

EDMONTON PUBLIC SCHOOLS

October 28, 2008

TO: Board of Trustees

FROM: E. Schmidt, Superintendent of Schools

SUBJECT: 2007-08 Student, Parent, Staff Satisfaction Survey Results and 2007-08 Community Satisfaction Survey Results

ORIGINATOR: T. Parker, Assistant Superintendent

RESOURCE

STAFF: Diane Brunton, Mike Falk

INFORMATION

Background

The district's annual Student, Parent, Staff Satisfaction Surveys, instituted in 1979, measure the satisfaction levels of students, parents, and staff with critical areas of schooling. The surveys provide a yearly measure of satisfaction within the district on a number of areas. Survey results are used by all schools and central decision units as one measure of accountability. They provide performance measures for the district's annual report to Alberta Education. Data provided by the surveys is used in conjunction with other information for budget planning, results review and the evaluation and modification of programs and initiatives.

The 2008 District Student, Parent, Staff Satisfaction Survey was administered in April to respondent groups including a representative sample of students and parents at each school and all district staff.

Students and staff completed their surveys throughout the period of April 21st to May 2nd. All students and staff used the Internet as a means of submitting their responses. Hard copies of the schools' survey results were delivered to principals before school start up.

On alternate years, parents are surveyed at either the district level or at the individual school level. In 2007-08, samples of parents from each school were asked to provide input. Parent survey packages were mailed April 18th to randomly selected parents from across the district. Parents had three options for completing the questionnaire; by mail, submitted through the Internet or over the phone when contacted by a local call centre. The telephone calls were initiated after the deadline for returning the questionnaire had passed and served to increase the number of parent responses to an acceptably valid level. Approximately 65% of the total parent responses received were collected by the call centre. Copies of survey questions will be posted in the Trustee Reading Room.

The district's annual community satisfaction survey monitors the perceptions of Edmonton Public Schools tax supporters regarding the education and services Edmonton Public Schools is providing. Data gathered from the survey is used in combination 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. Each year, a representative sample of Edmonton Public Schools tax supporters is randomly selected to receive the survey. The survey packages are mailed via Canada Post in the later part of April. Respondents may reply by return mail in the provided postage paid envelope or online through a secure website. Results are reported from the perspective of respondents who have children attending district schools along with those who do not. The results of the Community Survey are summarized in Appendix IV.

Analysis of Results

As with most data, information from the satisfaction survey provides information that is best used at the local level. At the school and department level, leaders have the opportunity to place the results in context. As well, they are able to then further probe into understanding how and why increases or decreases occurred. The work of discussing and understanding what the survey results mean at the local level began in August and is continuing at schools and central departments. Assistant Superintendents are provided information about the process and implications by both central and school leaders.

At the district level, survey information is specifically used as one measure to inform movement toward attainment of the District Priorities. When used in conjunction with Provincial Achievement and Diploma Exams, course completion data, Highest Level of Achievement Test results and survey information from the Accountability Pillar, a comprehensive picture of the level of success the district, as it relates to its priorities, is developed. For the purpose of this report, data related to Priority one has not been included, as it relates directly to Provincial Achievement and Diploma examinations. A summary of the district satisfaction survey, as it relates to Priorities Two and Three, is contained in Appendix I.

Next Steps

This year, the Surveys and Information Analysis Unit is undertaking a review of the staff satisfaction survey process. This work is occurring on three levels; research related to the practices of other districts related to satisfaction surveys, focus groups with district leaders to determine the value of the survey and individual questions and investigation of district initiatives for gauging satisfaction of stakeholders. Although the initial plan was to have the information gathered and recommendations related to the survey completed in the 2008-2009 school year, this work is proving more complex and it is not anticipated to have recommendations and decisions made prior to April 2009 when the survey is administered.

DB:

APPENDIX I	Analysis of Student, Parent, Staff Satisfaction Survey Results 2008 Related to District Priorities Two and Three
APPENDIX II	Student, Parent, Staff Satisfaction Survey Results 2008 - Multiyear Graphs
APPENDIX III	Student, Parent, and Staff Satisfaction Survey Results 2008 - Multiyear Tables of Increases/Decreases
APPENDIX IV	Community Satisfaction Survey Results 2008
APPENDIX V	Community Satisfaction Survey Results 2008 - Multiyear Graphs
APPENDIX VI	Community Satisfaction Survey Results 2008 - Multiyear Tables of Increases/Decreases

Analysis of Student, Parent, Staff Satisfaction Survey Results 2008 Related to District Priorities Two and Three

Priority Two

To ensure high quality teaching and learning:

Aggregated Student Results

The data from students is collected in three groupings; Grades 2 - 6, Grades 7 - 9 and Grades 10 - 12. This allows for specific questions that relate to programming at each of the levels to be asked as well as to allow for age appropriate terms and language to be used. The questions that relate most directly to Priority Two are listed below. As the exact same question is not asked of all groups of students, a total percentage has not been included for student questions.

- Find school work interesting
- Are you expected to do your best
- Are your classes challenging
- Clear on what you are expected to learn
- Information from report card helpful
- Teacher helps you when needed
- Enough variety of courses available
- Help planning high school program
- Help for further education planning
- Feel prepared to enter the world of work
- Principal a good leader/confidence in your principal

The district level aggregated responses for these questions range from a low of 71% satisfaction; information from the report card being helpful (Grades 10 - 12), to a high of 98% satisfaction; teacher expects you to do your best (Grades 2 - 6).

Overall it would appear that our students are satisfied with the quality of teaching and learning occurring in our classrooms.

Aggregated Parent Results

- | | |
|--|-----|
| • Satisfaction with overall quality of education | 96% |
| • Emphasis placed on English Language Arts | 96% |
| • Emphasis placed on mathematics | 94% |
| • Emphasis placed on Science | 96% |
| • Emphasis placed on Social studies | 96% |
| • Programs/courses available in the school | 92% |
| • Enough information on learning expectations | 84% |
| • Satisfied school staff work as a team | 91% |
| • Child receives help needed to succeed | 88% |
| • School work is challenging | 93% |
| • Satisfied with teachers | 93% |
| • Enough information on school's PD | 84% |
| • Post-secondary education preparation | 87% |
| • Usefulness of report card information | 92% |
| • Enough information on student progress | 86% |

- Enough information on achievement results 87%
- Satisfied with the school principal 91%
- Programs and courses available in EPS 93%

Overall it would appear that our parents are satisfied that their children have high quality teachers and receive high quality learning experiences in our schools.

Aggregated School Staff Results

(School staff results include all staff in the school excluding the principal)

- School focused on student achievement 96%
- School provides appropriate learning experiences 90%
- Opportunities for professional development 81%
- Accountability system shapes instructional practice 85%
- Principal provides effective leadership 85%

The district aggregated results for these questions range from a low of 81%, opportunities for professional development to a high of 96% school focused on student achievement. Overall it would appear that there is a high level of satisfaction expressed by school staff related to the provision of high quality teaching and learning opportunities.

Aggregated Principal Results

- School focused on student achievement 99%
- Staff work as a team in the district 91%
- Staff provide appropriate learning experiences 98%
- Opportunities for professional development 96%
- Accountability system shapes instructional practice 96%
- Time in classrooms enhances instruction in school 96%
- Time in classrooms assists PD decisions 96%
- Availability of staff for regular programs 84%
- Availability of staff for special needs programs 61%
- Availability of staff for alternative programs 65%
- Accommodation of special needs students 79%

The district aggregated results for principals range for a low of 61%, availability of staff for special needs students to a high of 99%, school is focused on student achievement. The work currently underway in Personnel related to the Human Resources (H.R.) Strategy is one way the District is working on addressing this issue related to staffing.

Aggregated Central Services Results

- District focused on student achievement 93%

Priority Three

To achieve high standards of citizenship, conduct, safety and well-being of students and staff.

Aggregated Student Results

The data from students is collected in three groupings; Grades 2 - 6, Grades 7 - 9 and Grades 10 - 12. This allows for specific questions that relate to programming at each of the levels to

be asked as well as to allow for age appropriate terms and language to be used. The questions that relate to Priority Three are listed below. As the exact same question is not asked to all three groups of students, a total percentage has not been included for student questions.

- Know how you are expected to behave
- Know the school rules
- Students follow rules when in classroom
- Students follow rules out of classroom
- Most students respect other students
- Most students respect school property
- Most students respect school staff
- Feel safe in your school
- Feel safe on the way to and from school
- Feel safe at recess time
- Recognition for accomplishments
- Staff talk to when you have a problem
- Opportunity for extra-curricular activities
- Opportunity for say in school decisions

The district level aggregated responses for these questions range from a low of 68% follows rules outside the classroom (Grades 7-9) to a high of 98% (students know the school rules, Grades 2-6). Overall it would appear that our students are satisfied with most aspects of their learning environment as it relates to safety conduct and opportunities for the development of citizenship.

Aggregated Parent Results

- | | |
|---|-----|
| • Enough information on behavior expectations | 95% |
| • Satisfied child is safe in school | 92% |
| • Satisfied child is safe to and from school | 90% |
| • Way discipline is handled in school | 88% |
| • Welcome received at school | 95% |

The parent aggregated results demonstrate range from 88%, how discipline is handled, to a high of 95% information on behavior expectations and welcome received at the school. Follow up discussions with individual principals where parents have indicated low levels of satisfaction with the way discipline is handled is on going by Assistant Superintendents.

Aggregated School Staff Results

- | | |
|--|-----|
| • School is a good place to work | 89% |
| • Staff work as a team in your school | 82% |
| • Satisfied with info on district happenings | 80% |
| • Input into school level decisions | 74% |
| • Get recognition for the work you do | 77% |
| • Work responsibilities are reasonable | 80% |
| • School is a safe environment | 90% |

The aggregated results range from a high of 90%, to a low of 74%. School staff are least satisfied with their opportunities for input into school level decisions. Currently, district staff are working cooperatively on the Framework for Involvement in Site-Based Decision Making Joint Committee. It is expected that building a common understanding of decision making will be one step toward helping staff increase their satisfaction with input.

Aggregated Principal Results

• School is a good place to work	98%
• Satisfied with info on district happenings	93%
• Staff work as a team in the district	91%
• Get recognition for the work you do	80%
• Work responsibilities are reasonable	78%
• School is a safe environment	99%
• District is a good place to work	98%

The responses for Principals range from a high of 99%, to a low of 78%. Overall principal satisfaction is high. Follow up conversations with principals related to work responsibilities and recognition are currently underway.

Aggregated Central Staff Results

• Central services is a good place to work	82%
• Staff work as a team in your work unit	73%
• Input into department level decisions	52%
• Get recognition for the work that you do	56%
• Work responsibilities are reasonable	69%
• District is a good place to work	81%
• Workplace is a safe environment	75%

Central staff is our most diverse group, as it consists of teachers and non-teaching professionals. Responses range from a high of 82%, to a low of 52%. As with school staff, conversations are underway to determine perceptions and issues related to input into department level decisions.

COMMUNITY SATISFACTION SURVEY RESULTS 2008

Summary of Survey Analysis

Analysis of the 2008 Community Survey data reveals little change overall in comparison to results from 2007. Positive response to most questions remains fairly stable with modest increases or decreases from last year. Respondents were asked to provide their input regarding the main issues facing education. The foremost concern for both parent and non-parent groups remains funding issues, followed by matters relating to safety and well-being.

The following table provides a summary of the 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 as well as longitudinally.

	Respondents <u>Without</u> Children in EPS	Respondents <u>With</u> Children in EPS
Increase In Positive Responses	<ul style="list-style-type: none">▪ effectiveness of trustees▪ funding from fund raising	<ul style="list-style-type: none">▪ effectiveness of trustees▪ funding from exclusive supply agreements
Upward Trend In Positive Responses	<ul style="list-style-type: none">▪ nil	<ul style="list-style-type: none">▪ condition of EPS buildings▪ funding from fund raising
Decrease In Positive Responses	<ul style="list-style-type: none">▪ encouraging school completion	<ul style="list-style-type: none">▪ EPS better/same as other countries▪ choice of different school types▪ effectiveness of principals▪ EPS better/same as private schools▪ preparation for the world of work
Downward Trend In Positive Responses	<ul style="list-style-type: none">▪ providing for the safety of students at school	<ul style="list-style-type: none">▪ nil

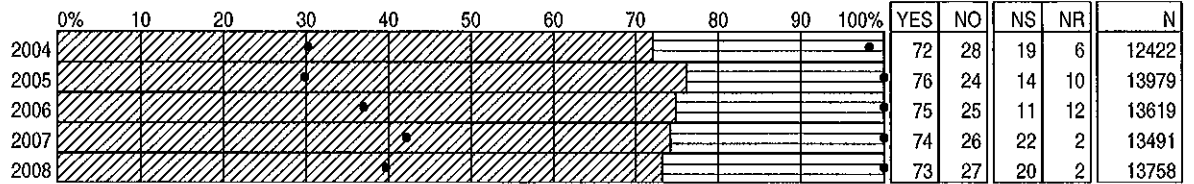
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 2-6

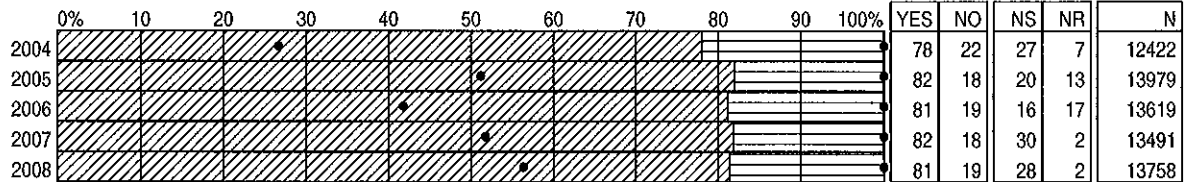
BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

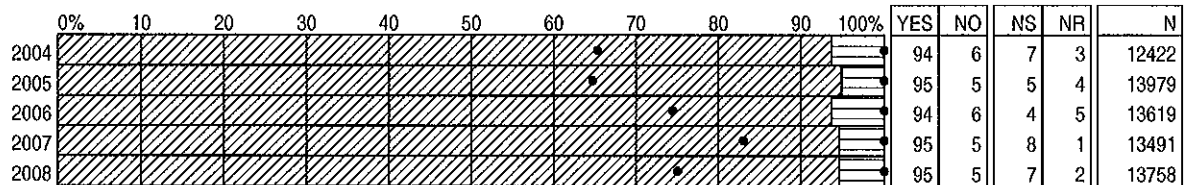
6) Do most of the students in your class follow the classroom rules?



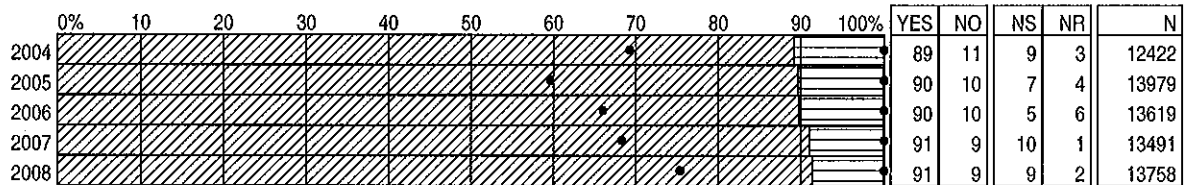
7) Do most of the students in your school follow the school rules?



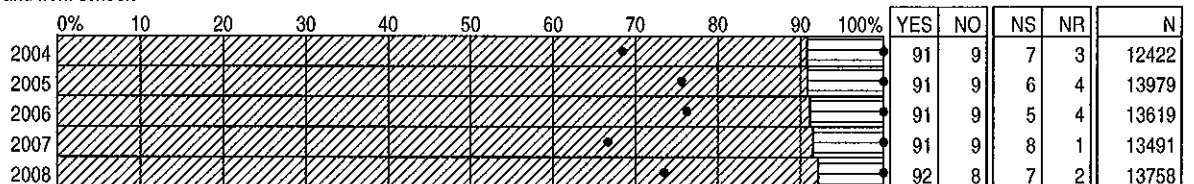
8) Do you feel safe in school?



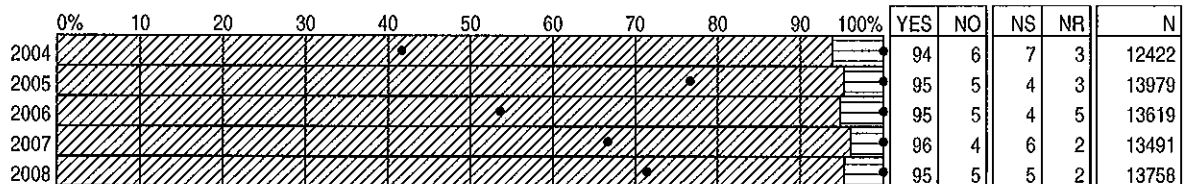
9) Do you feel safe during recess time?



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



11) Is your principal a good leader?



* 2004 results do not include Grade 4 students

* Results weighted

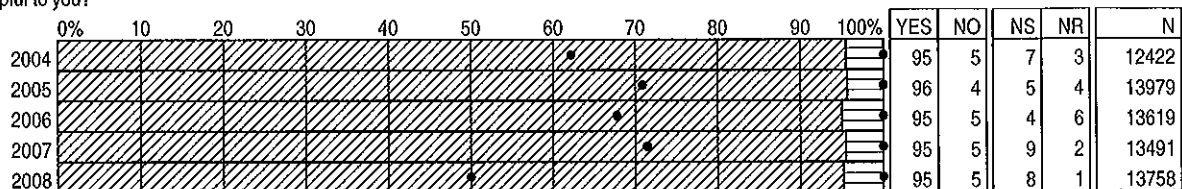
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 2-6

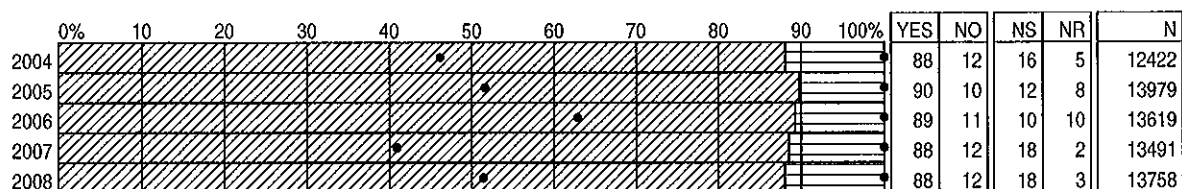
BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

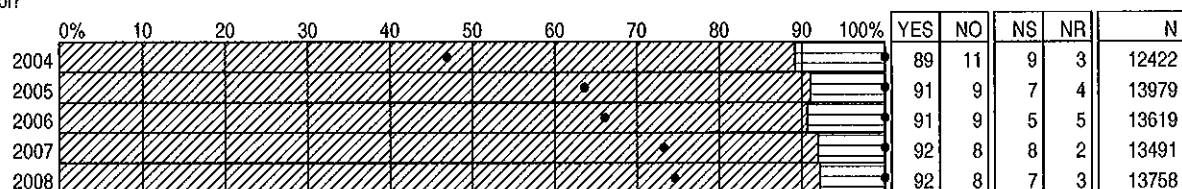
12) Are the people in the office helpful to you?



13) Is your school clean?



14) Do you like being in your school?



* 2004 results do not include Grade 4 students

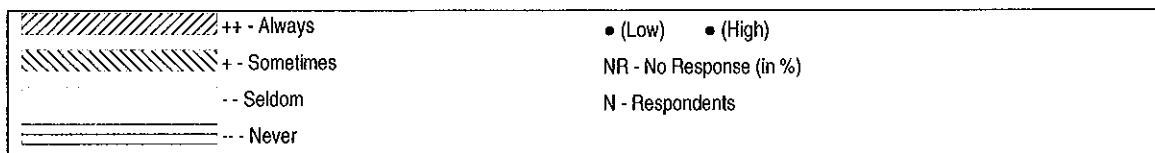
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 7-9

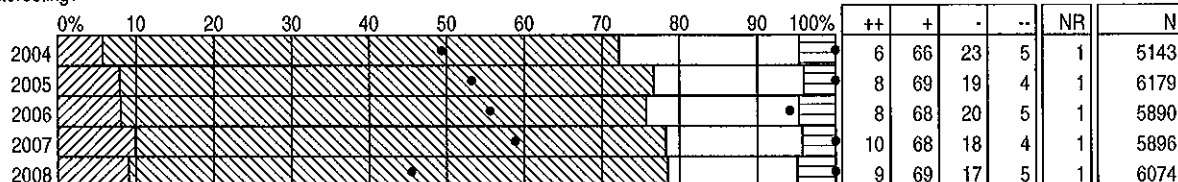
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

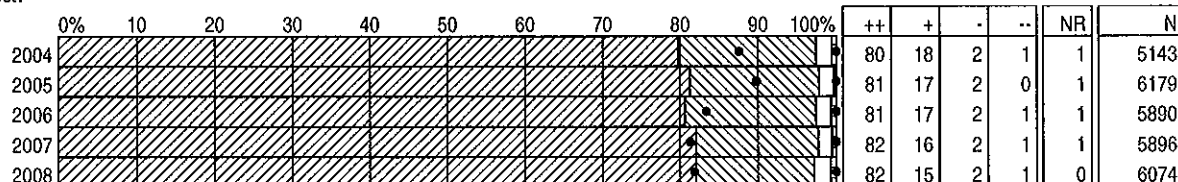


Note: Graph percentages are based on committed responses

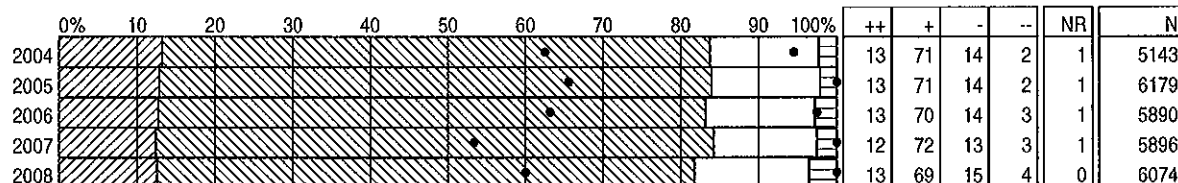
1) Do you find your school work interesting?



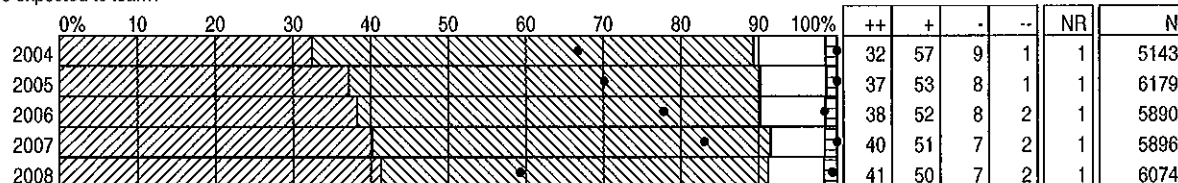
2) Are you expected to do your best?



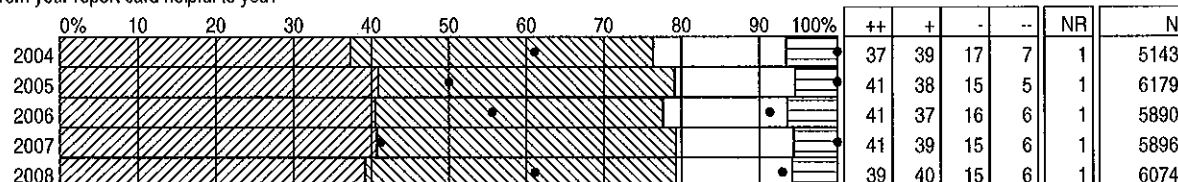
3) Are your classes challenging?



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



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



* Grade 7 students are not included in the survey for 2004

* Results weighted

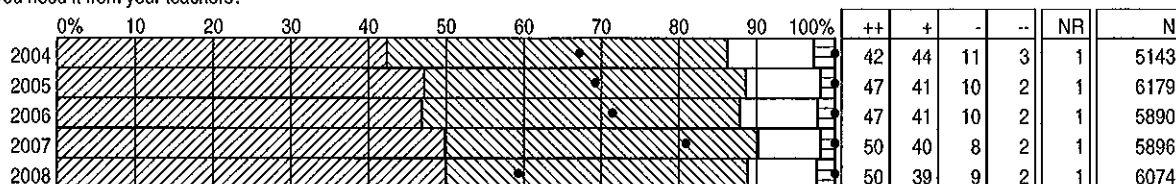
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 7-9

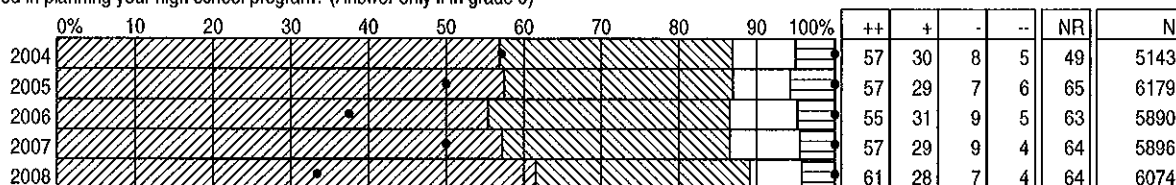
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

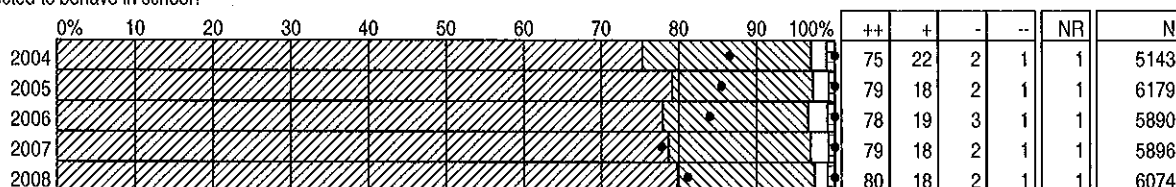
6) Overall, do you get help when you need it from your teachers?



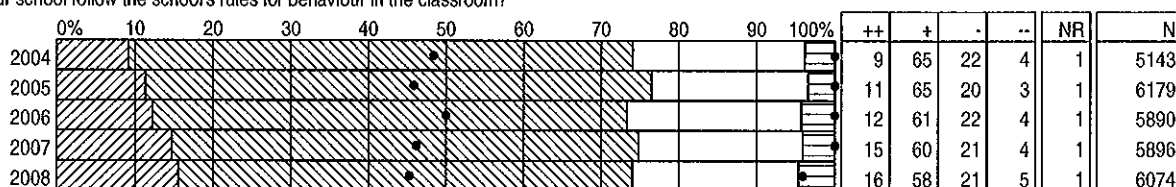
7) Do you get the help that you need in planning your high school program? (Answer only if in grade 9)



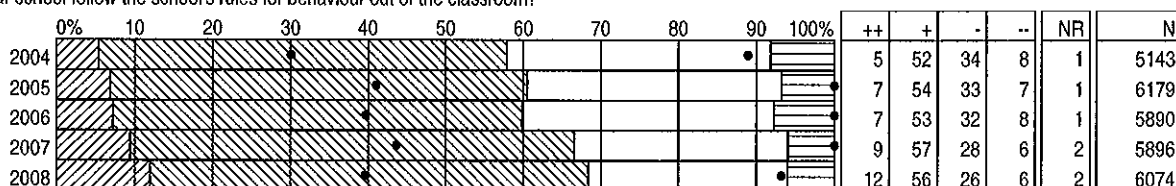
8) Do you know how you are expected to behave in school?



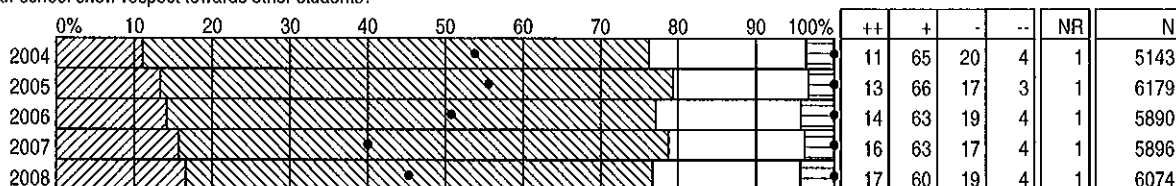
9a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



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



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



* Grade 7 students are not included in the survey for 2004

* Results weighted

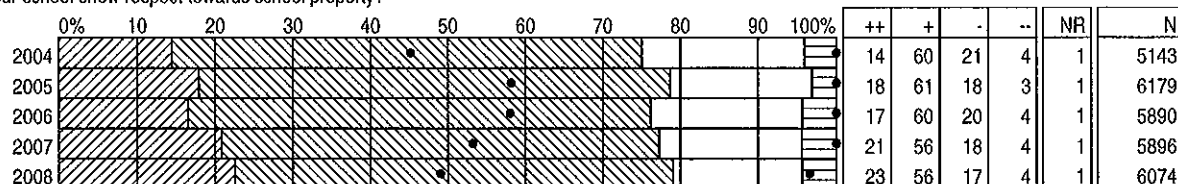
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 7-9

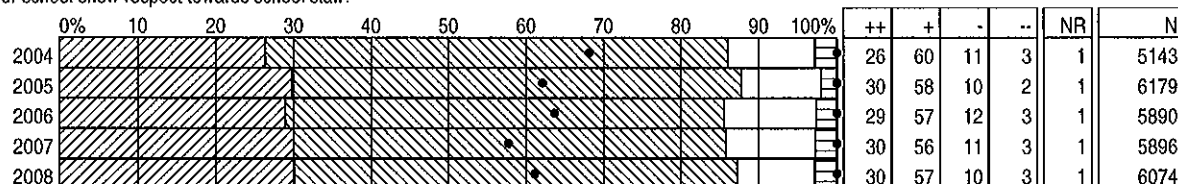
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

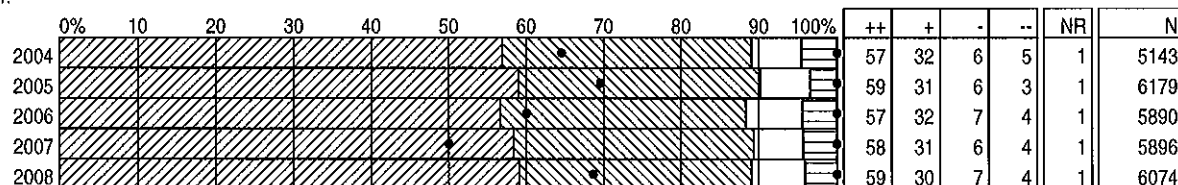
10b) Do most of the students at your school show respect towards school property?



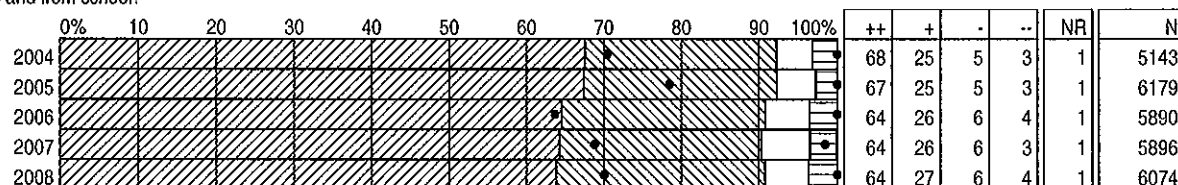
10c) Do most of the students at your school show respect towards school staff?



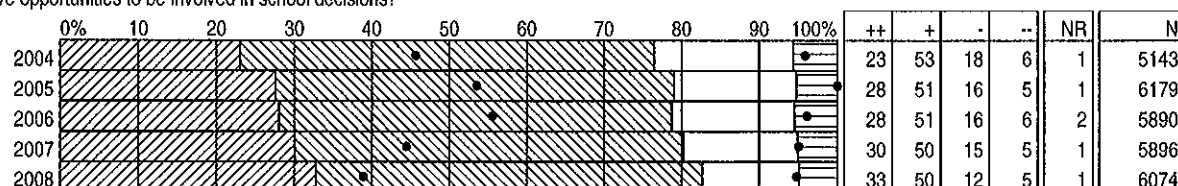
11) Do you feel safe in your school?



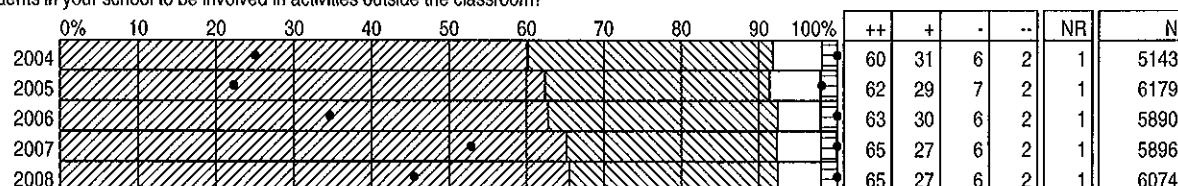
12) Do you feel safe on the way to and from school?



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



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



* Grade 7 students are not included in the survey for 2004

* Results weighted

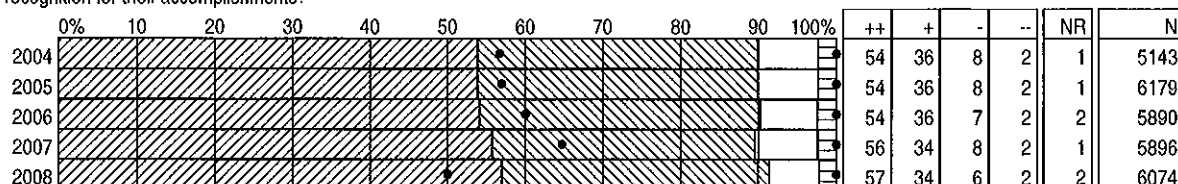
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 7-9

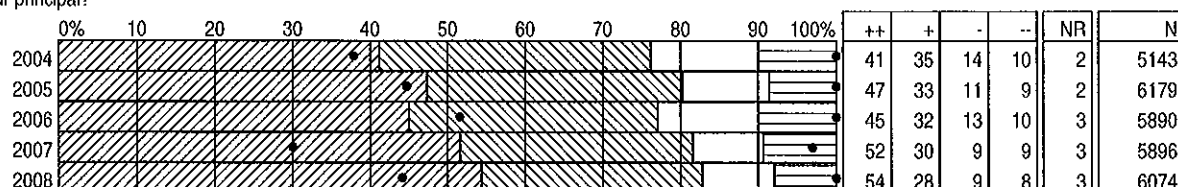
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

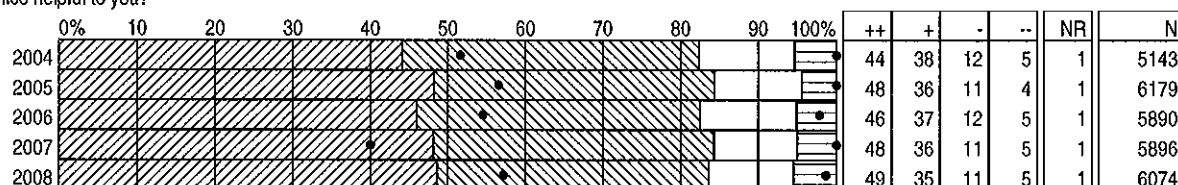
15) Do students in your school get recognition for their accomplishments?



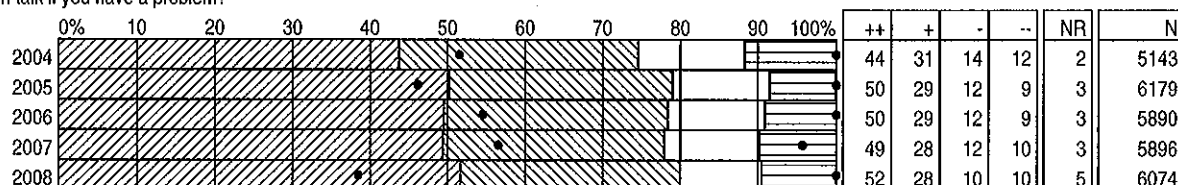
16) Do you have confidence in your principal?



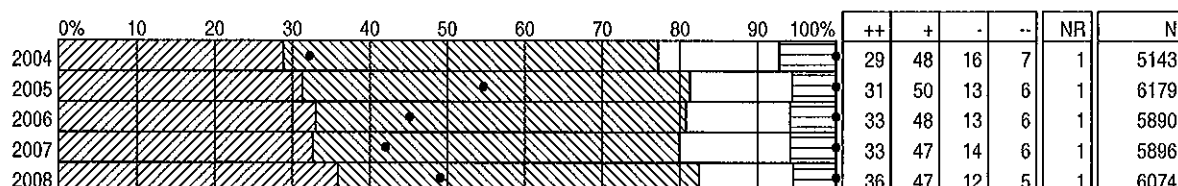
17) Are the people in the school office helpful to you?



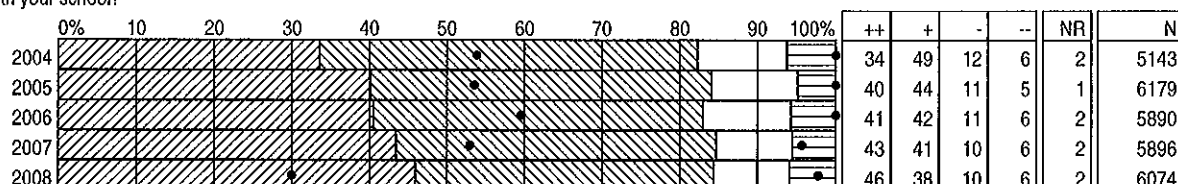
18) Is there a staff member you can talk if you have a problem?



19) Is your school clean?



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



* Grade 7 students are not included in the survey for 2004

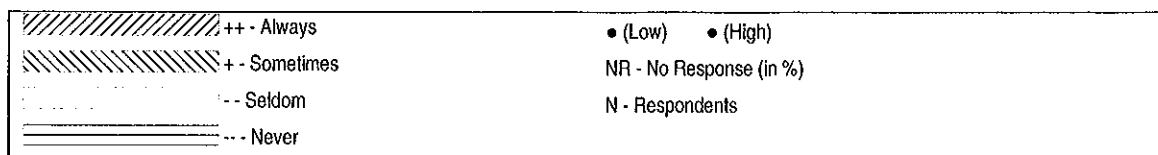
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

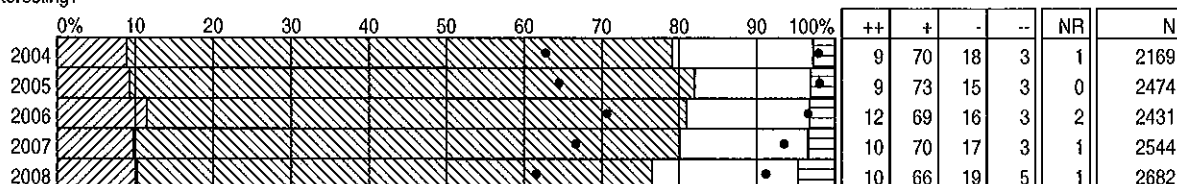
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

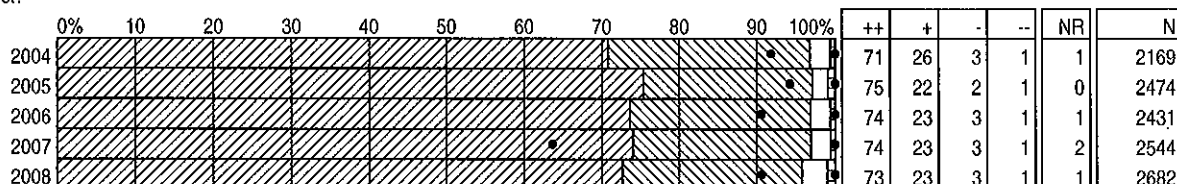


Note: Graph percentages are based on committed responses

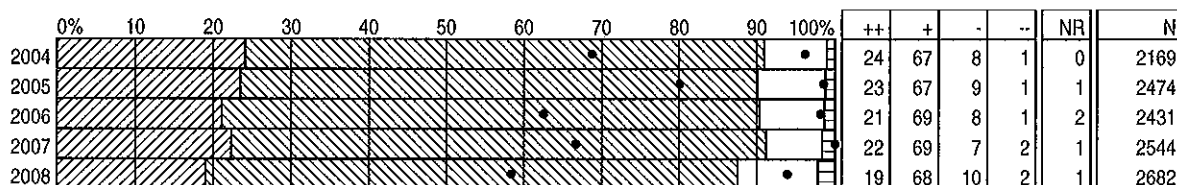
1) Do you find your school work interesting?



