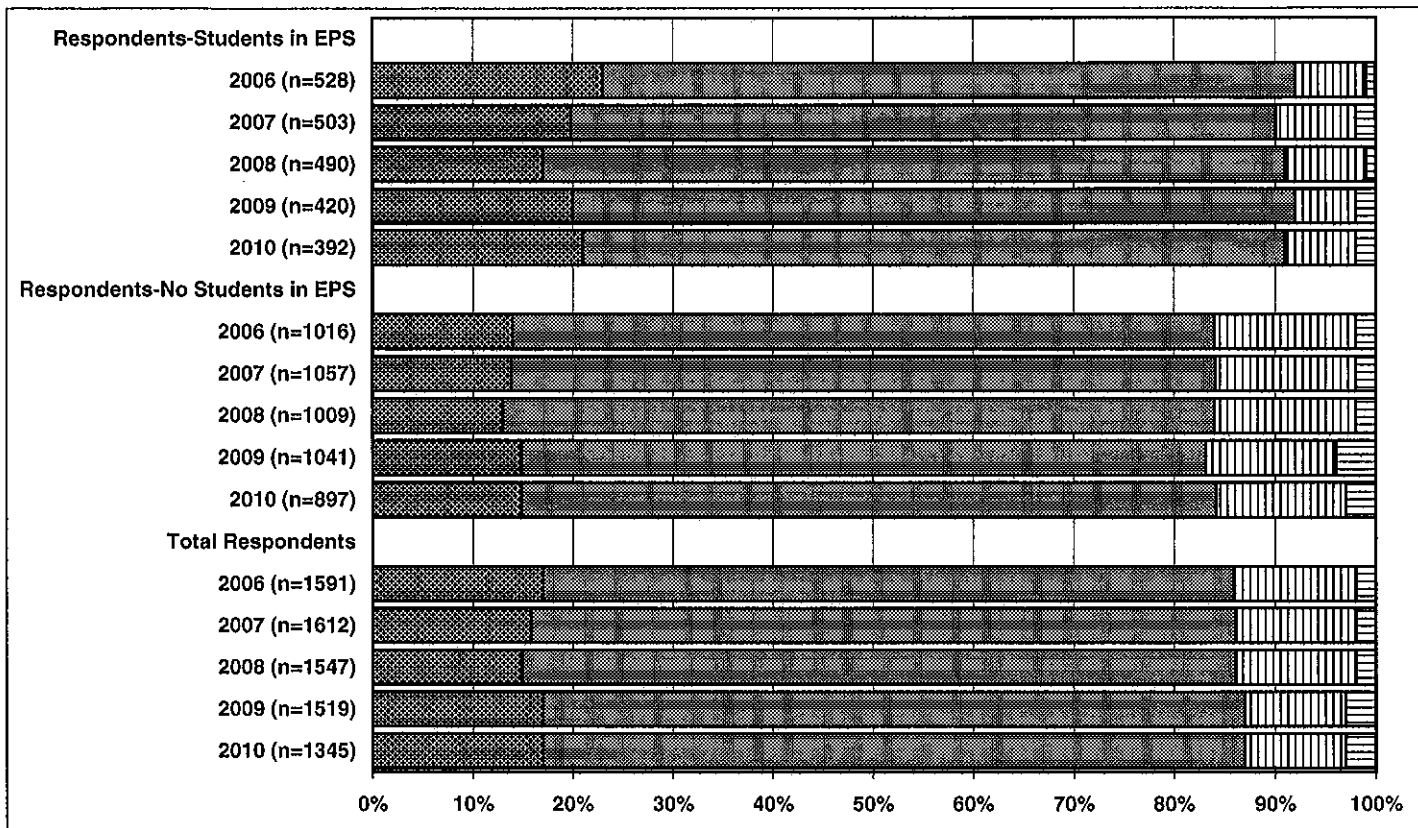
**COMMUNITY NON-PARENT RESPONDENTS 2006 - 2010**

	2006	2007	2008	2009	2010	Increase/ Decrease
2. Condition of EPS bldgs.	66%	66%	68%	75%	79%	4%
16. EPS better/same as private schools	62%	59%	58%	59%	62%	3%
21. Parents pay for non-basics	50%	53%	52%	50%	53%	3%
20e. Funding from exclusive supply agreements	43%	40%	38%	40%	43%	3%
1. Quality of education	84%	85%	85%	83%	85%	2%
5. Effectiveness of teachers	84%	84%	83%	83%	85%	2%
12. Preparation for being responsible citizens	59%	59%	59%	59%	61%	2%
25. Importance of job related skills	97%	97%	97%	96%	98%	2%
23. Increase in funding	82%	82%	80%	78%	79%	1%
24. Importance of life skills	98%	99%	98%	98%	99%	1%
26. Importance of fine arts skills	81%	81%	82%	82%	83%	1%
27. Importance of French skills	63%	63%	62%	61%	62%	1%
28. Importance of heritage language skills	57%	54%	56%	52%	53%	1%
10. Preparation for post sec.	76%	78%	76%	74%	74%	0%
4. Availability of Continuing Education	92%	92%	91%	91%	90%	-1%
6. Effectiveness of Principals	83%	80%	77%	83%	82%	-1%
14. Encouraging school completion	70%	75%	71%	73%	72%	-1%
19. Provide variety of courses	91%	90%	92%	93%	92%	-1%
20d. Funding from partnerships	88%	87%	86%	90%	89%	-1%
11. Preparation for world of work	56%	57%	54%	55%	53%	-2%
13. Safety of students	82%	81%	79%	88%	86%	-2%
17. EPS better/same as Canada	93%	94%	94%	93%	90%	-3%
20c. Funding from sponsorships	62%	63%	63%	67%	64%	-3%
20b. Funding from fund raising	52%	51%	55%	59%	55%	-4%
22. Choice of different school types	71%	68%	66%	69%	65%	-4%
9. Working with agencies	80%	81%	79%	84%	79%	-5%
8. Effectiveness of Superintendent	76%	*	72%	74%	69%	-5%
15. Responding to public concerns	67%	63%	61%	66%	60%	-6%
18. EPS better/same as other countries	82%	79%	76%	80%	74%	-6%
3. Spending of public money	66%	62%	65%	70%	63%	-7%
7. Effectiveness of Trustees	71%	59%	66%	69%	62%	-7%
20a. Funding from donations	72%	71%	73%	77%	69%	-8%

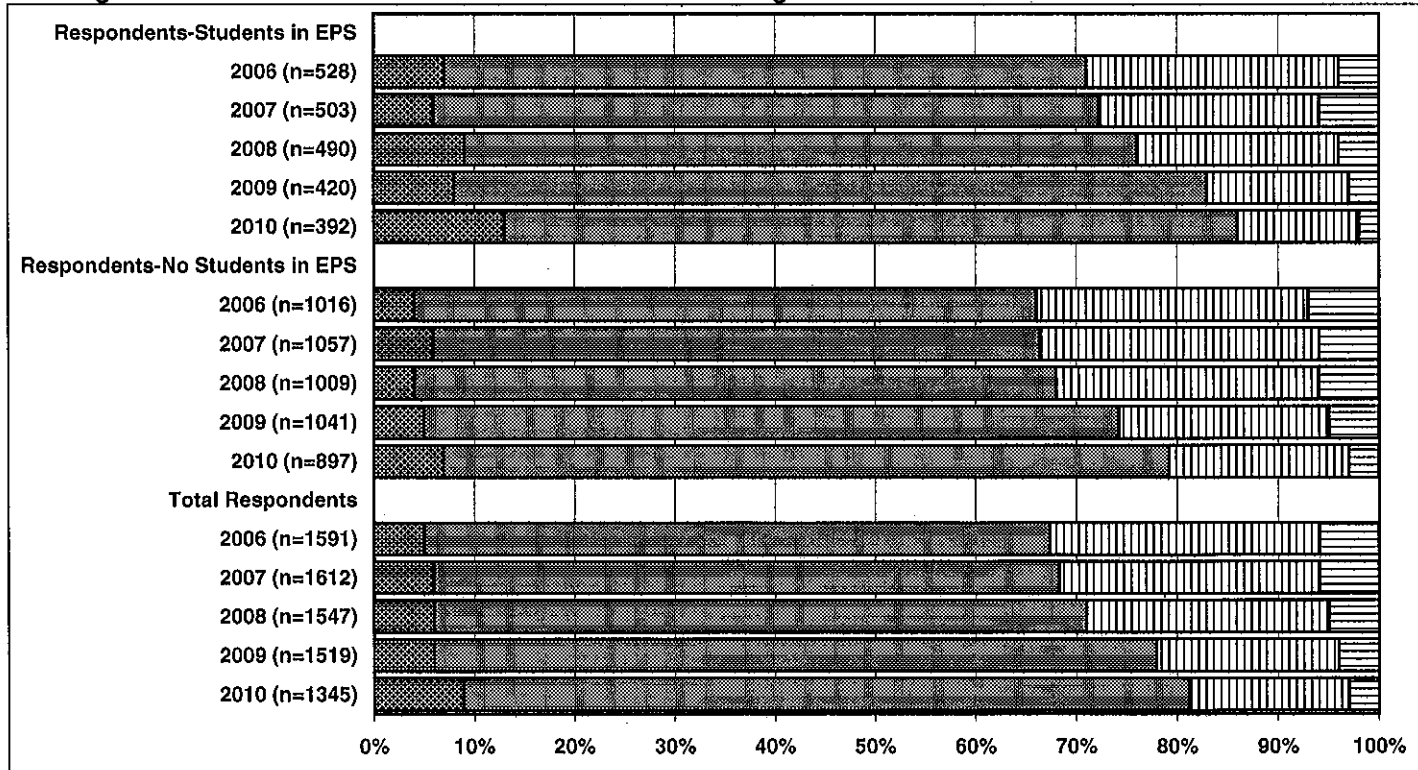


HOW SATISFIED ARE YOU WITH:

1. The overall quality of education received by students attending EPS?



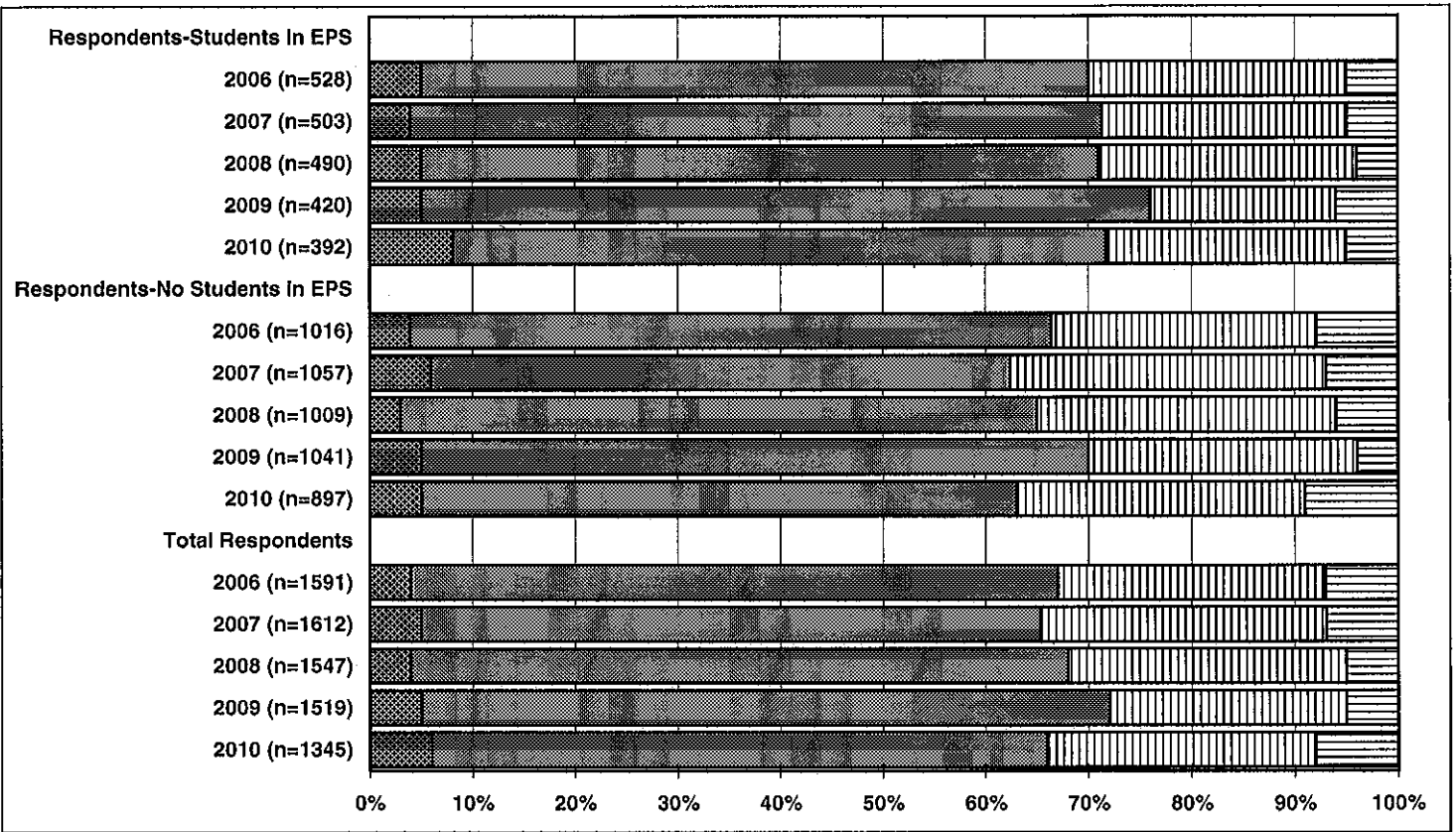
2. The general condition of Edmonton Public Schools' buildings?



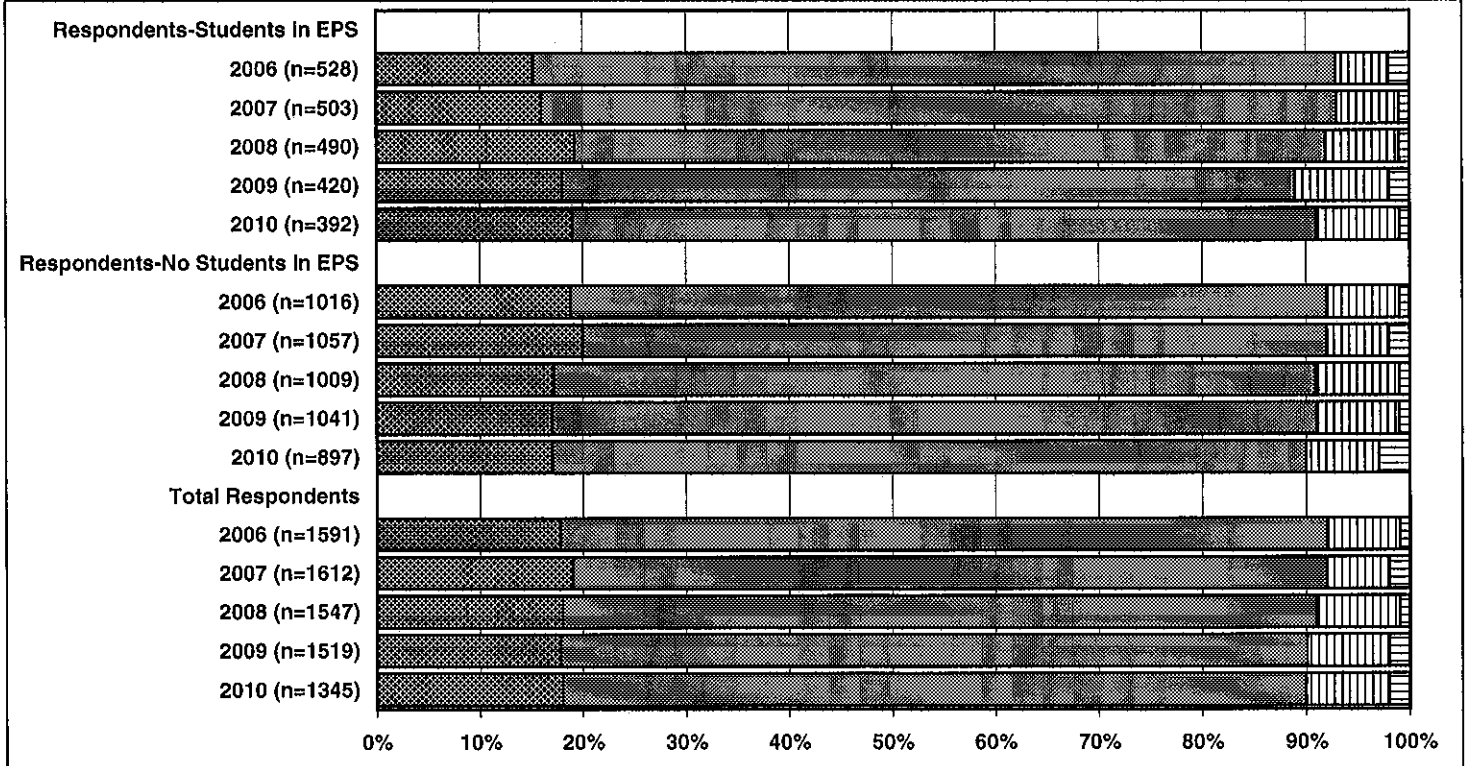
VERY SATISFIED
  SATISFIED
  DISSATISFIED
  VERY DISSATISFIED

HOW SATISFIED ARE YOU WITH:

3. The way Edmonton Public Schools spends its public money?



4. The availability of continuing education from Edmonton Public Schools?

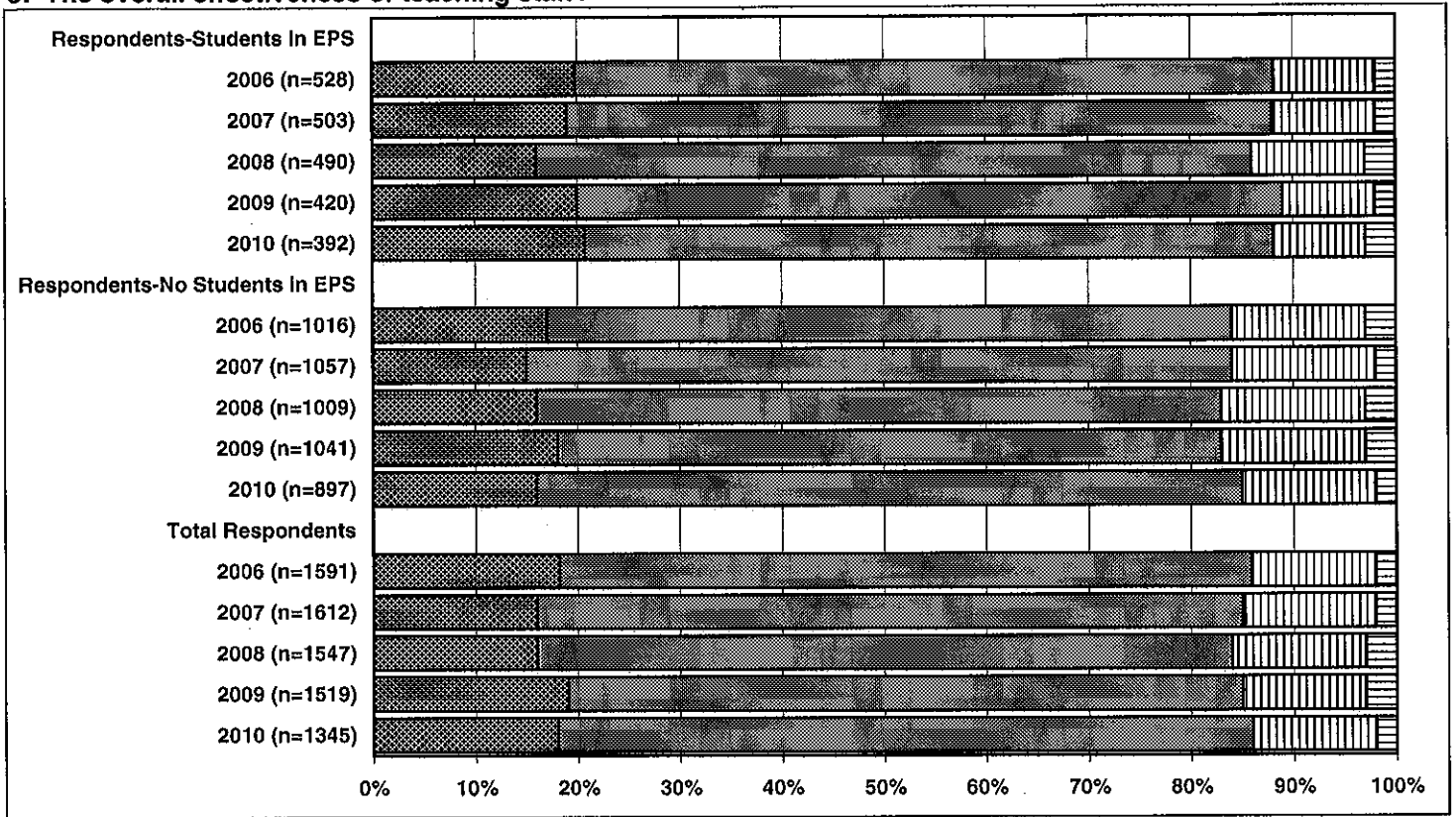


VERY SATISFIED
  SATISFIED
  DISSATISFIED
  VERY DISSATISFIED

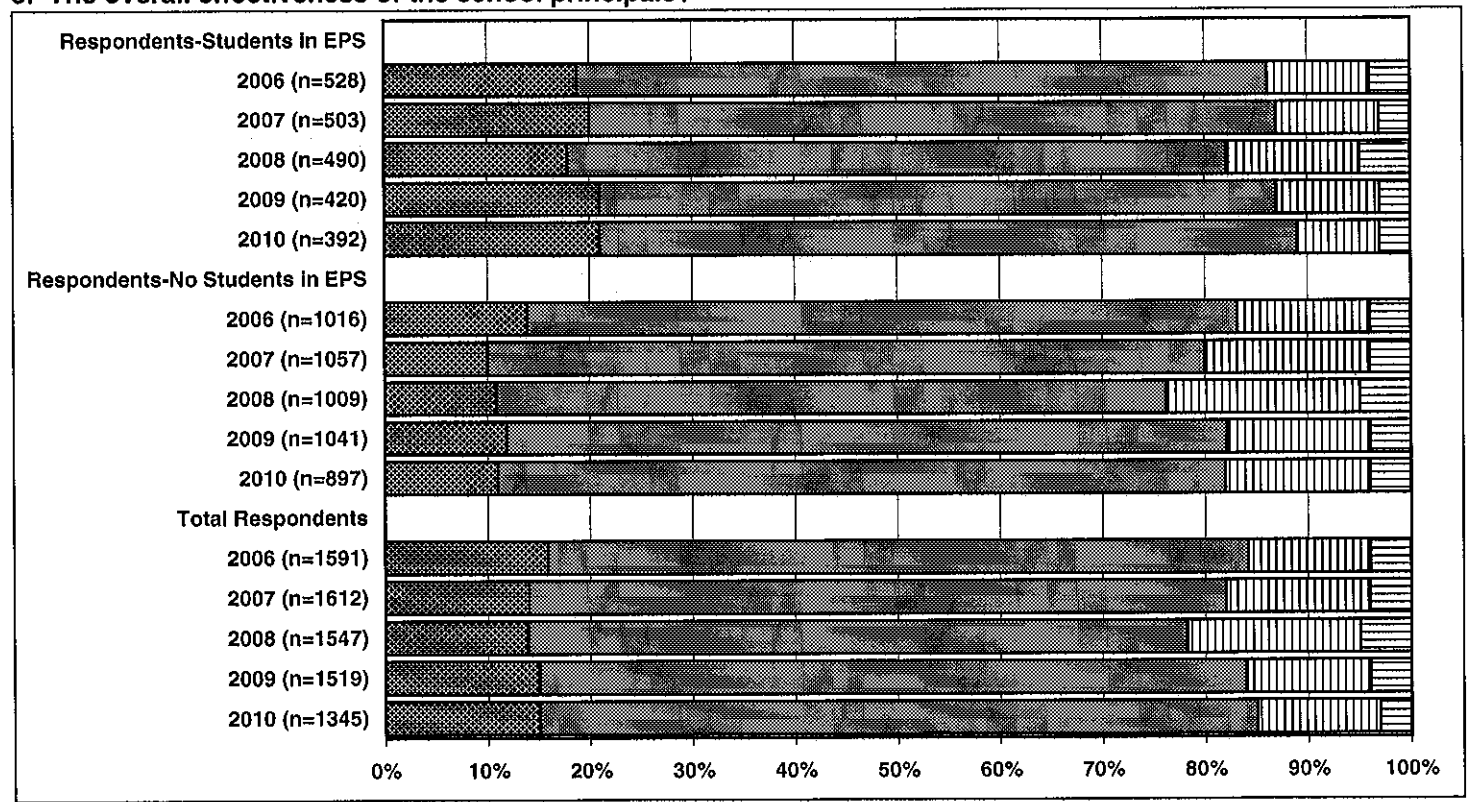


HOW SATISFIED ARE YOU WITH:

5. The overall effectiveness of teaching staff?



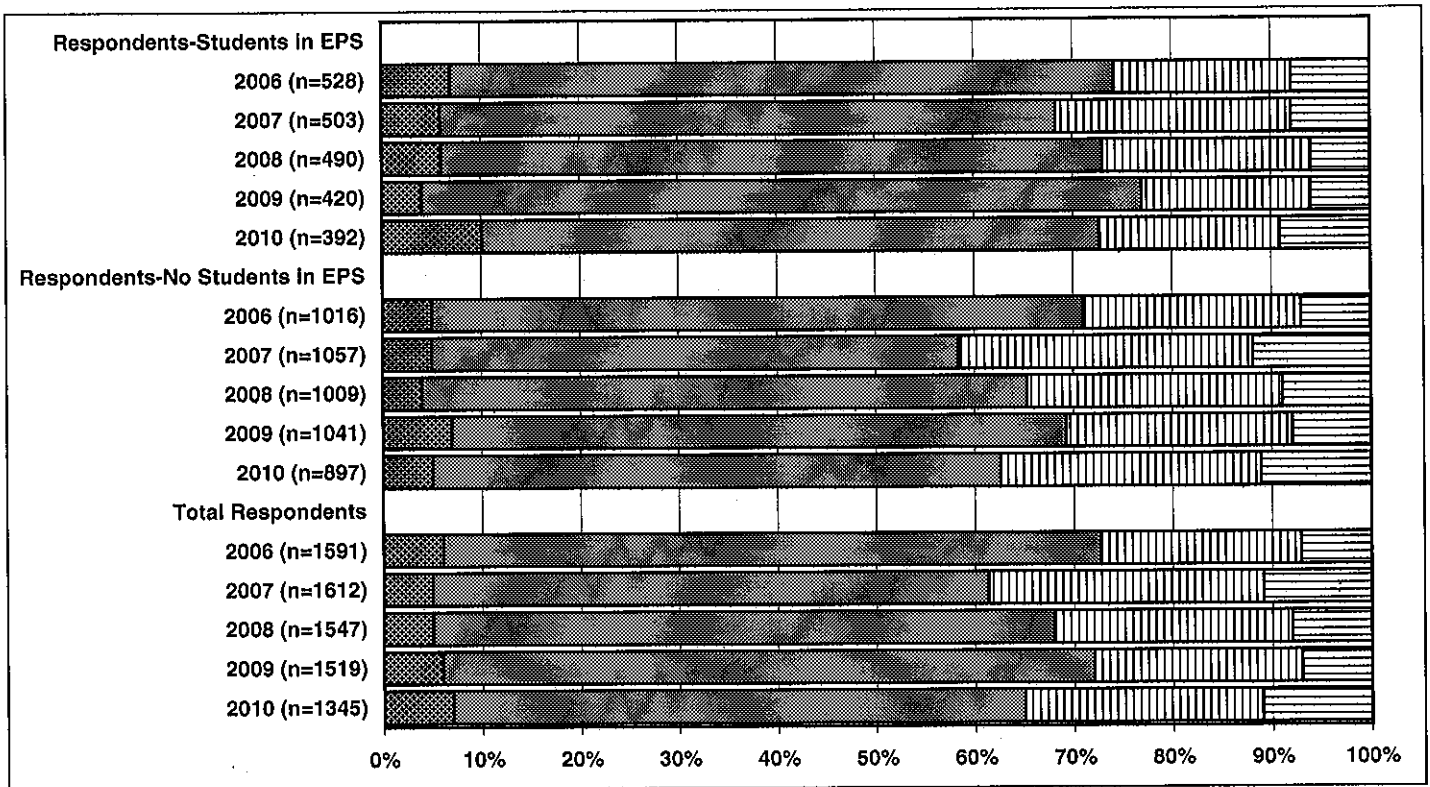
6. The overall effectiveness of the school principals?