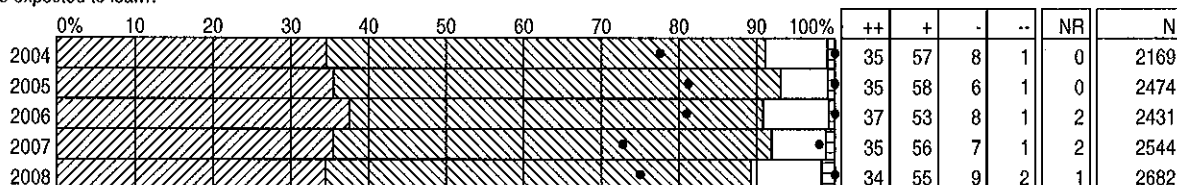
2) Are you expected to do your best?



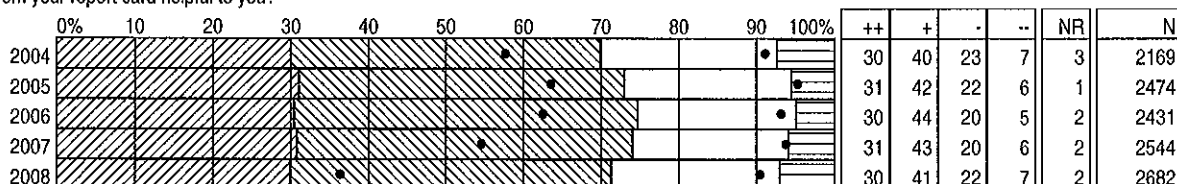
3) Are your classes challenging?



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



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



* 2004 results do not include Grade 10 students

* Results weighted

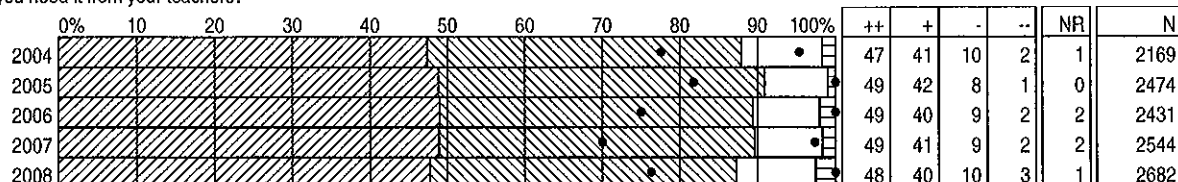
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

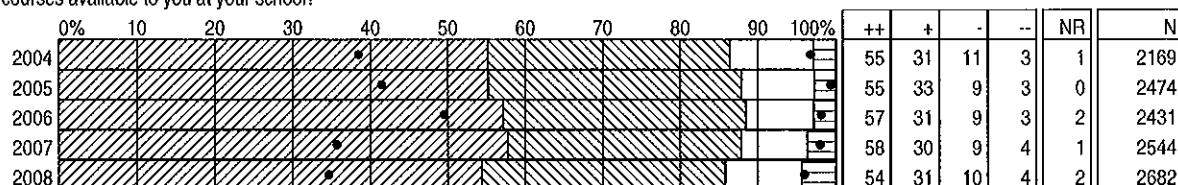
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

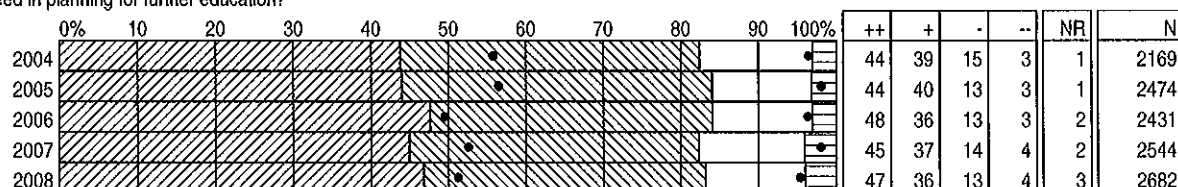
6) Overall, do you get help when you need it from your teachers?



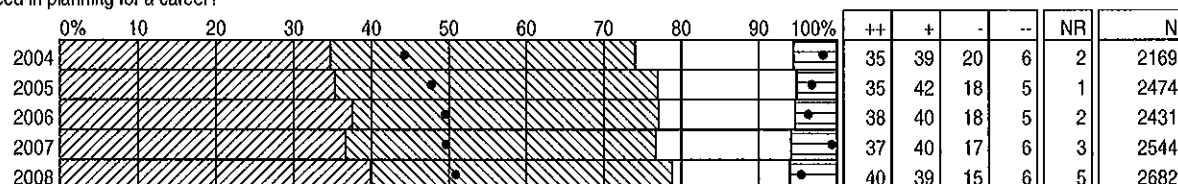
7) Do you have enough variety of courses available to you at your school?



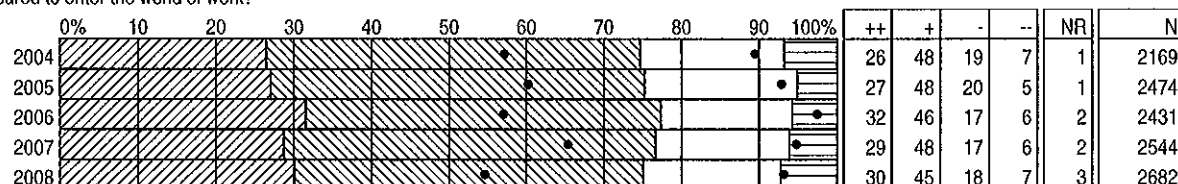
8) Do you get the help that you need in planning for further education?



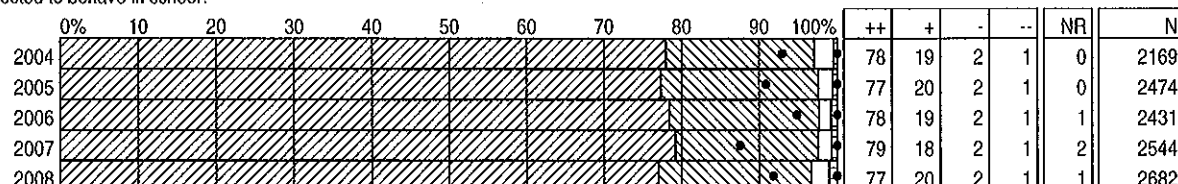
9) Do you get the help that you need in planning for a career?



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



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



* 2004 results do not include Grade 10 students

* Results weighted

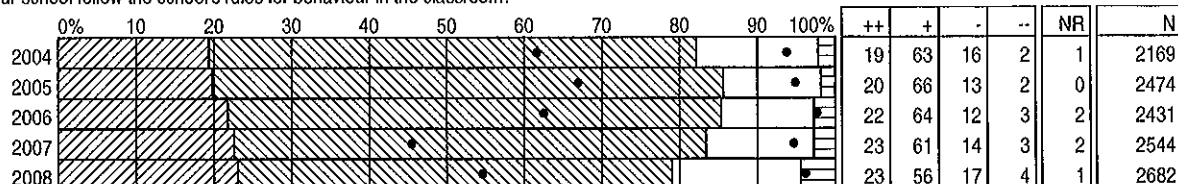
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

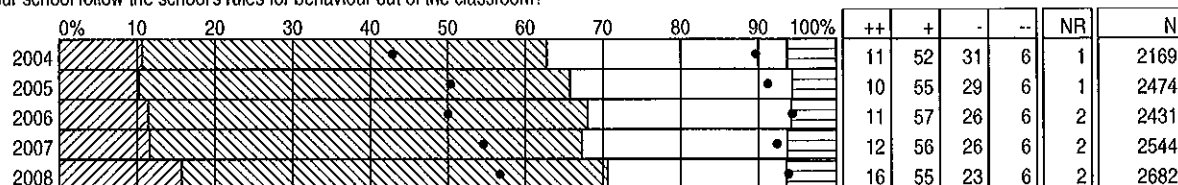
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

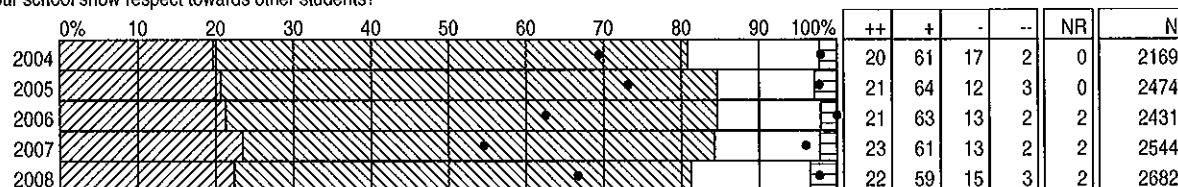
12a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



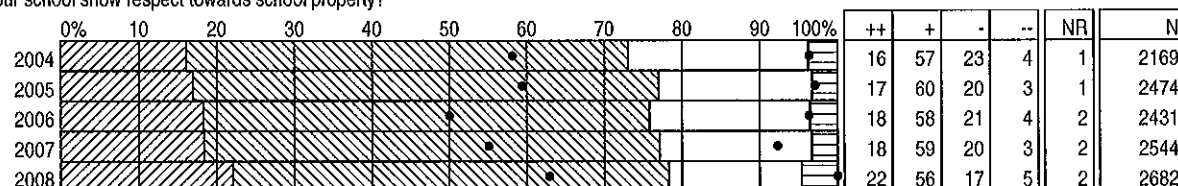
12b) Do most of the students at your school follow the school's rules for behaviour out of the classroom?



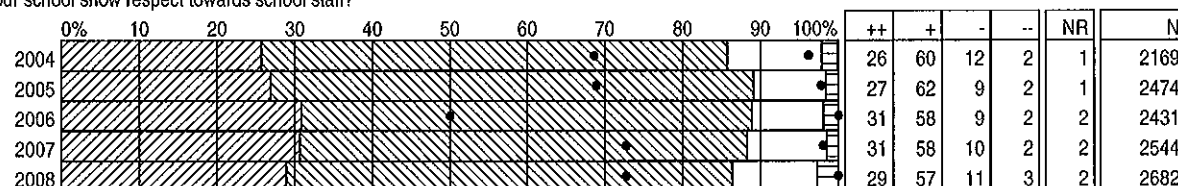
13a) Do most of the students at your school show respect towards other students?



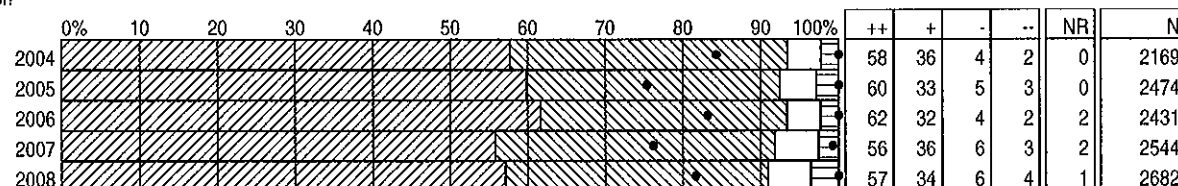
13b) Do most of the students at your school show respect towards school property?



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



14) Do you feel safe in your school?



* 2004 results do not include Grade 10 students

* Results weighted

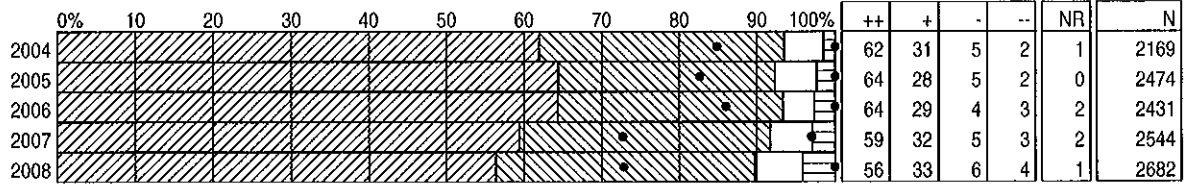
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

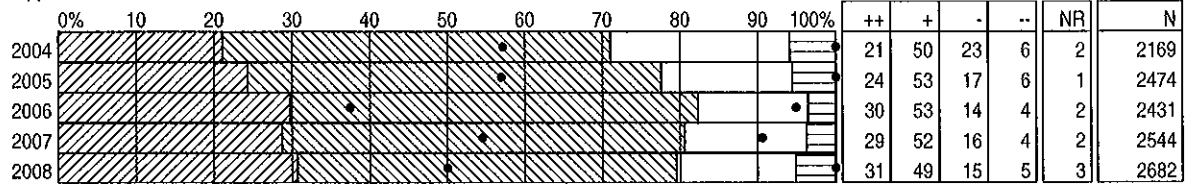
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

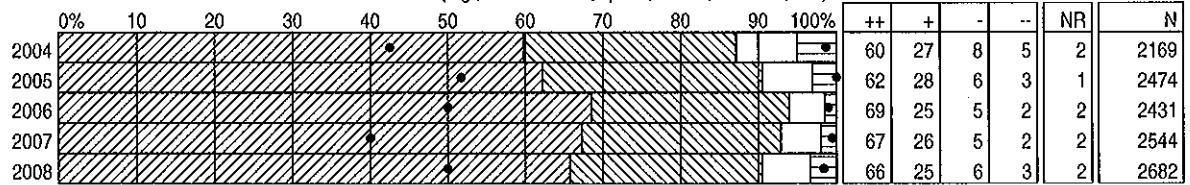
15) Do you feel safe on the way to and from school?



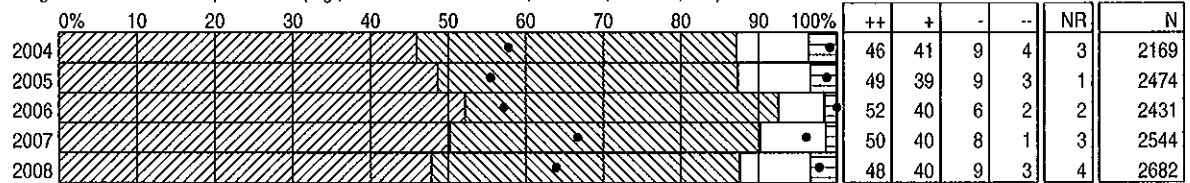
16) Do students in your school have opportunities to be involved in school decisions?



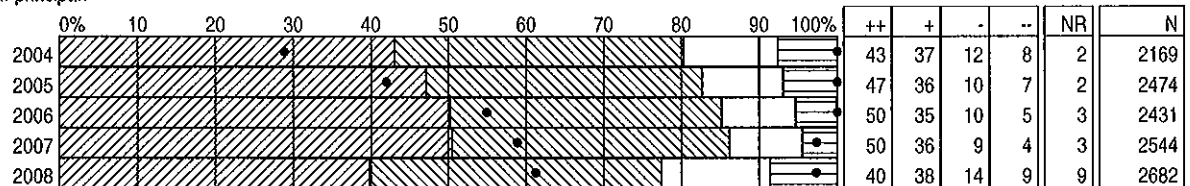
17) Are there opportunities in your school to be involved in activities outside the classroom (e.g., student union, sports, drama, concerts, etc.)?



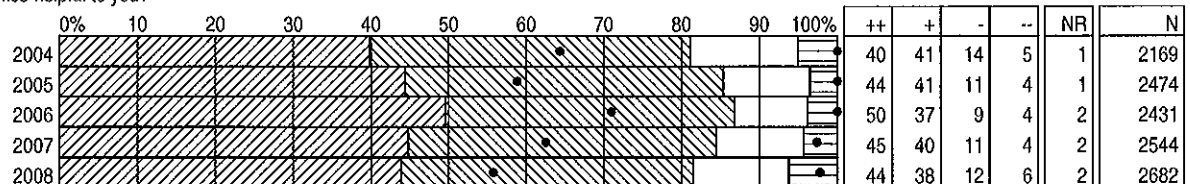
18) Do students in your school get recognition for their accomplishments (e.g., academic achievement, athletics, fine arts, etc.)?



19) Do you have confidence in your principal?



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



* 2004 results do not include Grade 10 students

* Results weighted

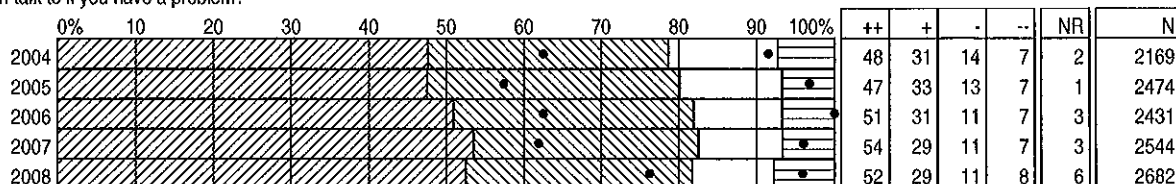
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

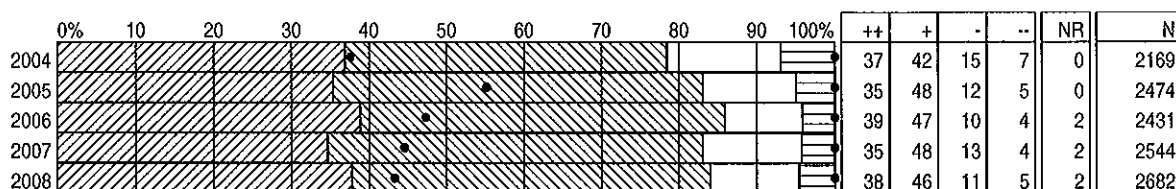
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

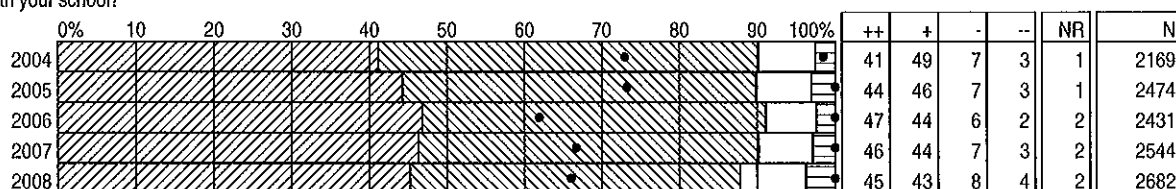
21) Is there a staff member you can talk to if you have a problem?



22) Is your school clean?



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



* 2004 results do not include Grade 10 students

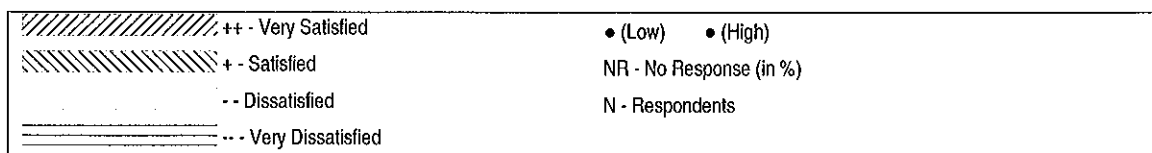
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

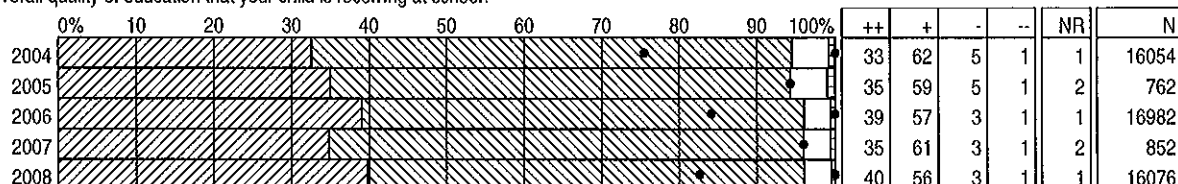
BY QUESTION

PARENTS
DISTRICT TOTAL

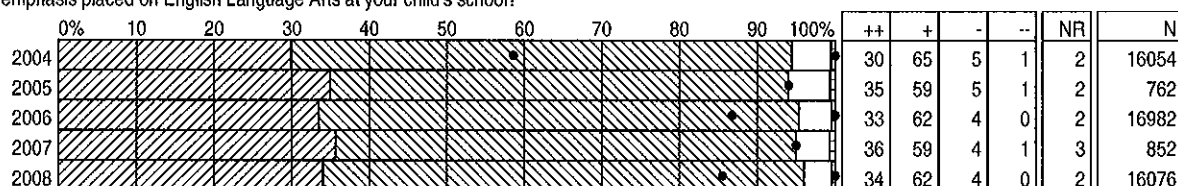


Note: Graph percentages are based on committed responses

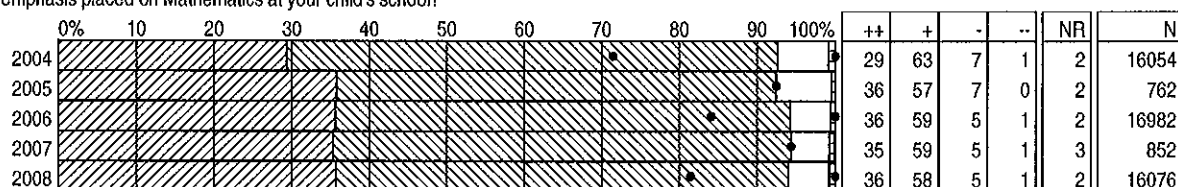
1) How satisfied are you with the overall quality of education that your child is receiving at school?



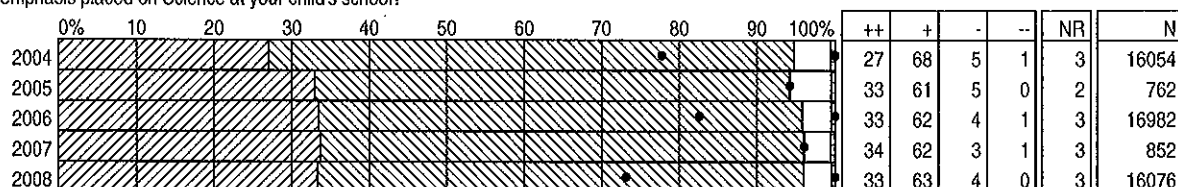
2a) How satisfied are you with the emphasis placed on English Language Arts at your child's school?



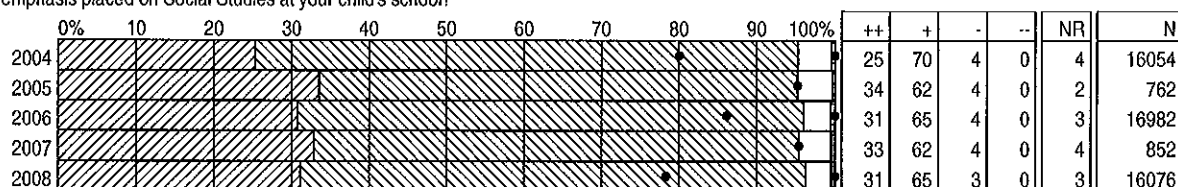
2b) How satisfied are you with the emphasis placed on Mathematics at your child's school?



2c) How satisfied are you with the emphasis placed on Science at your child's school?



2d) How satisfied are you with the emphasis placed on Social Studies at your child's school?



* 2004 results do not include Grades 4, 7, 10

* Results weighted

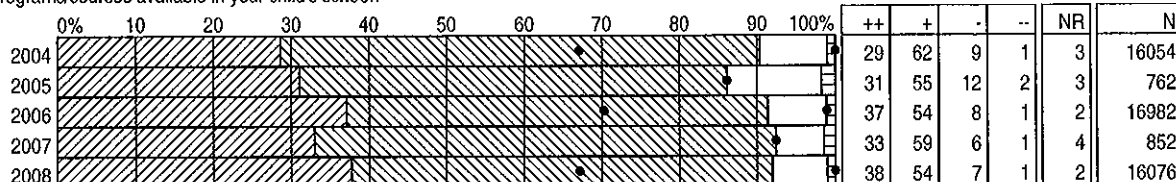
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

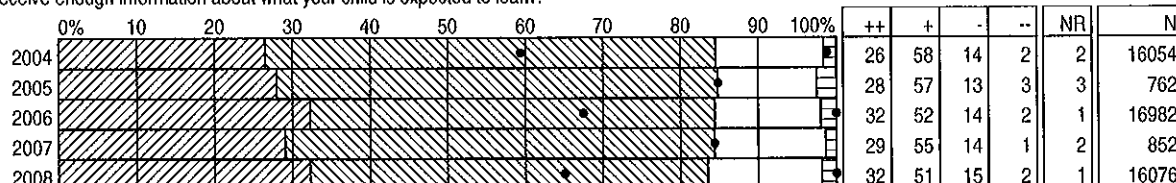
BY QUESTION

PARENTS
DISTRICT TOTAL

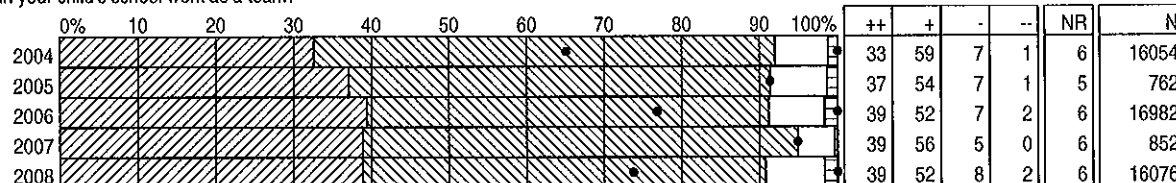
3) How satisfied are you with the programs/courses available in your child's school?



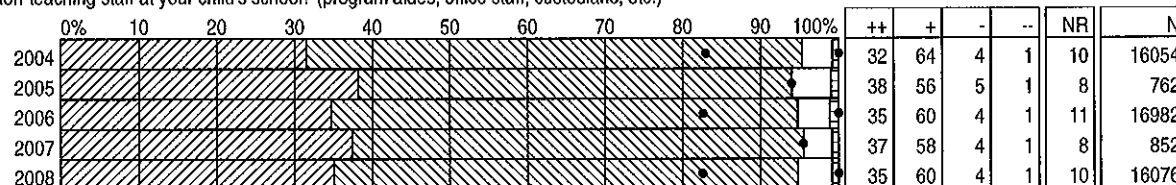
4) How satisfied are you that you receive enough information about what your child is expected to learn?



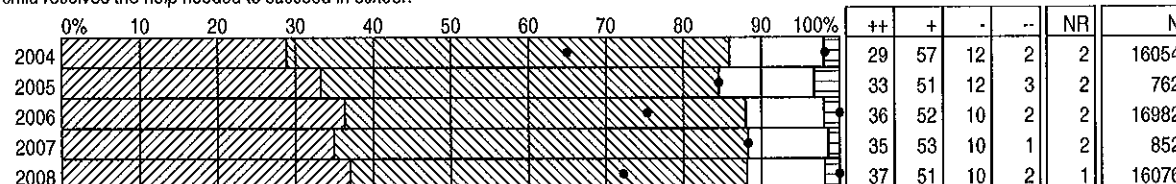
5) How satisfied are you that staff in your child's school work as a team?



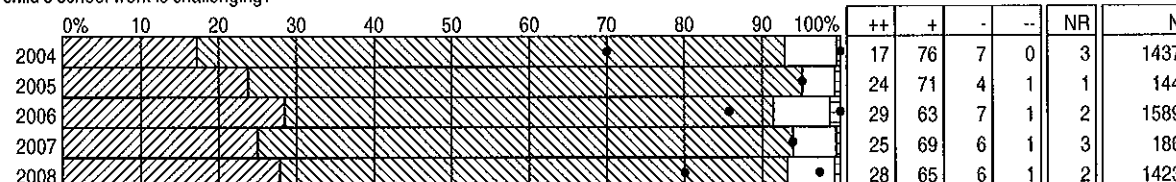
6) How satisfied are you with the non-teaching staff at your child's school? (program aides, office staff, custodians, etc.)



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



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



* 2004 results do not include Grades 4, 7, 10

* Results weighted

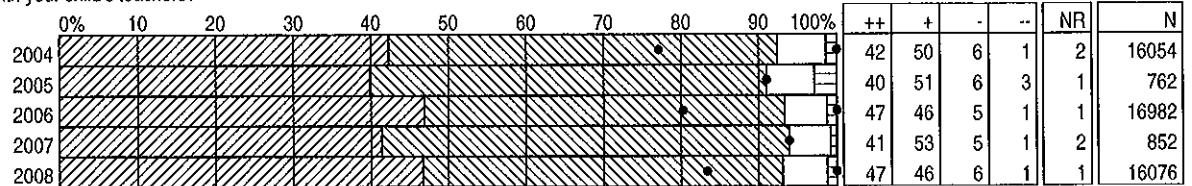
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

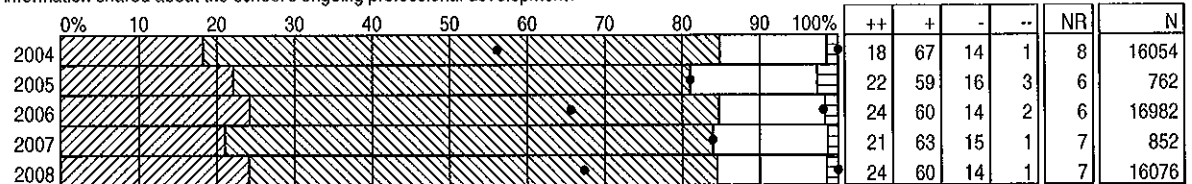
BY QUESTION

PARENTS
DISTRICT TOTAL

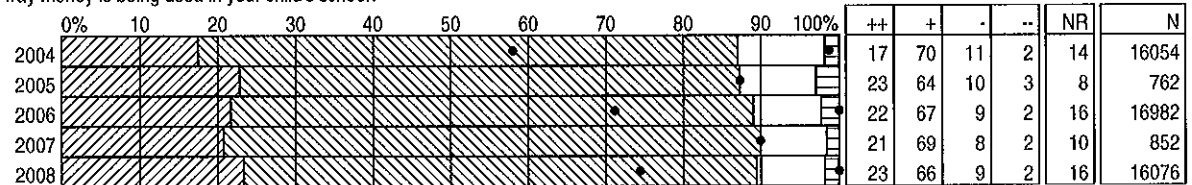
9) Overall, how satisfied are you with your child's teachers?



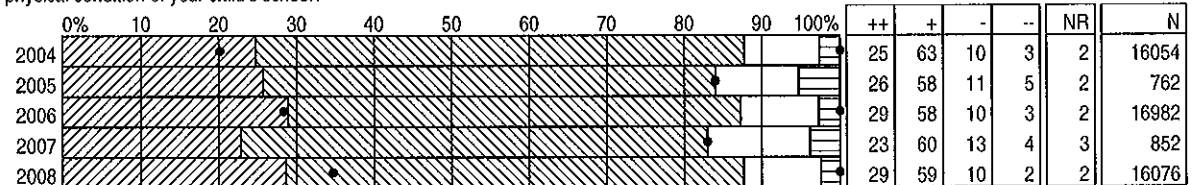
10) How satisfied are you with the information shared about the school's ongoing professional development?



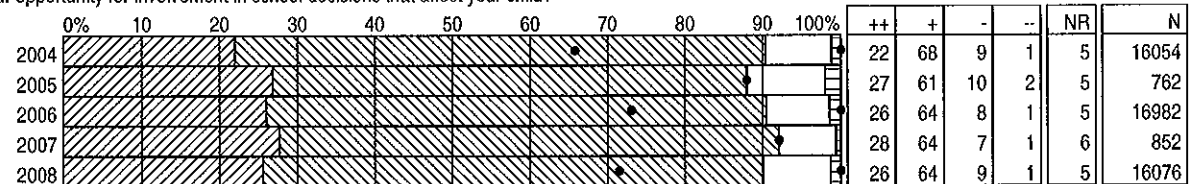
11) How satisfied are you with the way money is being used in your child's school?



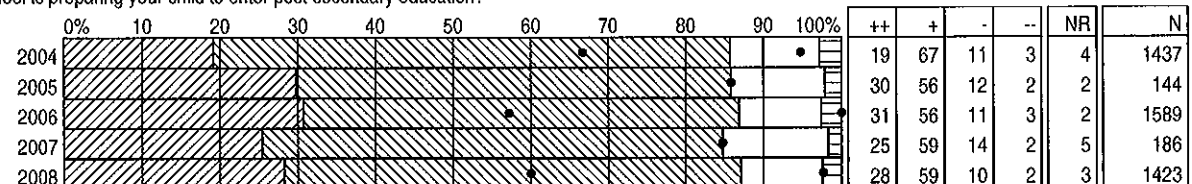
12) How satisfied are you with the physical condition of your child's school?



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



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



* 2004 results do not include Grades 4, 7, 10

* Results weighted

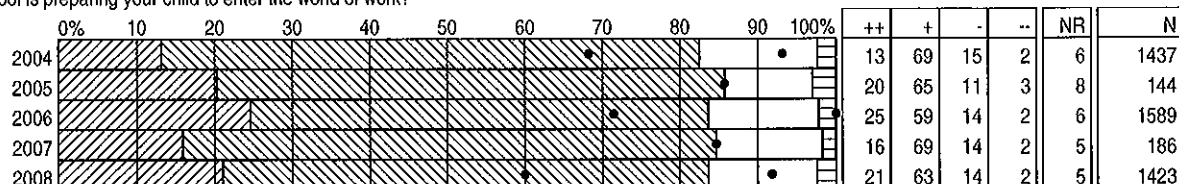
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

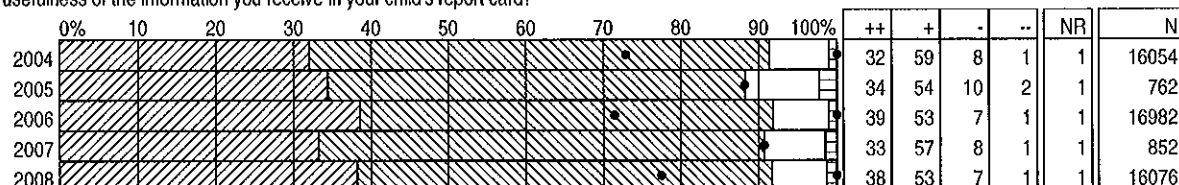
BY QUESTION

PARENTS
DISTRICT TOTAL

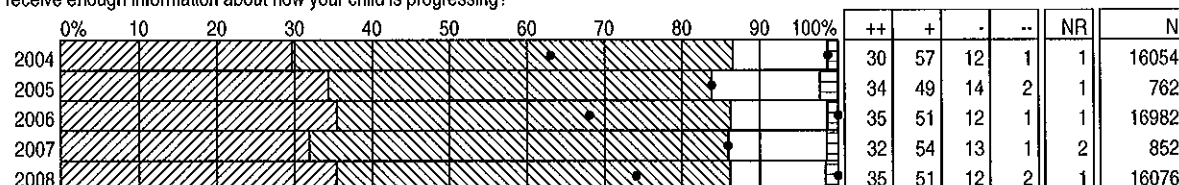
15) How satisfied are you that school is preparing your child to enter the world of work?



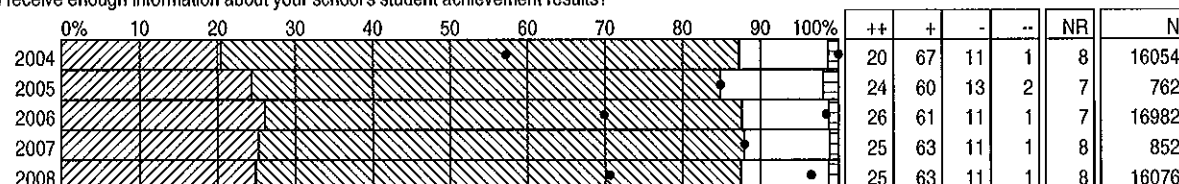
16) How satisfied are you with the usefulness of the information you receive in your child's report card?



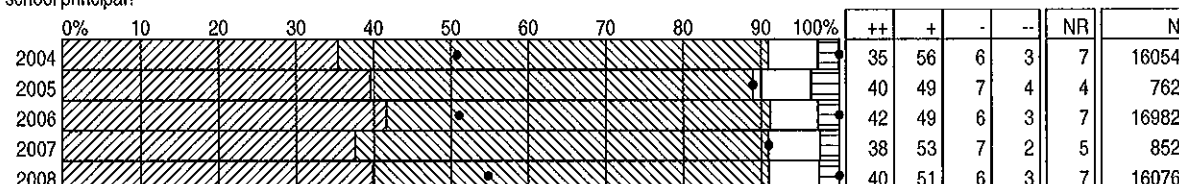
17) How satisfied are you that you receive enough information about how your child is progressing?



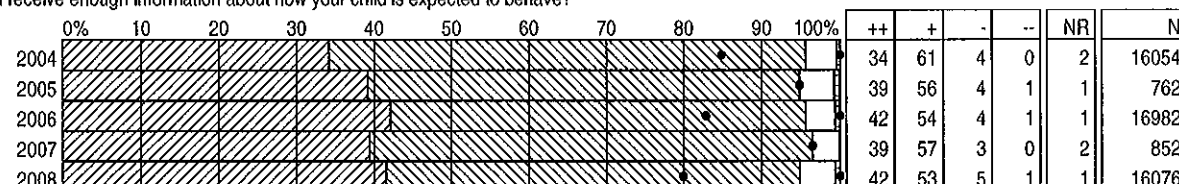
18) How satisfied are you that you receive enough information about your school's student achievement results?



19) How satisfied are you with the school principal?



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



* 2004 results do not include Grades 4, 7, 10

* Results weighted

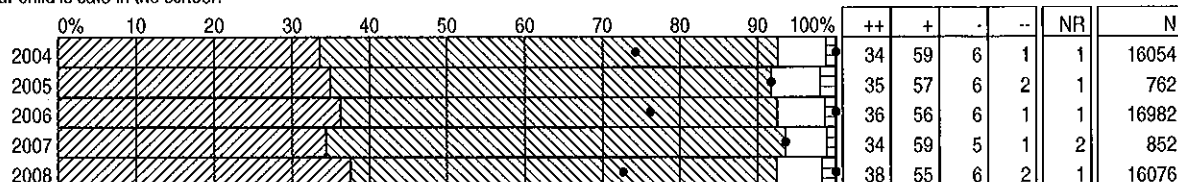
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

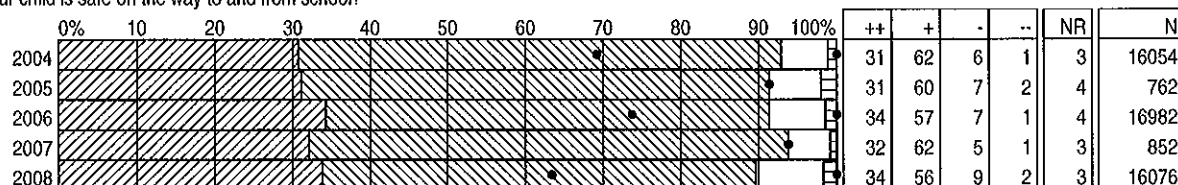
BY QUESTION

PARENTS
DISTRICT TOTAL

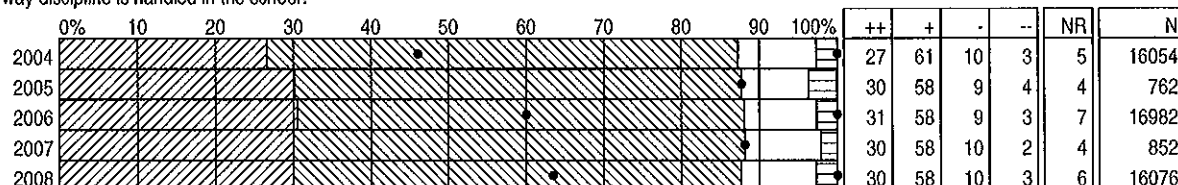
21a) How satisfied are you that your child is safe in the school?



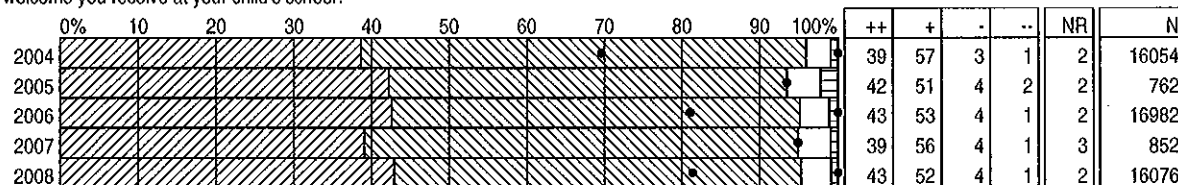
21b) How satisfied are you that your child is safe on the way to and from school?



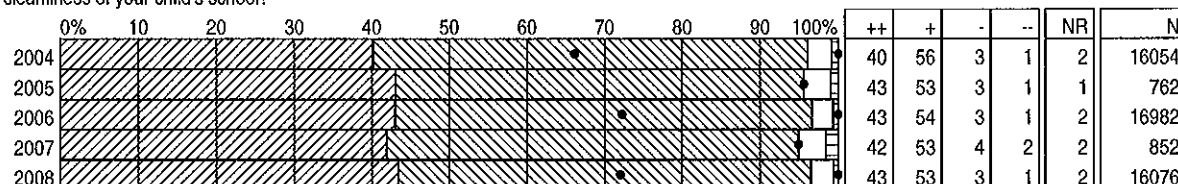
22) How satisfied are you with the way discipline is handled in the school?



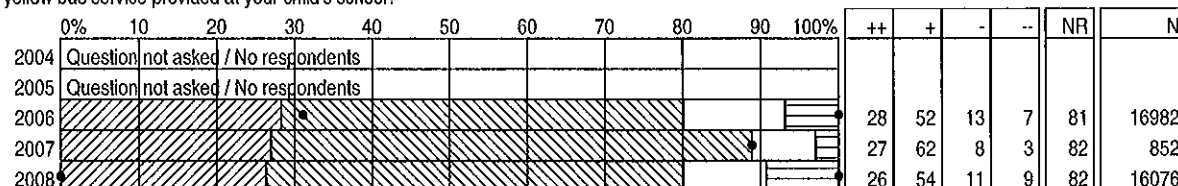
23) How satisfied are you with the welcome you receive at your child's school?



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



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



* 2004 results do not include Grades 4, 7, 10

* Results weighted

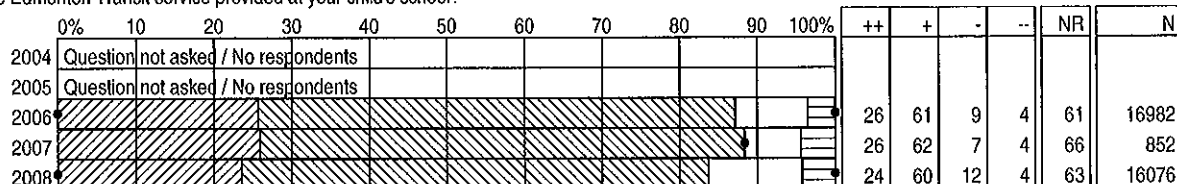
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

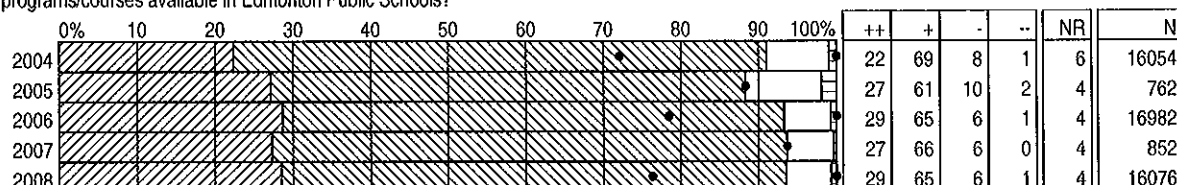
BY QUESTION

PARENTS
DISTRICT TOTAL

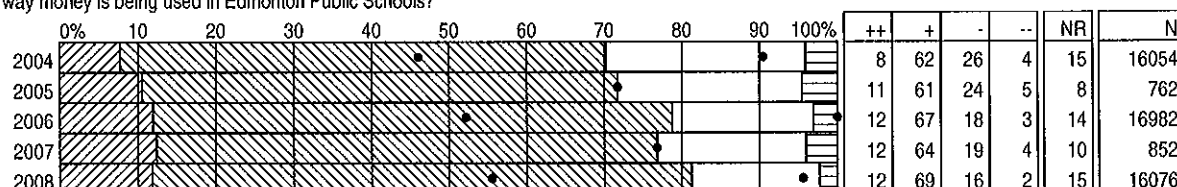
26) How satisfied are you with the Edmonton Transit service provided at your child's school?



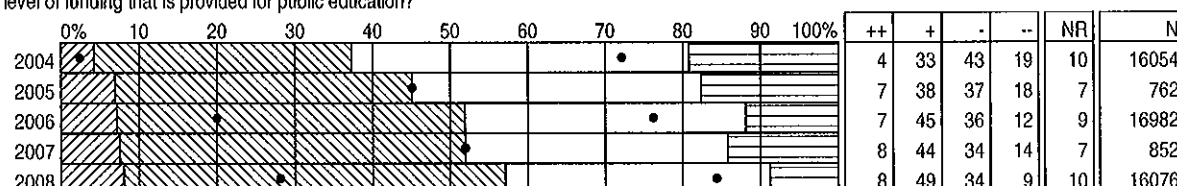
27) How satisfied are you with the programs/courses available in Edmonton Public Schools?



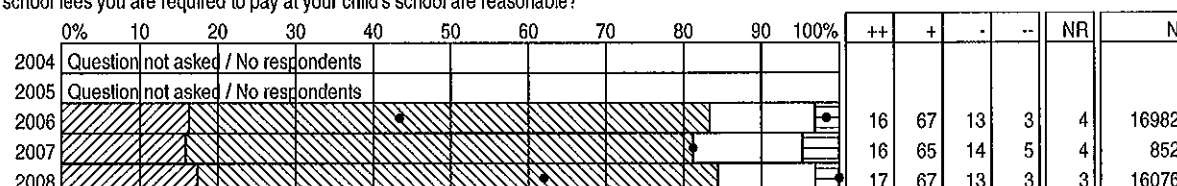
28) How satisfied are you with the way money is being used in Edmonton Public Schools?



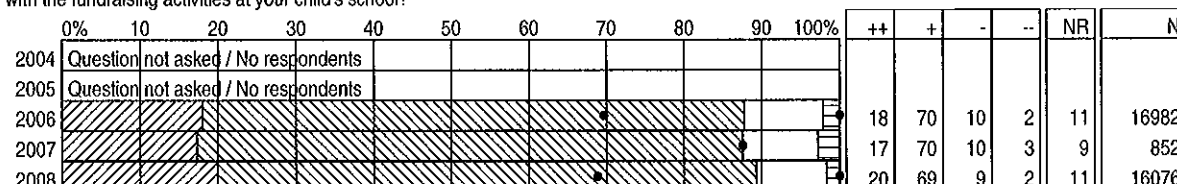
29) How satisfied are you with the level of funding that is provided for public education?



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



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



* 2004 results do not include Grades 4, 7, 10

* Results weighted

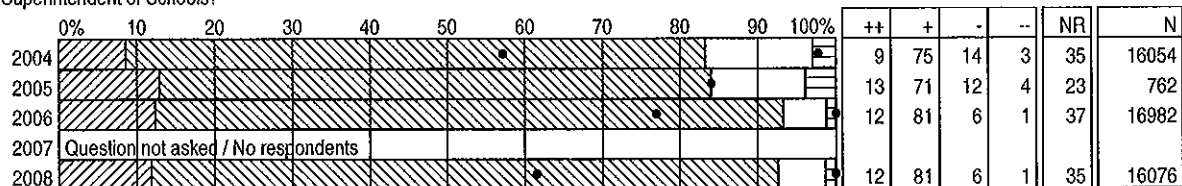
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

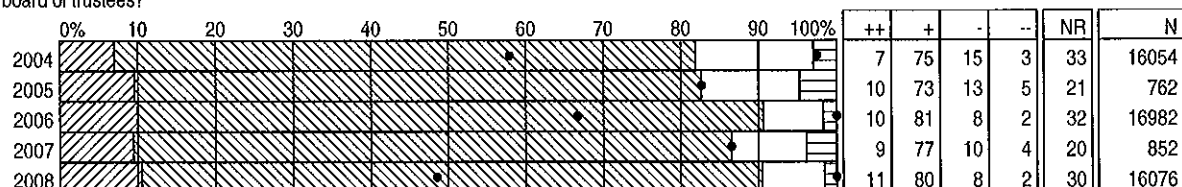
BY QUESTION

PARENTS
DISTRICT TOTAL

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



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



* 2004 results do not include Grades 4, 7, 10

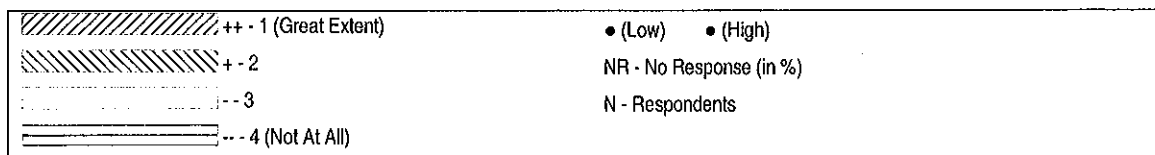
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

SCHOOL STAFF

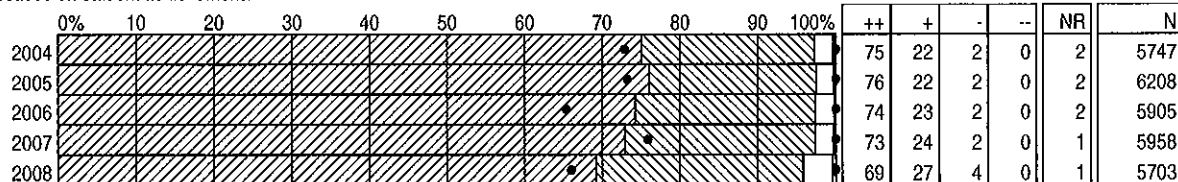
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

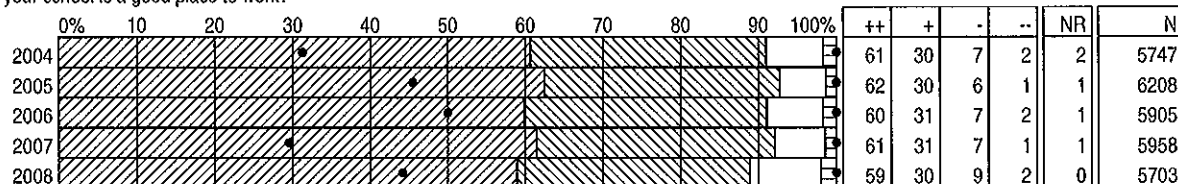


Note: Graph percentages are based on committed responses

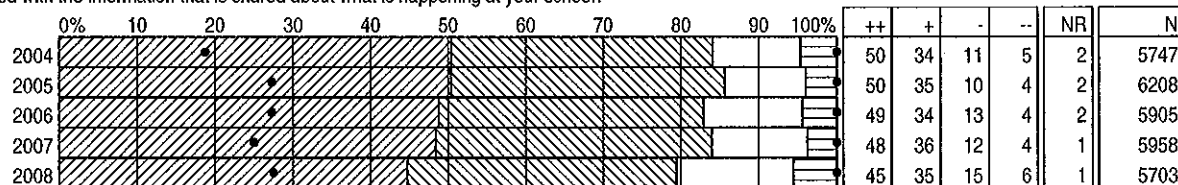
1) To what extent is your school focused on student achievement?



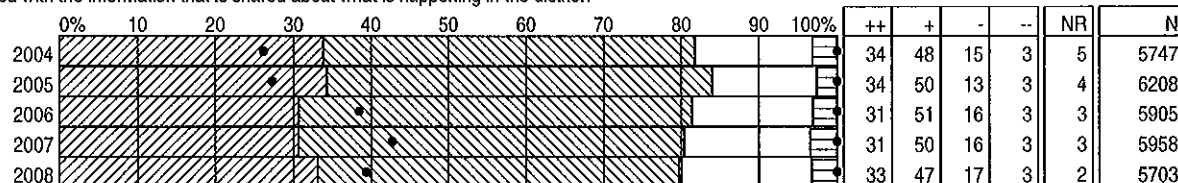
2) To what extent do you feel that your school is a good place to work?



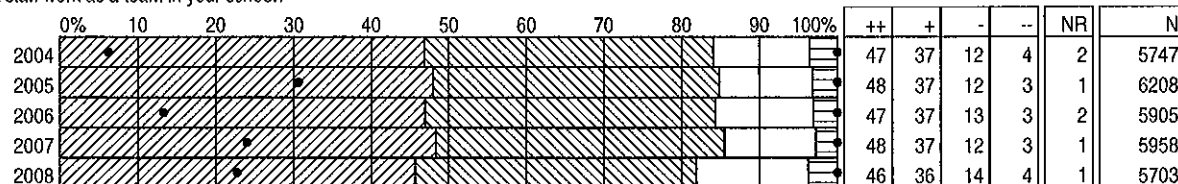
3a) To what extent are you satisfied with the information that is shared about what is happening at your school?



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



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



* Results weighted

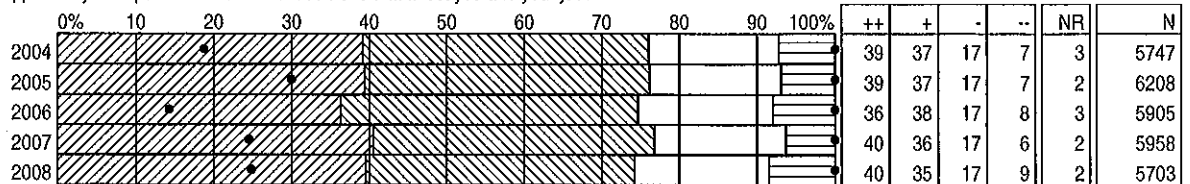
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

SCHOOL STAFF

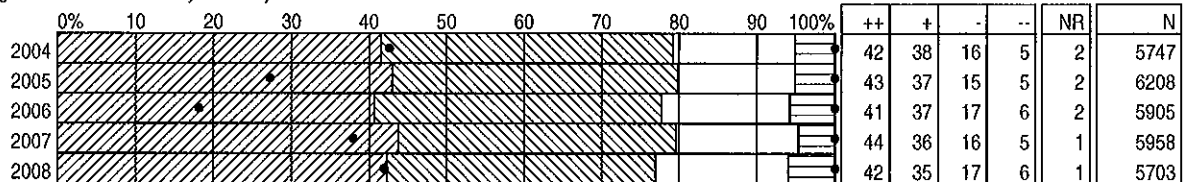
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

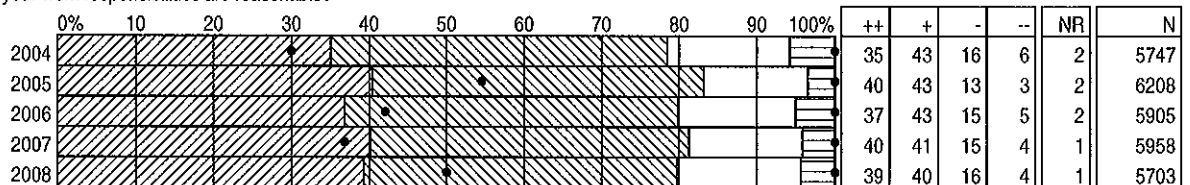
5) To what extent do you have an opportunity for input into school level decisions that affect you and your job?



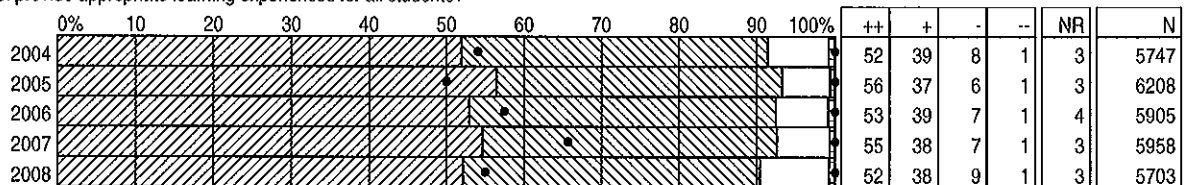
6) To what extent do you get recognition for the work that you do in your school?



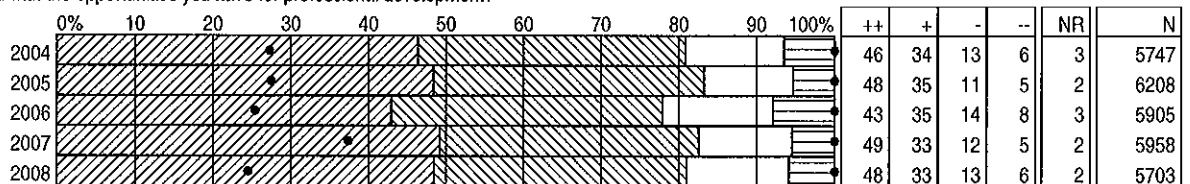
7) To what extent do you feel that your work responsibilities are reasonable?



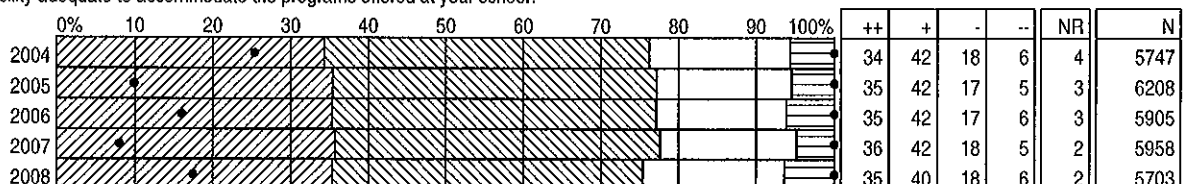
8) To what extent does your school provide appropriate learning experiences for all students?



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



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



* Results weighted

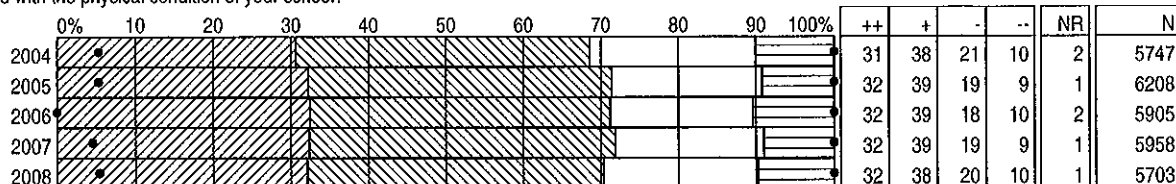
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

SCHOOL STAFF

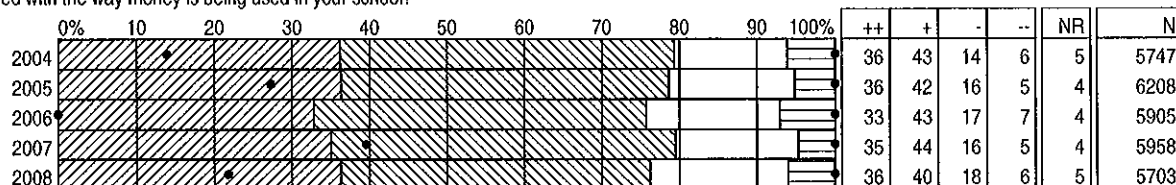
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

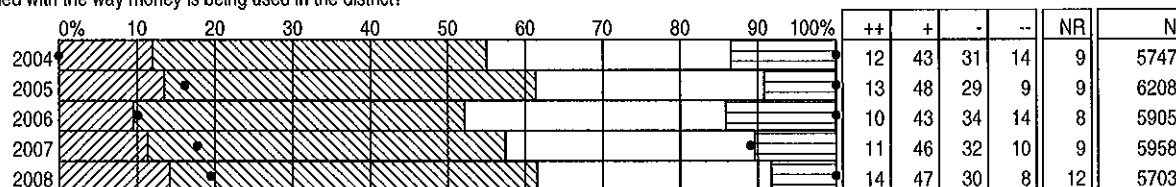
11) To what extent are you satisfied with the physical condition of your school?



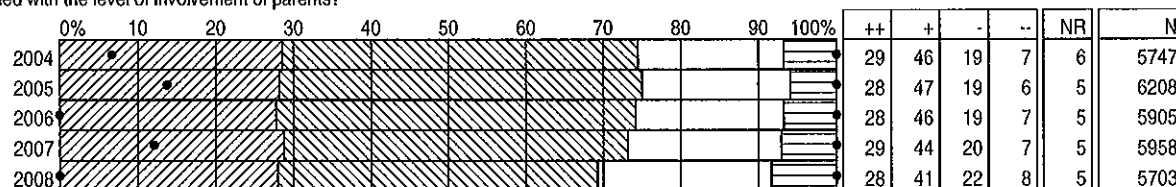
12a) To what extent are you satisfied with the way money is being used in your school?



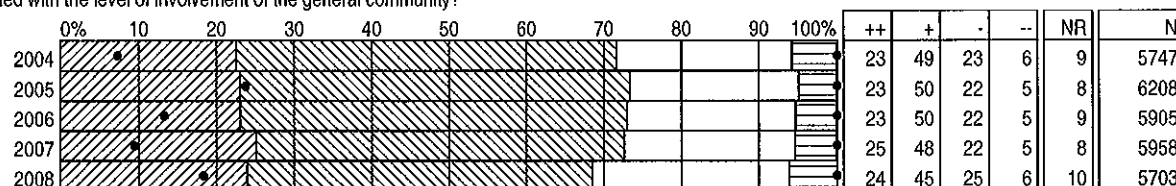
12b) To what extent are you satisfied with the way money is being used in the district?



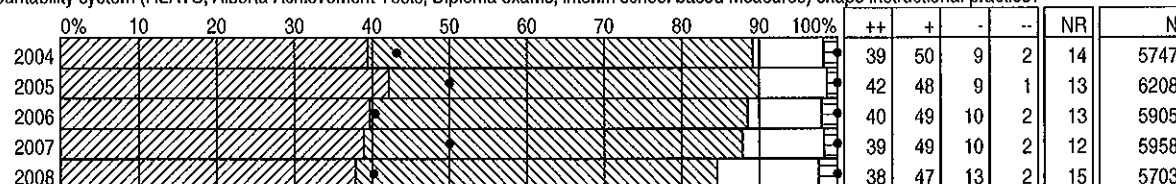
13a) To what extent are you satisfied with the level of involvement of parents?



13b) To what extent are you satisfied with the level of involvement of the general community?



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



* Results weighted

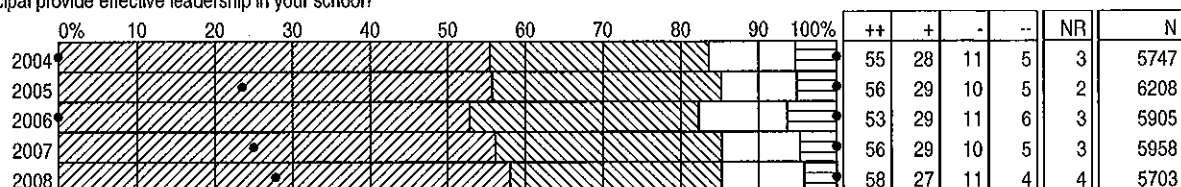
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

SCHOOL STAFF

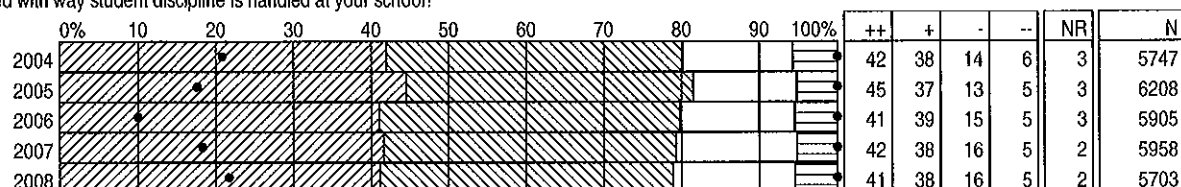
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

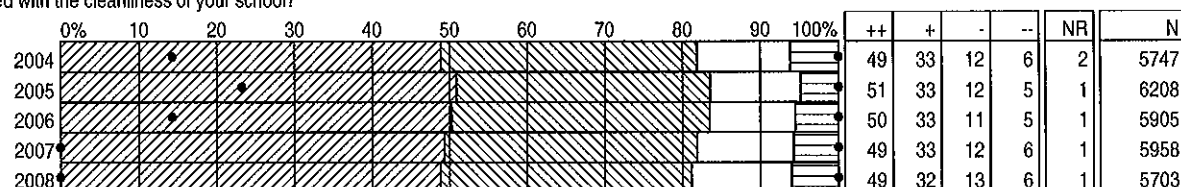
15) To what extent does your principal provide effective leadership in your school?



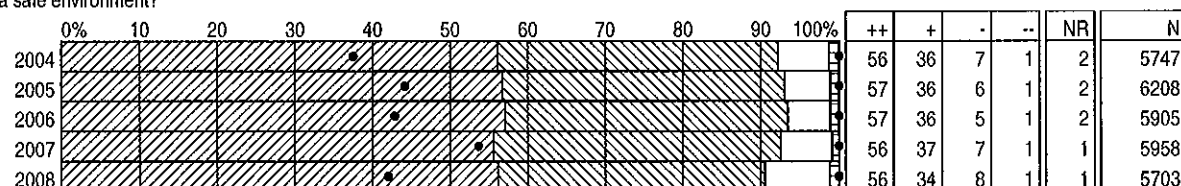
16) To what extent are you satisfied with way student discipline is handled at your school?



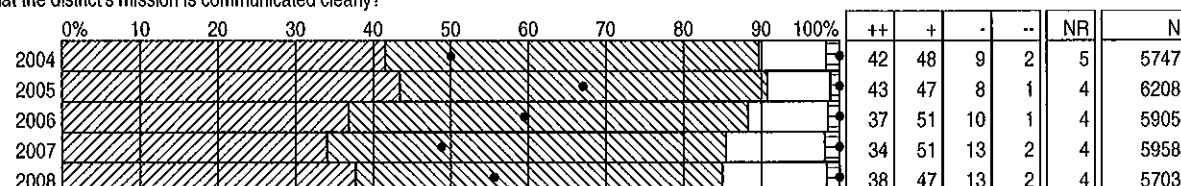
17) To what extent are you satisfied with the cleanliness of your school?



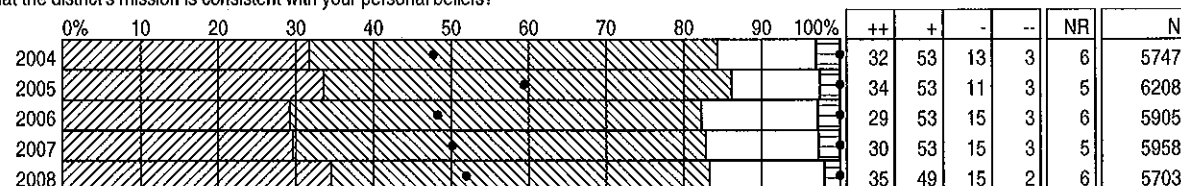
18) To what extent is your school a safe environment?



19a) To what extent do you feel that the district's mission is communicated clearly?



19b) To what extent do you feel that the district's mission is consistent with your personal beliefs?



* Results weighted

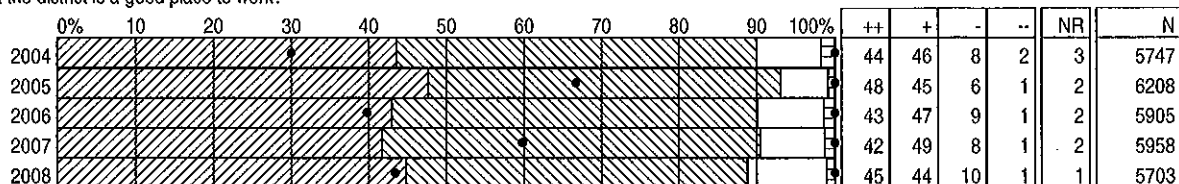
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

SCHOOL STAFF

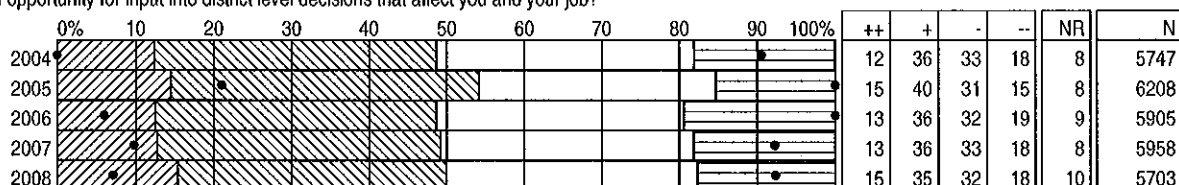
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

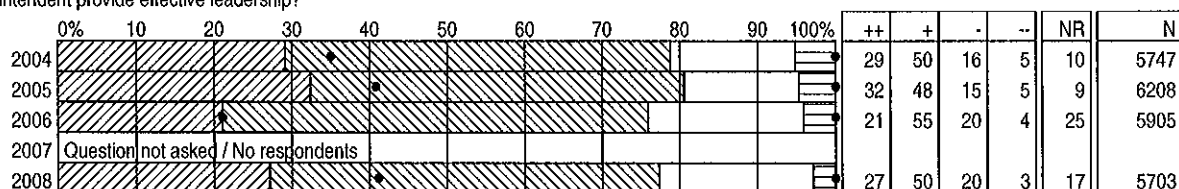
20) To what extent do you feel that the district is a good place to work?



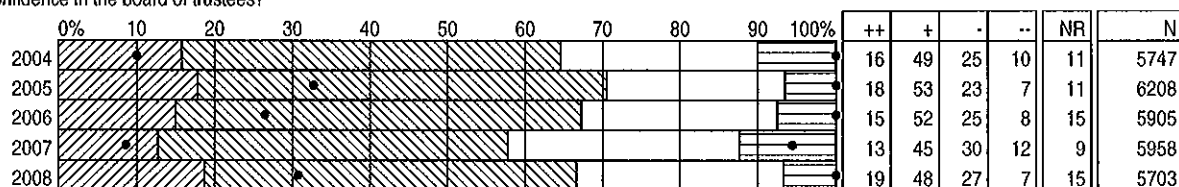
21) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



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



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



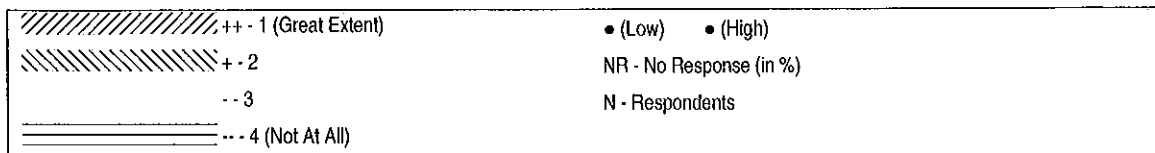
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

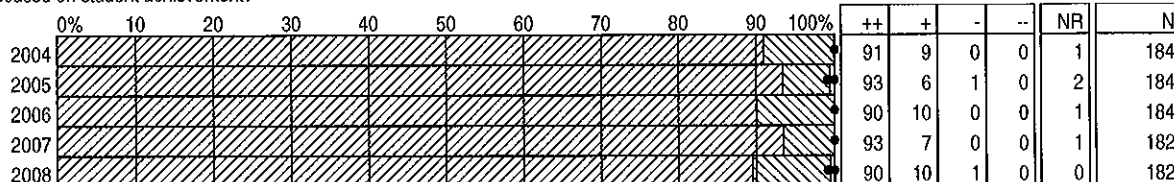
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

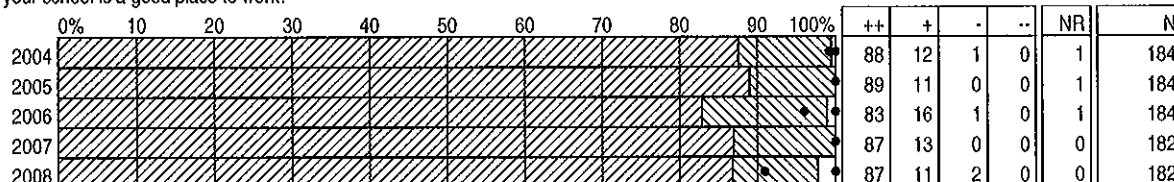


Note: Graph percentages are based on committed responses

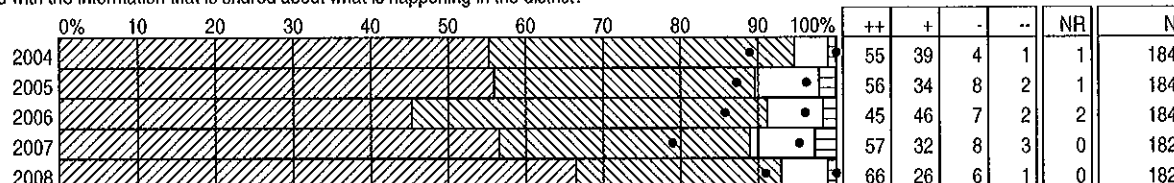
1) To what extent is your school focused on student achievement?



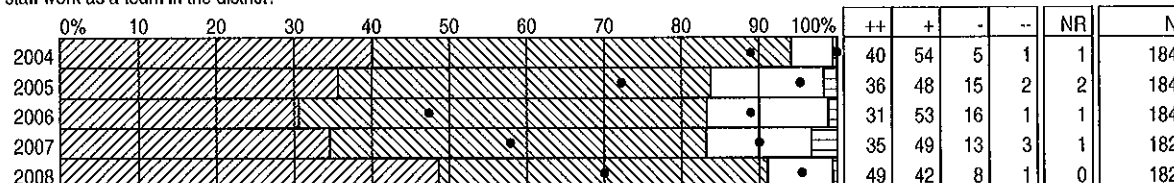
2) To what extent do you feel that your school is a good place to work?



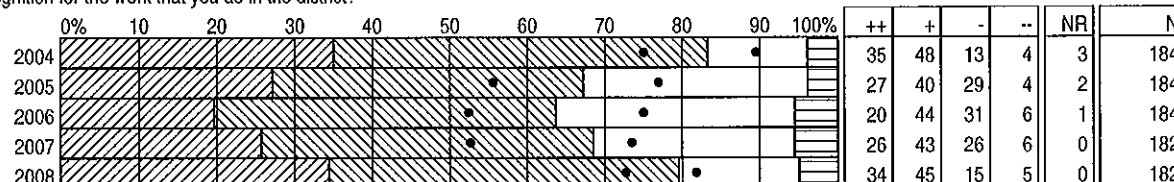
3) To what extent are you satisfied with the information that is shared about what is happening in the district?



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



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



* Results weighted

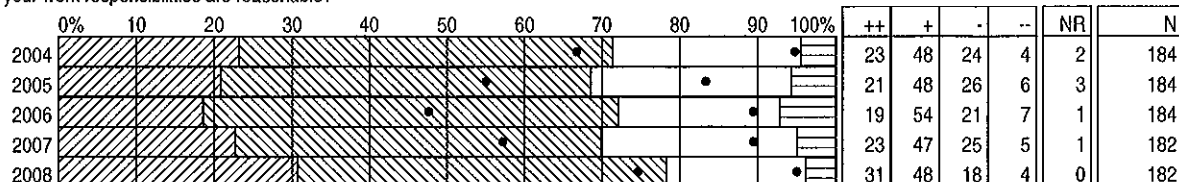
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

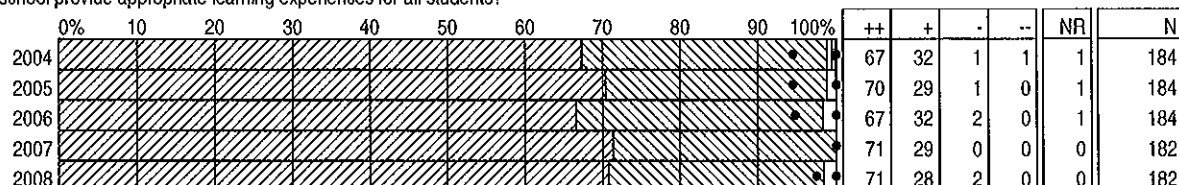
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

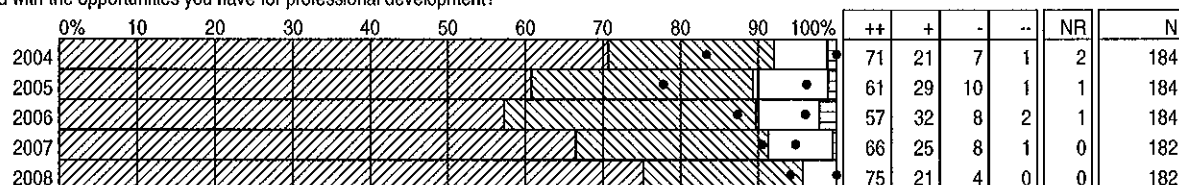
6) To what extent do you feel that your work responsibilities are reasonable?



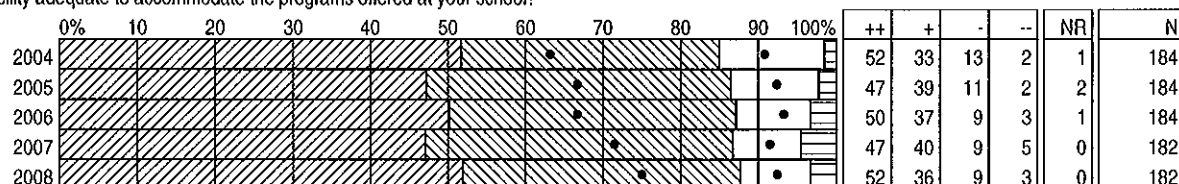
7) To what extent do staff in your school provide appropriate learning experiences for all students?



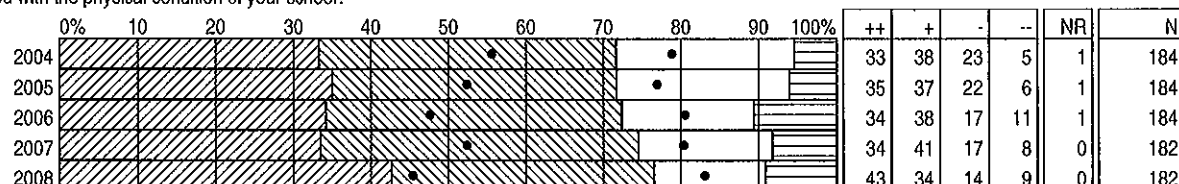
8) To what extent are you satisfied with the opportunities you have for professional development?



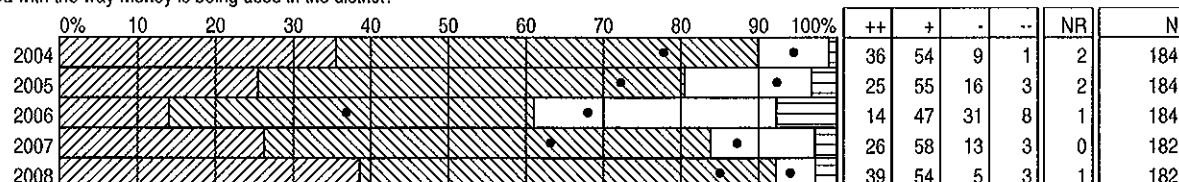
9) To what extent is the school facility adequate to accommodate the programs offered at your school?