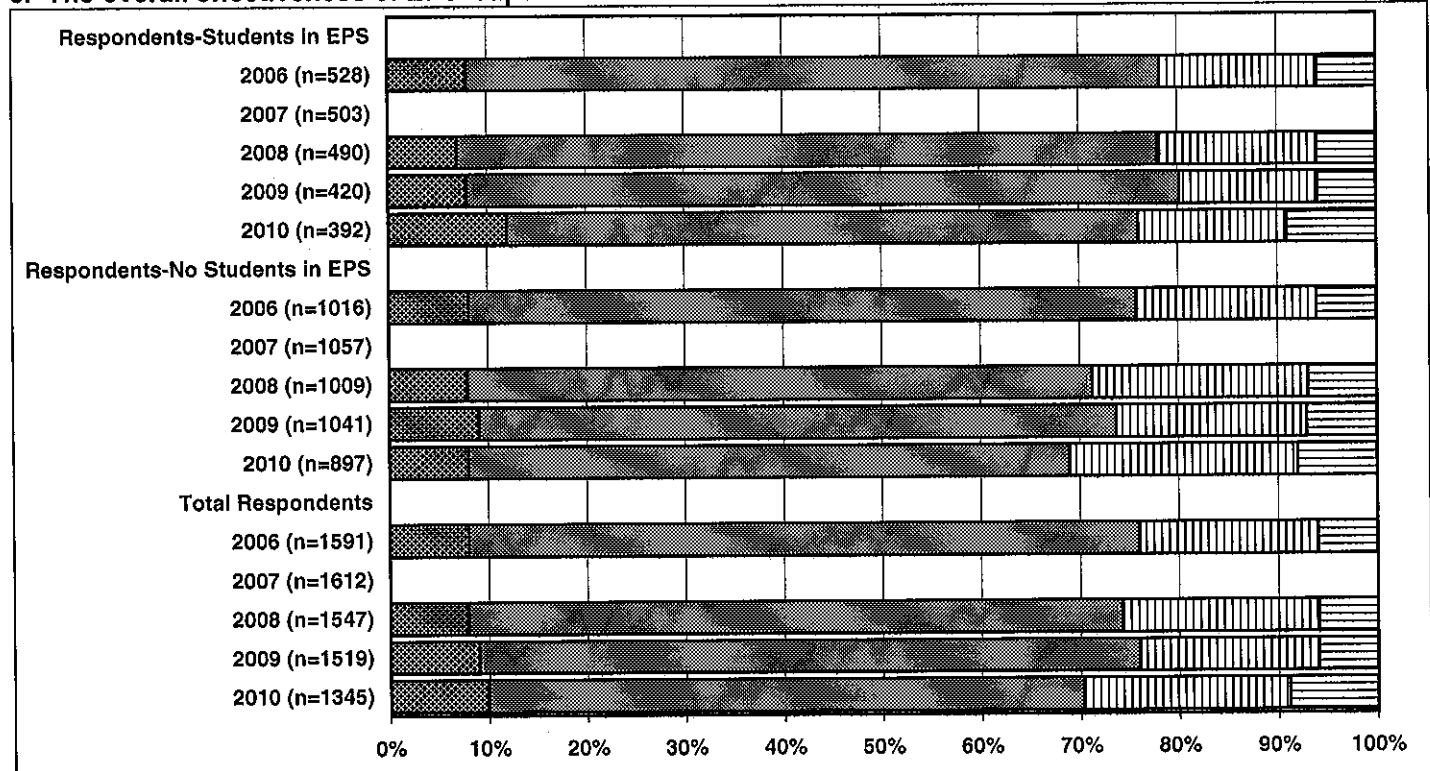
VERY SATISFIED
  SATISFIED
  DISSATISFIED
  EVERY DISSATISFIED

**HOW SATISFIED ARE YOU WITH:**

**7. The overall effectiveness of EPS' trustees?**



**8. The overall effectiveness of EPS' superintendent? \***

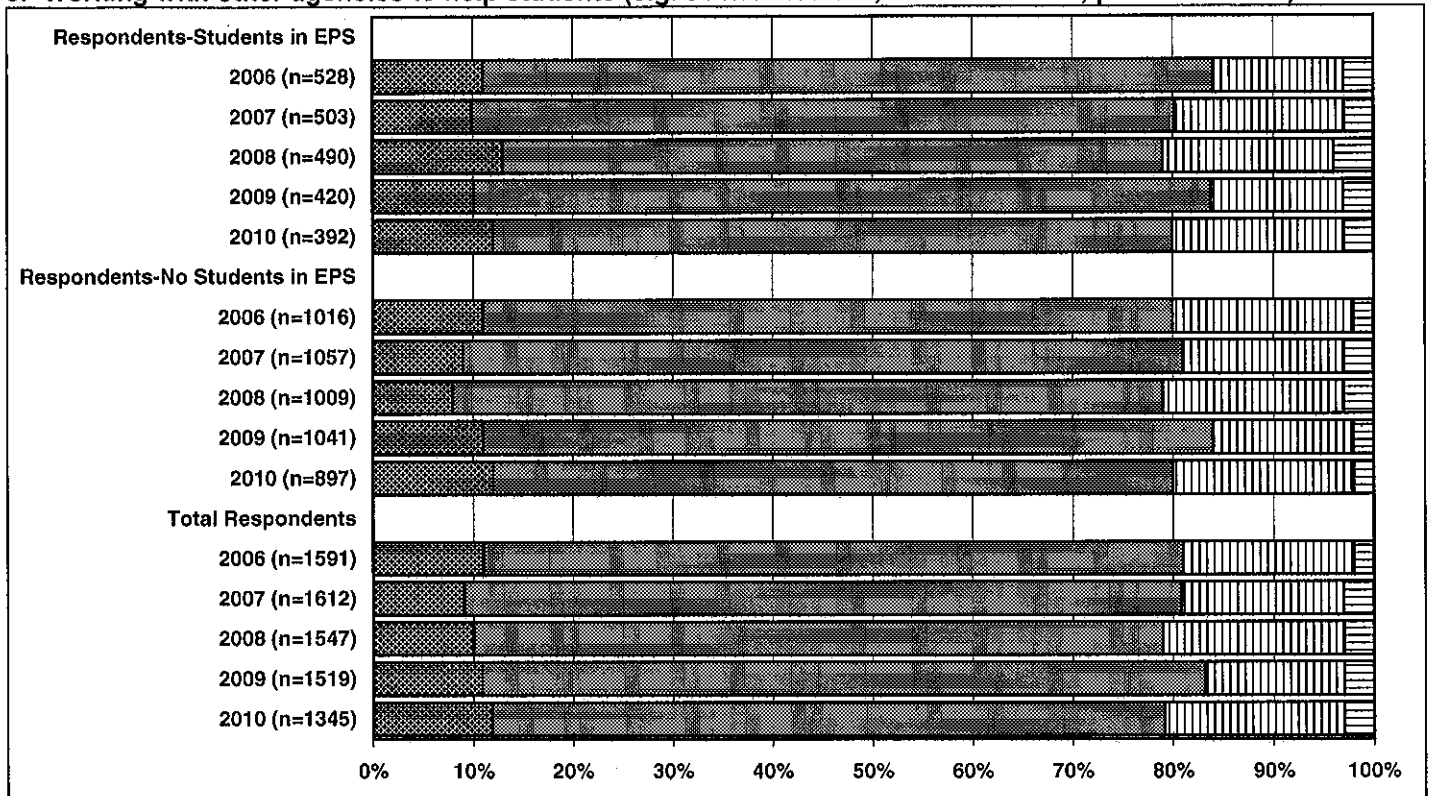


\* Question not asked in 2007

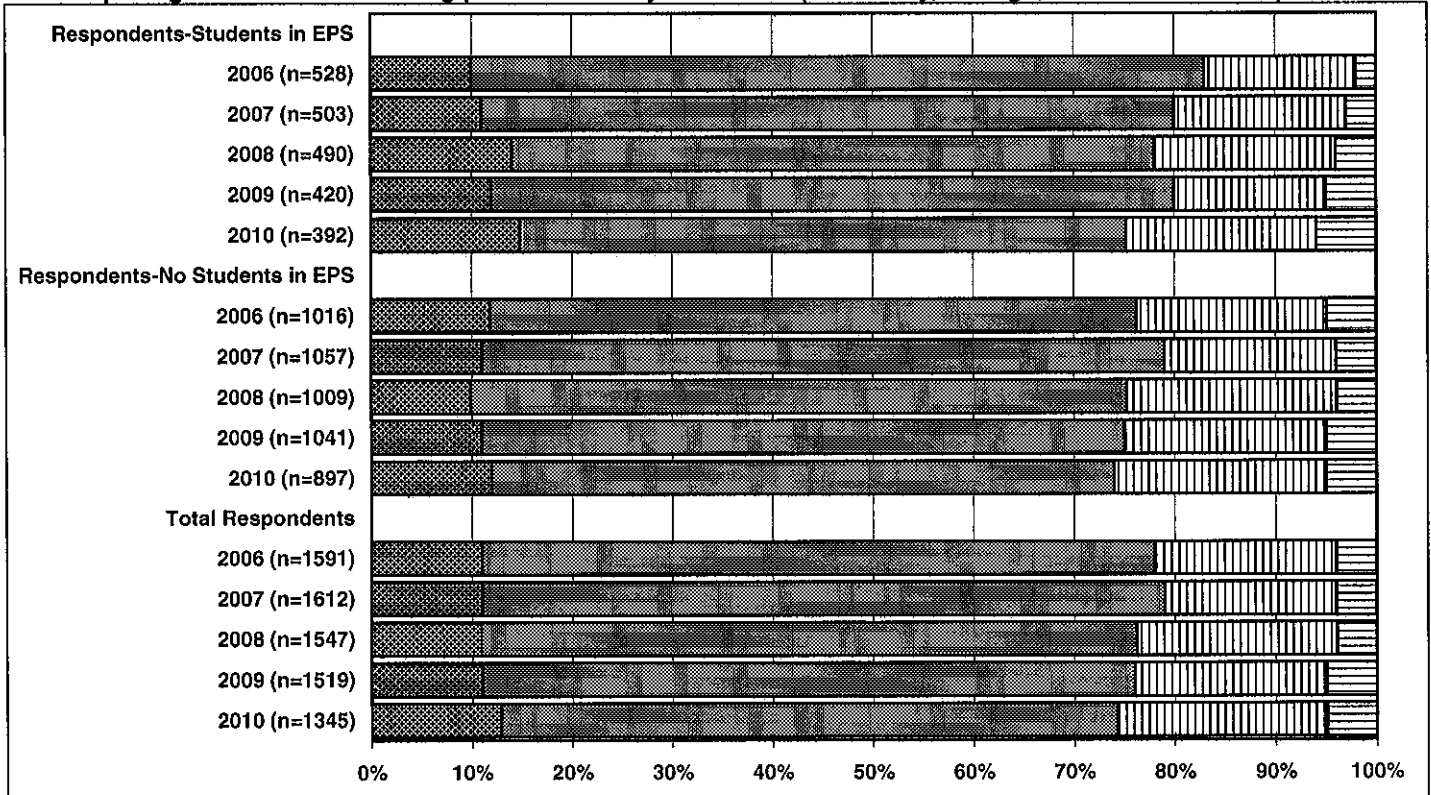


**HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:**

**9. Working with other agencies to help students (e.g. social services, health services, police services)?**



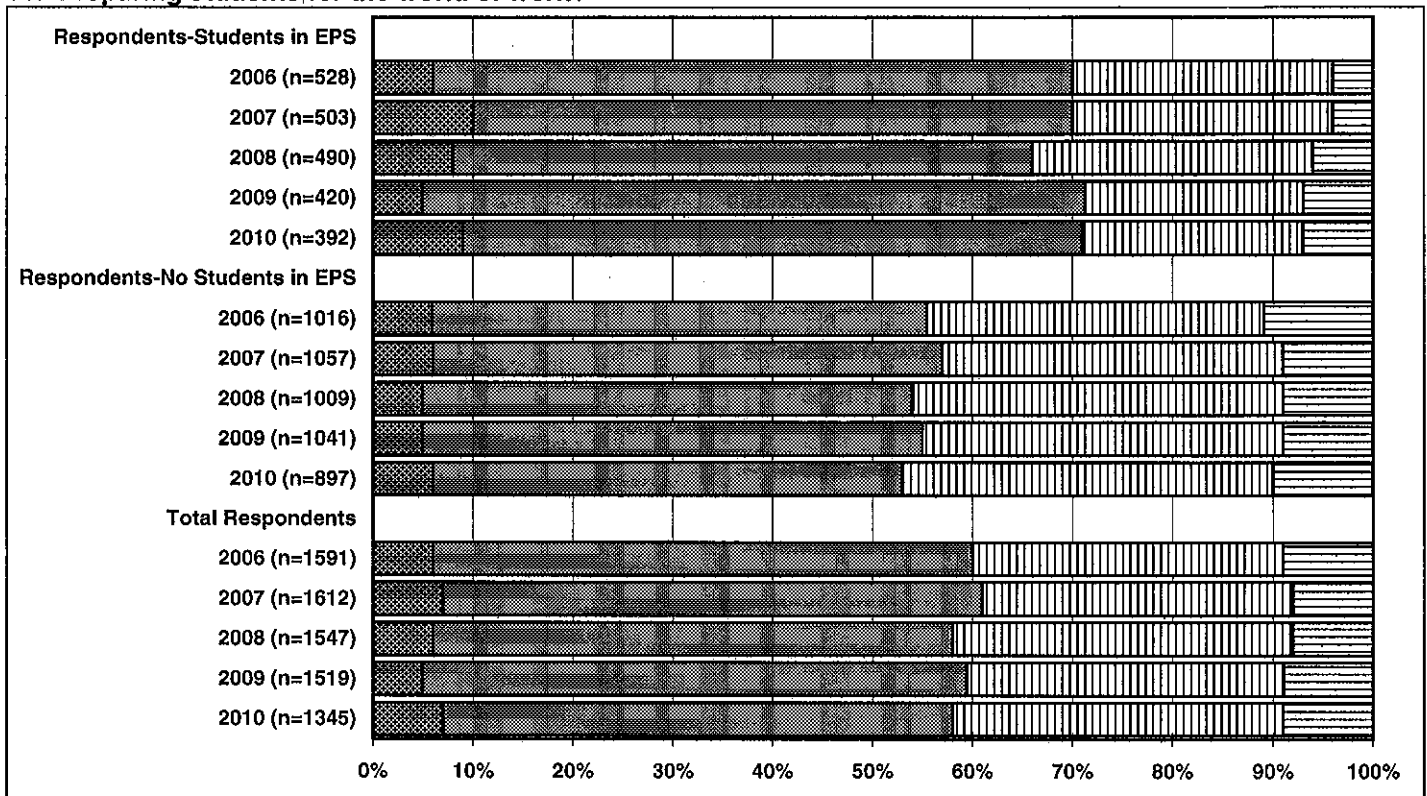
**10. Preparing students for entering post-secondary education (university, college, technical schools)?**



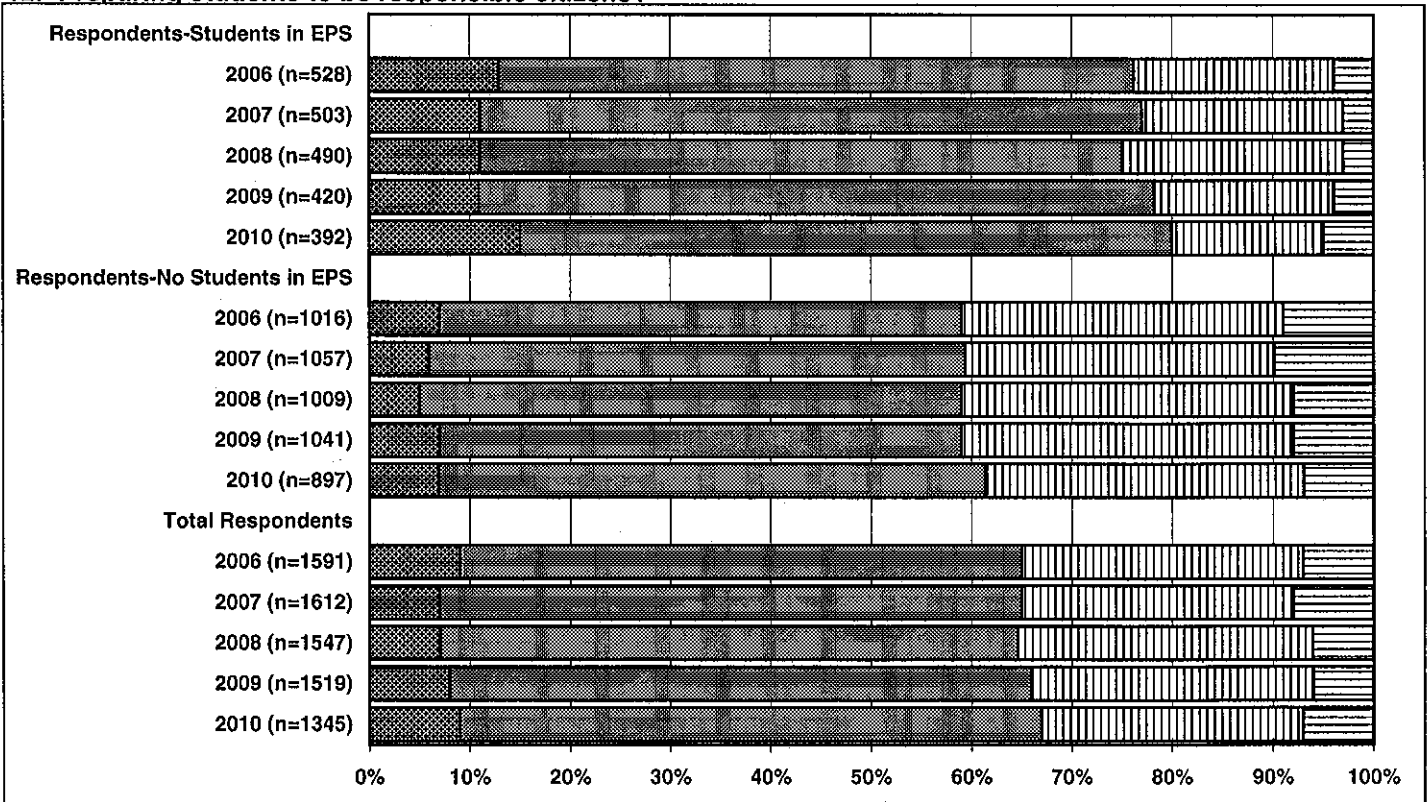
**VERY EFFECTIVE**
 **EFFECTIVE**
 **INEFFECTIVE**
 **VERY INEFFECTIVE**

**HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:**

**11. Preparing students for the world of work?**



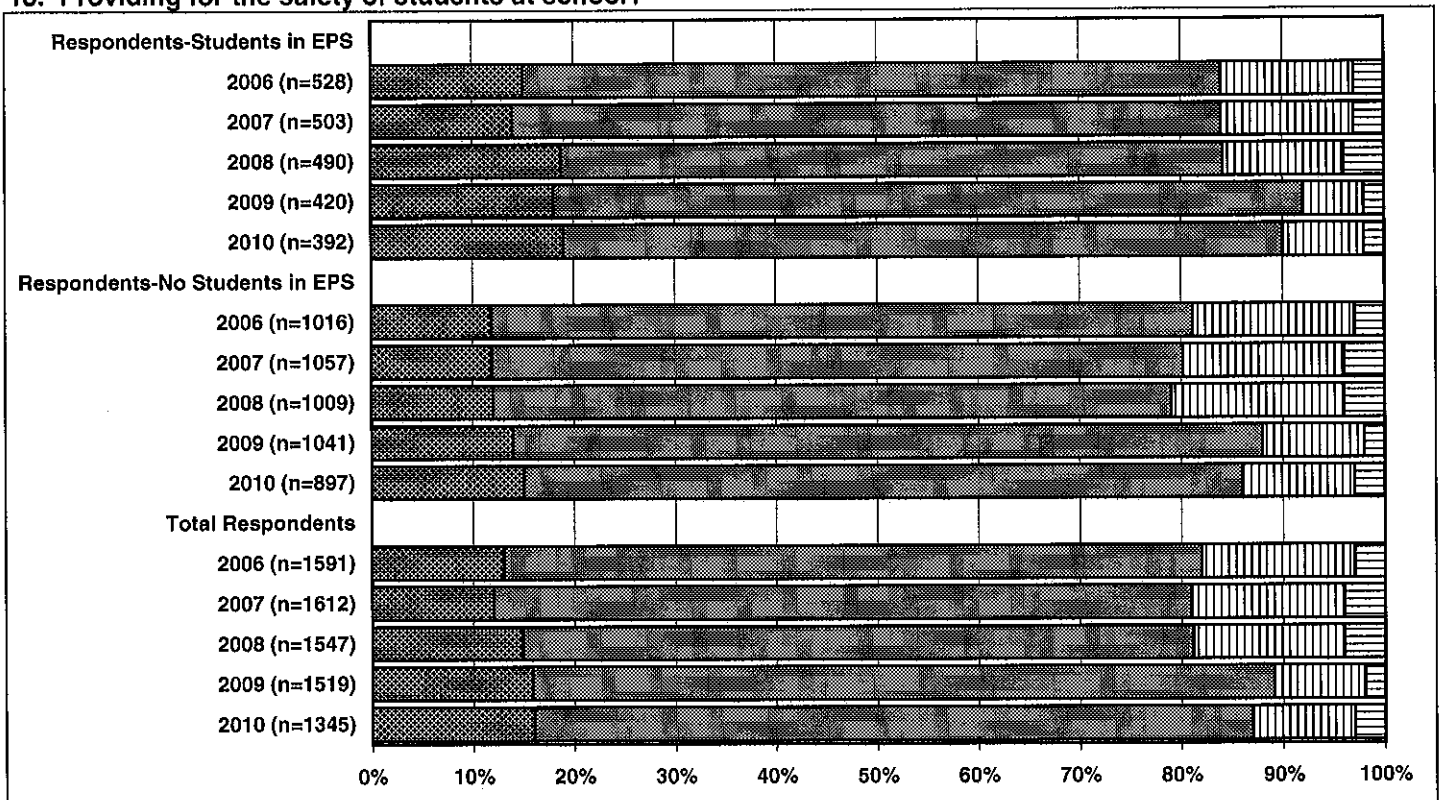
**12. Preparing students to be responsible citizens?**



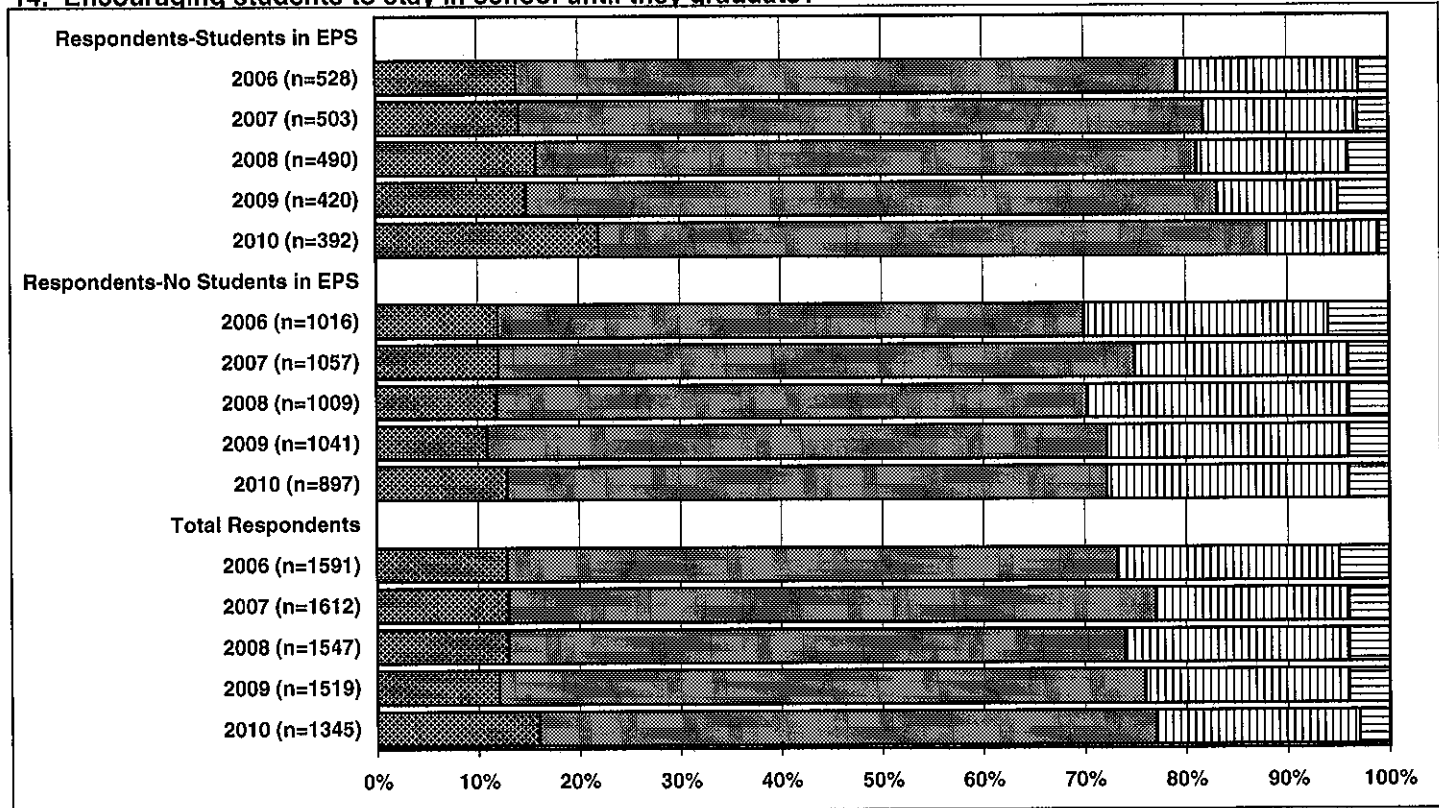
VERY EFFECTIVE
  EFFECTIVE
  INEFFECTIVE
  VERY INEFFECTIVE

**HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:**

**13. Providing for the safety of students at school?**



**14. Encouraging students to stay in school until they graduate?**



■ VERY EFFECTIVE

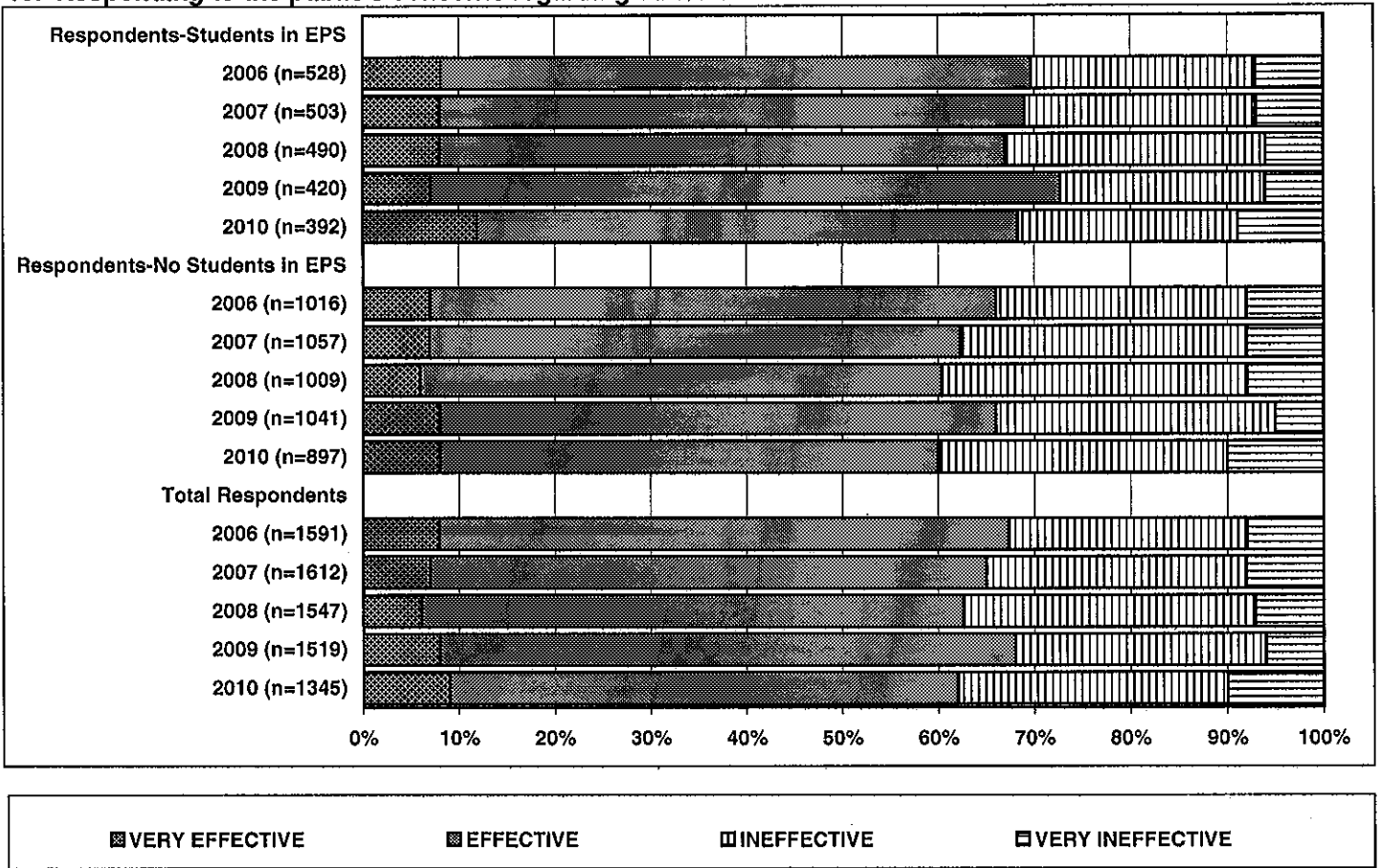
■ EFFECTIVE

□ INEFFECTIVE

■ VERY INEFFECTIVE

HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:

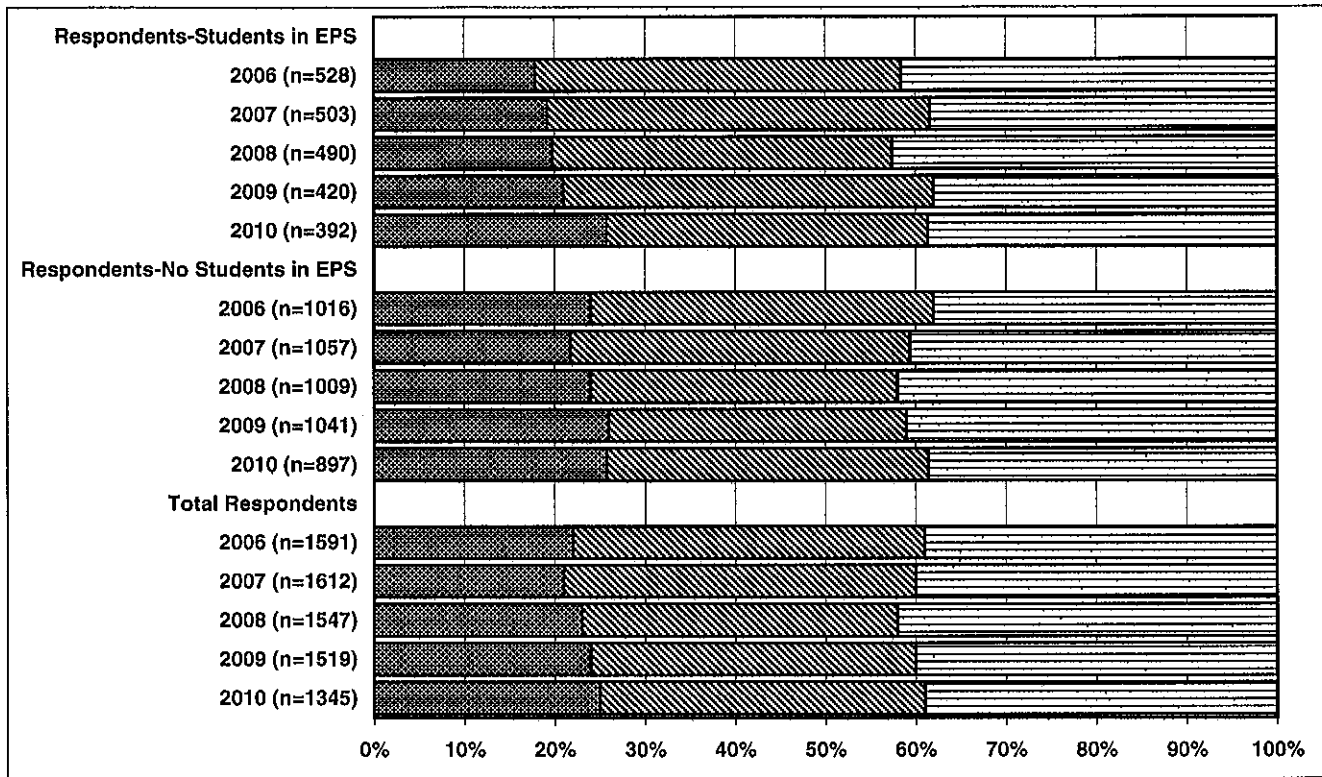
15. Responding to the public's concerns regarding education?



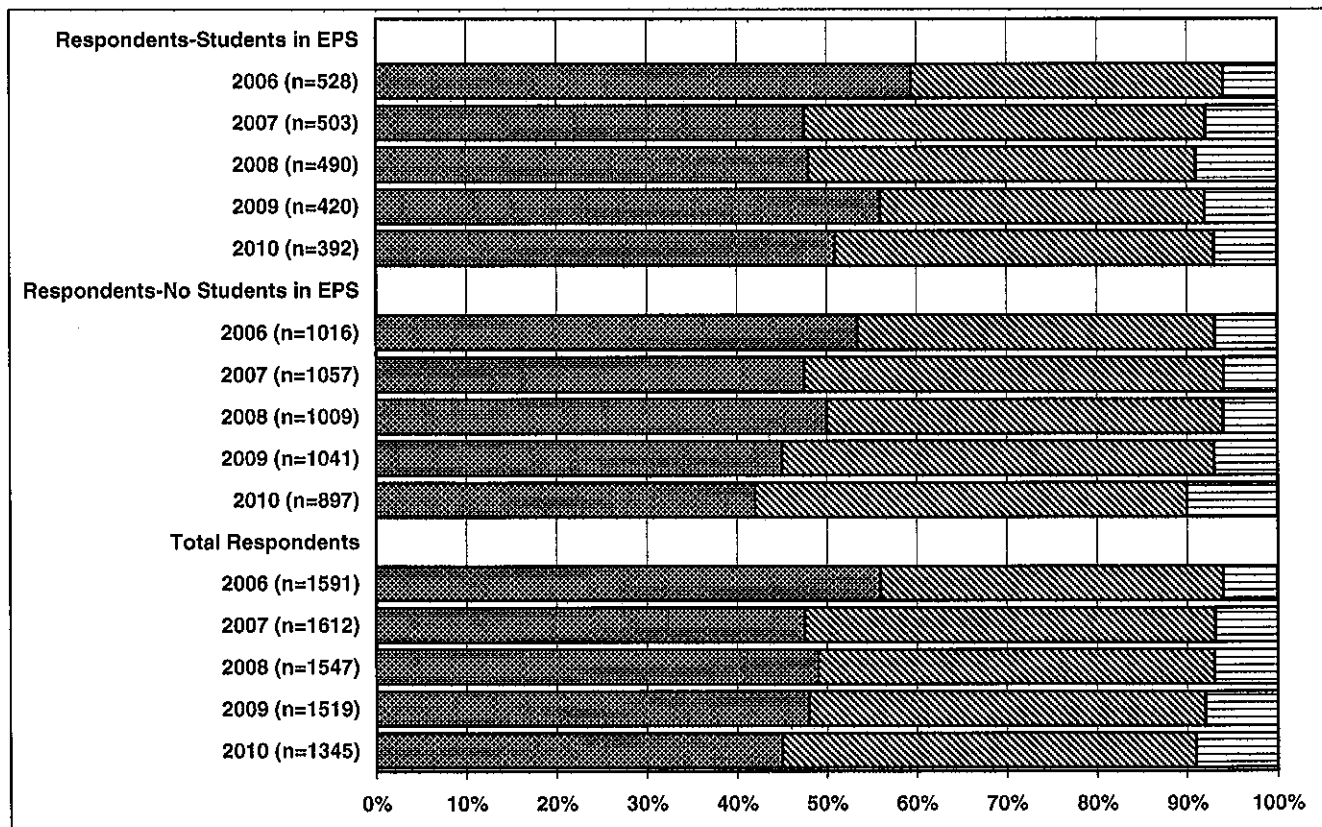


**DO YOU BELIEVE THAT STUDENTS ATTENDING EDMONTON PUBLIC SCHOOLS ARE PROVIDED WITH A QUALITY OF EDUCATION THAT IS BETTER OR WORSE THAN:**