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



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



* Results weighted

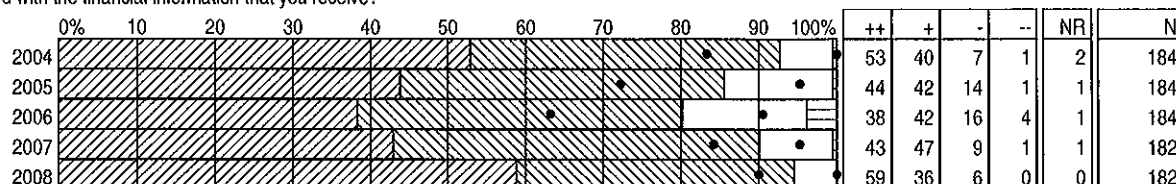
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

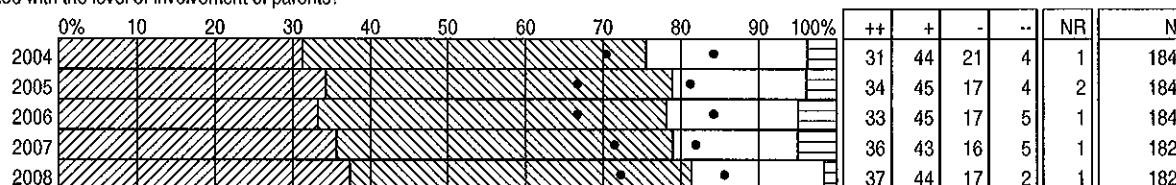
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

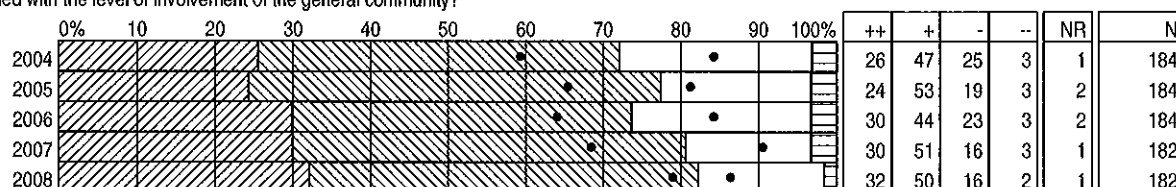
12) To what extent are you satisfied with the financial information that you receive?



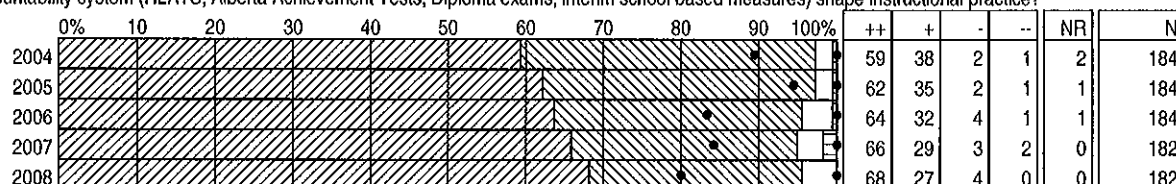
13a) To what extent are you satisfied with the level of involvement of parents?



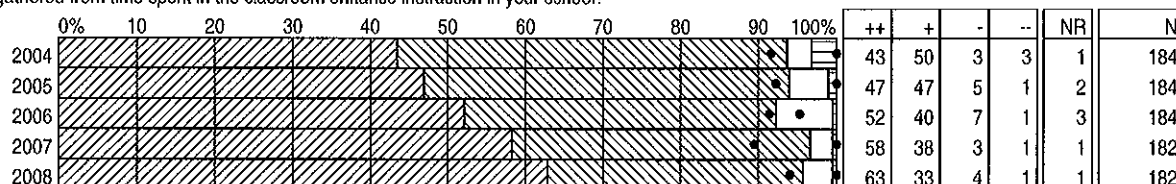
13b) To what extent are you satisfied with the level of involvement of the general community?



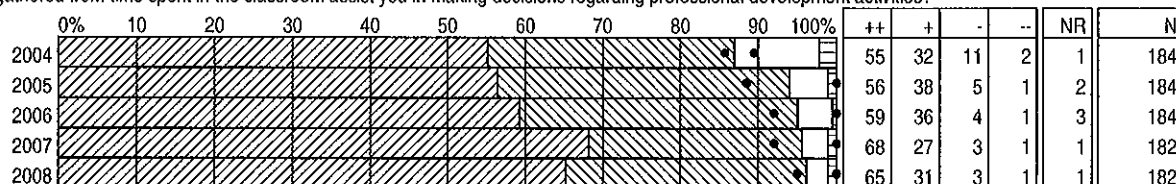
14) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?



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



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



* Results weighted

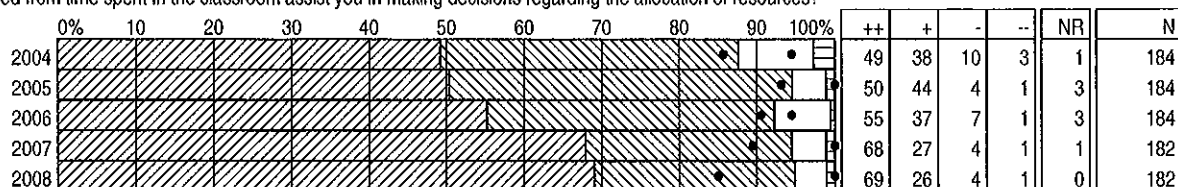
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

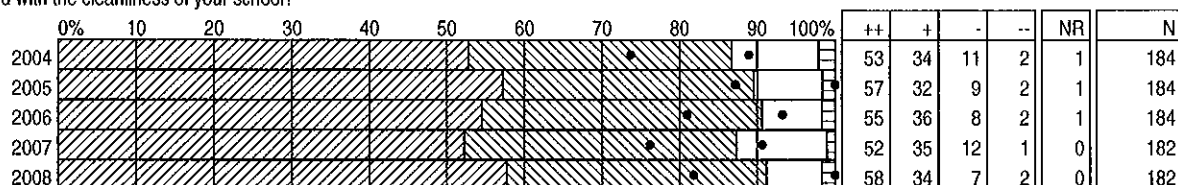
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

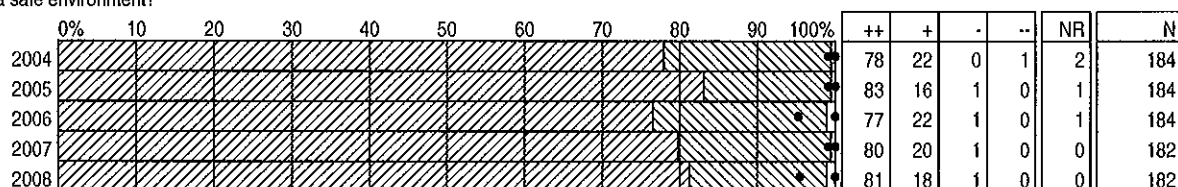
17) To what extent the data gathered from time spent in the classroom assist you in making decisions regarding the allocation of resources?



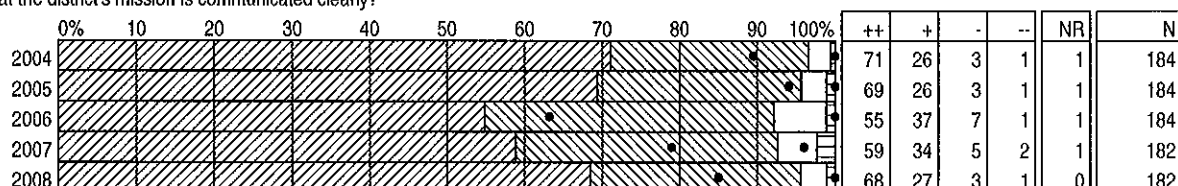
18) To what extent are you satisfied with the cleanliness of your school?



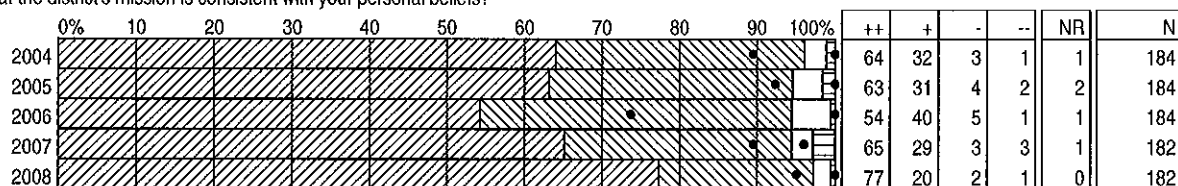
19) To what extent is your school a safe environment?



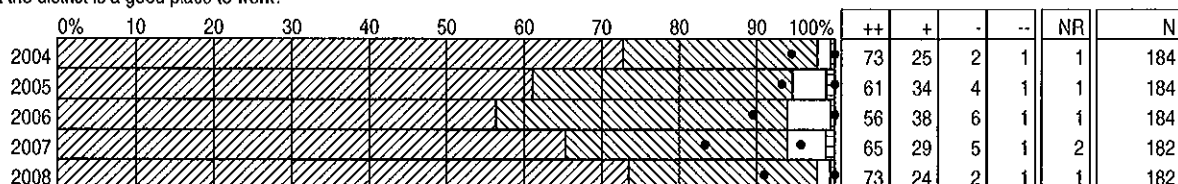
20a) To what extent do you feel that the district's mission is communicated clearly?



20b) To what extent do you feel that the district's mission is consistent with your personal beliefs?



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



* Results weighted

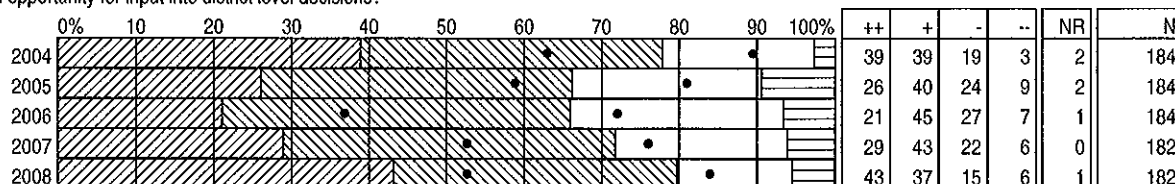
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

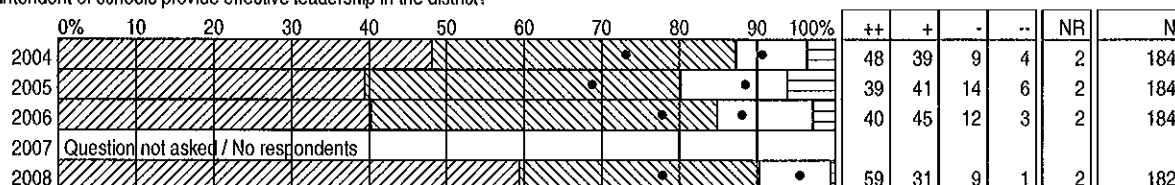
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

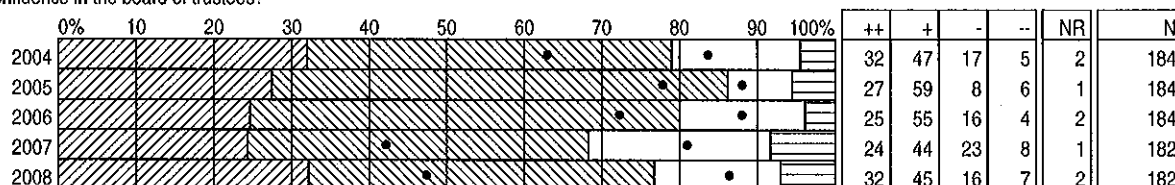
22) To what extent do you have an opportunity for input into district level decisions?



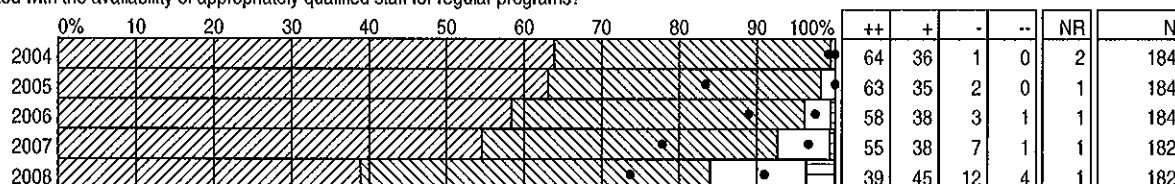
23) To what extent does the superintendent of schools provide effective leadership in the district?



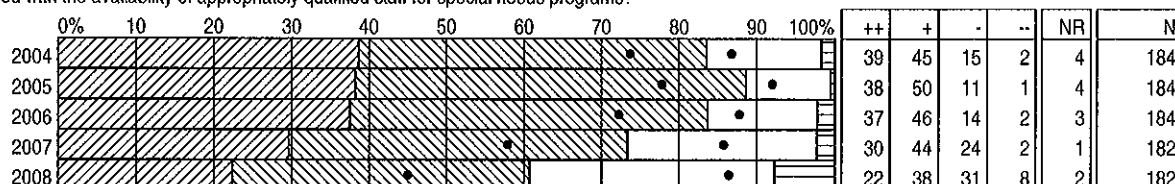
24) To what extent do you have confidence in the board of trustees?



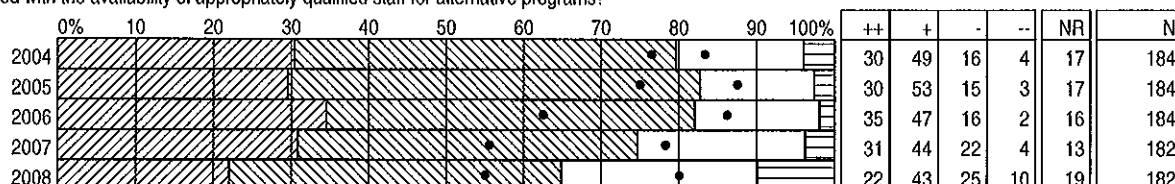
25a) To what extent are you satisfied with the availability of appropriately qualified staff for regular programs?



25b) To what extent are you satisfied with the availability of appropriately qualified staff for special needs programs?



25c) To what extent are you satisfied with the availability of appropriately qualified staff for alternative programs?



* Results weighted

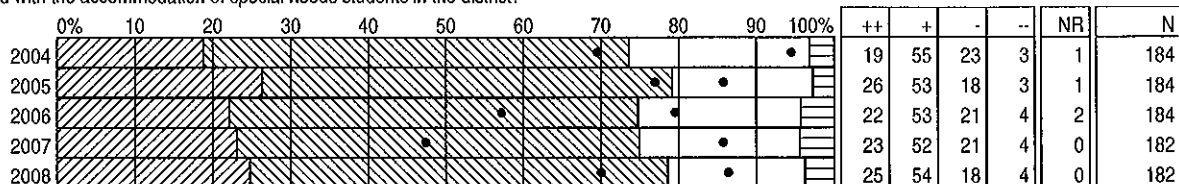
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

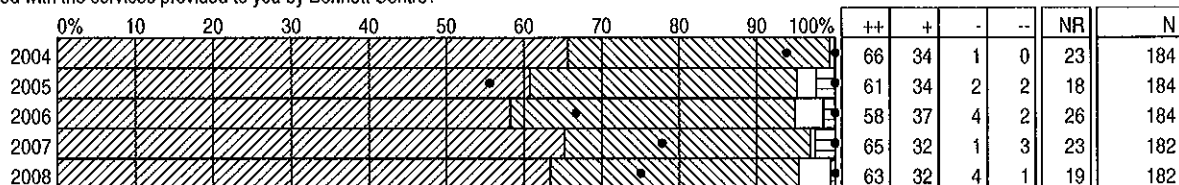
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

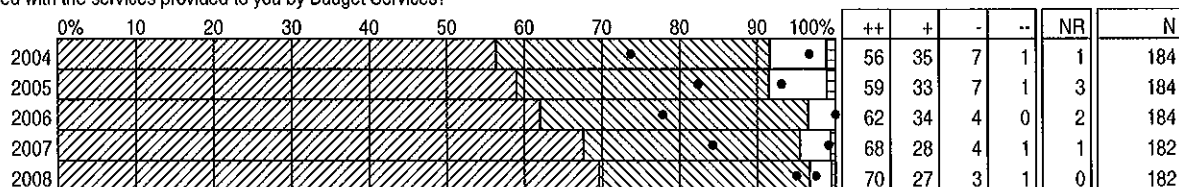
26) To what extent are you satisfied with the accommodation of special needs students in the district?



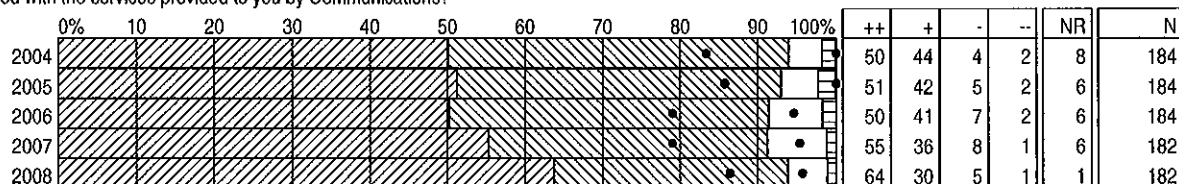
27a) To what extent are you satisfied with the services provided to you by Bennett Centre?



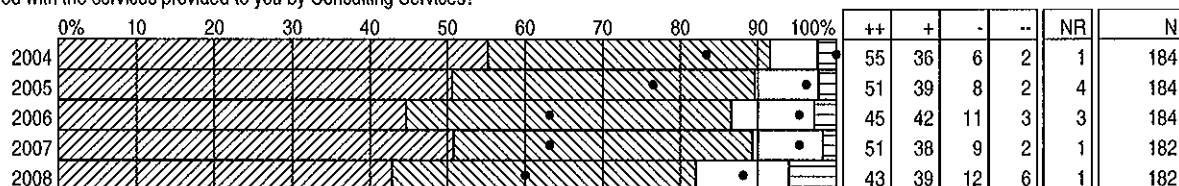
27b) To what extent are you satisfied with the services provided to you by Budget Services?



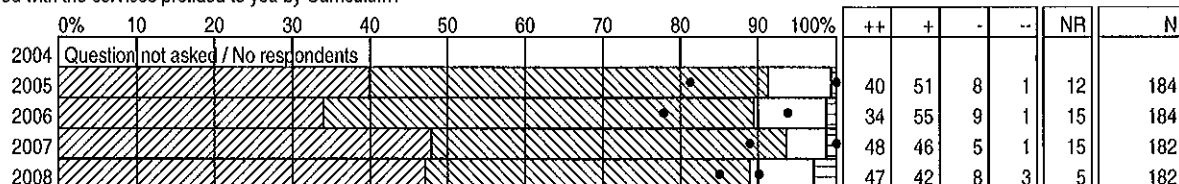
27c) To what extent are you satisfied with the services provided to you by Communications?



27d) To what extent are you satisfied with the services provided to you by Consulting Services?



27e) To what extent are you satisfied with the services provided to you by Curriculum?



* Results weighted

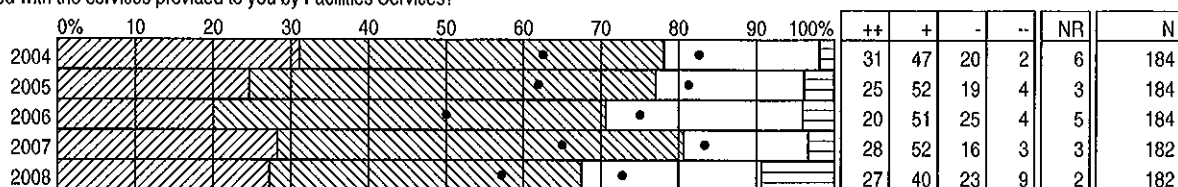
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

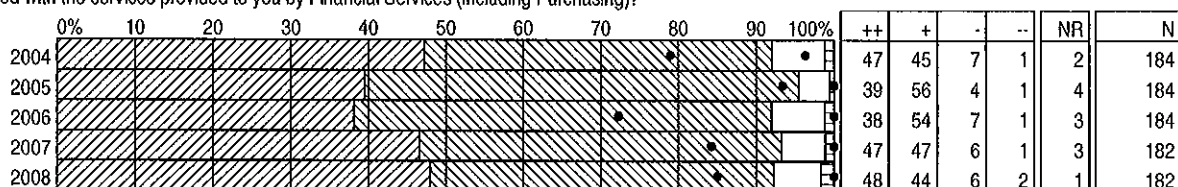
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

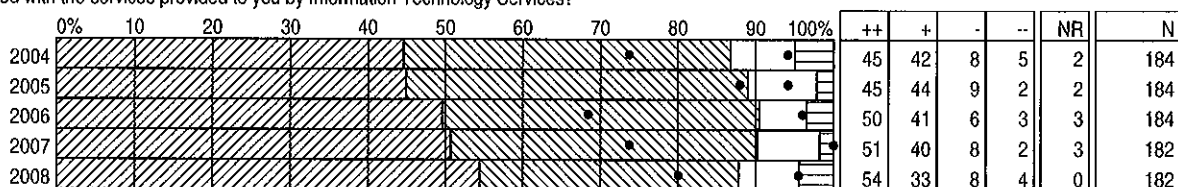
27f) To what extent are you satisfied with the services provided to you by Facilities Services?



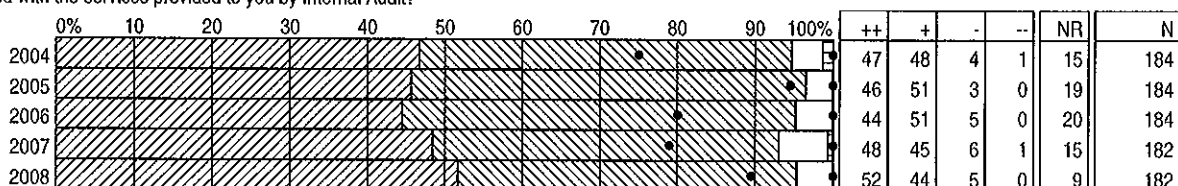
27g) To what extent are you satisfied with the services provided to you by Financial Services (including Purchasing)?



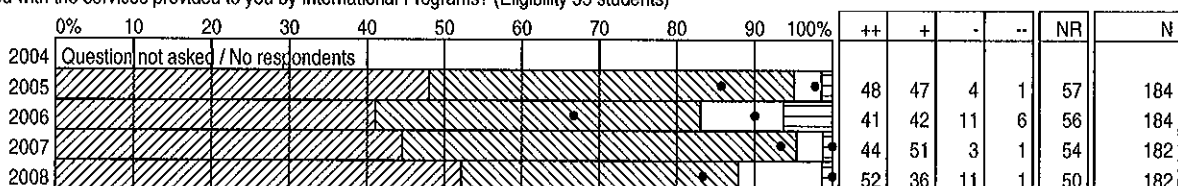
27h) To what extent are you satisfied with the services provided to you by Information Technology Services?



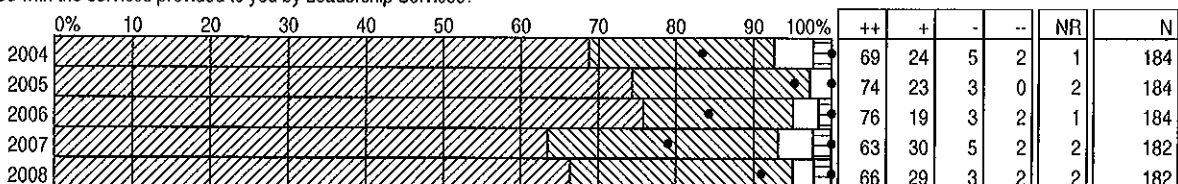
27i) To what extent are you satisfied with the services provided to you by Internal Audit?



27j) To what extent are you satisfied with the services provided to you by International Programs? (Eligibility 55 students)



27k) To what extent are you satisfied with the services provided to you by Leadership Services?



* Results weighted

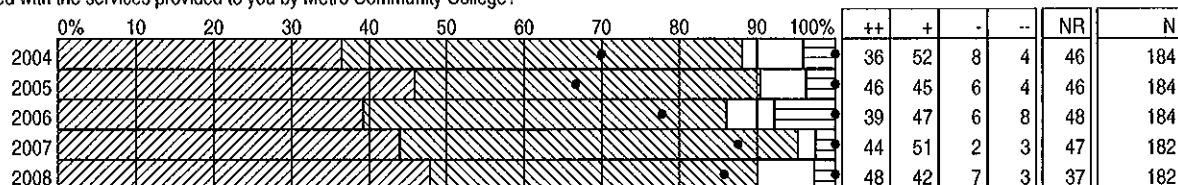
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

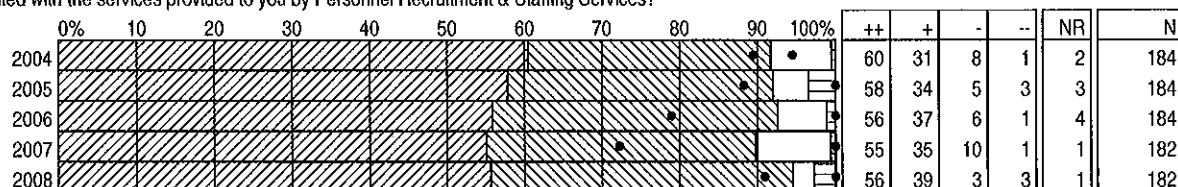
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

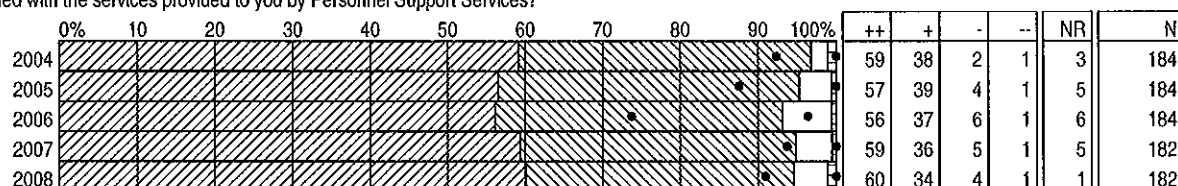
27l) To what extent are you satisfied with the services provided to you by Metro Community College?



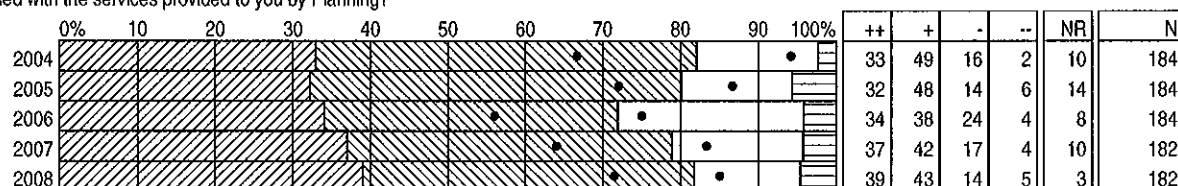
27m) To what extent are you satisfied with the services provided to you by Personnel Recruitment & Staffing Services?



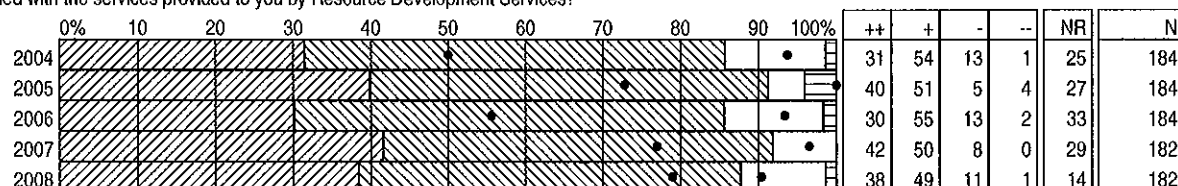
27n) To what extent are you satisfied with the services provided to you by Personnel Support Services?



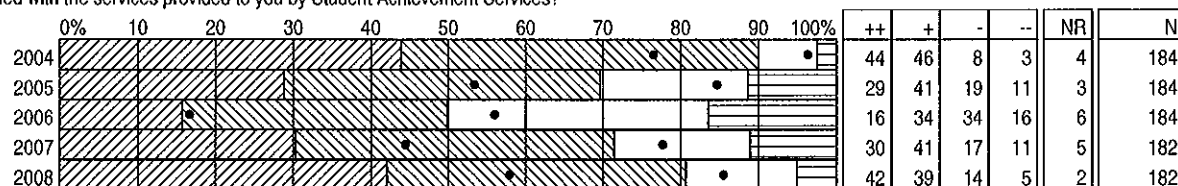
27o) To what extent are you satisfied with the services provided to you by Planning?



27p) To what extent are you satisfied with the services provided to you by Resource Development Services?



27q) To what extent are you satisfied with the services provided to you by Student Achievement Services?



* Results weighted

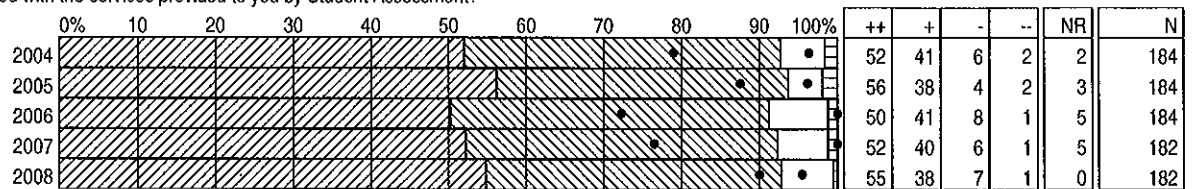
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

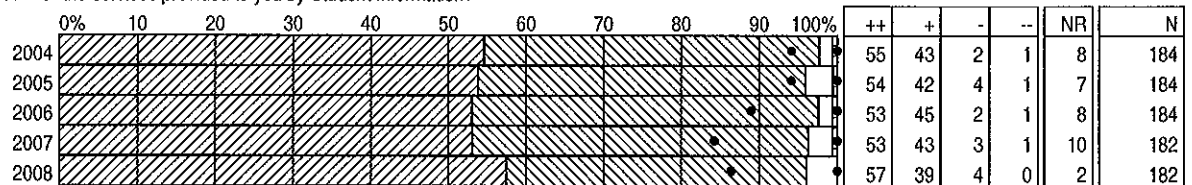
BY QUESTIONS

PRINCIPALS
DISTRICT TOTAL

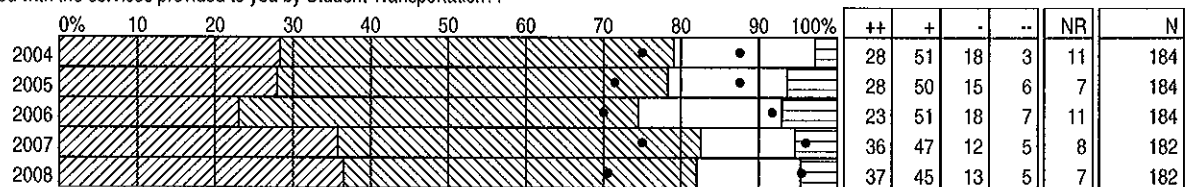
27r) To what extent are you satisfied with the services provided to you by Student Assessment?



27s) To what extent are you satisfied with the services provided to you by Student Information?



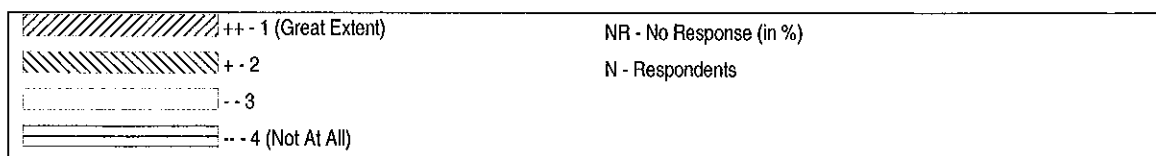
27t) To what extent are you satisfied with the services provided to you by Student Transportation??



* Results weighted

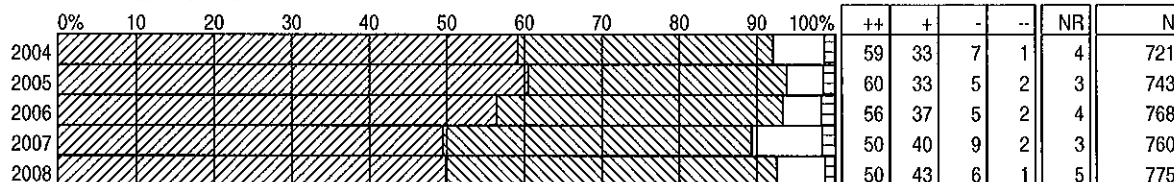
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

MULTI-YEAR BY QUESTION

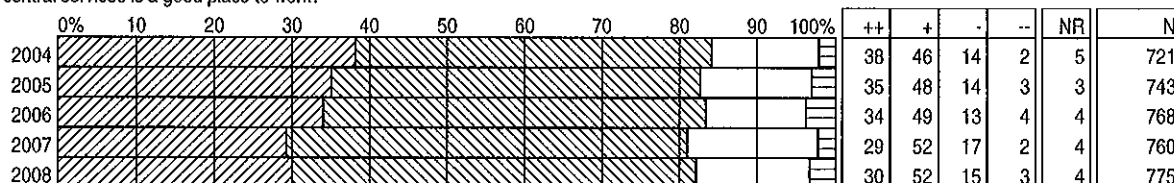
CENTRAL SERVICES STAFF
TOTAL DISTRICT STAFF

Note: Graph percentages are based on committed responses

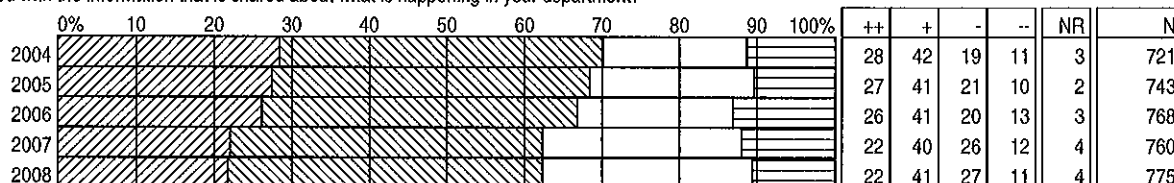
1) To what extent is the district focused on student achievement?



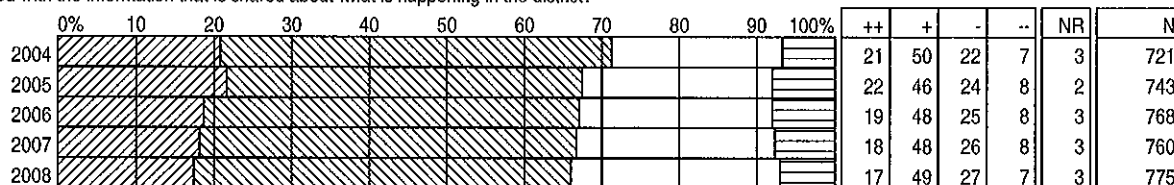
2) To what extent do you feel that central services is a good place to work?



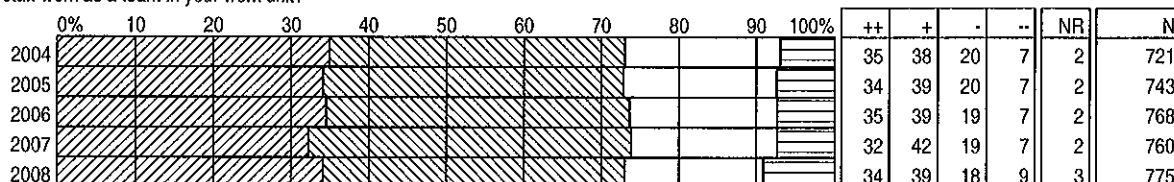
3a) To what extent are you satisfied with the information that is shared about what is happening in your department?



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



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



* Results weighted

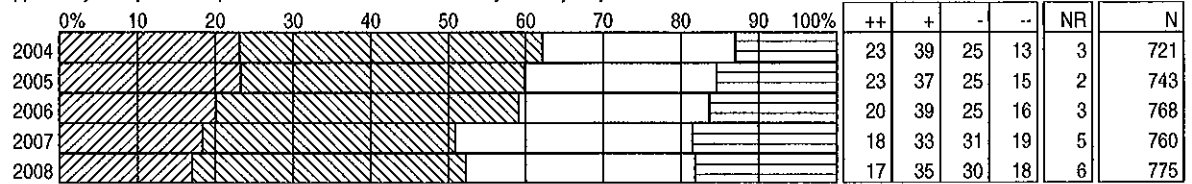
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

CENTRAL SERVICES

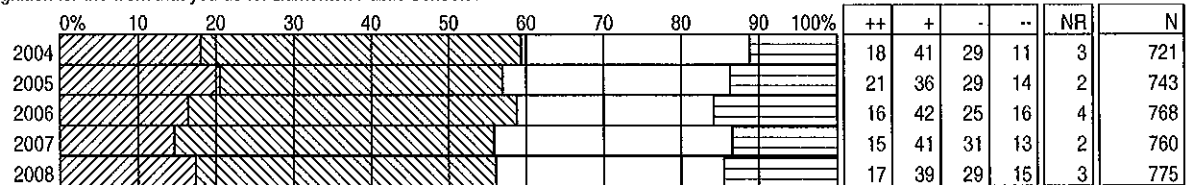
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL DISTRICT STAFF

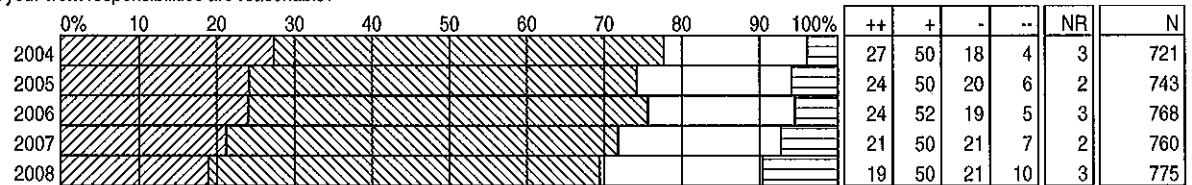
5) To what extent do you have an opportunity for input into department level decisions that affect you and your job?



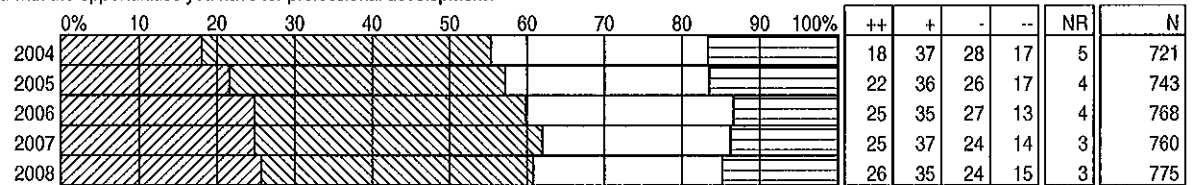
6) To what extent do you get recognition for the work that you do for Edmonton Public Schools?



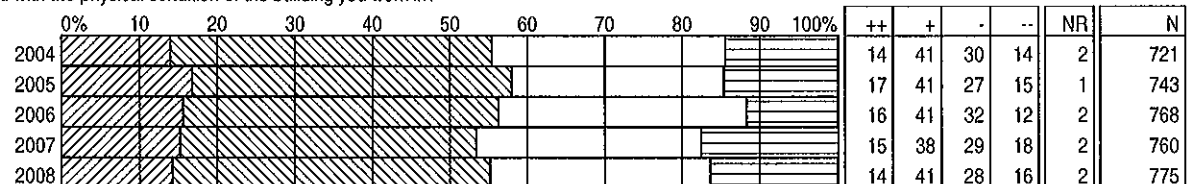
7) To what extent do you feel that your work responsibilities are reasonable?



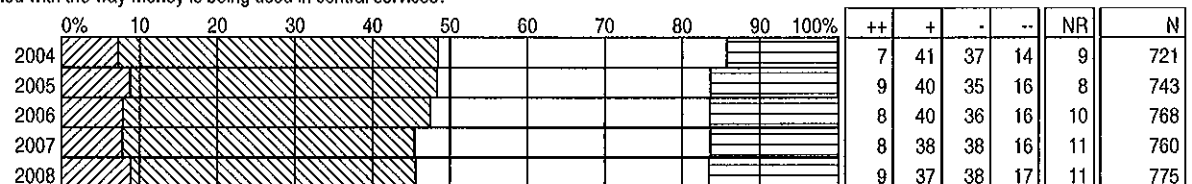
8) To what extent are you satisfied with the opportunities you have for professional development?



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



10a) To what extent are you satisfied with the way money is being used in central services?



* Results weighted

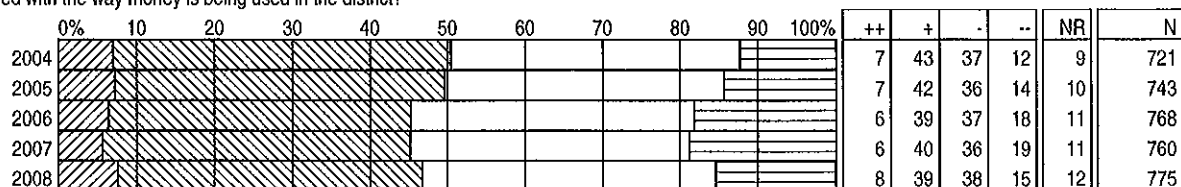
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

CENTRAL SERVICES

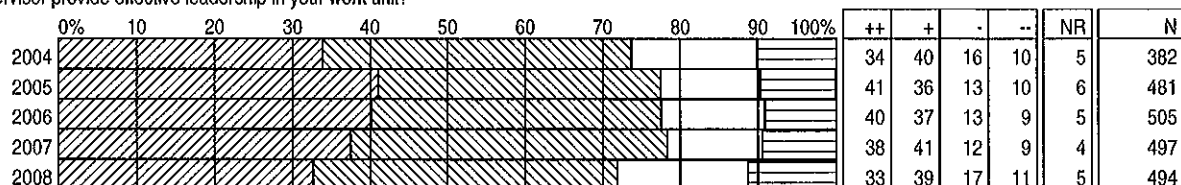
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL DISTRICT STAFF

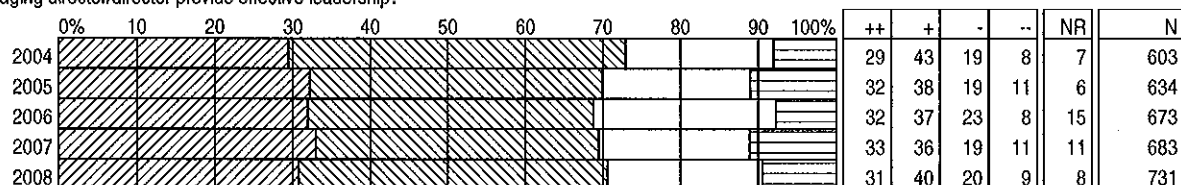
10b) To what extent are you satisfied with the way money is being used in the district?



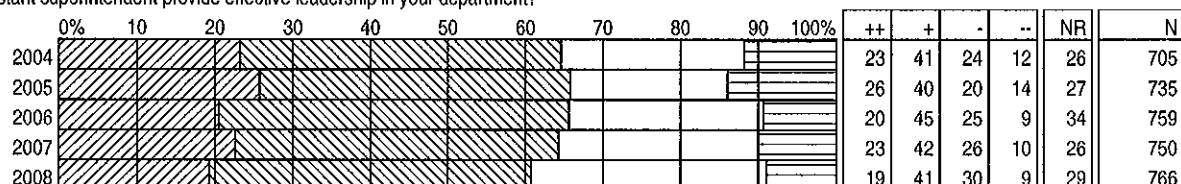
11) To what extent does your supervisor provide effective leadership in your work unit?



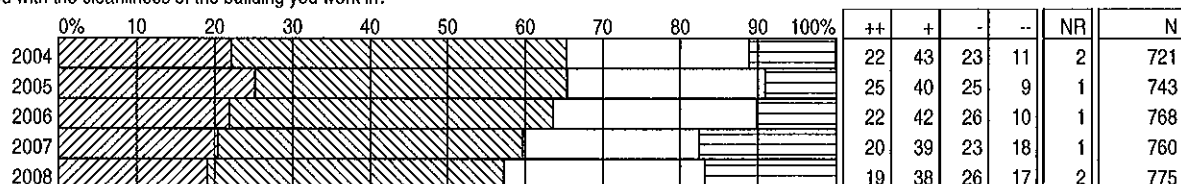
12) To what extent does your managing director/director provide effective leadership?



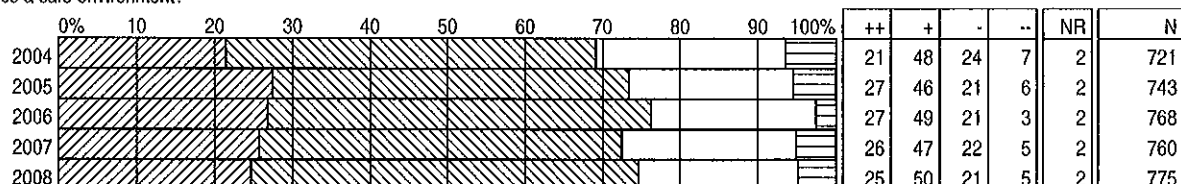
13) To what extent does your assistant superintendent provide effective leadership in your department?



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



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



* Results weighted

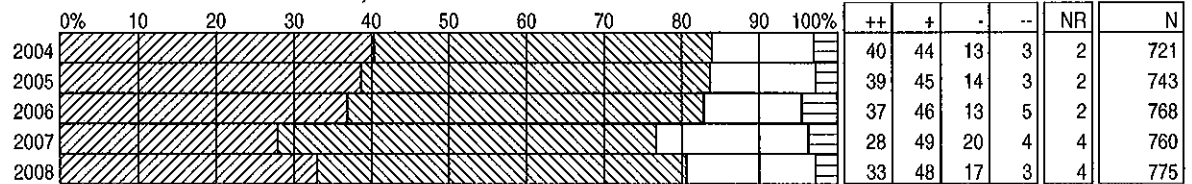
DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

CENTRAL SERVICES

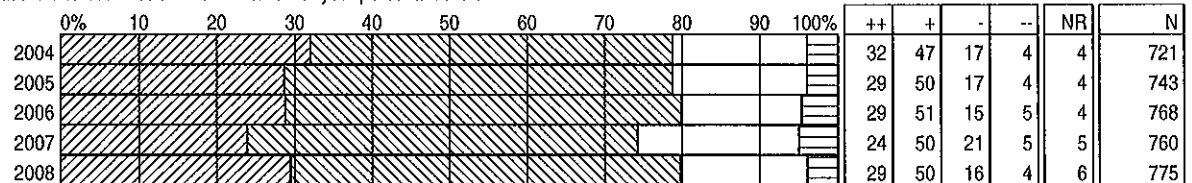
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL DISTRICT STAFF

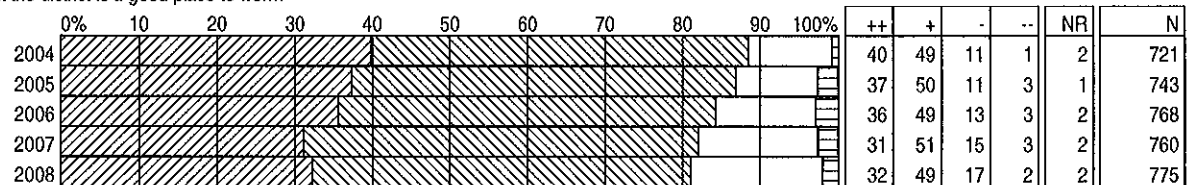
16a) To what extent do you feel that the district's mission is communicated clearly?



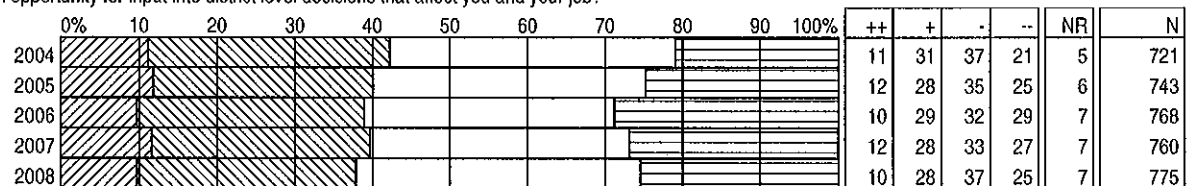
16b) To what extent do you feel that the district's mission is consistent with your personal beliefs?



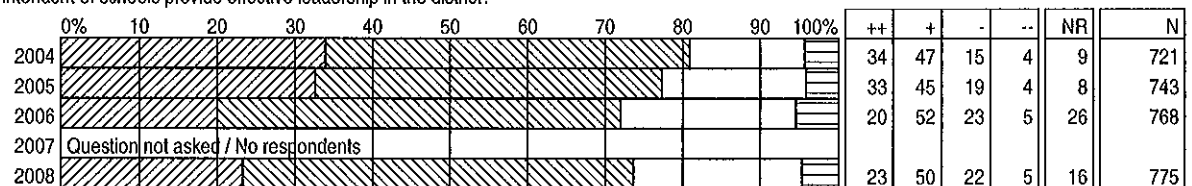
17) To what extent do you feel that the district is a good place to work?



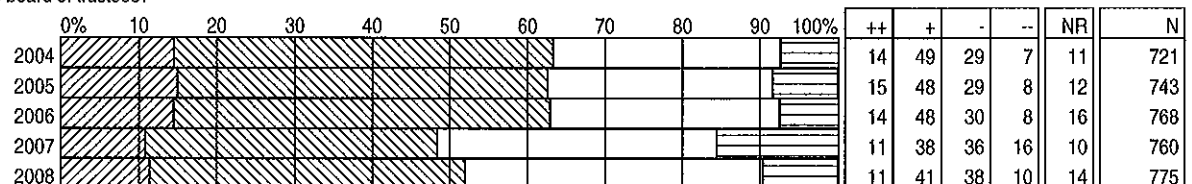
18) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



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



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



* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 2-6

BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr	Note
4) Teacher helps you when needed	95	95	95	95	96	1	
8) Feel safe in school	94	95	94	94	95	1	
10) Feel safe on the way to and from school	91	91	91	91	92	1	
1) Find school work interesting	87	88	87	89	89	0	
2) Report card is helpful to you	92	93	93	93	93	0	
3) Teacher expects you to do your best	98	98	99	98	98	0	
5) Know the school rules	97	98	97	98	98	0	
9) Feel safe during recess time	89	90	90	91	91	0	
12) People in the office are helpful	95	96	95	95	95	0	
14) Like being in school	89	91	91	92	92	0	
6) Students follow classroom rules	72	76	75	74	73	-1	
7) Students follow school rules	78	82	81	82	81	-1	
11) Principal is a good leader	94	95	95	96	95	-1	
13) School is clean	88	90	89	89	88	-1	

* 2004 results do not include Grade 4 students

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 7-9

BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr	Note:
13) Opportunity for say in school decisions	76	79	79	80	83	3	
7) Receive help planning high school program	87	87	87	87	89	2	
10b) Most students respect school property	75	79	76	77	79	2	
18) Staff to talk to when you have a problem	75	79	78	78	80	2	
19) Is your school clean	77	81	81	80	82	2	
9b) Students follow rules out of classroom	58	61	60	67	68	1	
10c) Most students respect school staff	86	88	86	86	87	1	
12) Feel safe on the way to and from school	92	92	91	90	91	1	
15) Recognition for accomplishments	90	90	90	90	91	1	
16) Confidence in your principal	76	80	77	82	83	1	
1) Find school work interesting	72	77	76	78	78	0	
4) Clear on what you are expected to learn	89	90	90	91	91	0	
5) Information from report card helpful	76	79	78	79	79	0	
8) Know how you are expected to behave	97	97	97	97	97	0	
11) Feel safe in your school	89	90	88	89	89	0	
14) Opportunity for extracurricular activities	92	91	92	92	92	0	
17) People in the office are helpful	82	84	82	84	84	0	
2) Are you expected to do your best	97	98	97	98	97	-1	
6) Teacher helps you when needed	86	89	88	90	89	-1	
9a) Students follow rules when in classroom	74	76	73	75	74	-1	
20) Satisfied with your school	82	84	83	85	84	-1	
3) Are your classes challenging	84	84	83	84	82	-2	
10a) Most students respect other students	76	79	77	79	77	-2	

* 2004 results do not include Grade 10 students

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

STUDENTS GRADES 10-12

BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr	Note
12b) Students follow rules out of classroom	63	66	68	67	71	4	
9) Help for career planning	74	77	77	77	79	2	
8) Help for further education planning	82	84	84	82	83	1	
13b) Most students respect school property	73	77	76	77	78	1	
22) Is your school clean	78	83	86	83	84	1	
21) Staff to talk to when you have a problem	79	80	82	82	82	0	
2) Are you expected to do your best	97	97	97	97	96	-1	
11) Know how you are expected to behave	97	98	98	98	97	-1	
14) Feel safe in school	93	92	93	92	91	-1	
16) Opportunity for say in school decisions	71	78	82	81	80	-1	
7) Enough variety of courses available	86	88	88	88	86	-2	
10) Feel prepared to enter world of work	75	75	77	77	75	-2	
13c) Most students respect school staff	86	89	89	88	86	-2	
15) Feel safe on the way to and from school	93	92	93	92	90	-2	
18) Recognition for accomplishments	87	87	92	90	88	-2	
23) Satisfied with your school	90	90	91	90	88	-2	
4) Clear on what you are expected to learn	91	93	91	92	89	-3	
5) Information from report card helpful	70	73	75	74	71	-3	
6) Teacher helps you when needed	88	91	89	90	87	-3	
13a) Most students respect other students	81	85	85	84	81	-3	
17) Opportunity for extracurricular activities	87	90	94	93	90	-3	
20) People in the office are helpful	81	85	87	84	81	-3	
1) Find school work interesting	79	82	81	80	76	-4	
3) Are your classes challenging	91	90	90	91	87	-4	
12a) Students follow rules when in classroom	82	86	85	83	79	-4	
19) Confidence in your principal	80	83	85	86	77	-9	

* 2004 results do not include Grade 10 students

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

K-12 DISTRICT PARENTS

BY QUESTION

PARENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr
12) Physical condition of your child's school	88	84	87	83	88	5
29) Level of funding for public education	37	45	52	52	57	5
28) The way money is used in EPS	70	72	79	77	81	4
33) Satisfied with board of trustees	82	83	91	86	90	4
30) School fees at your child's school are reasonable			83	81	84	3
14) Post-secondary education preparation	86	86	87	85	87	2
24) Cleanliness of your child's school	96	96	97	95	97	2
31) Overall with fundraising activities at school			88	87	89	2
02a) Emphasis placed on English Language Arts	94	94	95	95	96	1
02d) Emphasis placed on Social Studies	95	95	96	95	96	1
16) Usefulness of report card information	91	88	92	91	92	1
01) Satisfied with overall quality of education	94	94	96	96	96	0
02b) Emphasis placed on Mathematics	93	92	94	94	94	0
02c) Emphasis placed on Science	95	94	96	96	96	0
03) Programs/courses available	90	86	91	92	92	0
04) Enough info on learning expectations	84	85	84	84	84	0
06) Satisfied with non-teaching school staff	95	94	95	95	95	0
07) Child receives help needed to succeed	86	85	88	88	88	0
10) Enough info on sch'l's professional development	85	81	85	84	84	0
17) Enough info on student progress	87	84	86	86	86	0
19) Satisfied with the school principal	91	89	91	91	91	0
22) Way discipline is handled in school	87	88	88	88	88	0
23) Welcome received at school	96	93	95	95	95	0
08) School work is challenging	93	95	91	94	93	-1
09) Satisfied with teachers	92	91	93	94	93	-1
11) The way money is being used in school	87	87	89	90	89	-1
15) World of work preparation	82	86	84	85	84	-1
18) Enough info about achievement results	87	85	88	88	87	-1
27) Programs/courses available EPS	91	88	93	94	93	-1
13) Involvement in school decisions	90	88	90	92	90	-2
20) Enough info on behaviour expectations	96	95	96	97	95	-2
21a) Satisfied child is safe in school	93	92	92	94	92	-2
05) Satisfied school staff work as a team	92	91	91	95	91	-4
21b) Satisfied child is safe to and from school	93	91	91	94	90	-4
26) Edmonton Transit service at your child's school			87	88	84	-4
25) Yellow bus service at your child's school			80	89	80	-9
32) Satisfied with Superintendent of Schools	83	84	93		93	

* 2004 results do not include Grades 4, 7, 10

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2002-2007

SCHOOL STAFF

BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr
23) Confidence in the board of trustees	65	71	67	58	67	9
12b) How money is used in the district	55	61	52	57	62	5
21) Input into district level decisions	49	54	49	49	50	1
3b) Satisfied with info on district happenings	82	84	81	80	80	0
15) Principal provides effective leadership	84	85	82	85	85	0
16) Satisfied with way student discipline is handled	80	81	80	79	79	0
19a) District's mission communicated clearly	90	91	88	85	85	0
19b) District's mission consistent with own	84	86	82	83	83	0
1) School focused on student achievement	97	98	97	97	96	-1
7) Work responsibilities are reasonable	78	83	80	81	80	-1
17) Satisfied with cleanliness of school	82	84	83	82	81	-1
20) District is a good place to work	90	93	90	90	89	-1
9) Opportunities for professional development	81	83	78	83	81	-2
11) Satisfied with physical condition of school	69	71	71	72	70	-2
18) School is a safe environment	92	93	93	92	90	-2
2) School is a good place to work	91	93	91	92	89	-3
4) Staff work as a team in your school	84	85	84	85	82	-3
5) Input into school level decisions	76	76	75	77	74	-3
6) Get recognition for the work you do	79	80	78	80	77	-3
8) School provides appropriate learning experiences	91	93	92	93	90	-3
10) School facility adequate for programs offered	76	77	77	78	75	-3
12a) How money is used in your school	79	79	76	79	76	-3
14) Accountability system shapes instructional practice	89	90	88	88	85	-3
13a) Level of parental involvement	74	75	74	73	69	-4
13b) Level of general community involvement	72	73	73	73	69	-4
3a) Satisfied with info on school happenings	84	86	83	84	79	-5
22) The superintendent provides effective leadership	79	81	76		77	

* Results weighted

* Note: Surveys not conducted in 2003

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

PRINCIPALS

BY QUESTION

PRINCIPALS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr	Note
5) Get recognition for the work you do	83	67	64	69	80	11	
27q) Services provided by Student Achievement Services	90	70	50	71	81	10	
4) Staff work as a team in the district	94	84	83	83	91	8	
6) Work responsibilities are reasonable	71	69	72	70	78	8	
11) How money is used in the district	90	80	61	84	92	8	
22) Input into district level decisions	78	66	66	72	80	8	
24) Confidence in the board of trustees	79	86	80	68	76	8	
8) Opportunities for professional development	92	89	90	91	96	5	
12) Financial information received	93	86	80	90	95	5	
27m) Services provided by Personnel Recruitment & Staffing Services	92	92	93	90	95	5	
3) Satisfied with info on district happenings	95	90	91	89	93	4	
18) Satisfied with cleanliness of school	87	90	91	87	91	4	
21) District is a good place to work	98	95	94	94	98	4	
26) Accommodation of special needs students	74	79	75	75	79	4	
13a) Level of parental involvement	75	79	78	79	82	3	
20a) District's mission communicated clearly	97	96	92	93	96	3	
20b) District's mission consistent with own	96	95	94	94	97	3	
27c) Services provided by Communications	94	93	91	91	94	3	
27o) Services provided by Planning	82	80	72	79	82	3	
27b) Services provided by Budget Services	92	91	96	95	97	2	
27i) Services provided by Internal Audit	95	97	95	93	95	2	
27k) Services provided by Leadership Services	93	97	95	93	95	2	
10) Satisfied with physical condition of school	72	72	72	75	76	1	
13b) Level of general community involvement	72	77	74	81	82	1	
14) Accountability system shapes instructional practice	97	97	95	95	96	1	
17) Time in classroom assists allocation of resources decisions	88	95	92	94	95	1	
27r) Services provided by Student Assessment	93	94	91	92	93	1	
9) School facility adequate for programs offered	85	86	87	87	87	0	
16) Time in classroom assists professional development decisions	87	94	95	96	96	0	
19) School is a safe environment	99	99	99	99	99	0	
27n) Services provided by Personnel Support Services	97	95	93	95	95	0	
27s) Services provided by Student Information	98	96	98	96	96	0	
1) School focused on student achievement	100	99	100	100	99	-1	
15) Time in classroom enhances instruction in school	94	94	92	97	96	-1	
27g) Services provided by Financial Services (including Purchasing)	92	95	92	93	92	-1	
27t) Services provided by Student Transportation	79	78	74	83	82	-1	
2) School is a good place to work	99	100	99	100	98	-2	
7) Staff provide appropriate learning experiences	99	99	98	100	98	-2	
27a) services provided by Bennett Centre	99	95	95	97	95	-2	
27h) Services provided by Information Technology Services	87	89	90	90	88	-2	
27p) Services provided by Resource Development Services	86	91	86	92	88	-4	
27e) Services provided by Curriculum		91	89	94	89	-5	
27l) Services provided by Metro Community College	88	90	86	95	90	-5	
27d) Services provided by Consulting Services	91	90	87	89	82	-7	
27j) Services provided by International Programs		95	83	95	88	-7	
25a) Availability of staff for regular programs	99	98	96	93	84	-9	
25c) Availability of staff for alternative programs	80	83	82	75	65	-10	
25b) Availability of staff for special needs programs	84	89	84	73	61	-12	
27f) Services provided by Facilities Services	78	77	71	81	68	-13	
23) The superintendent provides effective leadership	87	80	85		90		

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2004-2008

CENTRAL SERVICES STAFF

BY QUESTION TABULAR

CENTRAL SERVICES STAFF
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2004	2005	2006	2007	2008	Incr/Decr	Note
16b) District's mission consistent with own	79	79	80	74	80	6	
1) District focused on student achievement	92	94	93	89	93	4	
16a) District's mission communicated clearly	84	84	83	77	81	4	
20) Do you have confidence in the board of trustees?	63	63	63	48	52	4	
15) Workplace is a safe environment	69	73	76	72	75	3	
9) Satisfied with physical condition of building at work	55	58	56	53	55	2	
10b) How money is used in the district	50	50	45	45	47	2	
12) Managing director/director provides effective leadership	73	70	69	69	71	2	
2) Central services is a good place to work	84	83	83	81	82	1	
5) Input into department level decisions	62	60	59	51	52	1	
10a) How money is used in central services	48	48	47	45	46	1	
3a) Satisfied with info on department happenings	70	68	67	62	62	0	
6) Get recognition for the work you do	59	57	59	56	56	0	
3b) Satisfied with info on district happenings	71	67	67	67	66	-1	
4) Staff work as a team in your work unit	73	73	74	74	73	-1	
8) Opportunities for professional development	55	57	60	62	61	-1	
17) District is a good place to work	88	87	84	82	81	-1	
18) Input into district level decisions	42	40	39	40	38	-2	
7) Work responsibilities are reasonable	78	74	76	72	69	-3	
13) Assistant superintendent provides effective leadership	65	66	66	64	61	-3	
14) Cleanliness of building at work	65	65	64	60	57	-3	
11) Supervisor provides effective leadership	74	77	77	78	72	-6	
19) The superintendent provides effective leadership	81	77	72		74		

* Results weighted

COMMUNITY SATISFACTION SURVEY RESULTS 2008

Summary of Survey Analysis

Analysis of the 2008 Community Survey data reveals little change overall in comparison to results from 2007. Positive response to most questions remains fairly stable with modest increases or decreases from last year. Respondents were asked to provide their input regarding the main issues facing education. The foremost concern for both parent and non-parent groups remains funding issues, followed by matters relating to safety and well-being.

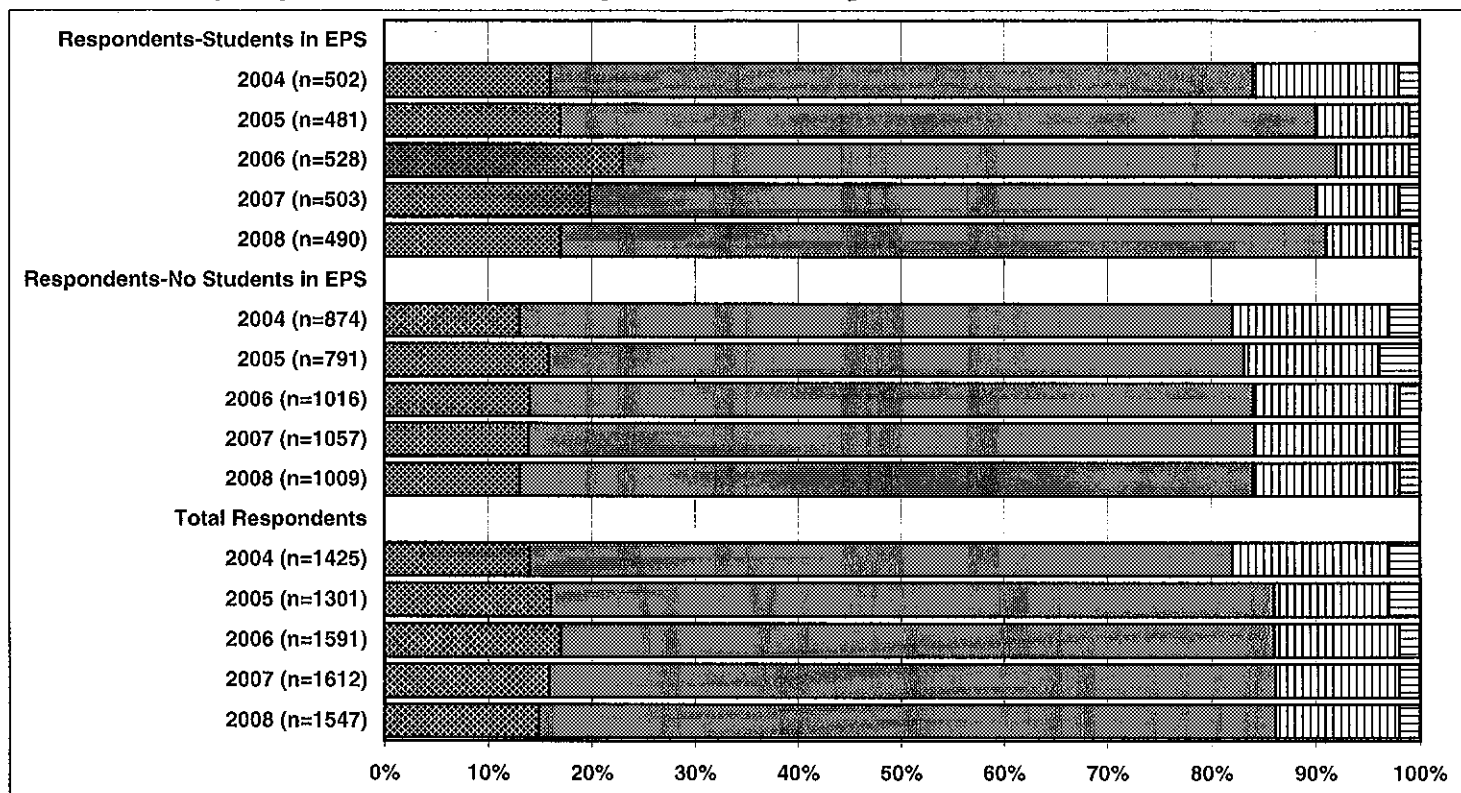
The following table provides a summary of the increases and decreases in positive response from respondents indicating they have children attending Edmonton Public Schools as well as those who do not have children in district schools. The changes in positive response shown below are compared to the previous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

	Respondents <u>Without</u> Children in EPS	Respondents <u>With</u> Children in EPS
Increase In Positive Responses	<ul style="list-style-type: none"> ▪ effectiveness of trustees ▪ funding from fund raising 	<ul style="list-style-type: none"> ▪ effectiveness of trustees ▪ funding from exclusive supply agreements
Upward Trend In Positive Responses	<ul style="list-style-type: none"> ▪ nil 	<ul style="list-style-type: none"> ▪ condition of EPS buildings ▪ funding from fund raising
Decrease In Positive Responses	<ul style="list-style-type: none"> ▪ encouraging school completion 	<ul style="list-style-type: none"> ▪ EPS better/same as other countries ▪ choice of different school types ▪ effectiveness of principals ▪ EPS better/same as private schools ▪ preparation for the world of work
Downward Trend In Positive Responses	<ul style="list-style-type: none"> ▪ providing for the safety of students at school 	<ul style="list-style-type: none"> ▪ nil

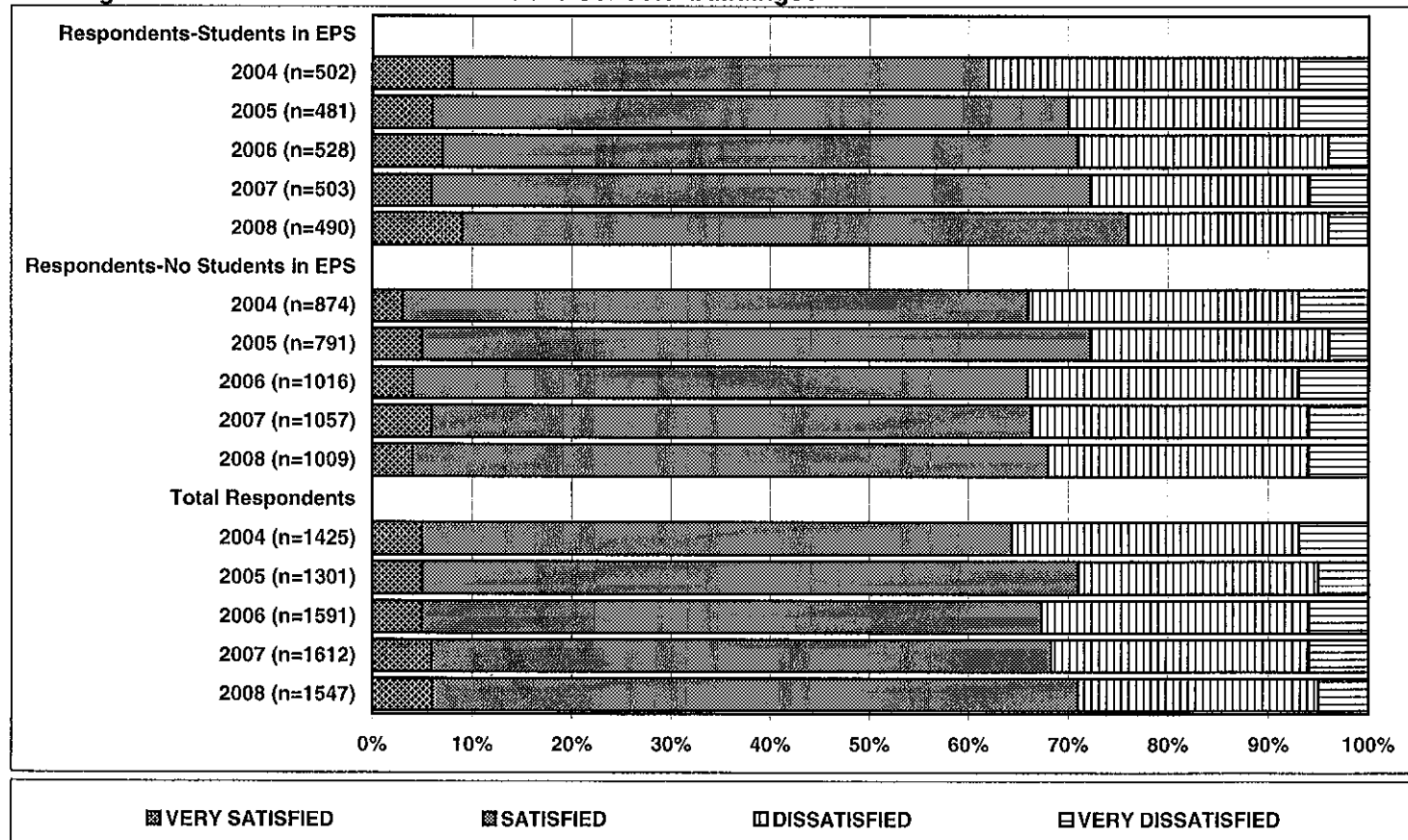
2008 COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

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



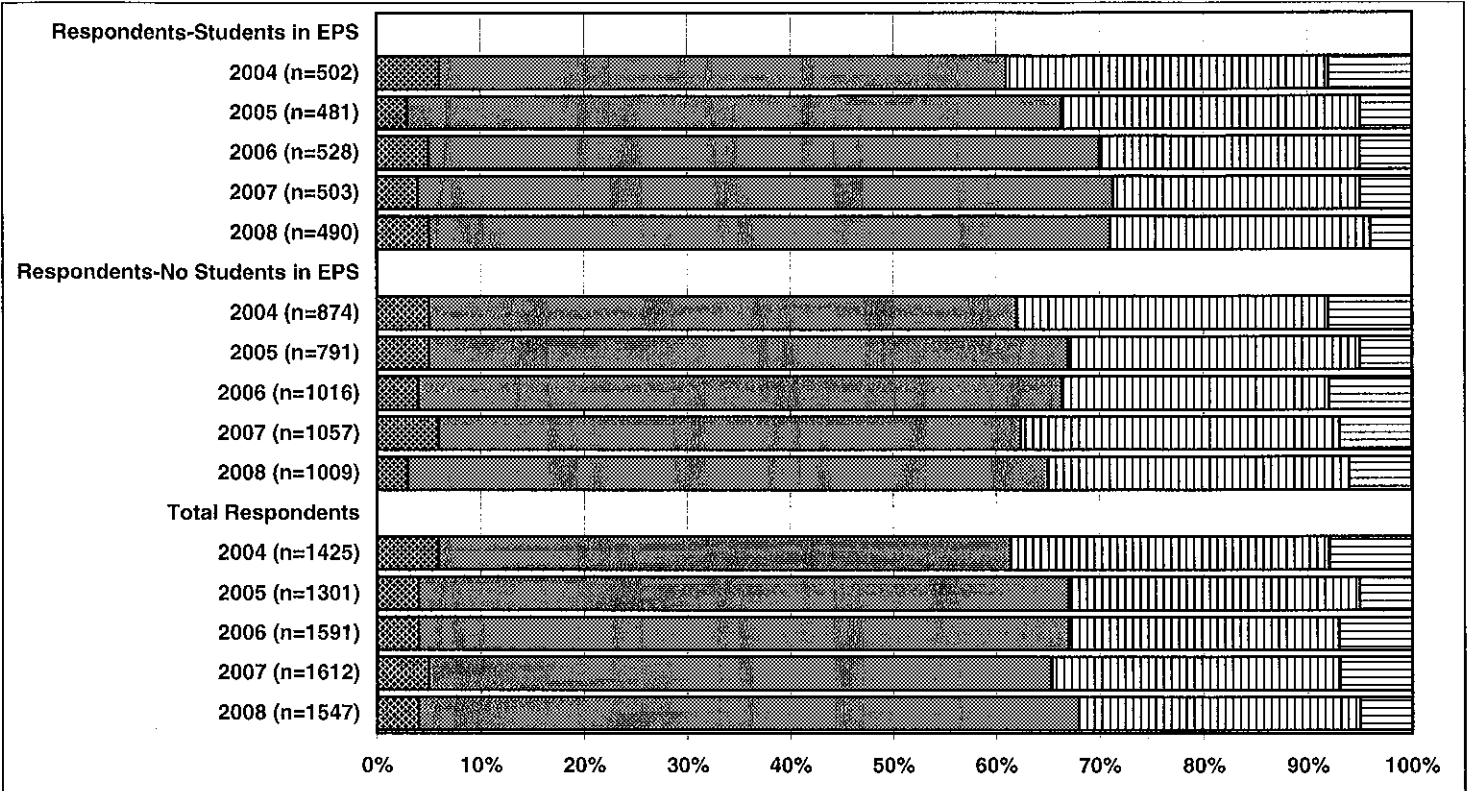
2. The general condition of Edmonton Public Schools' buildings?



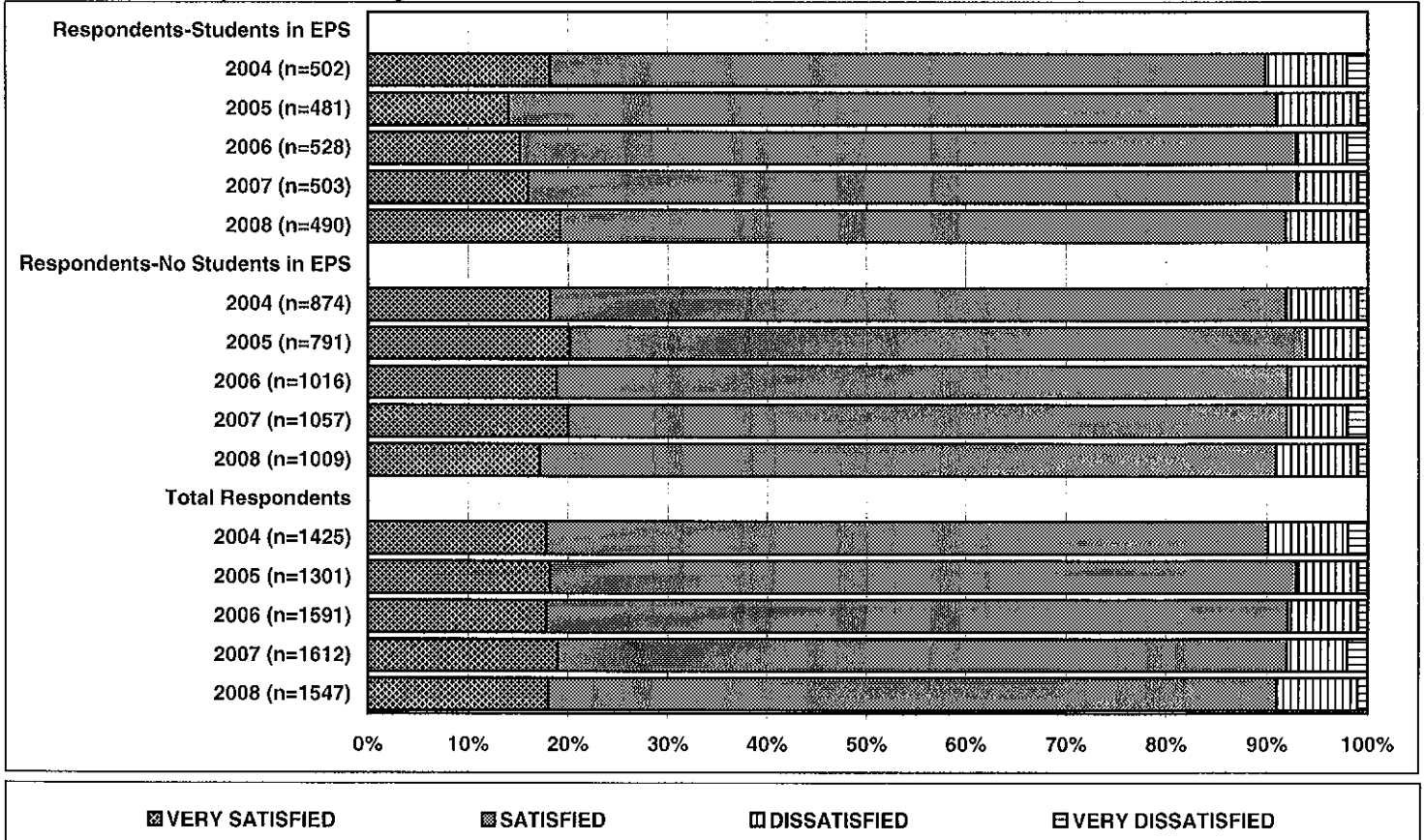
2008 COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

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



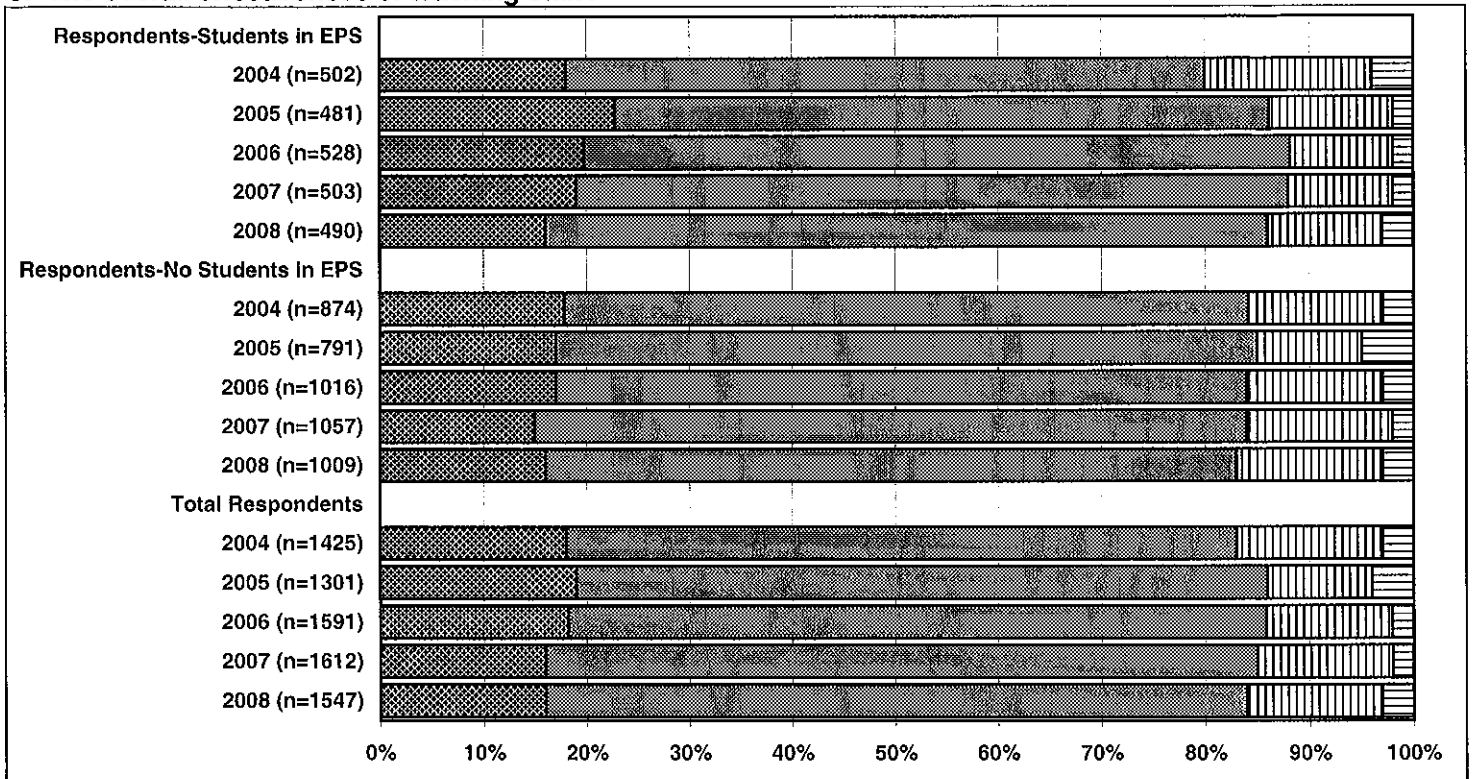
4. The availability of continuing education from Edmonton Public Schools?