**16. Students in private schools?**



**17. Students elsewhere in Canada?**



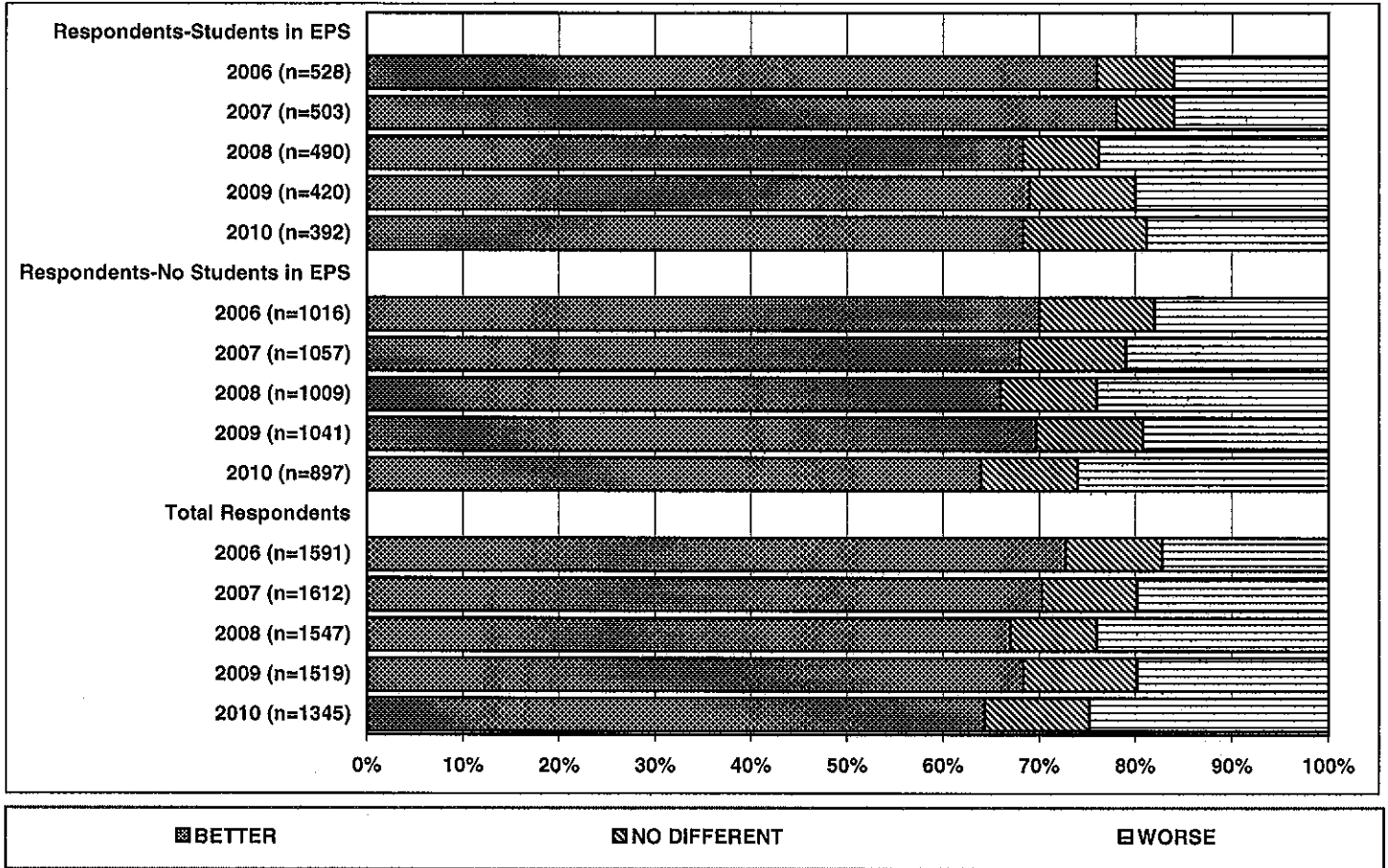
■ BETTER

▨ NO DIFFERENT

□ WORSE

**DO YOU BELIEVE THAT STUDENTS ATTENDING EDMONTON PUBLIC SCHOOLS ARE PROVIDED WITH A QUALITY OF EDUCATION THAT IS BETTER OR WORSE THAN:**

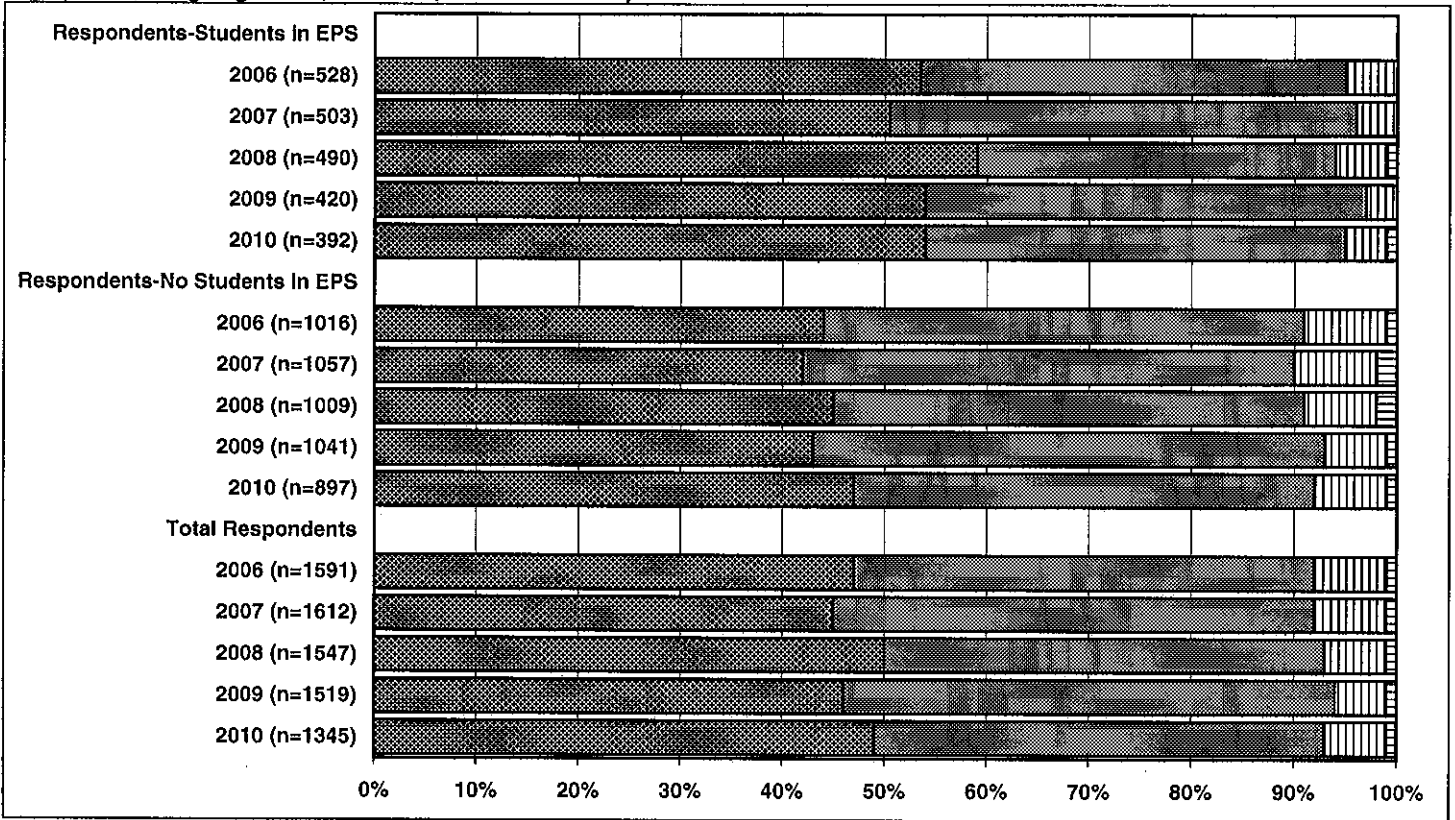
**18. Students in other countries?**



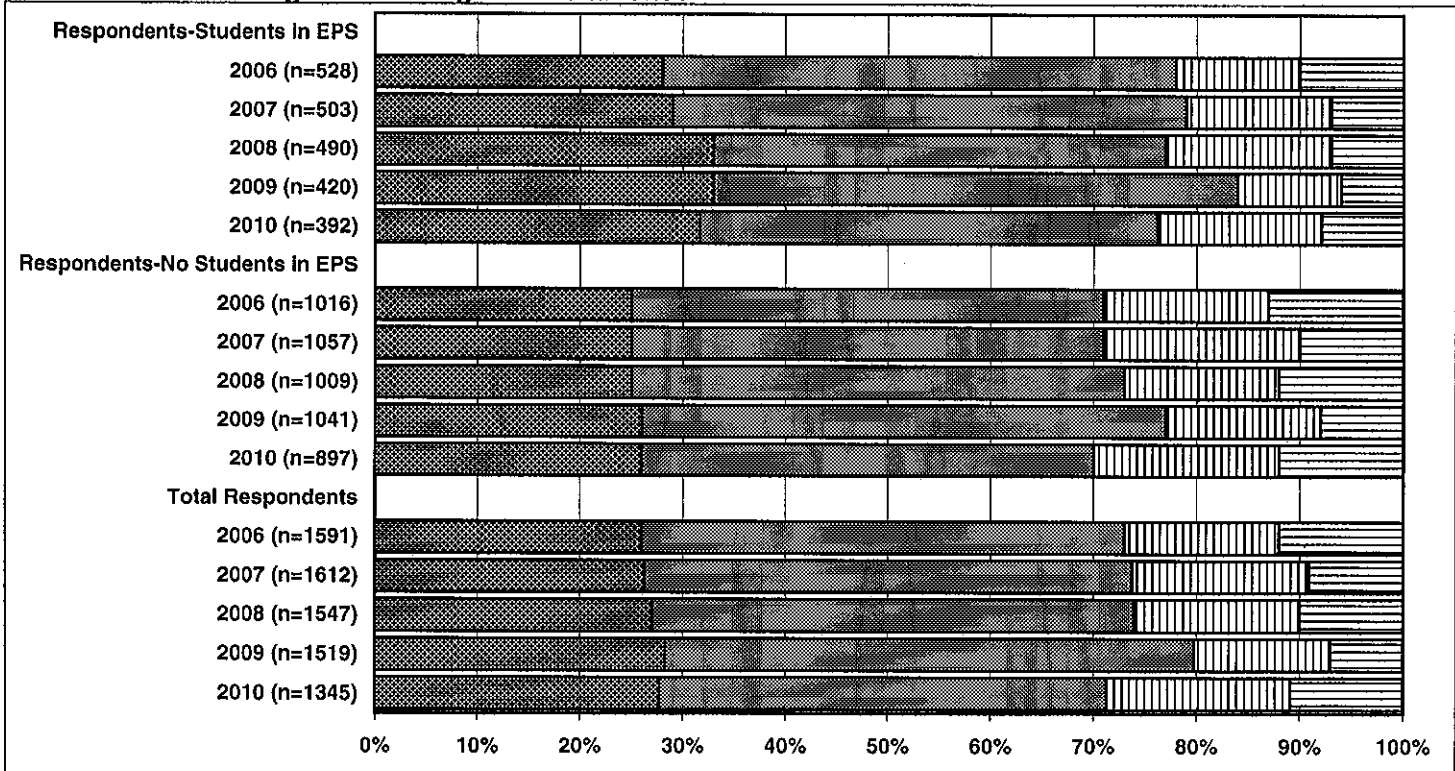


**HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:**

**19. Providing students with a variety of courses in addition to the core courses?  
(math, language arts, science, social studies)?**