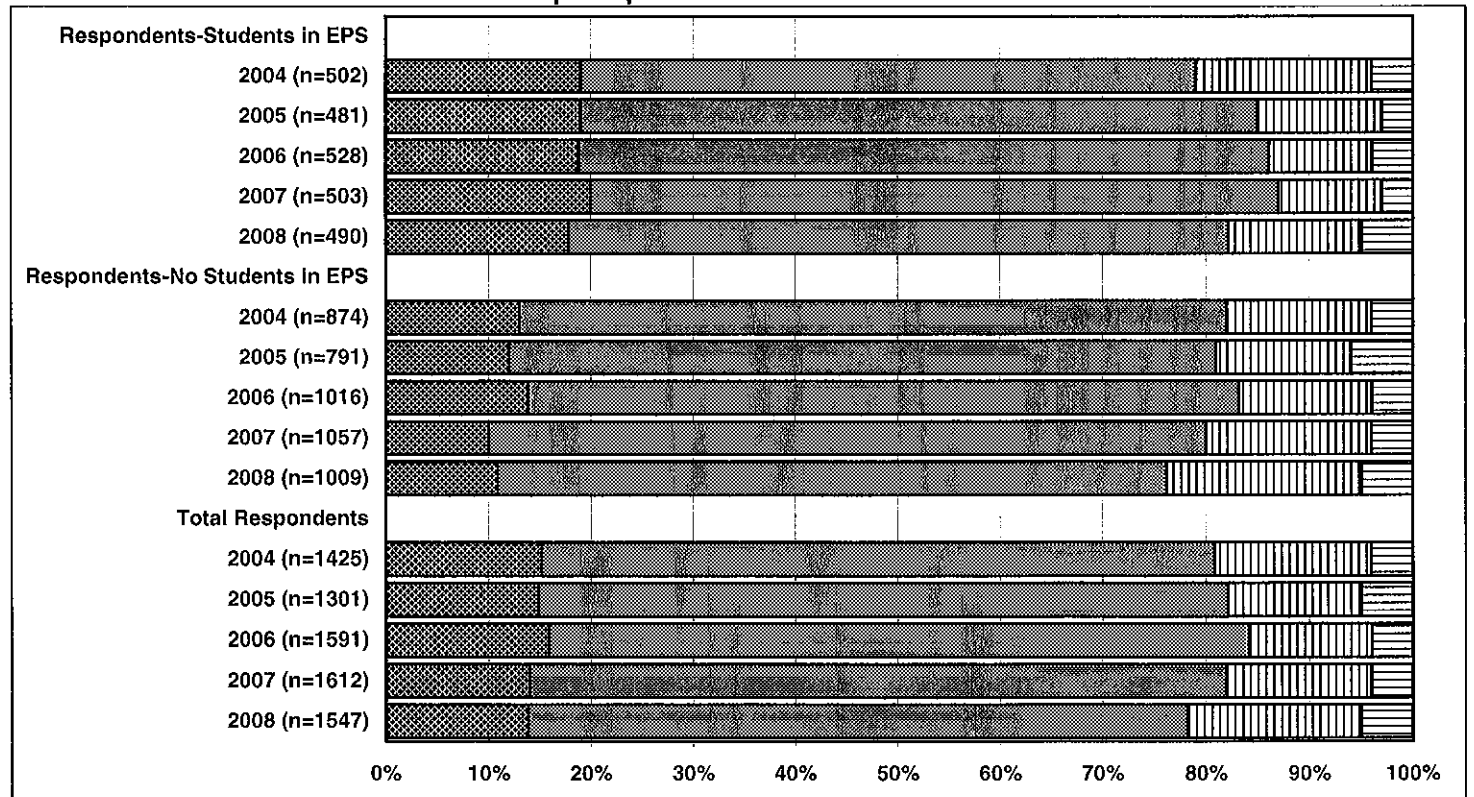
2008 COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

5. The overall effectiveness of teaching staff?



6. The overall effectiveness of the school principals?



■ VERY SATISFIED

■ SATISFIED

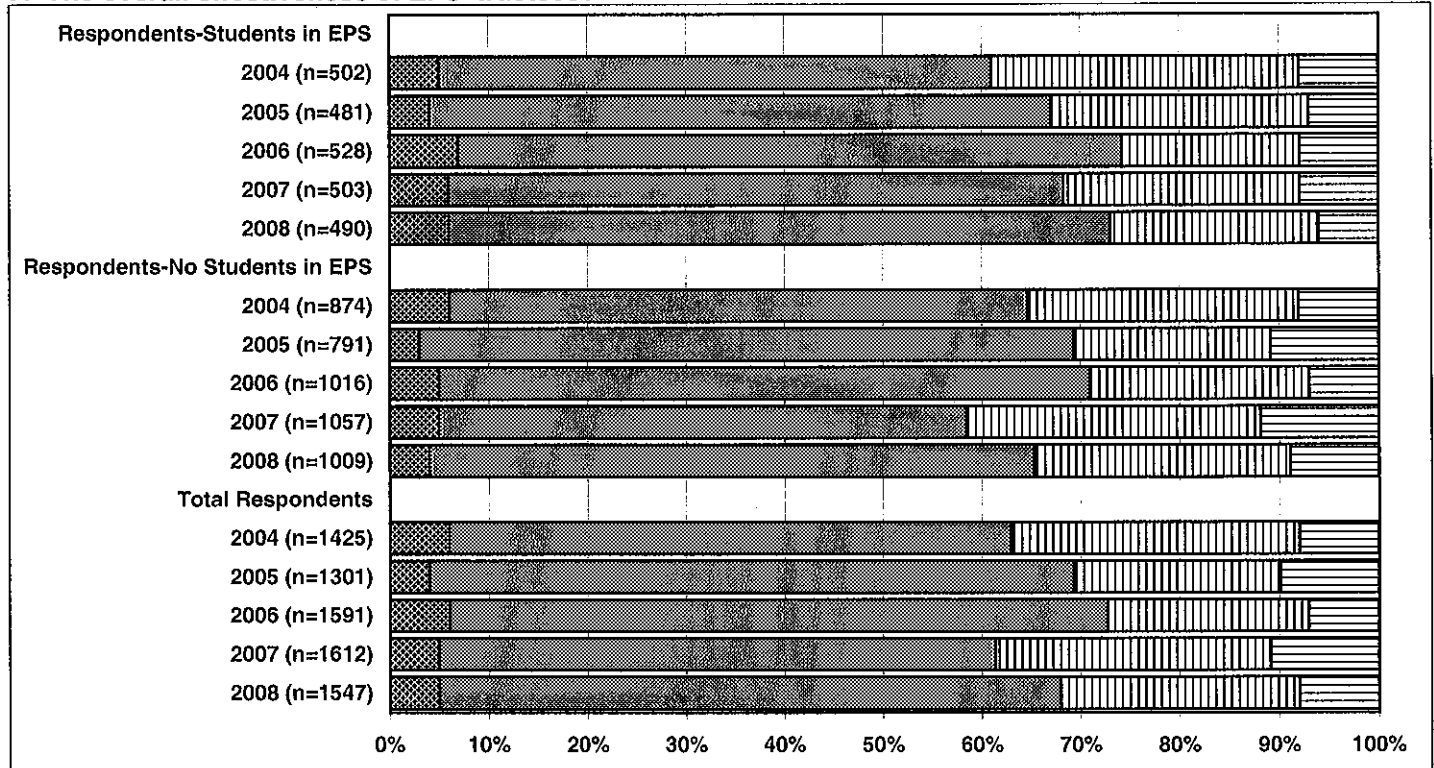
■ DISSATISFIED

■ VERY DISSATISFIED

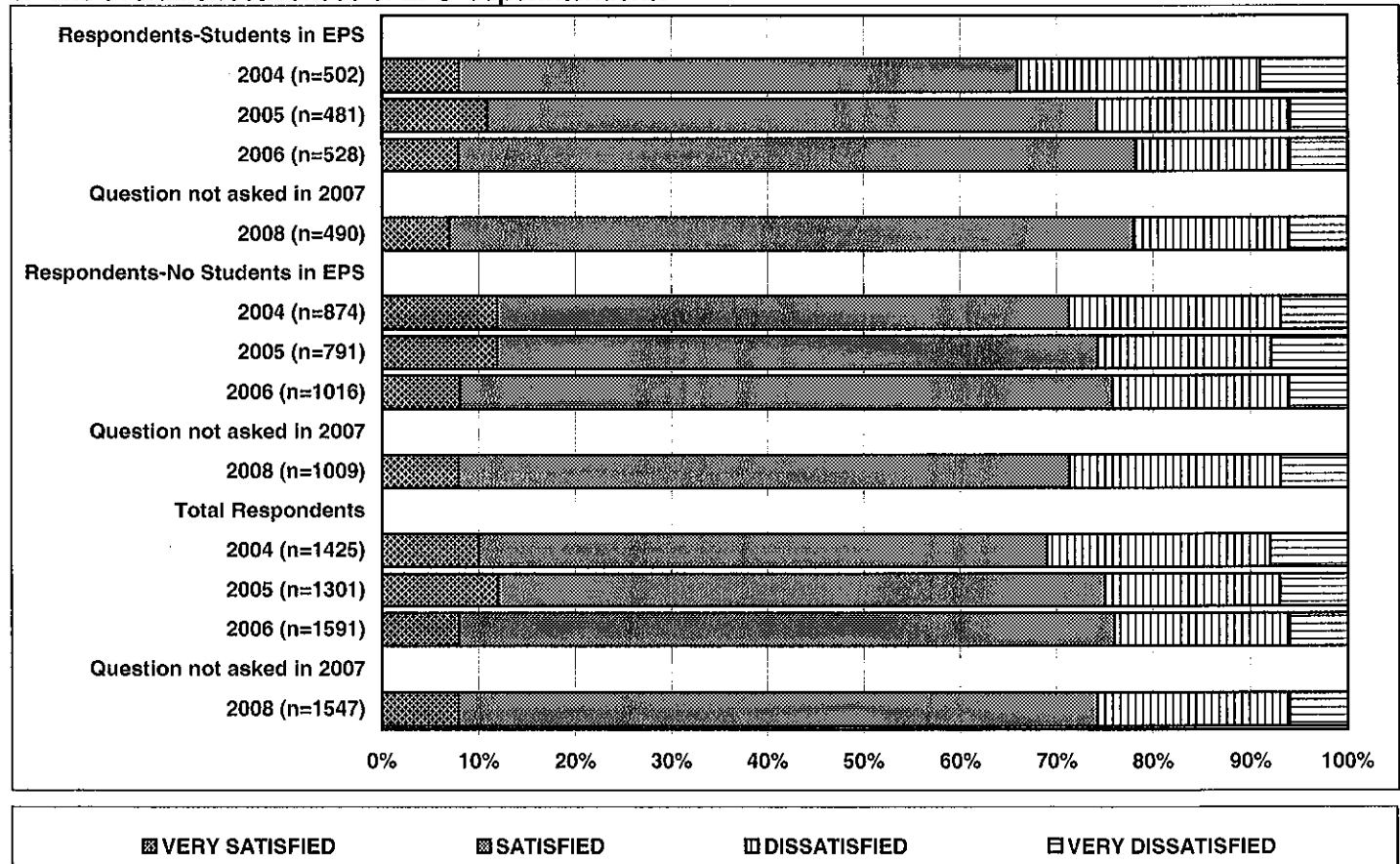
2008 COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

7. The overall effectiveness of EPS' trustees?



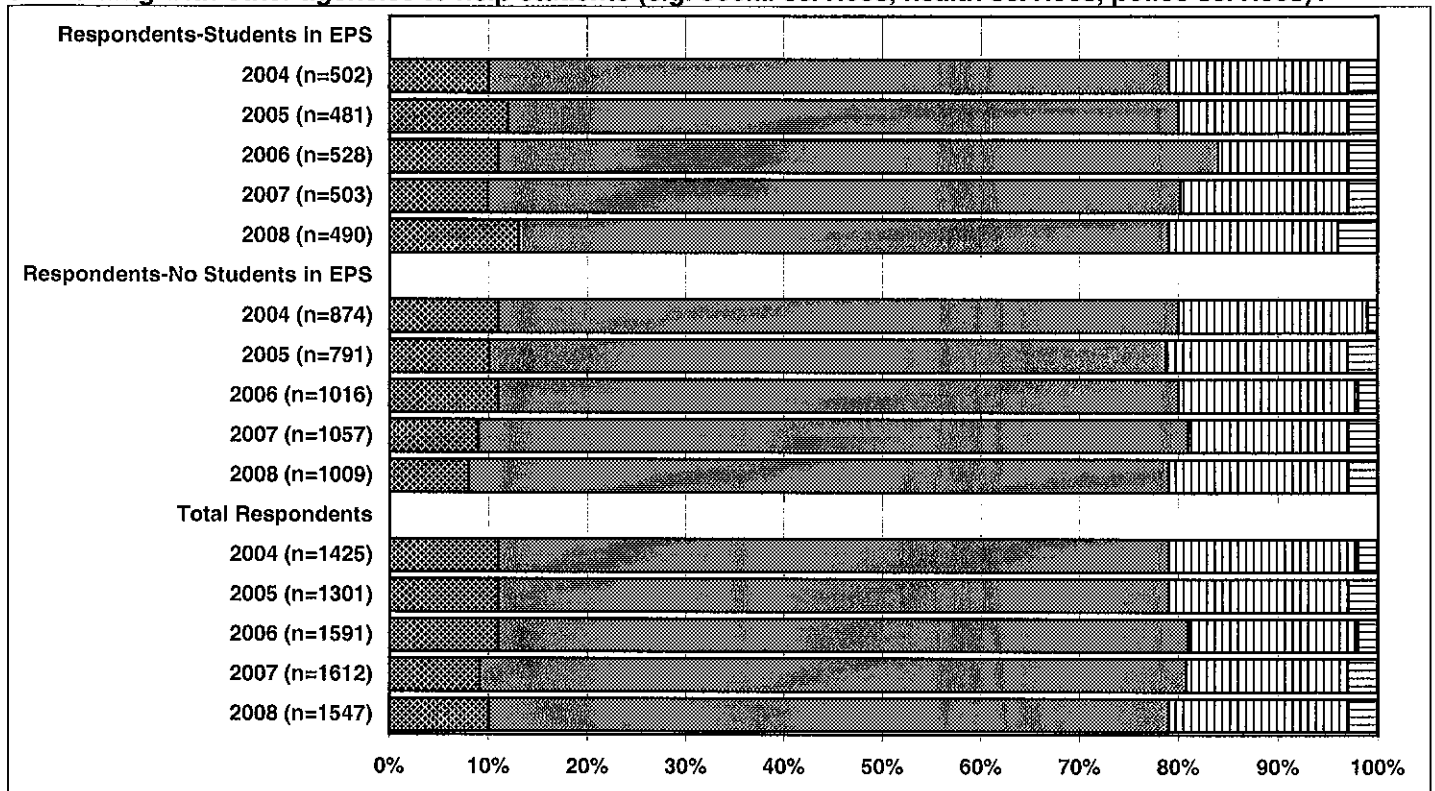
8. The overall effectiveness of EPS' superintendent?



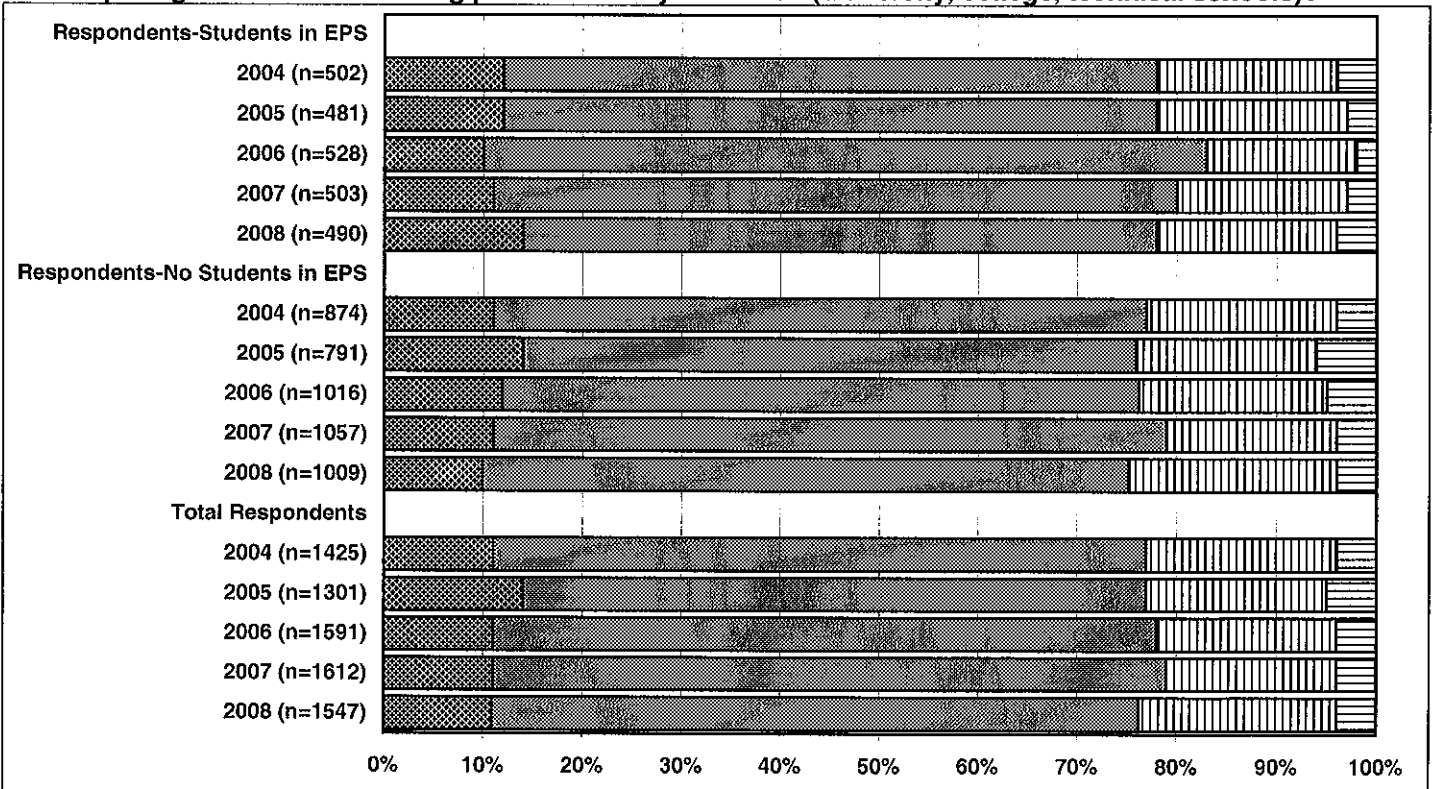
2008 COMMUNITY SURVEY

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

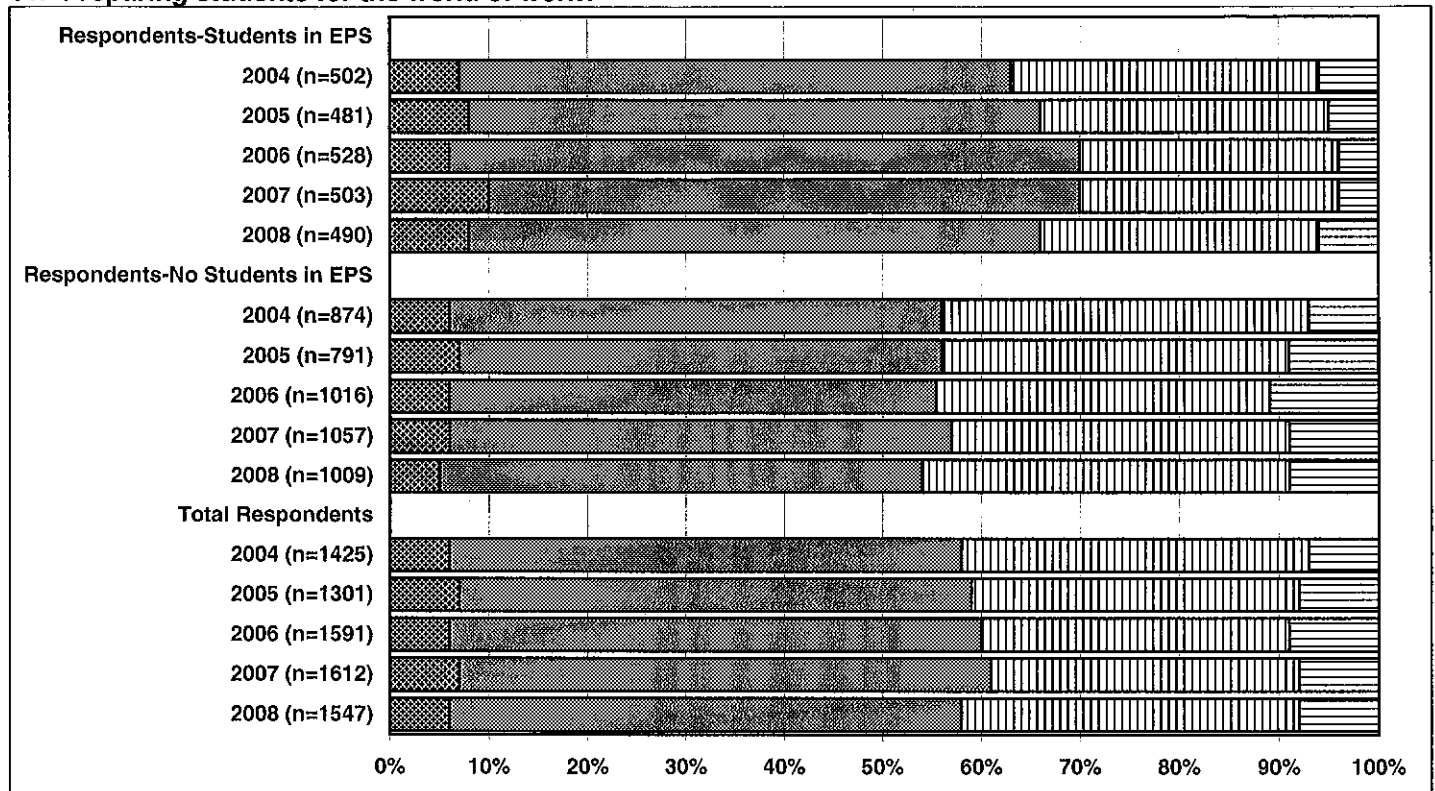
□ INEFFECTIVE

□ VERY INEFFECTIVE

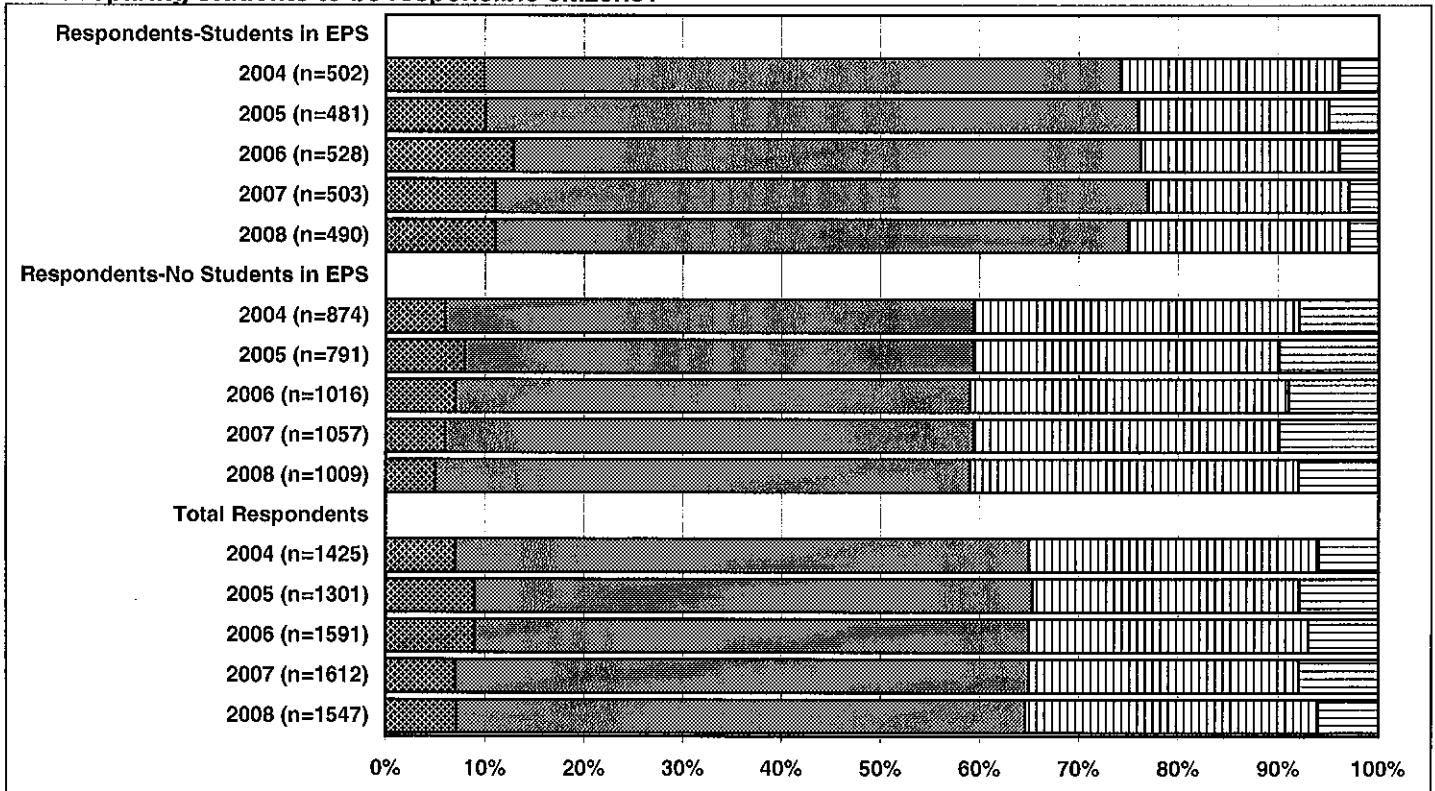
2008 COMMUNITY SURVEY

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

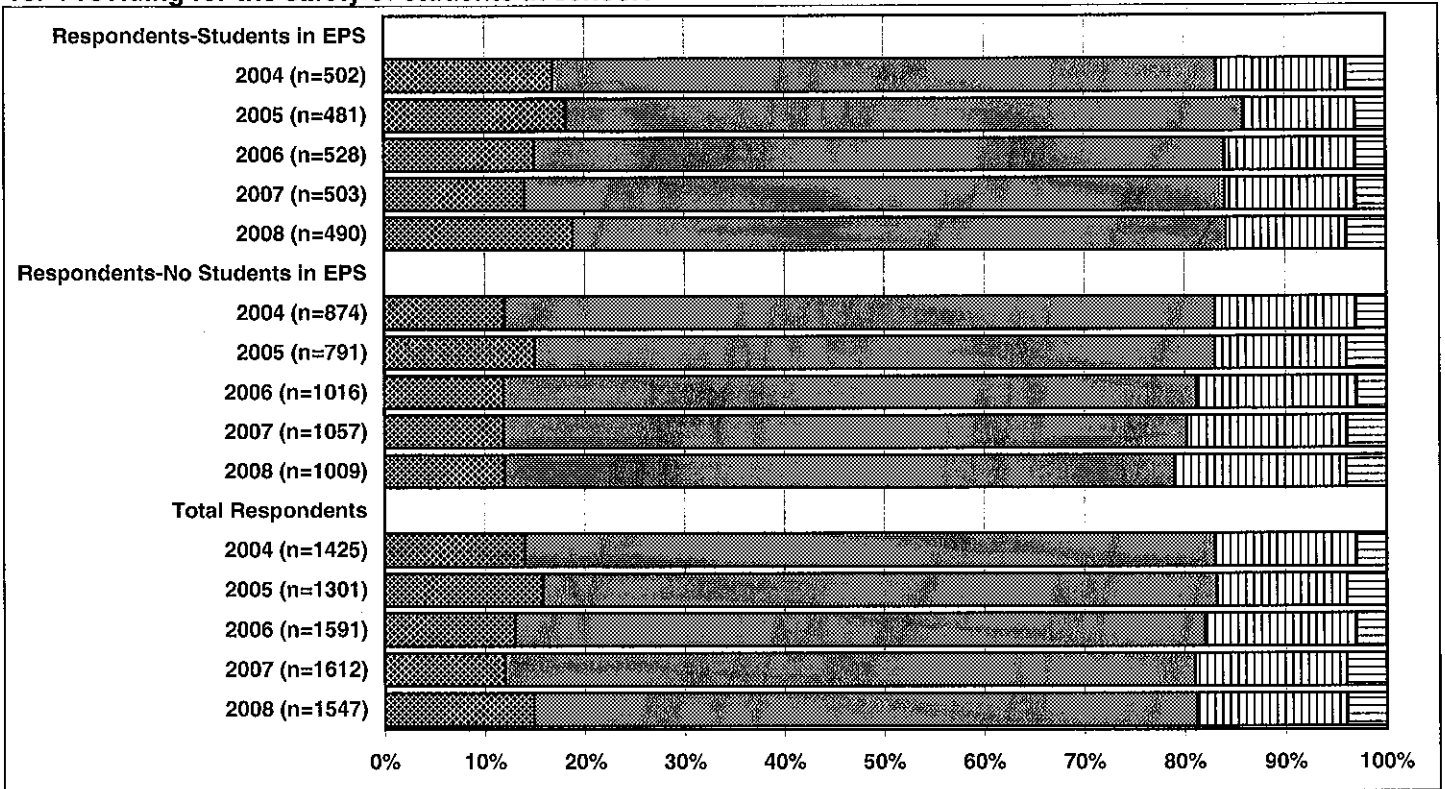
INEFFECTIVE

VERY INEFFECTIVE

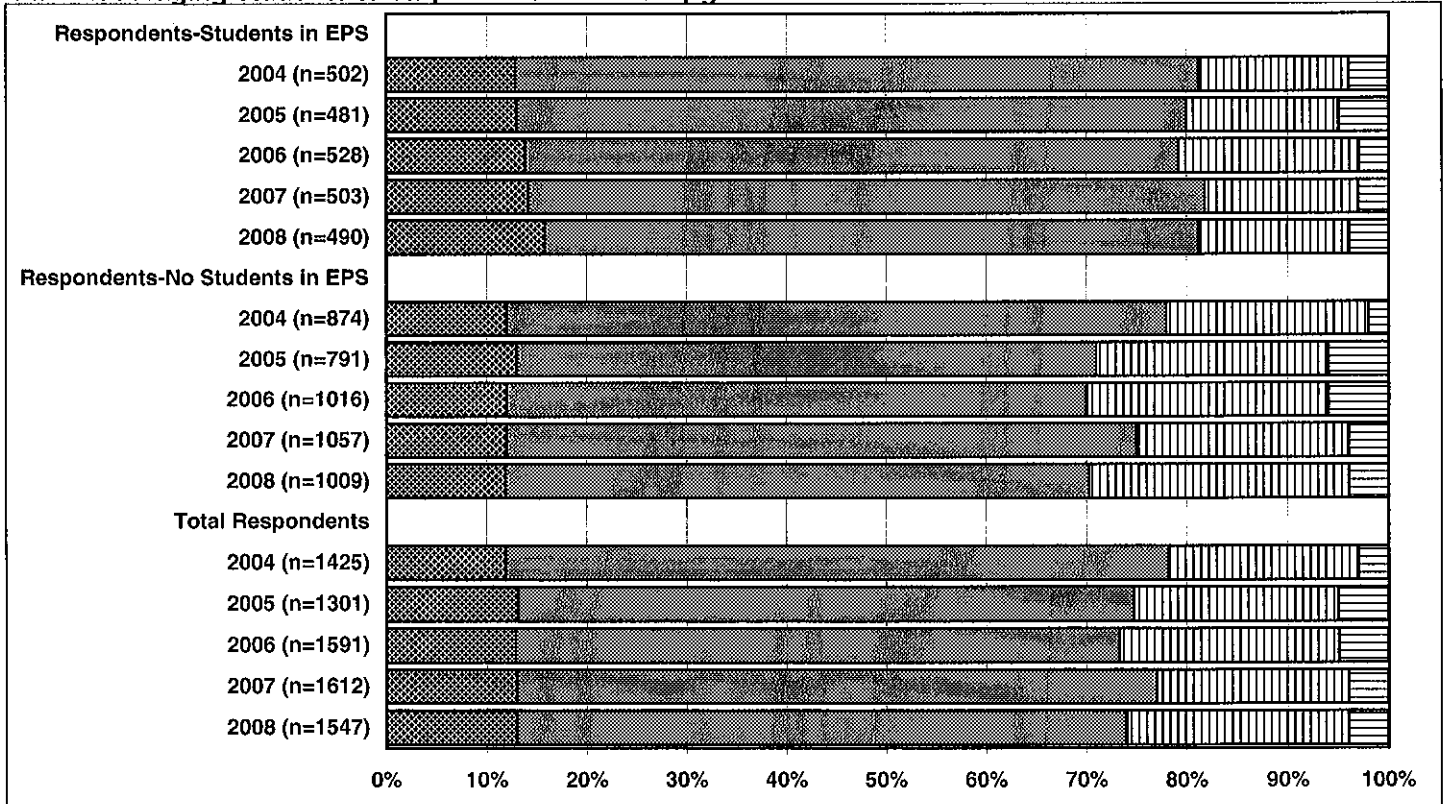
2008 COMMUNITY SURVEY

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

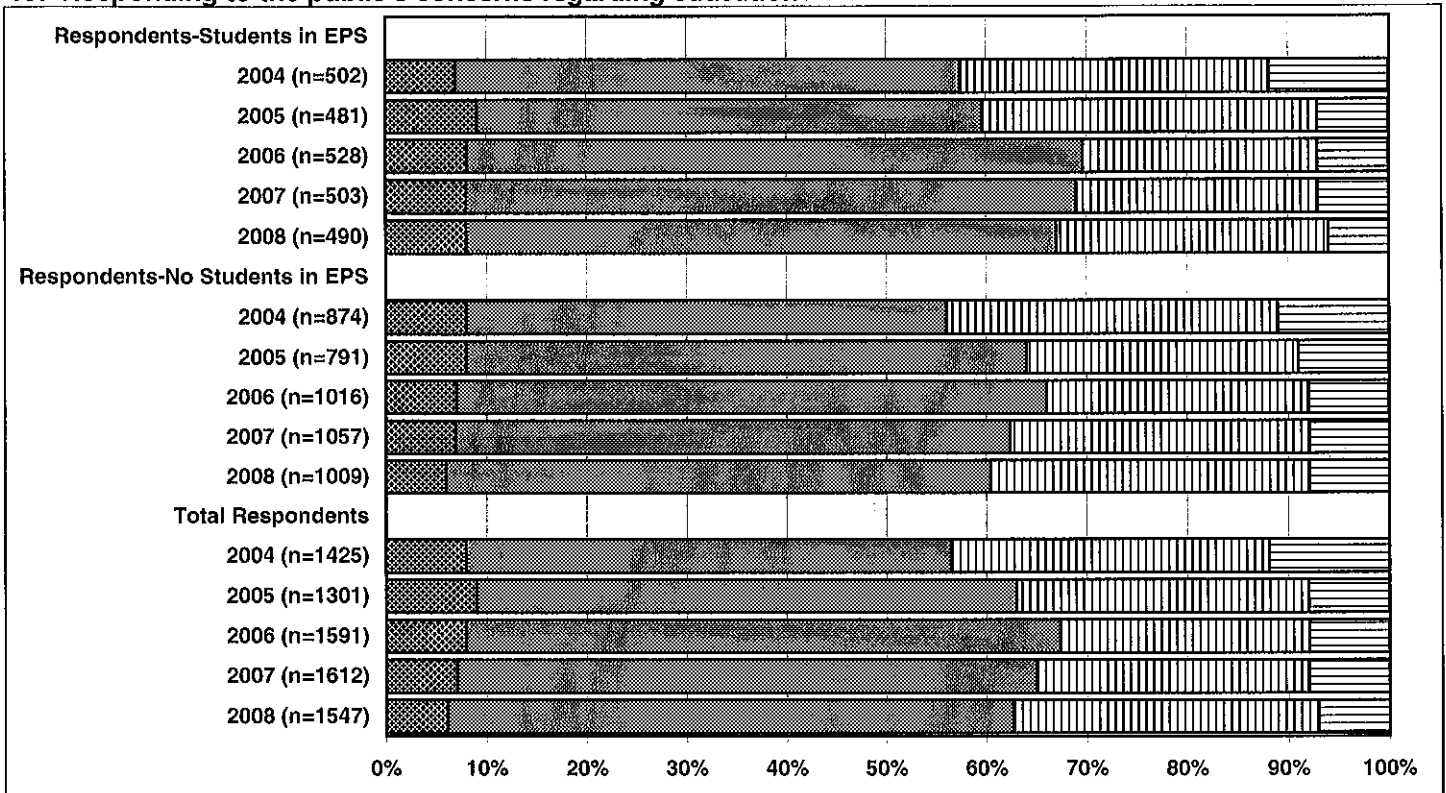
INEFFECTIVE

VERY INEFFECTIVE

2008 COMMUNITY SURVEY

HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:

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



■ VERY EFFECTIVE

■ EFFECTIVE

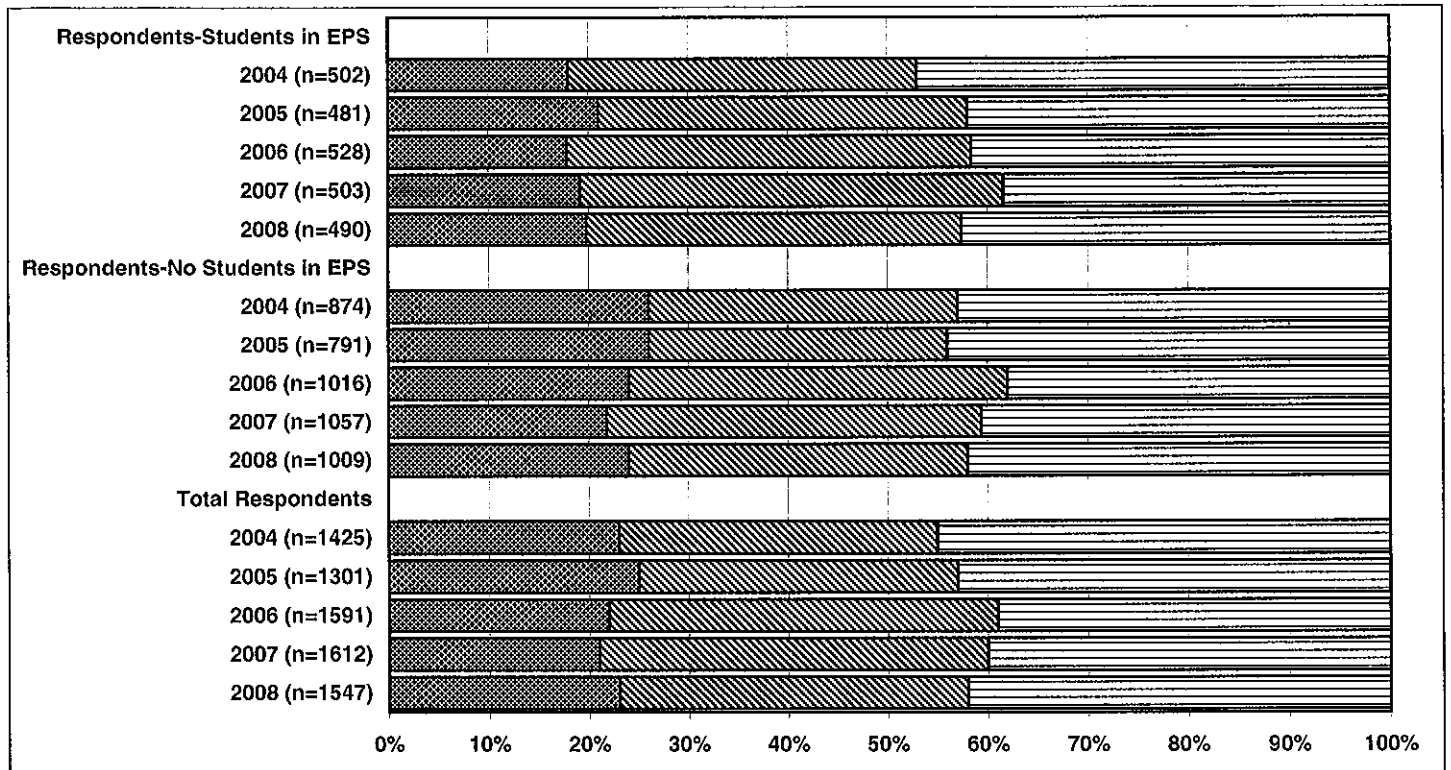
■ INEFFECTIVE

■ VERY INEFFECTIVE

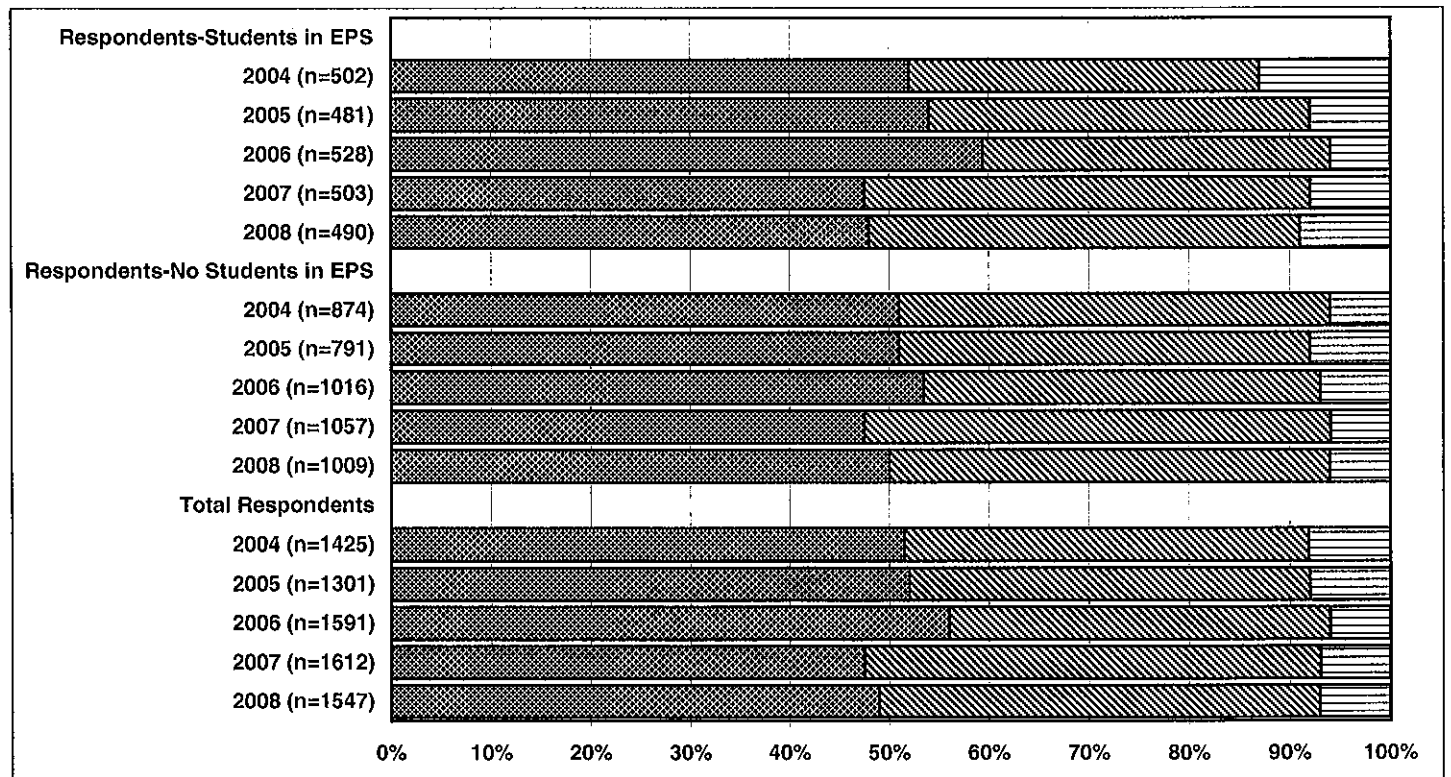
2008 COMMUNITY SURVEY

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

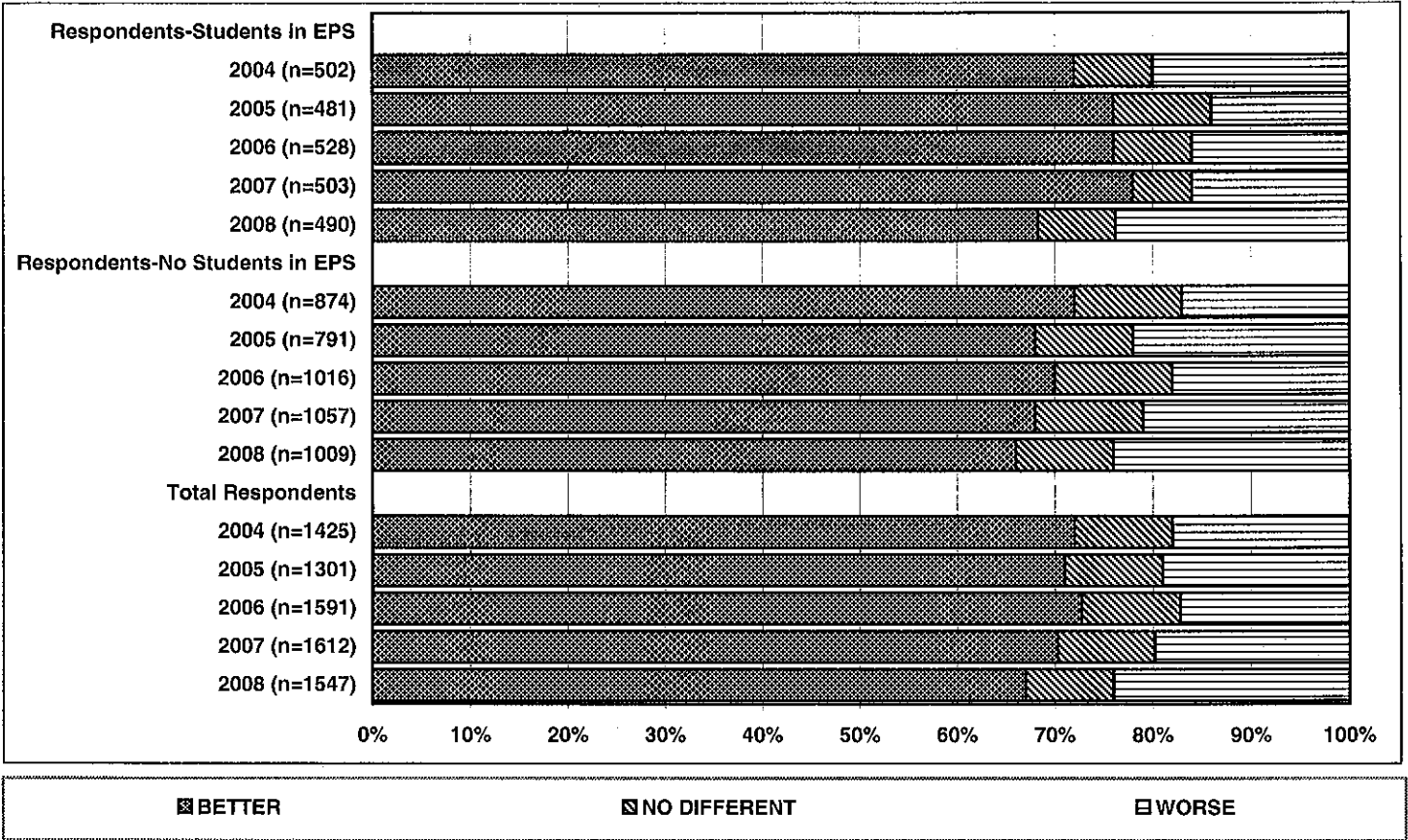
■ NO DIFFERENT

■ WORSE

2008 COMMUNITY SURVEY

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

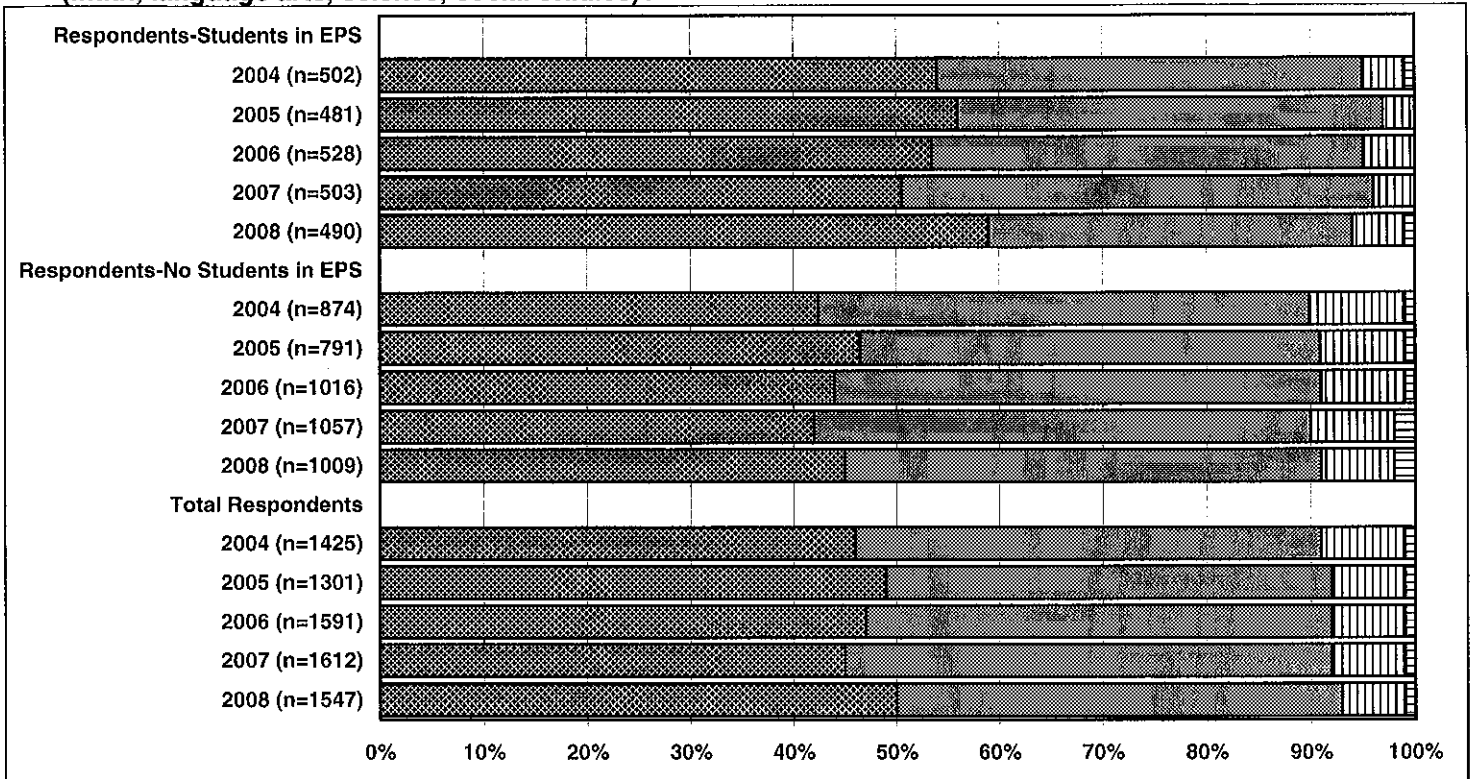
18. Students in other countries?



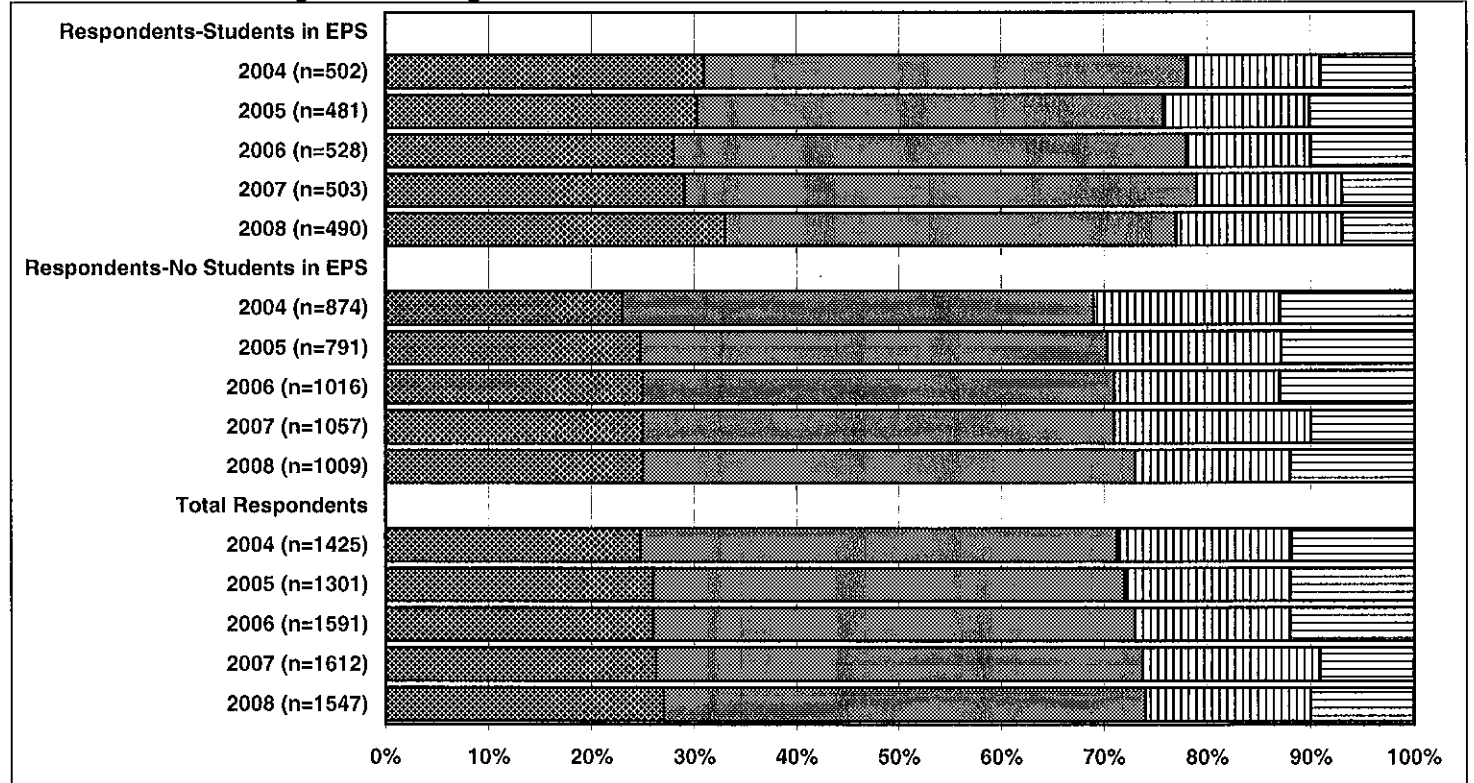
2008 COMMUNITY SURVEY

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

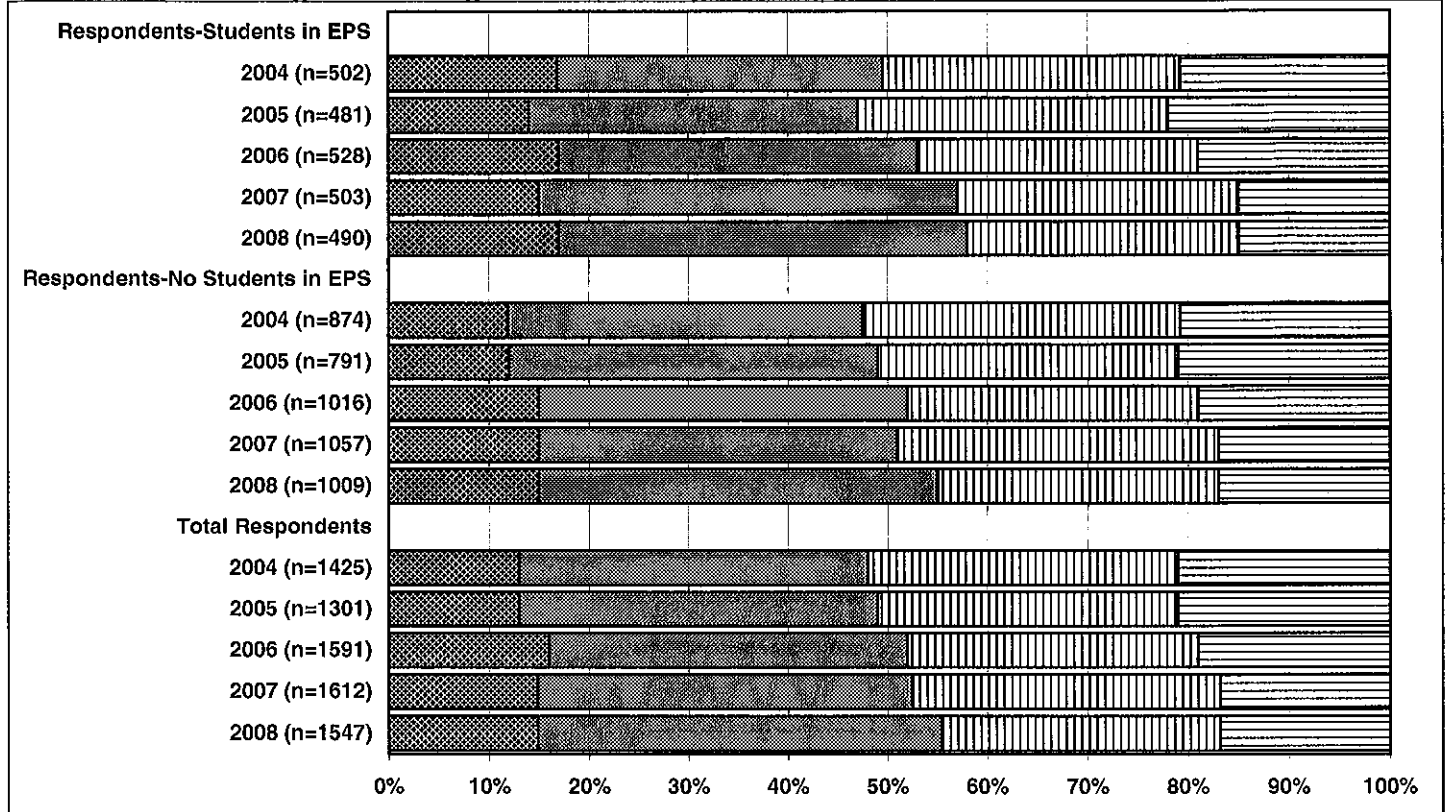
■ SOMEWHAT AGAINST

■ TOTALLY AGAINST

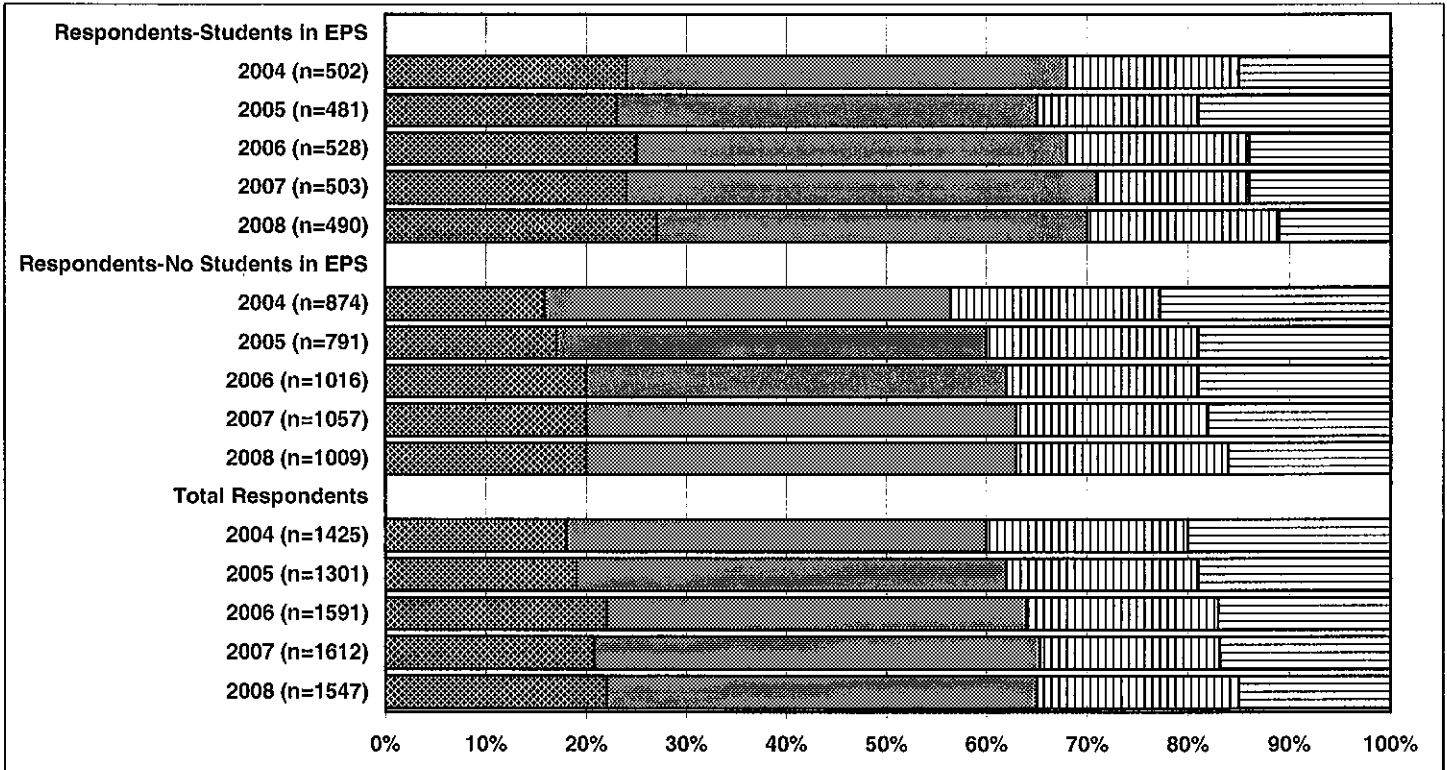
2008 COMMUNITY SURVEY

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

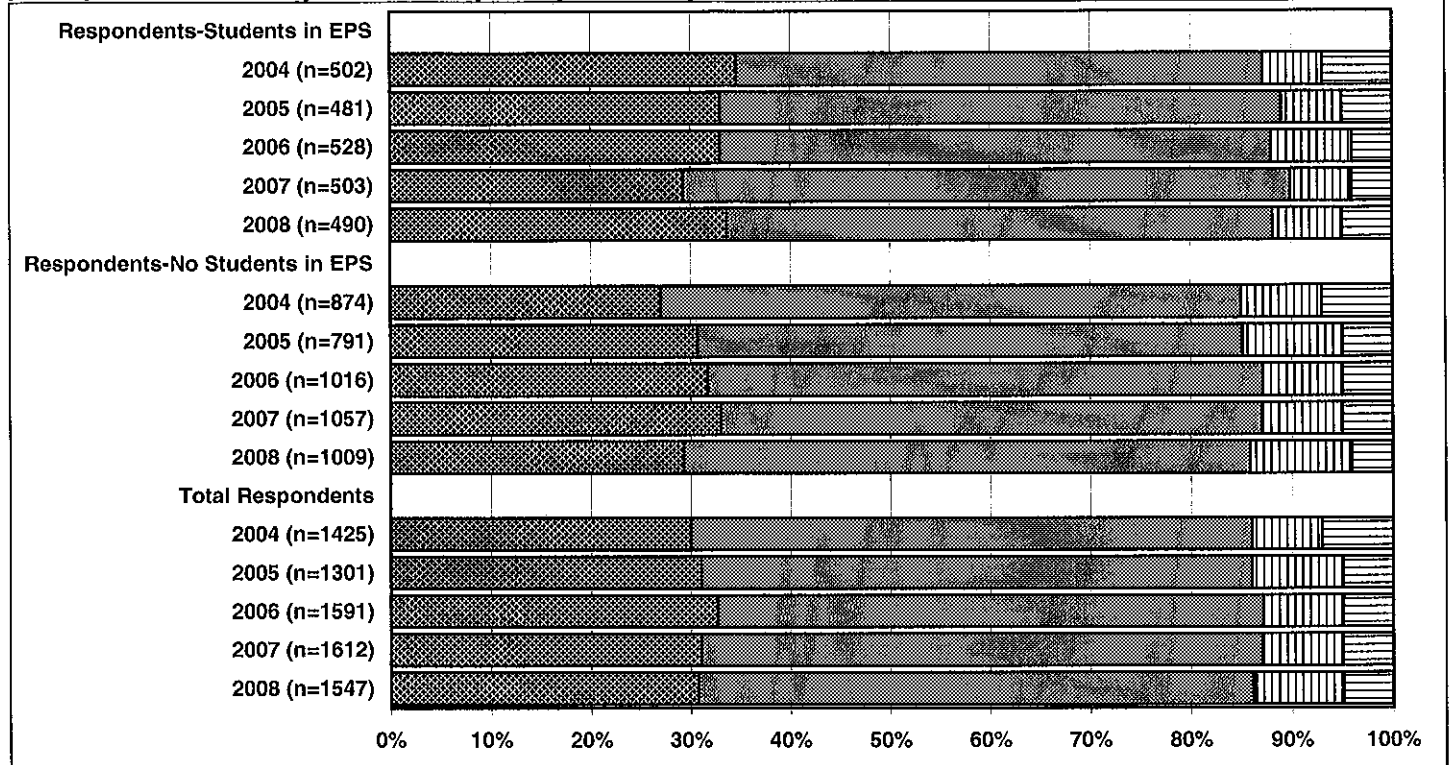
SOMEWHAT AGAINST

TOTALLY AGAINST

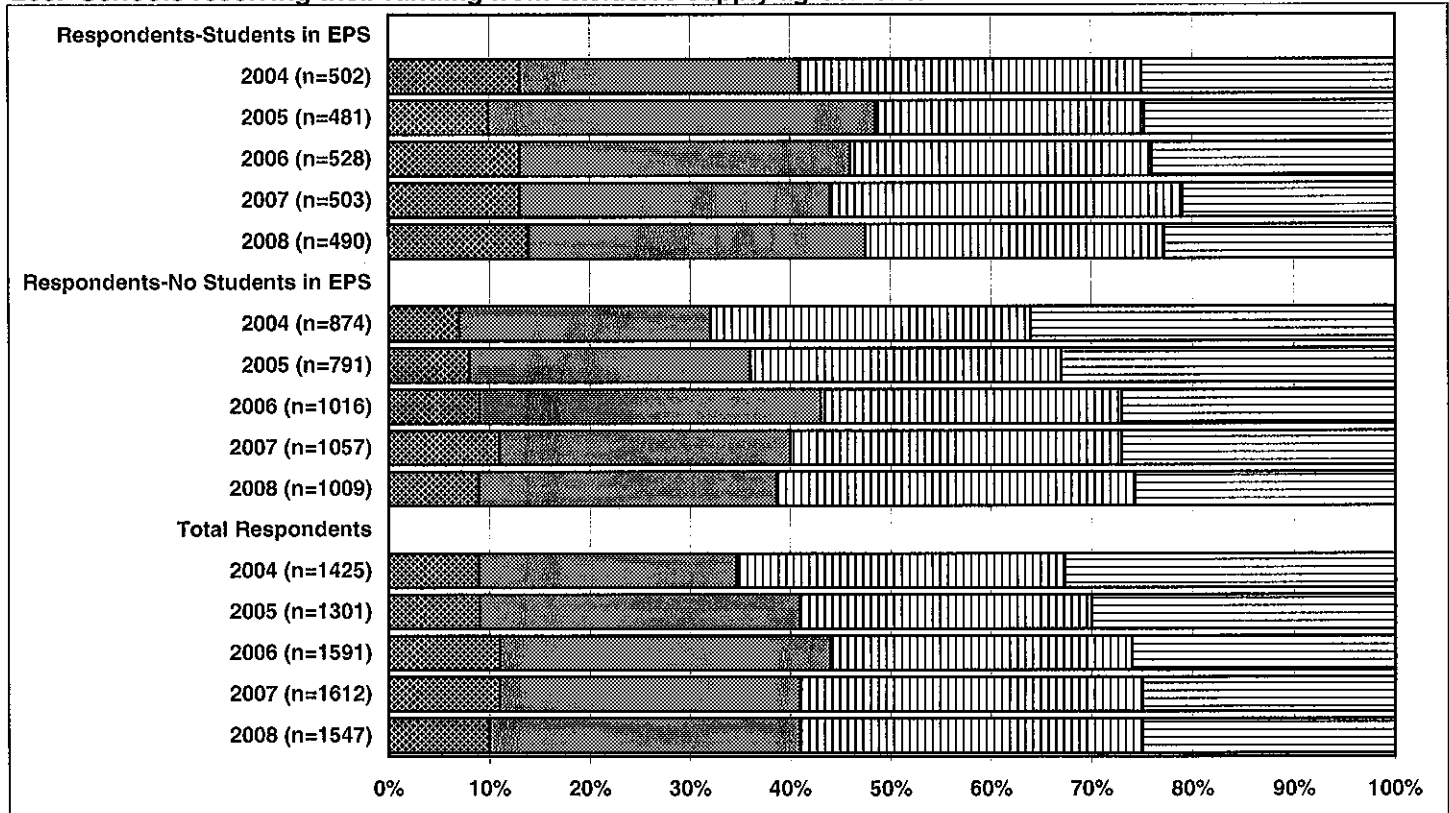
2008 COMMUNITY SURVEY

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

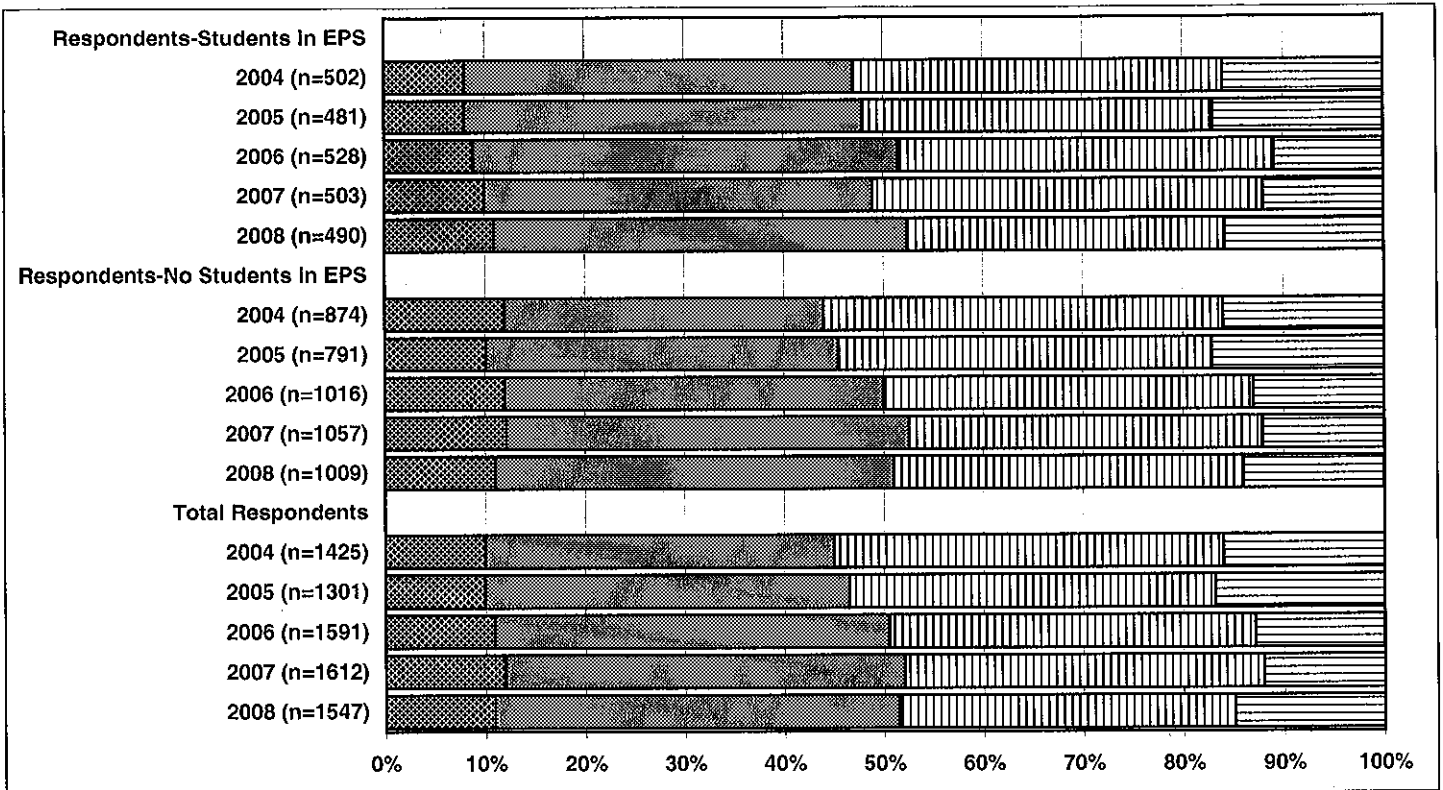
■ SOMEWHAT AGAINST

■ TOTALLY AGAINST

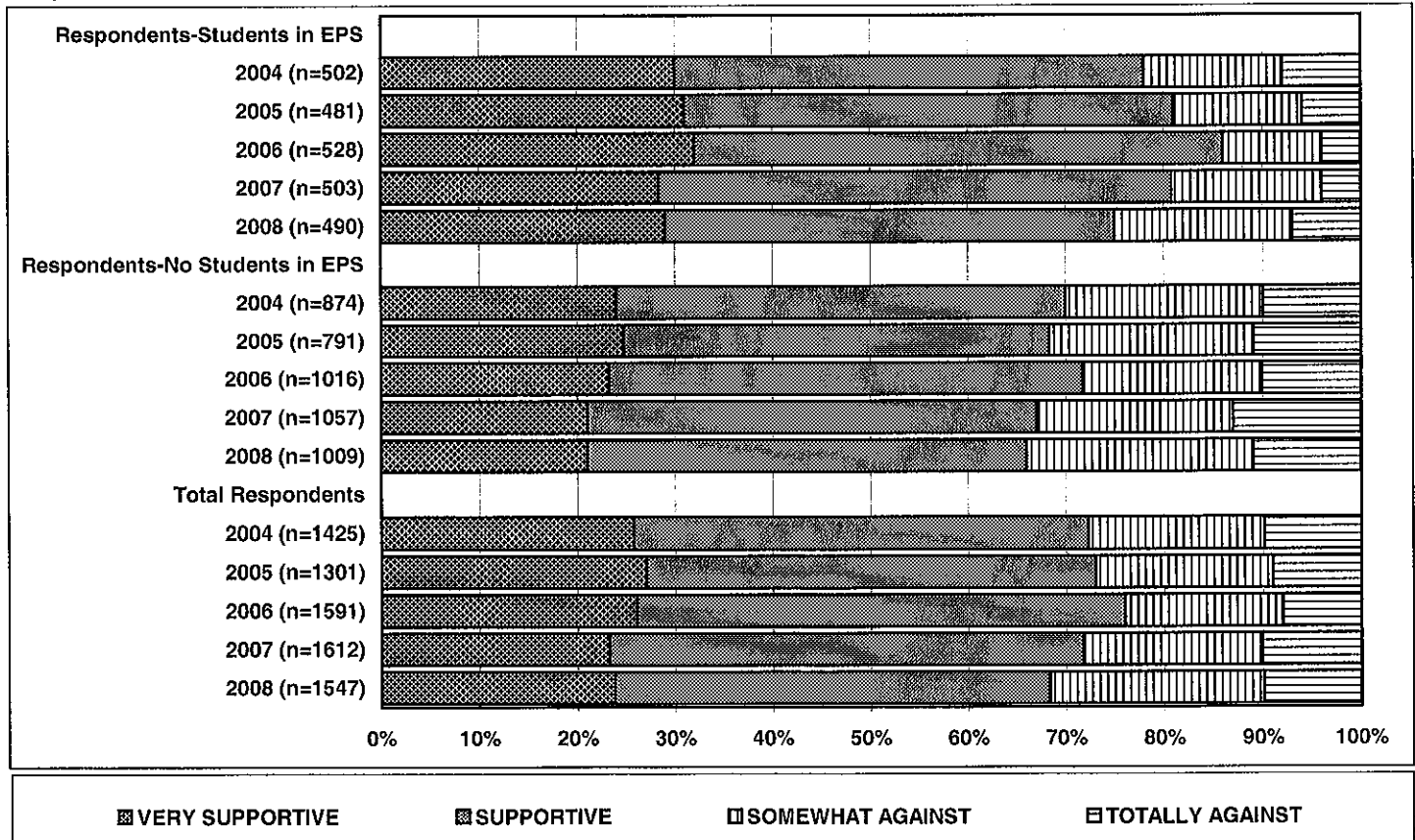
2008 COMMUNITY SURVEY

HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

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



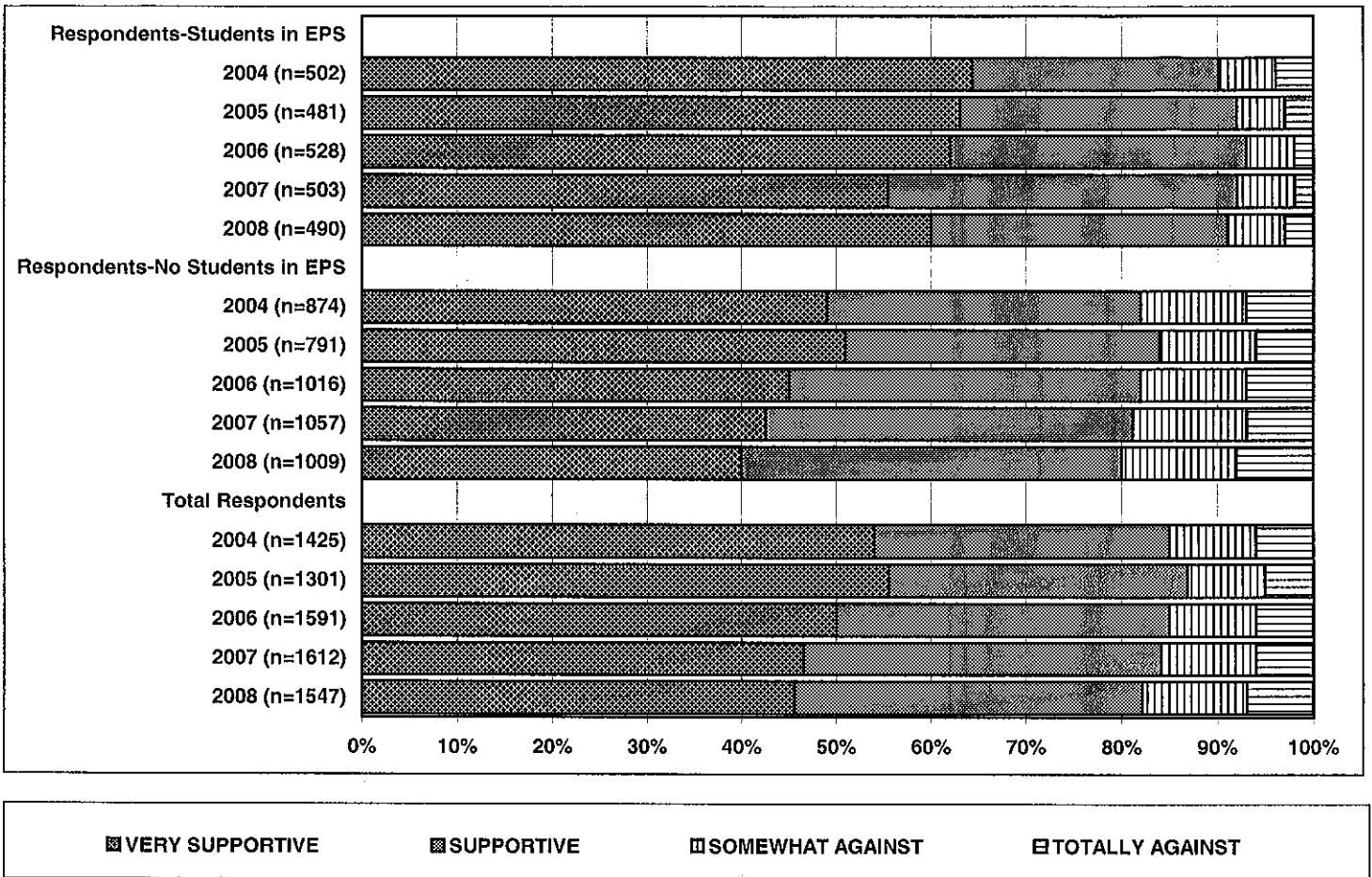
22. Having a choice of different types of schools (e.g. gender specific, language specific, fine arts, sports, etc.)?



2008 COMMUNITY SURVEY

HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

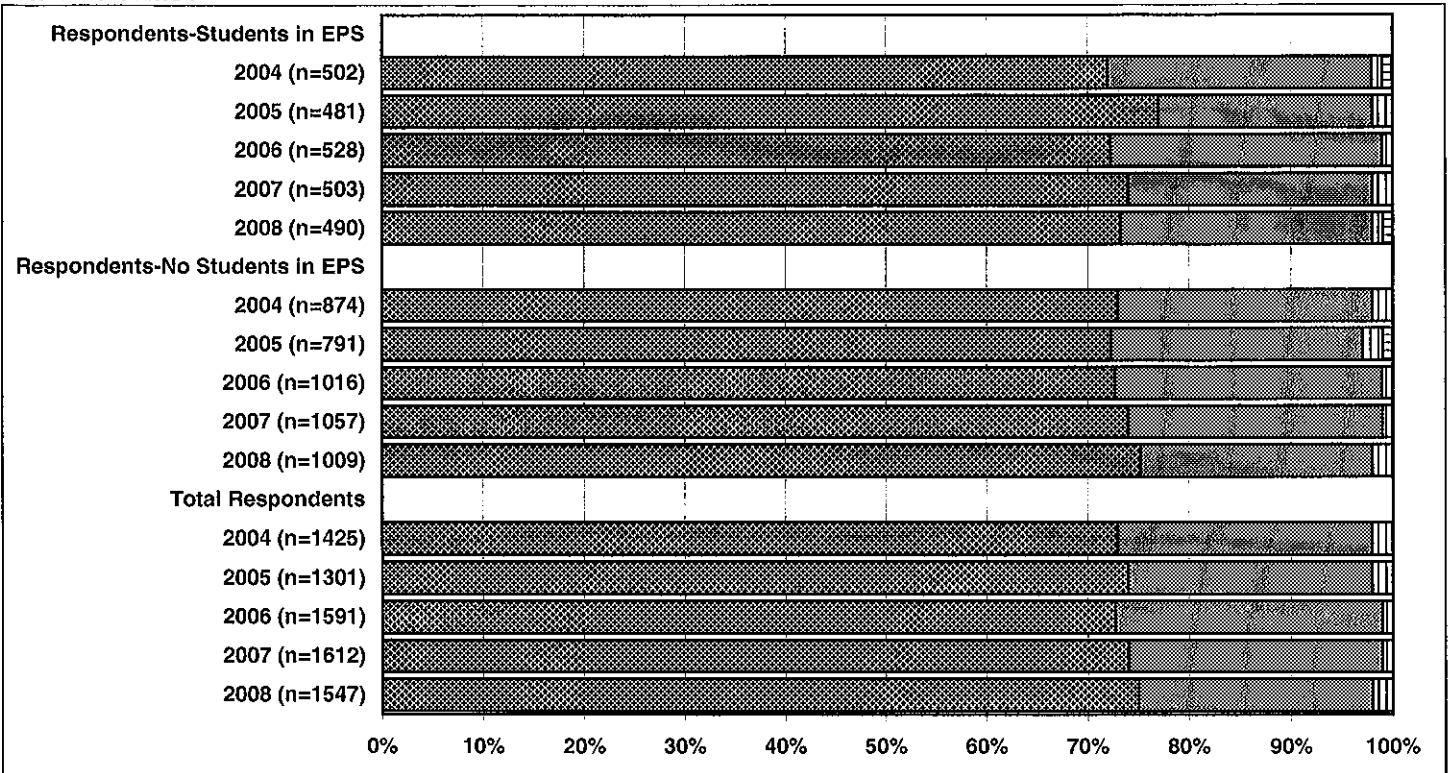
23. An increase in funding for Edmonton Public Schools?



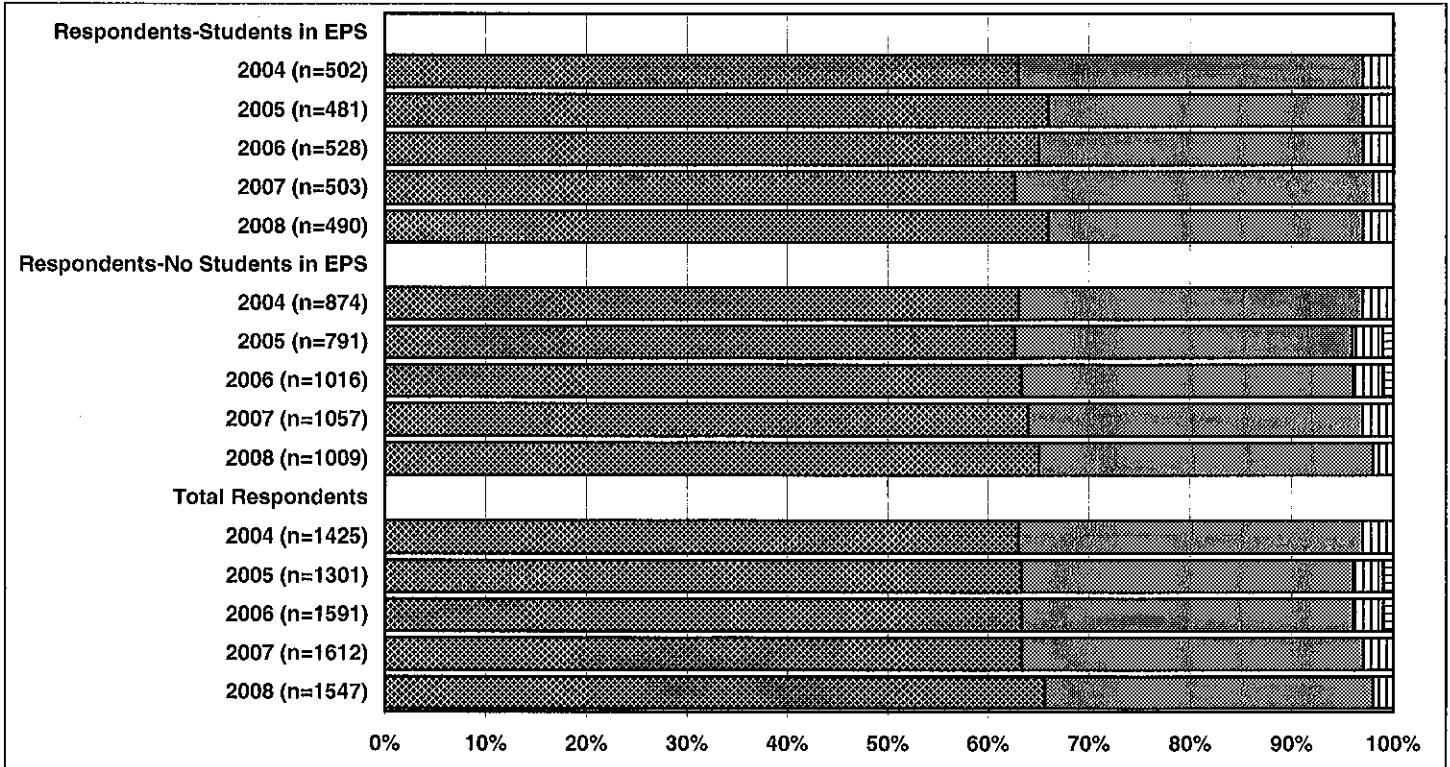
2008 COMMUNITY SURVEY

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

24. Life skills?



25. Job related skills?



■ VERY IMPORTANT

■ IMPORTANT

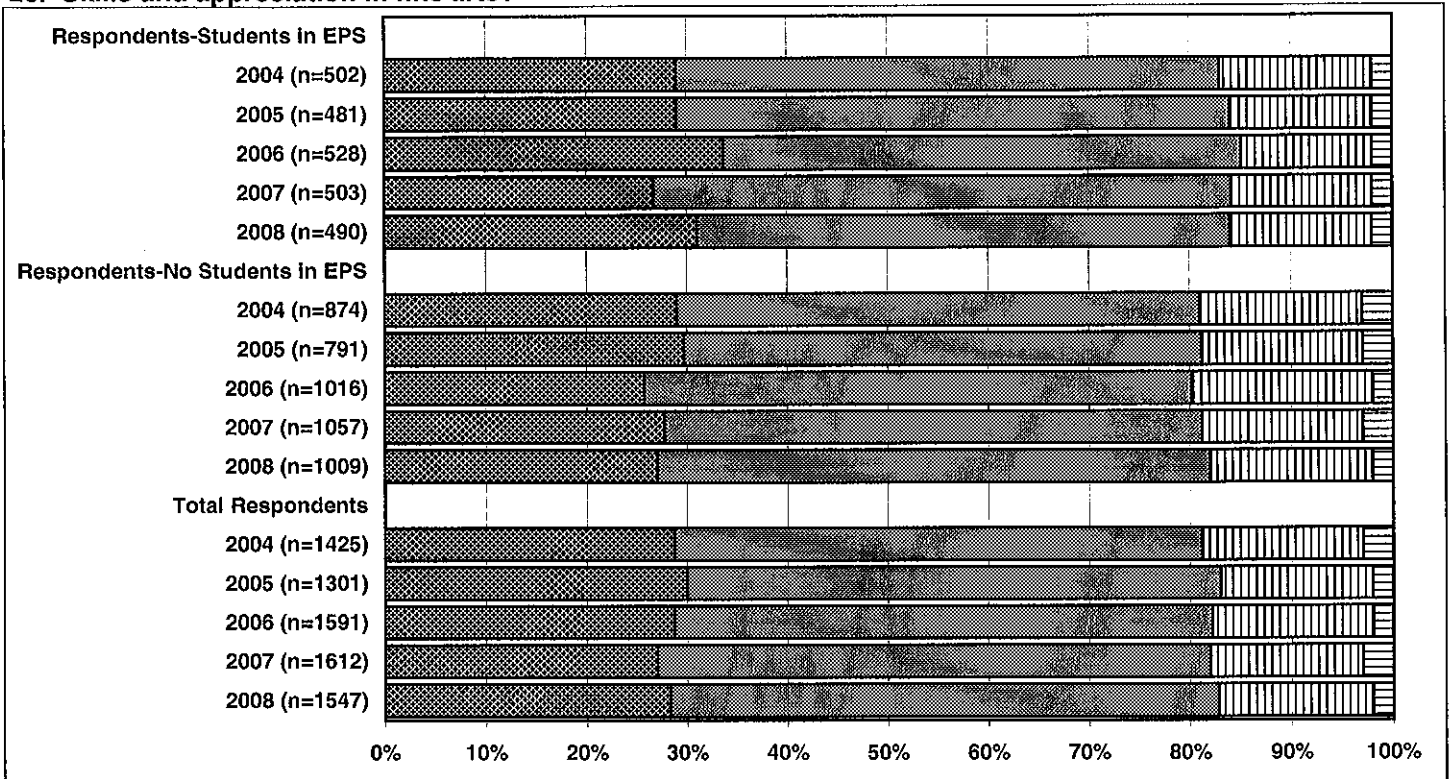
■ UNIMPORTANT

■ VERY UNIMPORTANT

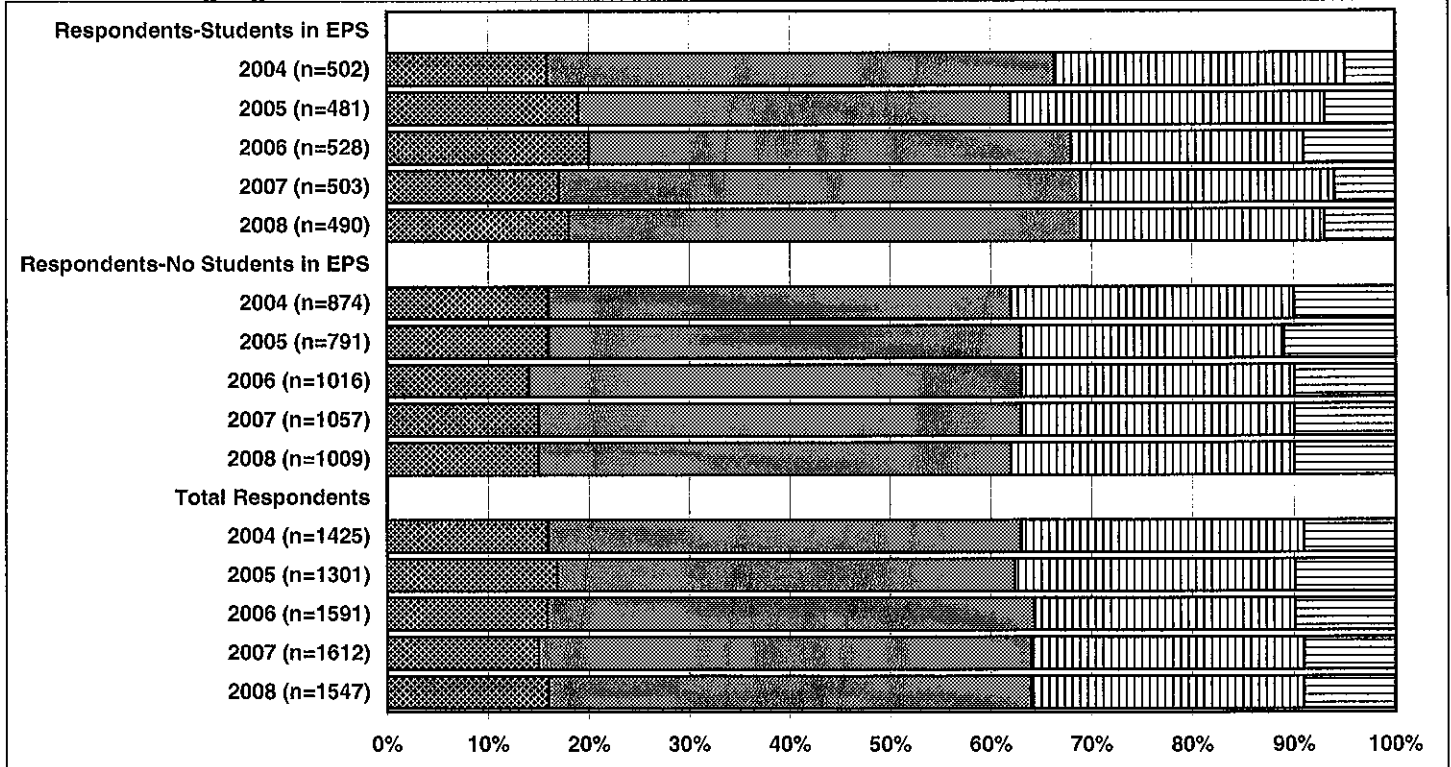
2008 COMMUNITY SURVEY

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

26. Skills and appreciation in fine arts?



27. French language skills?



■ VERY IMPORTANT

■ IMPORTANT

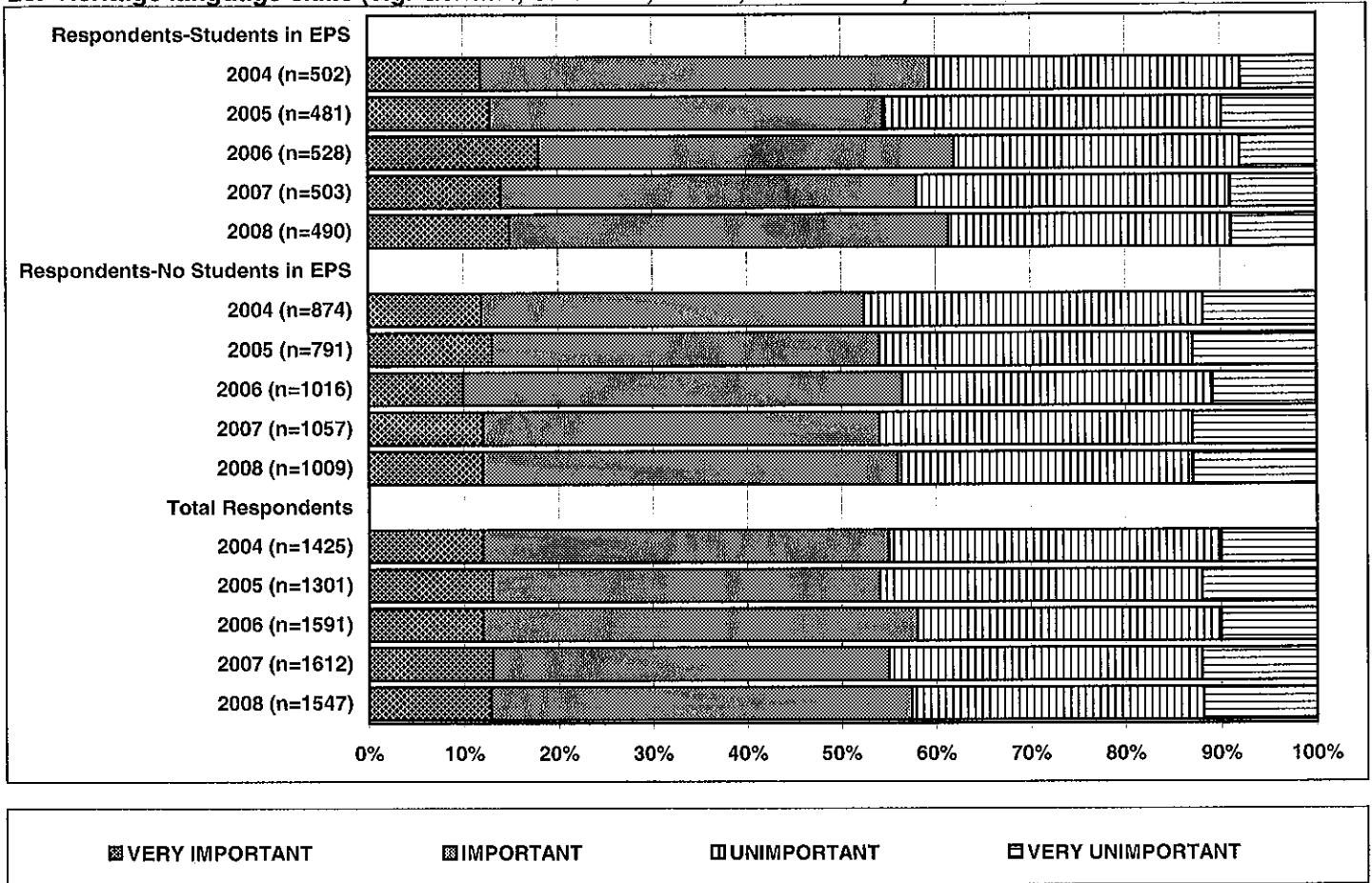
□ UNIMPORTANT

□ VERY UNIMPORTANT

2008 COMMUNITY SURVEY

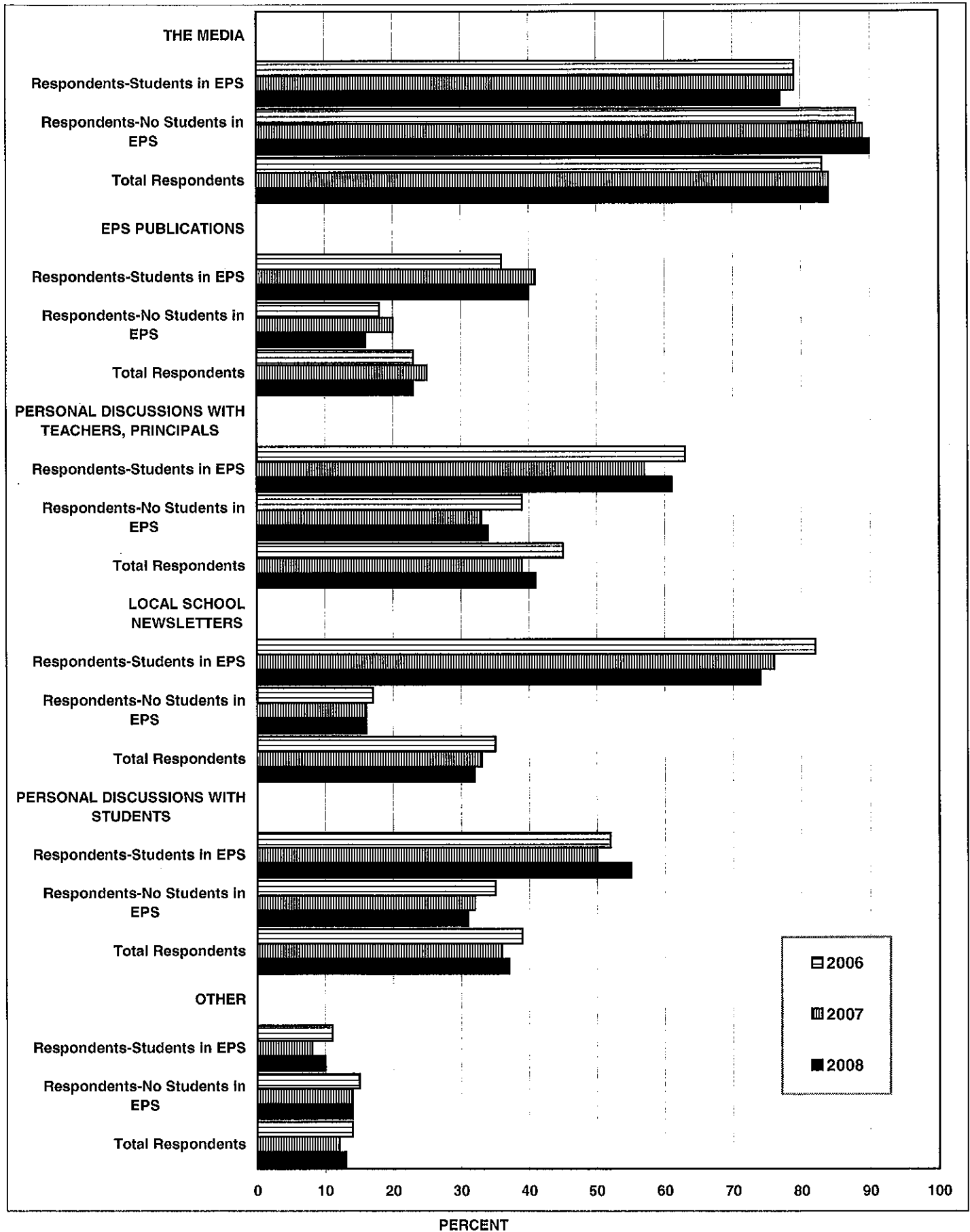
HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

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



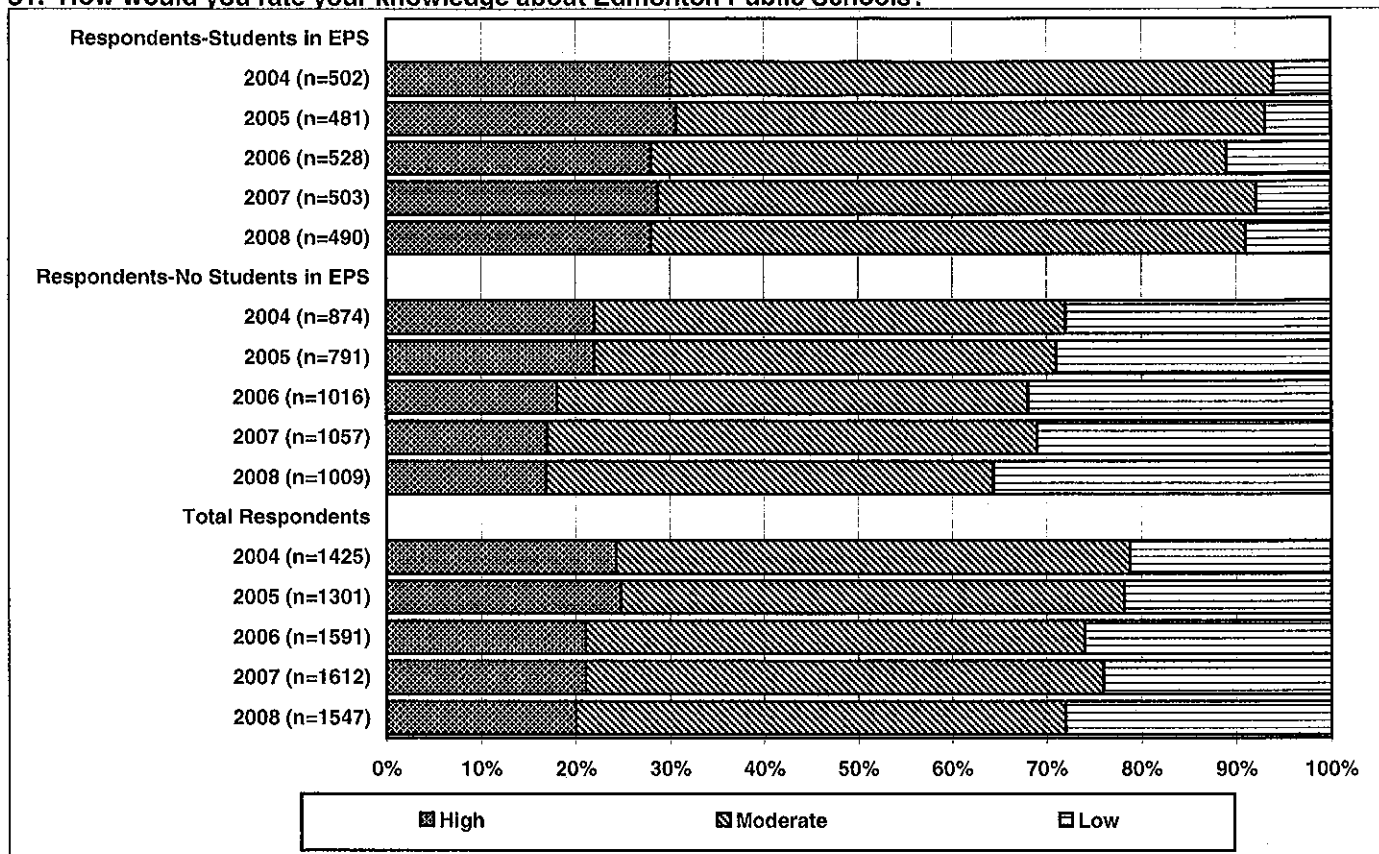
2008 COMMUNITY SURVEY

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

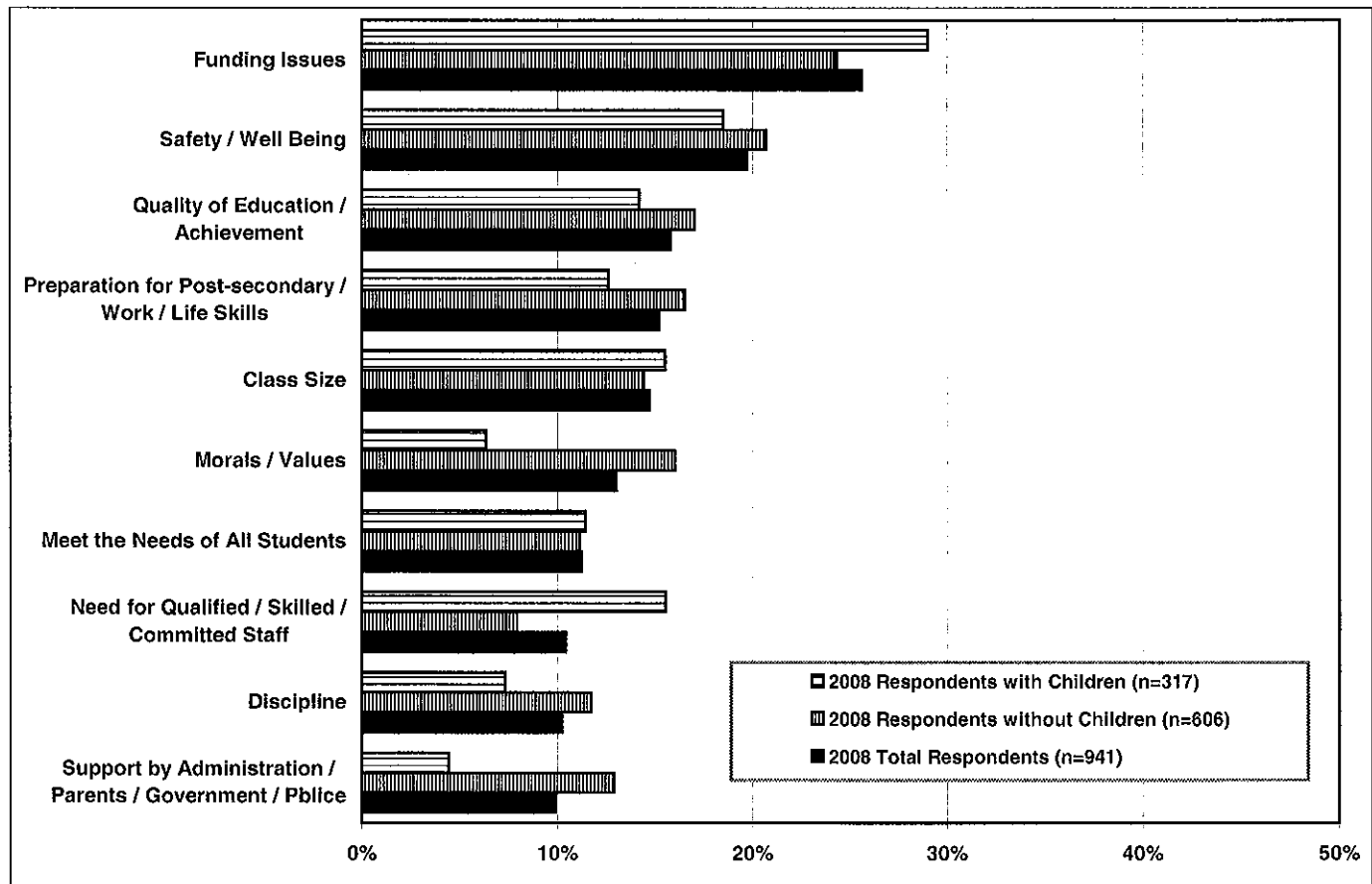


2008 COMMUNITY SURVEY

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



What would you say are the main issues facing education?



2008 Multiyear Table of Increases and Decreases

TOTAL COMMUNITY 2004-2008

	2004	2005	2006	2007	2008	Increase / decrease
7. Effectiveness of Trustees	63%	69%	72%	62%	68%	6%
20b. Funding from fund raising	48%	49%	52%	53%	56%	3%
28. Importance of heritage language skills	55%	54%	58%	55%	58%	3%
2. Condition of EPS bldgs.	65%	71%	68%	69%	71%	2%
3. Spending of public money	62%	67%	68%	66%	67%	1%
20a. Funding from donations	72%	72%	73%	73%	74%	1%
21. Parents pay for non-basics	45%	46%	51%	51%	52%	1%
1. Quality of education	82%	86%	87%	87%	87%	0%
17. EPS better/same as Canada	91%	92%	94%	93%	93%	0%
19. Provide variety of courses	91%	92%	92%	92%	92%	0%
20e. Funding from exclusive supply agreements	35%	41%	44%	41%	41%	0%
25. Importance of job related skills	97%	96%	97%	97%	97%	0%
26. Importance of fine Arts skills	82%	83%	82%	82%	82%	0%
27. Importance of French skills	63%	63%	64%	64%	64%	0%
13. Safety of students	83%	84%	83%	82%	81%	-1%
4. Availability of Continuing Education	91%	93%	92%	92%	91%	-1%
5. Effectiveness of teachers	83%	86%	86%	85%	84%	-1%
12. Preparation for being responsible citizens	65%	65%	65%	65%	64%	-1%
20c. Funding from sponsorships	60%	62%	64%	66%	65%	-1%
20d. Funding from partnerships	86%	86%	88%	88%	87%	-1%
24. Importance of life skills	98%	98%	99%	99%	98%	-1%
9. Working with agencies	79%	79%	81%	81%	79%	-2%
15. Responding to public concerns	57%	63%	67%	65%	63%	-2%
16. EPS better/same as private schools	55%	57%	61%	60%	58%	-2%
22. Choice of different school types	73%	73%	76%	71%	69%	-2%
23. Increase in funding	85%	86%	85%	85%	83%	-2%
6. Effectiveness of Principals	81%	82%	85%	82%	79%	-3%
10. Preparation for post sec.	77%	77%	78%	79%	76%	-3%
11. Preparation for world of work	58%	59%	60%	61%	58%	-3%
14. Encouraging school completion	79%	75%	73%	77%	74%	-3%
18. EPS better/same as other countries	82%	81%	83%	81%	76%	-5%
8. Effectiveness of Superintendent	69%	74%	76%		74%	



NON-PARENTS 2004-2008

	2004	2005	2006	2007	2008	Increase/ Decrease
7. Effectiveness of Trustees	64%	70%	71%	59%	66%	7%
20b. Funding from fund raising	47%	49%	52%	51%	55%	4%
3. Spending of public money	62%	67%	66%	62%	65%	3%
2. Condition of EPS bldgs.	66%	72%	66%	66%	68%	2%
19. Provide variety of courses	90%	91%	91%	90%	92%	2%
20a. Funding from donations	69%	70%	72%	71%	73%	2%
28. Importance of heritage language skills	53%	54%	57%	54%	56%	2%
26. Importance of fine arts skills	81%	82%	81%	81%	82%	1%
1. Quality of education	82%	84%	84%	85%	85%	0%
12. Preparation for being responsible citizens	60%	59%	59%	59%	59%	0%
17. EPS better/same as Canada	94%	92%	93%	94%	94%	0%
20c. Funding from sponsorships	56%	60%	62%	63%	63%	0%
25. Importance of job related skills	97%	96%	97%	97%	97%	0%
4. Availability of Continuing Education	92%	93%	92%	92%	91%	-1%
5. Effectiveness of teachers	84%	85%	84%	84%	83%	-1%
16. EPS better/same as private schools	57%	56%	62%	59%	58%	-1%
20d. Funding from partnerships	85%	85%	88%	87%	86%	-1%
21. Parents pay for non-basics	44%	45%	50%	53%	52%	-1%
24. Importance of life skills	98%	98%	98%	99%	98%	-1%
27. Importance of French skills	62%	63%	63%	63%	62%	-1%
23. Increase in funding	83%	84%	82%	82%	80%	-2%
9. Working with agencies	80%	79%	80%	81%	79%	-2%
10. Preparation for post sec.	77%	77%	76%	78%	76%	-2%
13. Safety of students	83%	83%	82%	81%	79%	-2%
15. Responding to public concerns	56%	64%	67%	63%	61%	-2%
20e. Funding from exclusive supply agreements	32%	36%	43%	40%	38%	-2%
22. Choice of different school types	70%	68%	71%	68%	66%	-2%
11. Preparation for world of work	56%	56%	56%	57%	54%	-3%
6. Effectiveness of Principals	82%	81%	83%	80%	77%	-3%
18. EPS better/same as other countries	83%	78%	82%	79%	76%	-3%
14. Encouraging school completion	78%	71%	70%	75%	71%	-4%
8. Effectiveness of Superintendent	71%	74%	76%		72%	

PARENTS 2004-2008

	2004	2005	2006	2007	2008	increase / decrease
7. Effectiveness of Trustees	61%	67%	75%	69%	74%	5%
20e. Funding from exclusive supply agreements	41%	49%	47%	44%	48%	4%
2. Condition of EPS bldgs.	62%	70%	71%	73%	76%	3%
21. Parents pay for non-basics	47%	48%	52%	49%	52%	3%
28. Importance of heritage language skills	59%	55%	62%	58%	61%	3%
13. Safety of students	83%	85%	84%	84%	85%	1%
20b. Funding from fund raising	49%	47%	53%	57%	58%	1%
14. Encouraging school completion	82%	81%	79%	81%	82%	1%
1. Quality of education	84%	90%	92%	91%	91%	0%
3. Spending of public money	61%	66%	70%	71%	71%	0%
20d. Funding from partnerships	88%	88%	88%	89%	89%	0%
24. Importance of life skills	98%	98%	99%	98%	98%	0%
27. Importance of French skills	66%	62%	68%	69%	69%	0%
15. Responding to public concerns	58%	60%	69%	69%	68%	-1%
4. Availability of Continuing Education	89%	91%	93%	93%	92%	-1%
9. Working with agencies	79%	80%	84%	80%	79%	-1%
20c. Funding from sponsorships	68%	65%	68%	71%	70%	-1%
23. Increase in funding	91%	92%	93%	92%	91%	-1%
25. Importance of job related skills	97%	98%	97%	98%	97%	-1%
26. Importance of fine Arts skills	83%	85%	85%	85%	84%	-1%
5. Effectiveness of teachers	80%	87%	89%	88%	86%	-2%
12. Preparation for being responsible citizens	75%	76%	77%	77%	75%	-2%
17. EPS better/same as Canada	87%	92%	95%	93%	91%	-2%
19. Provide variety of courses	94%	96%	95%	96%	94%	-2%
10. Preparation for post sec.	78%	78%	83%	81%	78%	-3%
20a. Funding from donations	78%	76%	78%	80%	77%	-3%
11. Preparation for world of work	63%	66%	70%	70%	66%	-4%
16. EPS better/same as private schools	53%	58%	59%	62%	58%	-4%
6. Effectiveness of Principals	79%	85%	87%	87%	82%	-5%
22. Choice of different school types	78%	81%	86%	81%	76%	-5%
18. EPS better/same as other countries	80%	86%	84%	84%	76%	-8%
8. Effectiveness of Superintendent	65%	74%	78%		79%	