**20a. Schools receiving their funding from donations?**



☑ VERY SUPPORTIVE

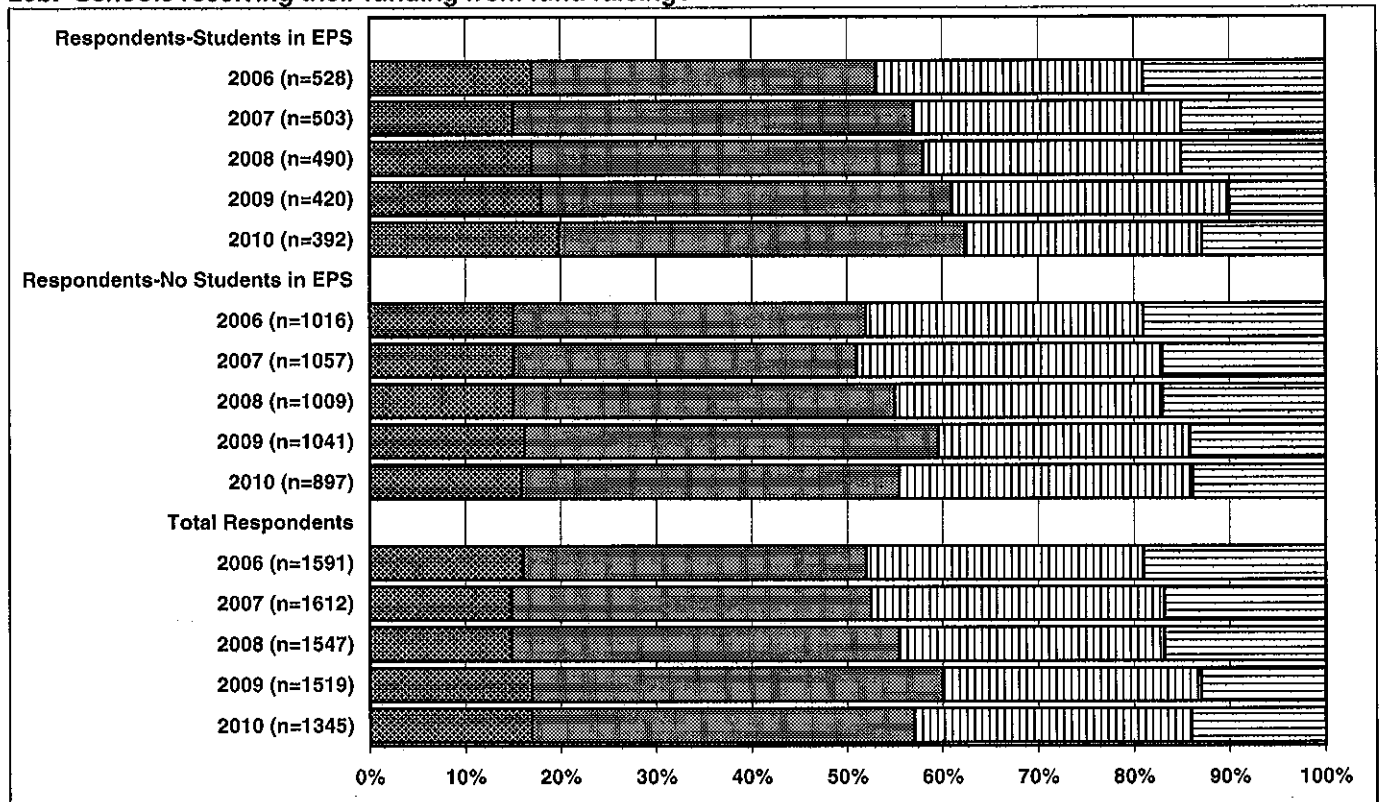
▒ SUPPORTIVE

▒ SOMEWHAT AGAINST

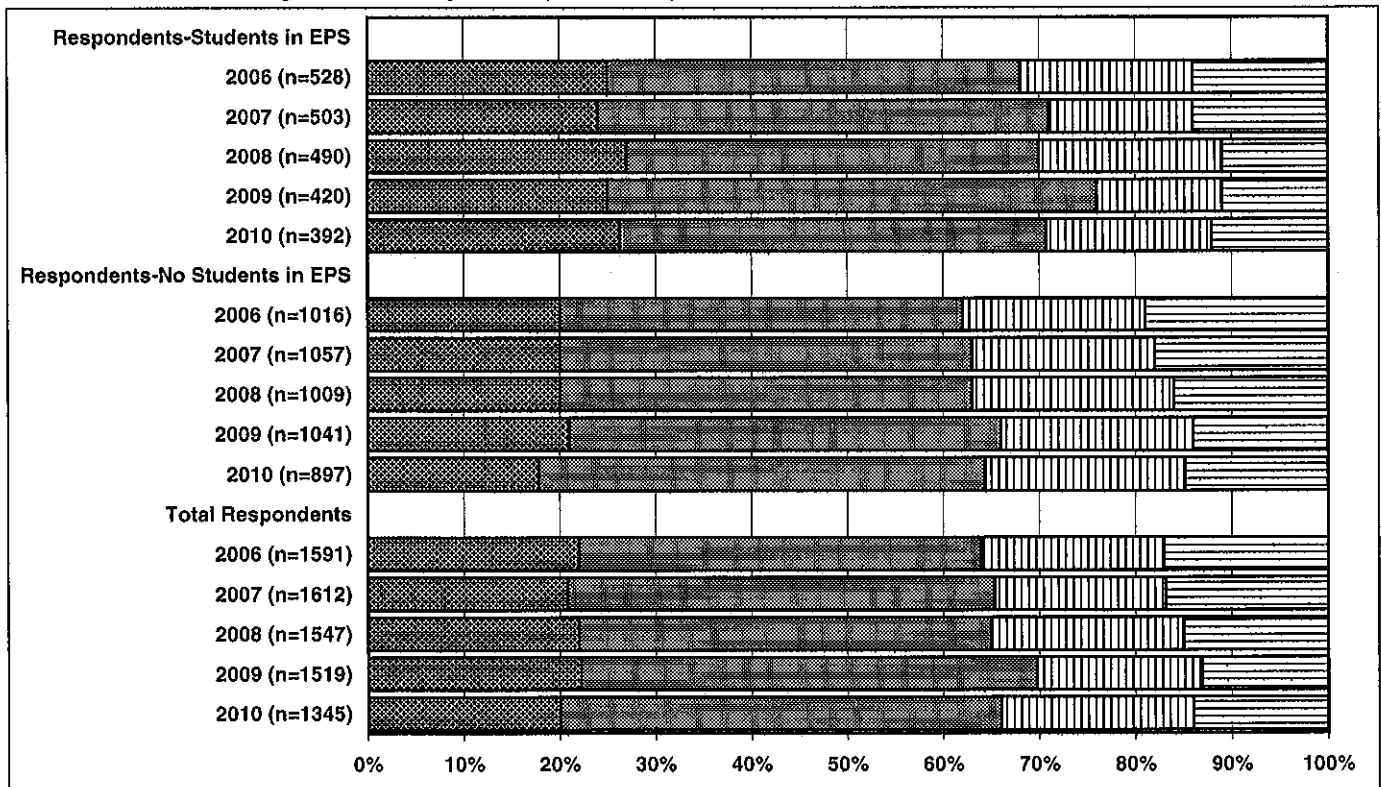
▒ TOTALLY AGAINST

**HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:**

**20b. Schools receiving their funding from fund raising?**



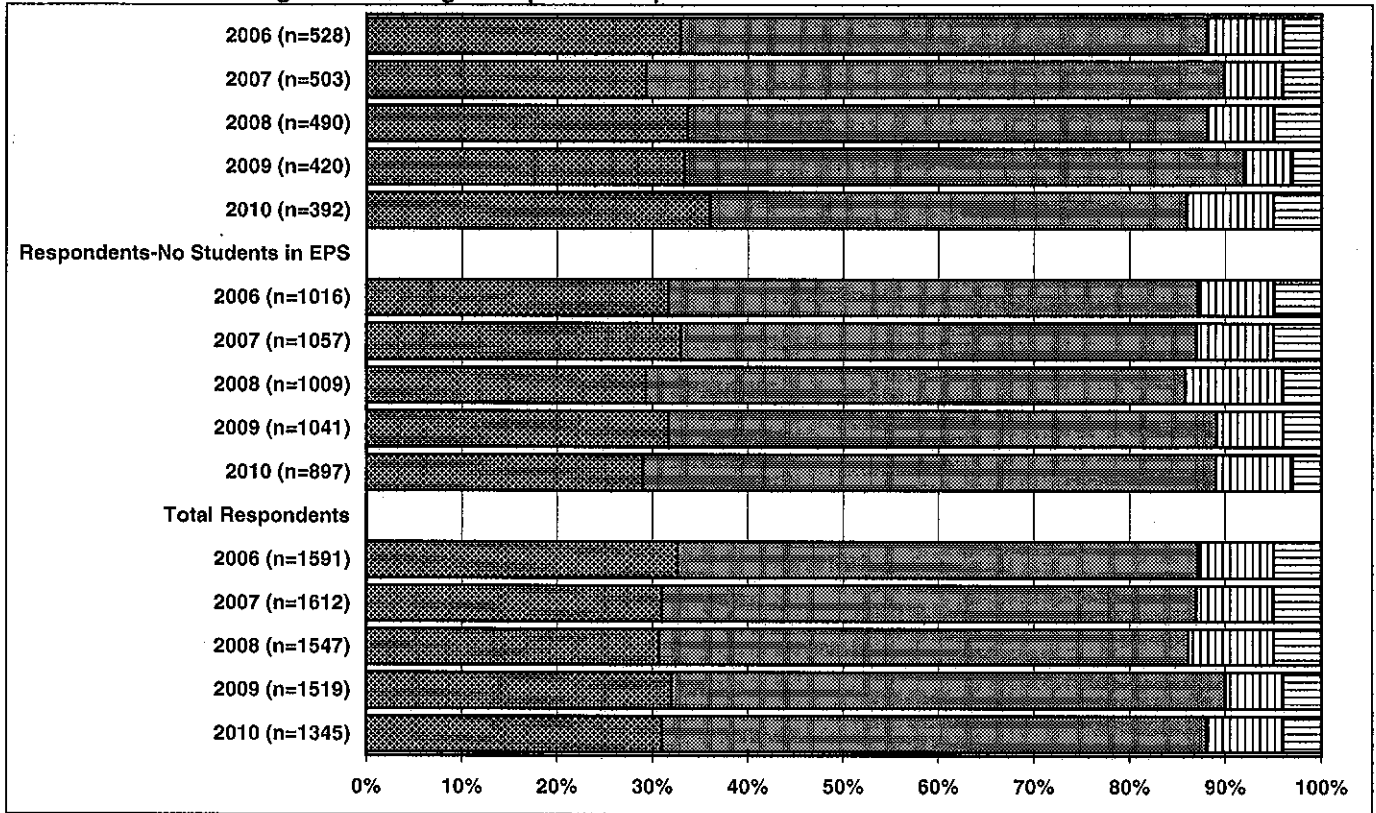
**20c. Schools receiving their funding from sponsorships?**



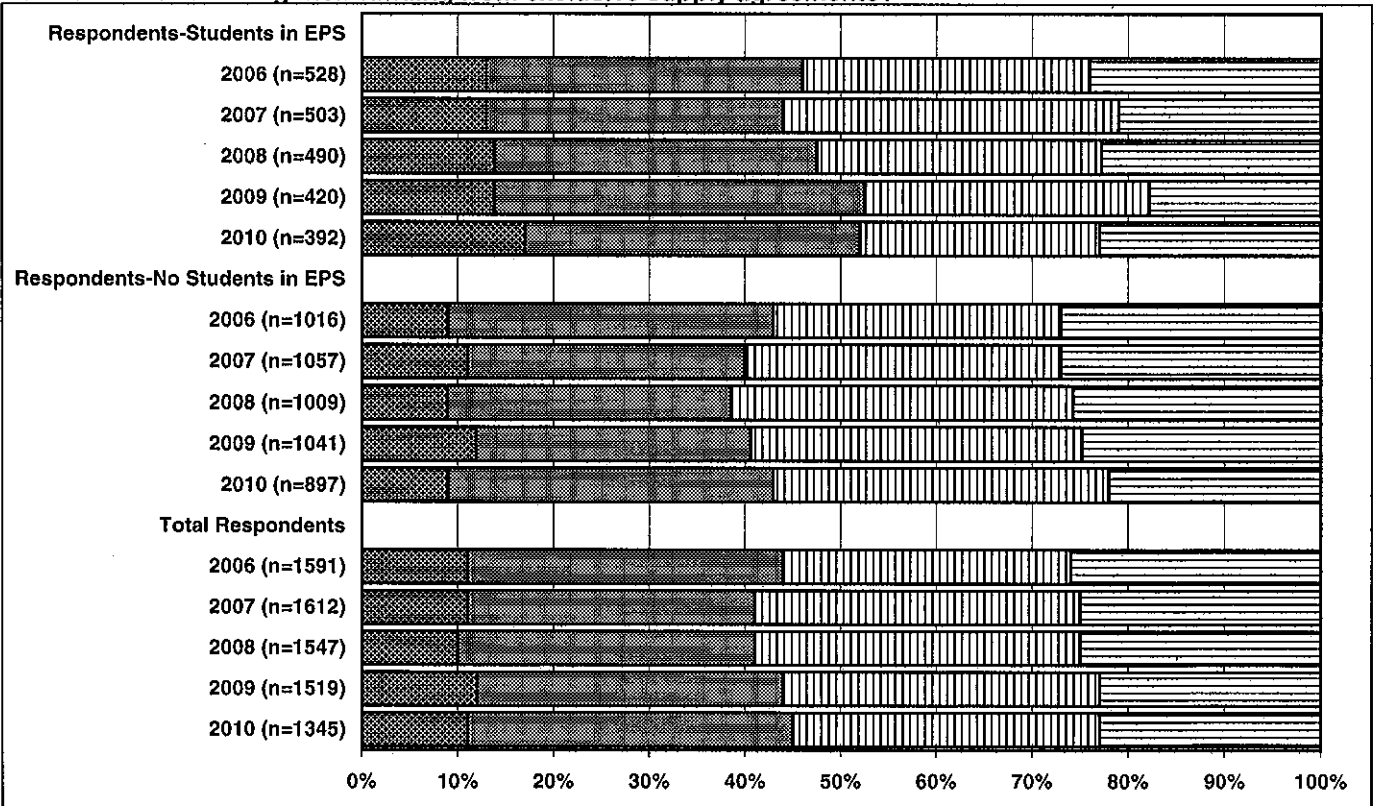
VERY SUPPORTIVE     
  SUPPORTIVE     
  SOMEWHAT AGAINST     
  TOTALLY AGAINST

**HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:**

**20d. Schools receiving their funding from partnerships?**



**20e. Schools receiving their funding from exclusive supply agreements?**



VERY SUPPORTIVE

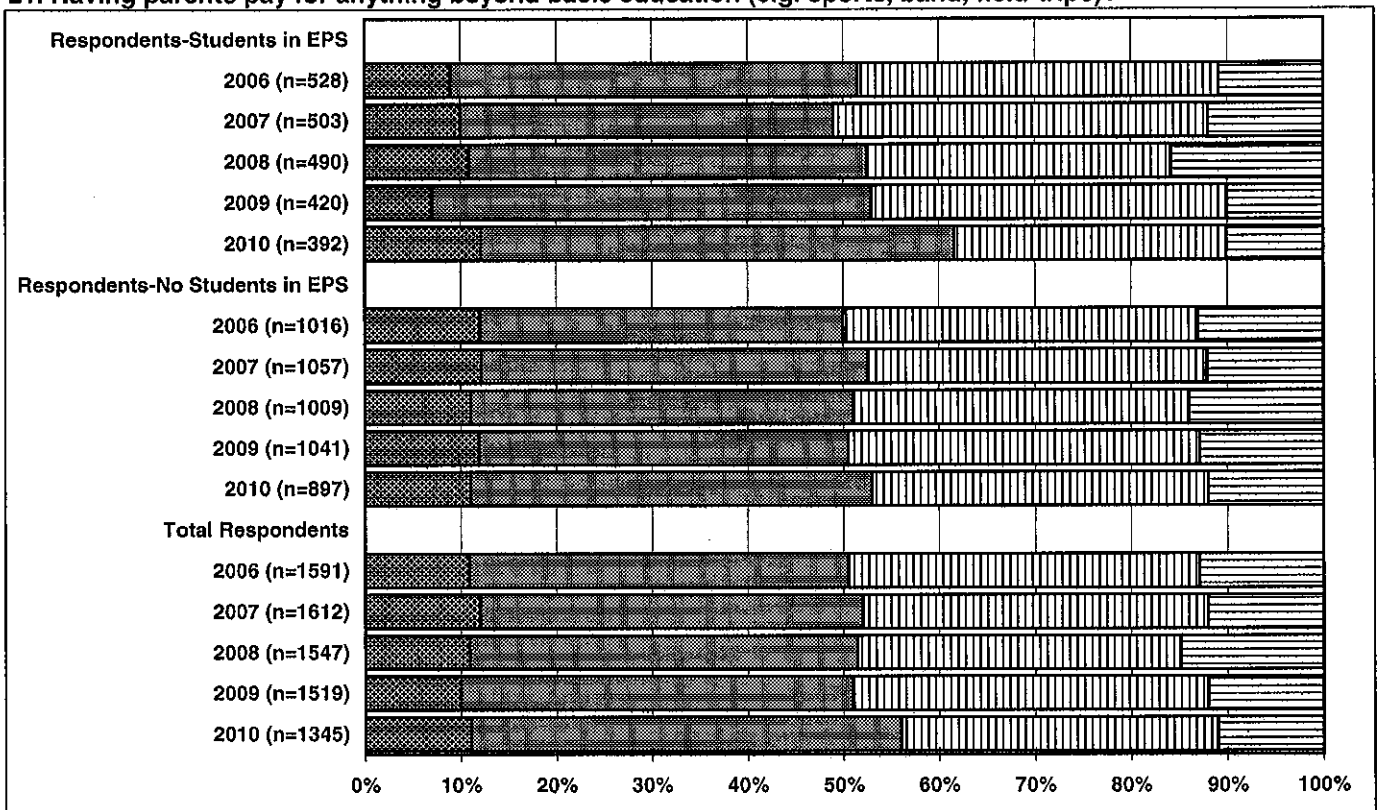
SUPPORTIVE

SOMEWHAT AGAINST

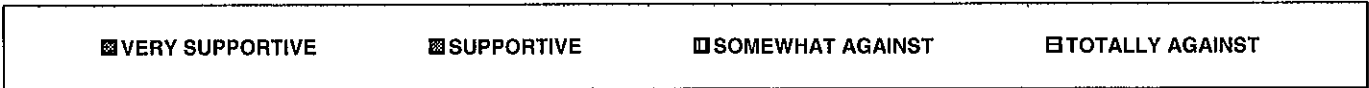
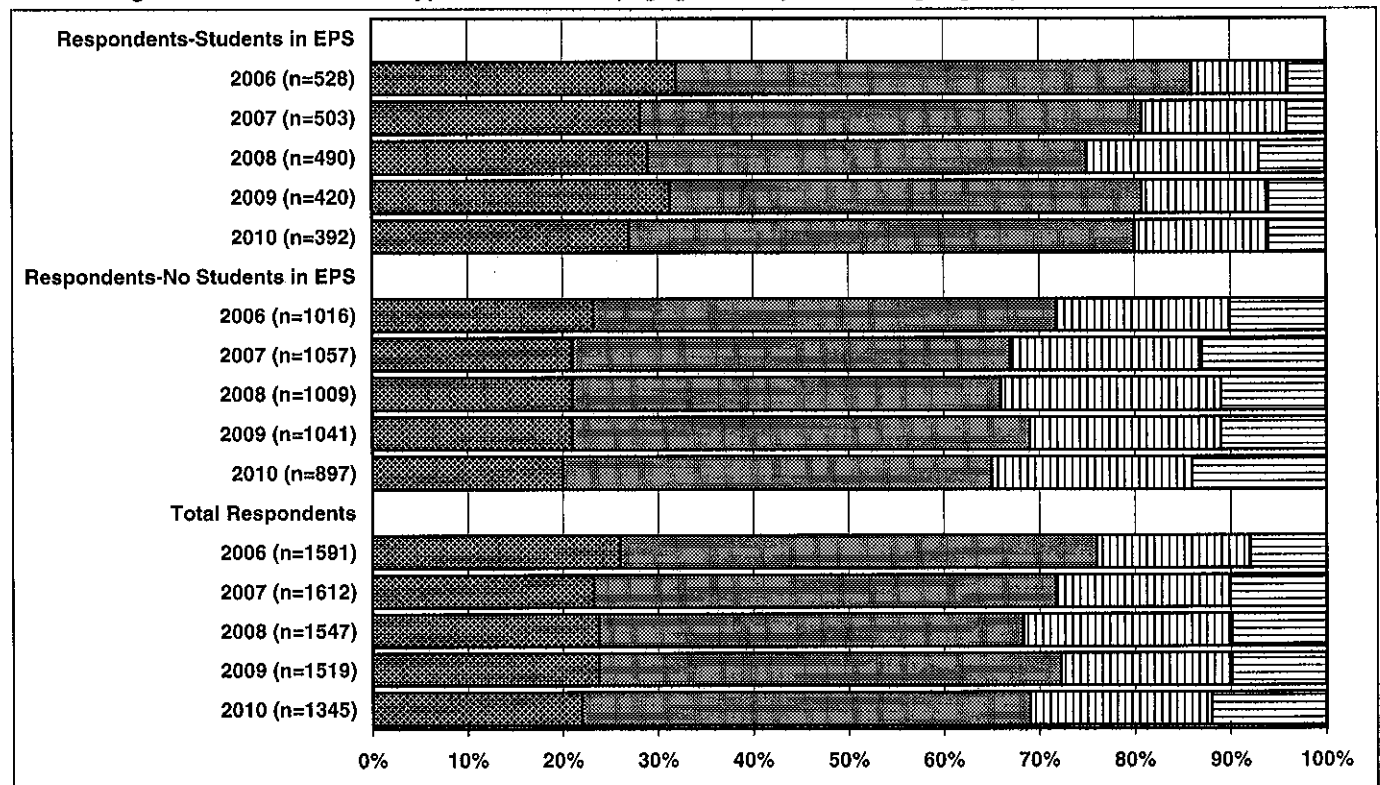
TOTALLY AGAINST

**HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:**

**21. Having parents pay for anything beyond basic education (e.g. sports, band, field-trips)?**

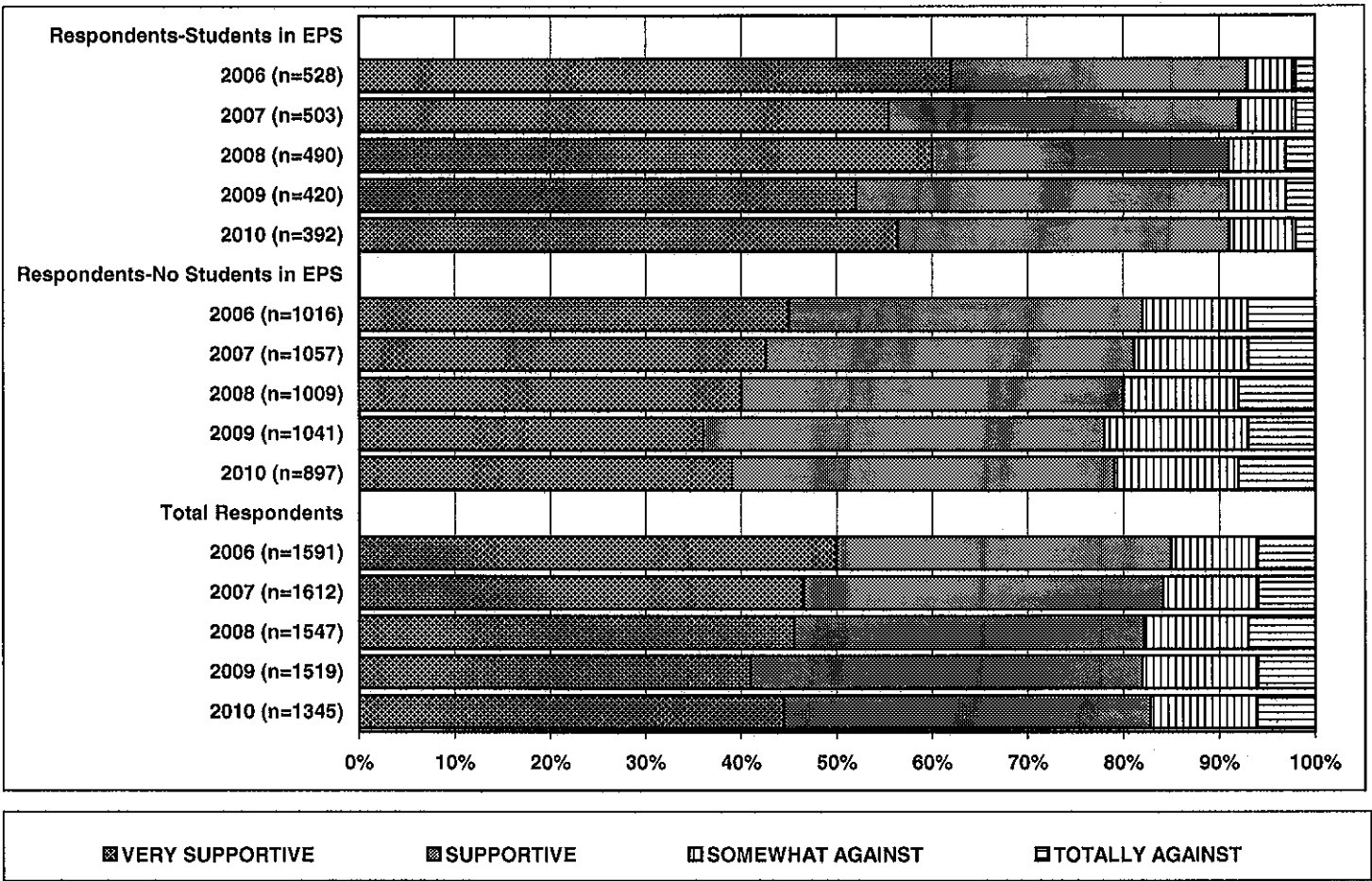


**22. Having a choice of different types of schools (e.g. gender specific, language specific, fine arts, sports,**



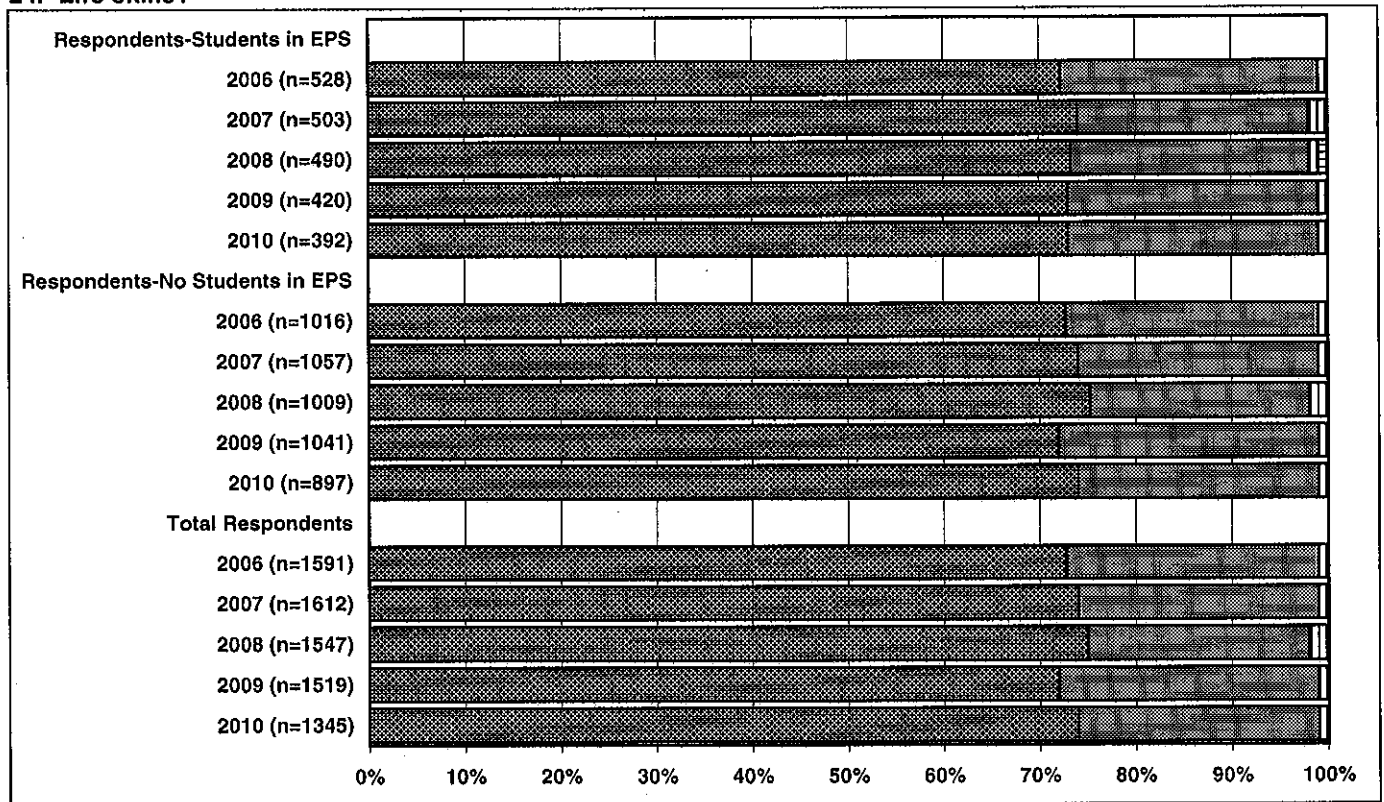
**HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:**

**23. An increase in funding for Edmonton Public Schools?**

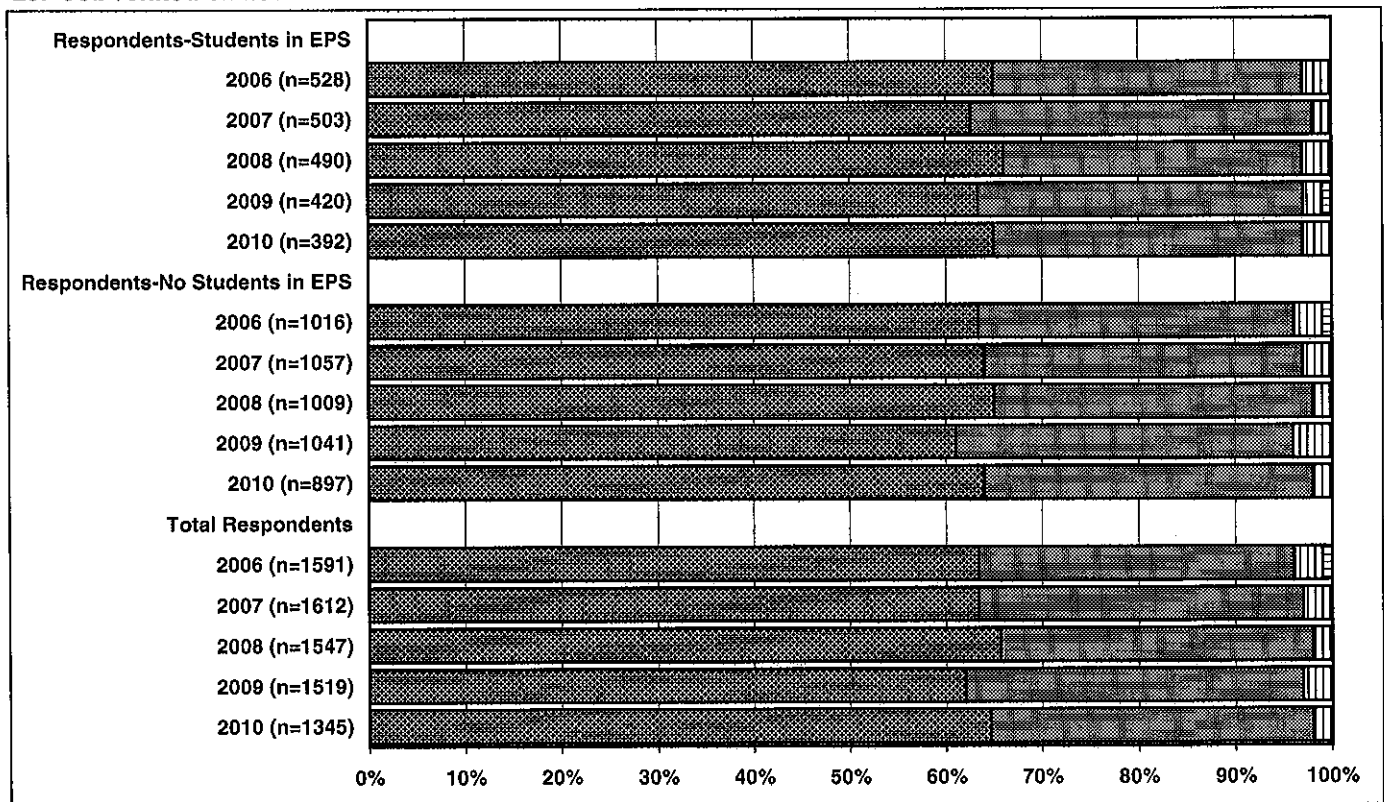


**HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:**

**24. Life skills?**



**25. Job related skills?**

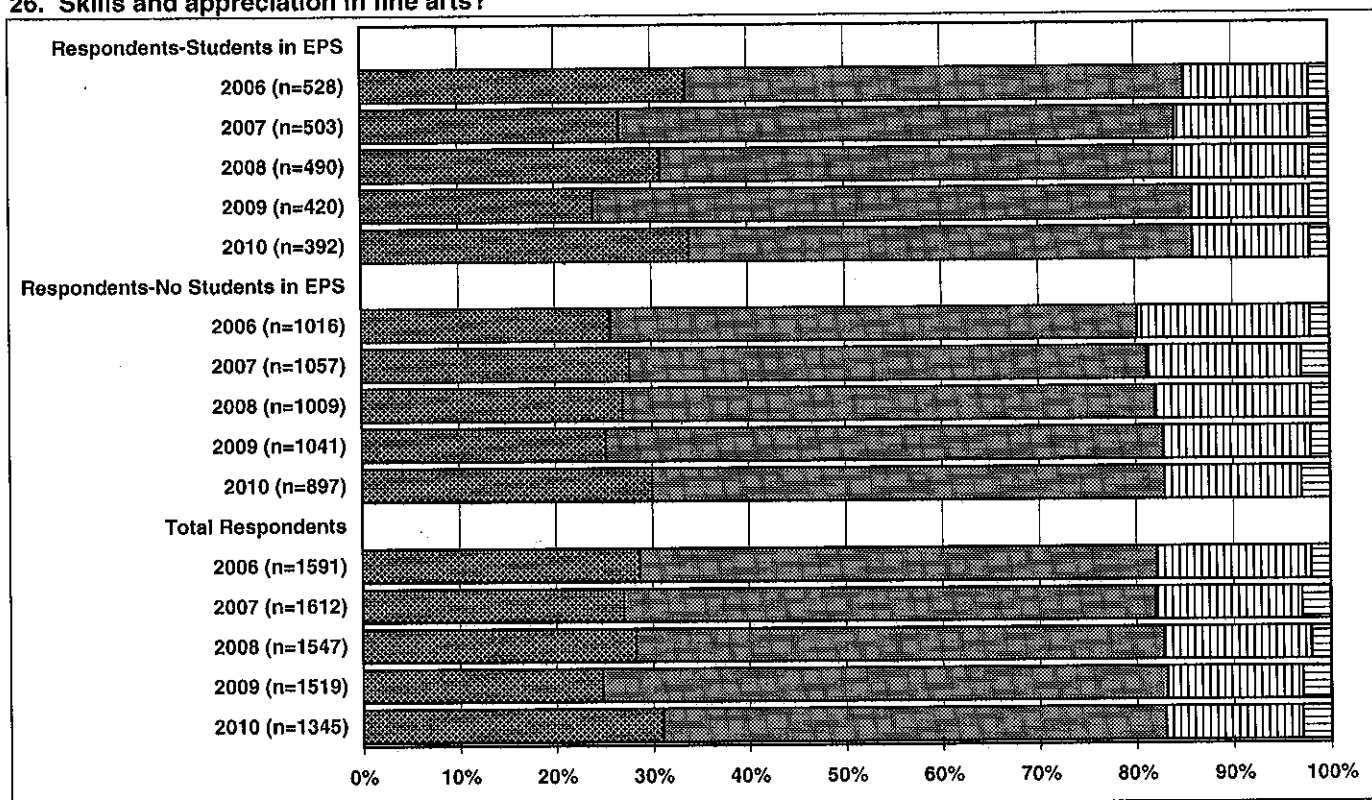


VERY IMPORTANT     
  IMPORTANT     
  UNIMPORTANT     
  VERY UNIMPORTANT

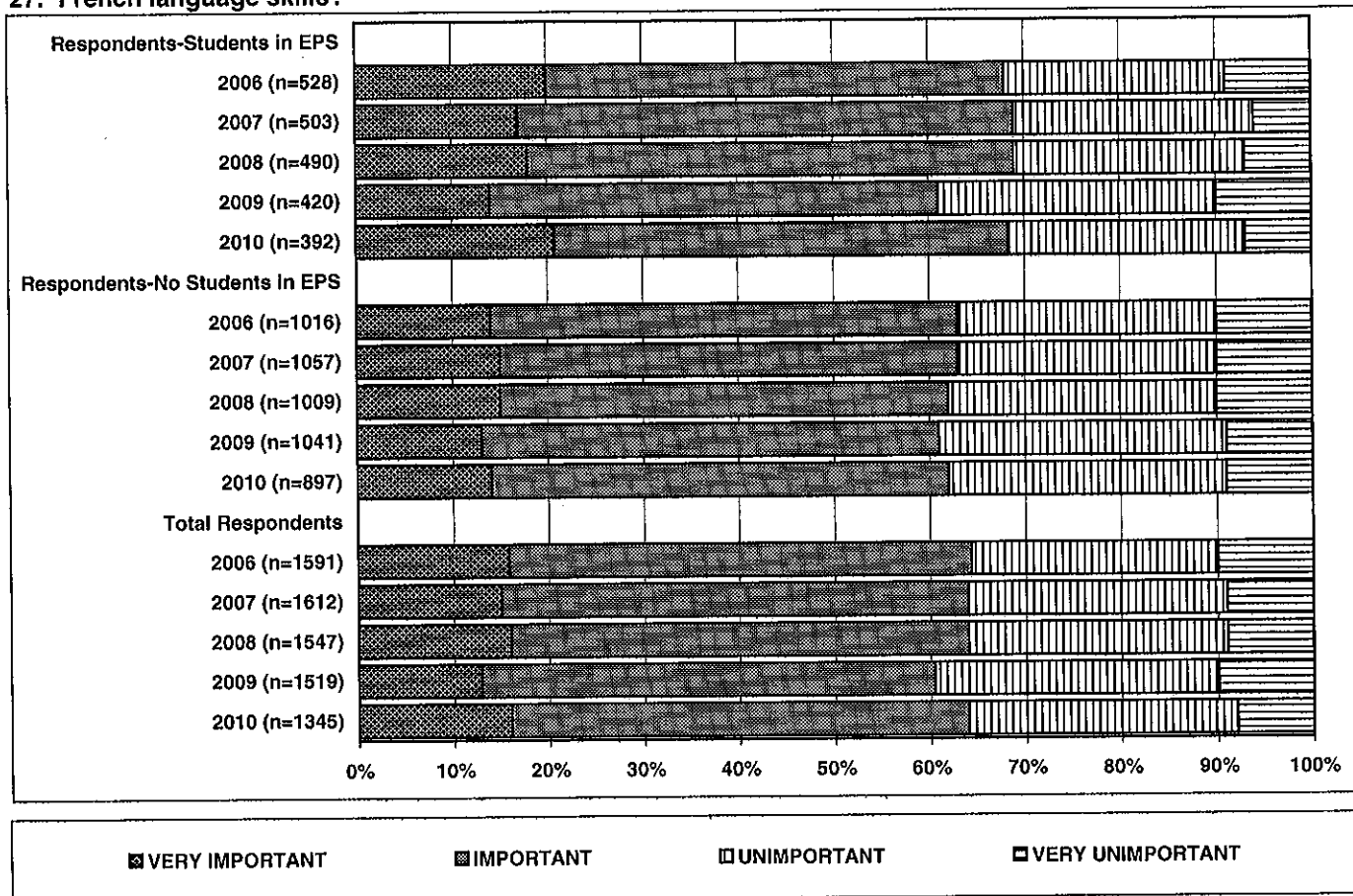


HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

26. Skills and appreciation in fine arts?

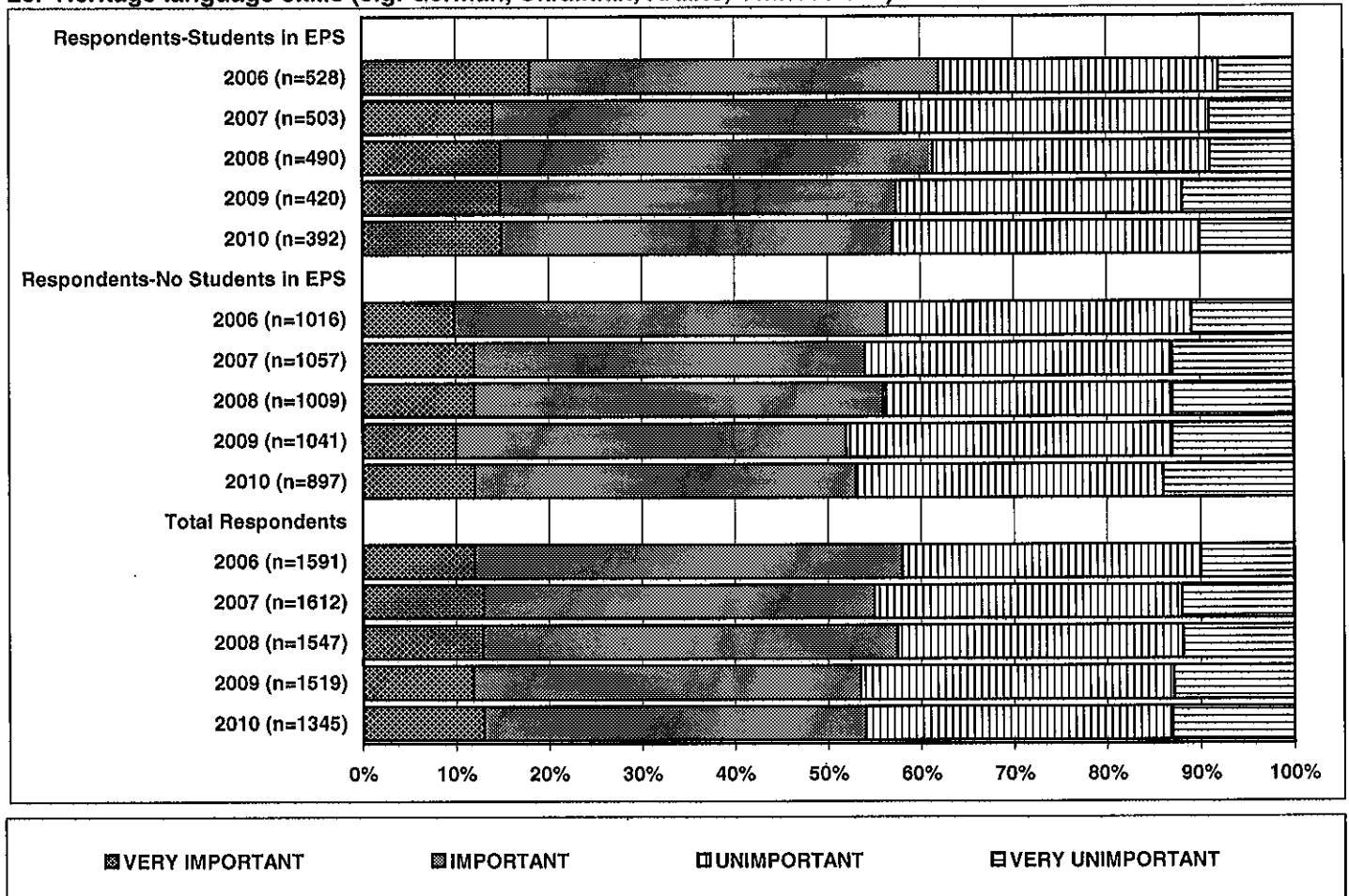


27. French language skills?



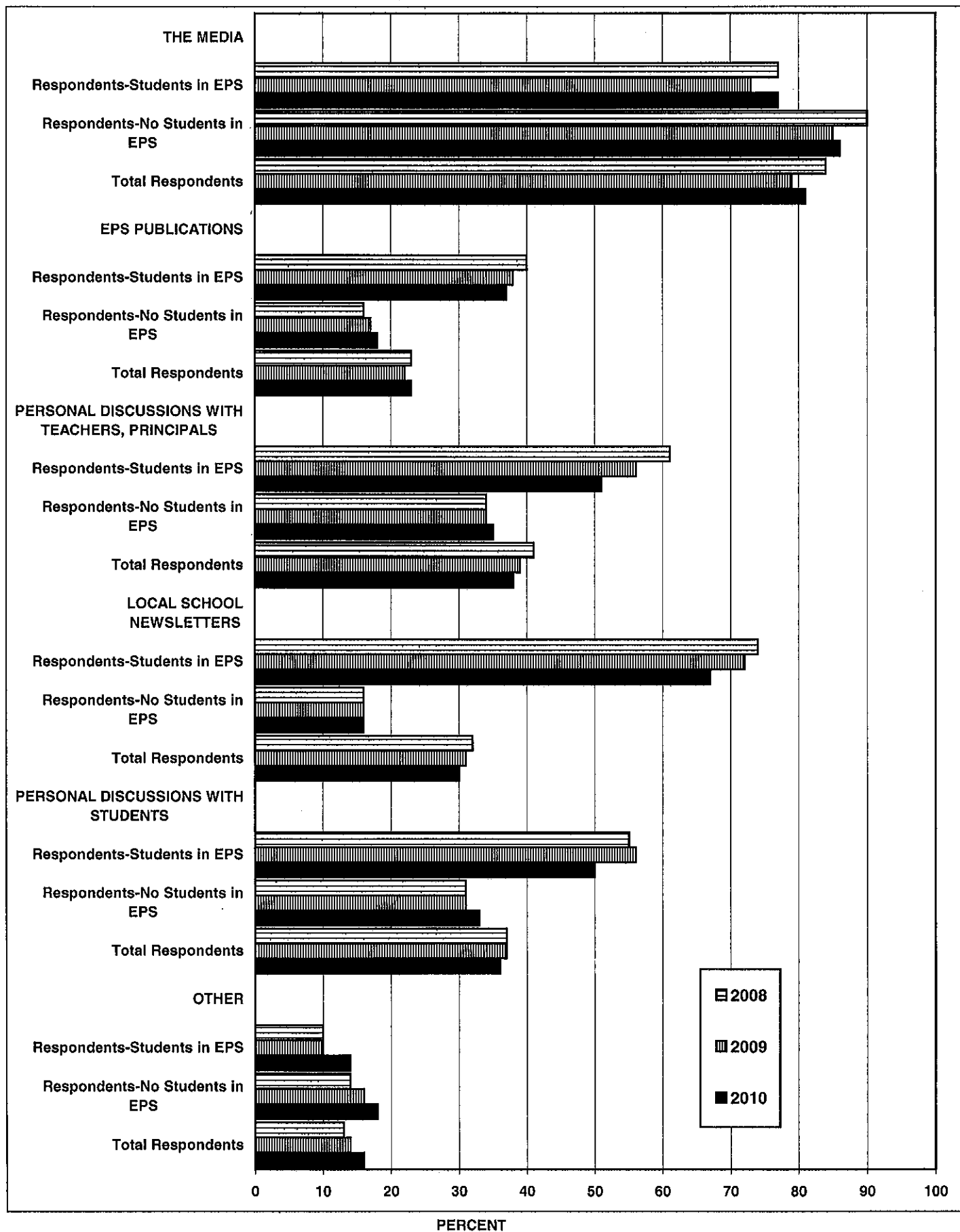
HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

28. Heritage language skills (e.g. German, Ukrainian, Arabic, Chinese etc.)?

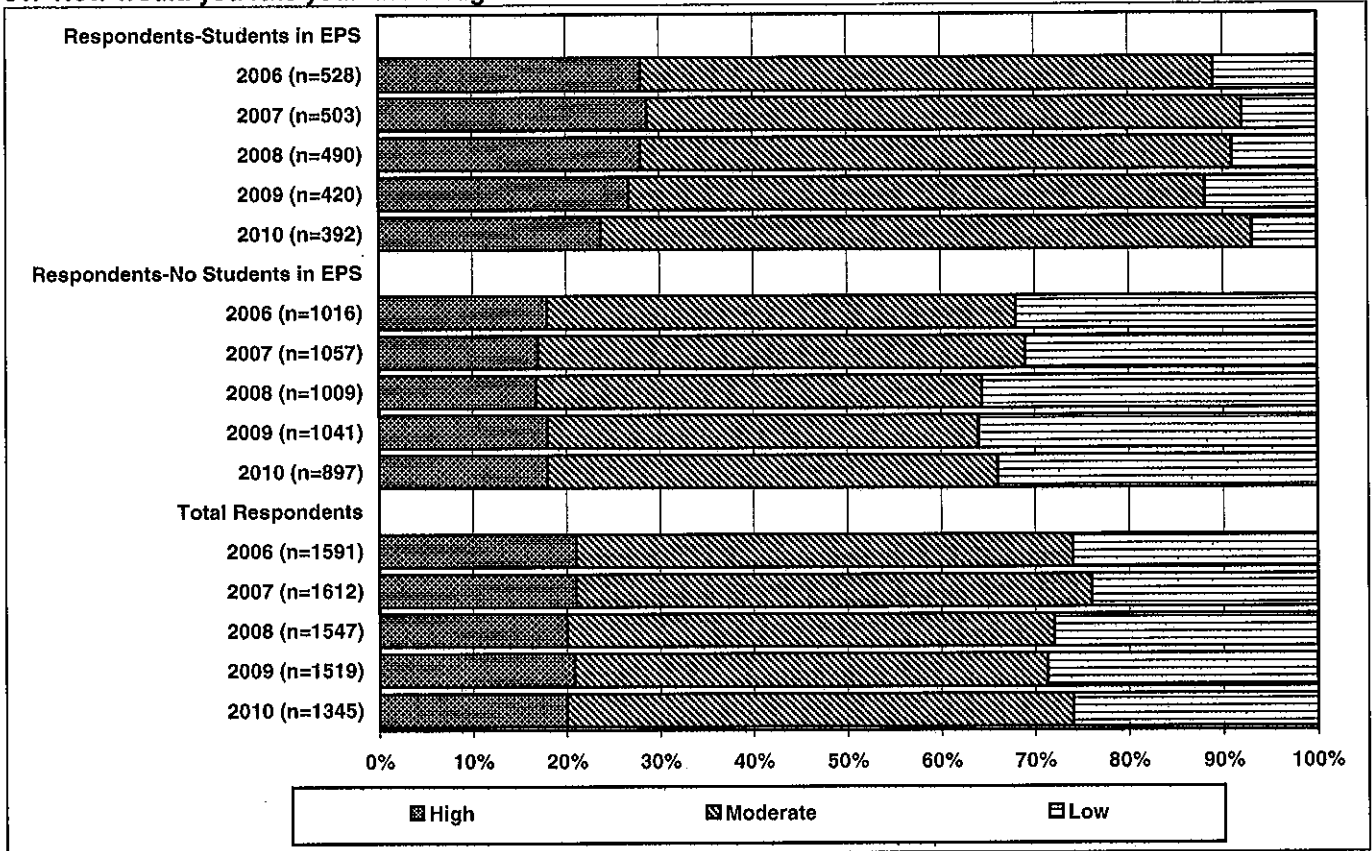




29. WHERE DO YOU USUALLY GET YOUR INFORMATION ABOUT EDUCATIONAL ISSUES IN EDMONTON?



31. How would you rate your knowledge about Edmonton Public Schools?



What would you say are the main issues facing education?

