

EDMONTON PUBLIC SCHOOLS

September 10, 2002

TO: Board of Trustees

FROM: A. McBeath, Superintendent of Schools

SUBJECT: 2002 Student-Parent-Staff Satisfaction Survey Results

ORIGINATOR: A. Habinski, Executive Director School and District Services

RESOURCE
STAFF: Diane Brunton, Don Le, Linda Wiens

INFORMATION

The district satisfaction survey was administered to all staff, a sample of students from each school, and a sample of parents from the district. In support of teaching and learning, a pilot project involving the administration of student and staff surveys via the Internet was continued from the previous year. Ten schools participated in the pilot project and responded favourably to the process indicating that the on-line surveys were user friendly and less disruptive for teachers and students. In addition to positive feedback, valuable comments and suggestions were received on further refinements to the on-line survey process. Parents were also given the option of completing the surveys on the Internet this year. Approximately eleven per cent of parent respondents completed their surveys on-line.

Parents, students, principals, and school staff continued to respond positively to most items on the surveys although a slight decrease in positive responses was noted. Traditionally results are less positive for years when there have been difficult labour negotiations, e.g., the strike by support staff members in 1990 and the ATA negotiations in 1998. Principals, although the most positive of all groups surveyed, showed fairly significant decreases in positive responses for items relating to the accommodation of special needs students, confidence in trustees, services provided by transportation, and the physical condition of their schools. Parents and school staff indicated a significant decrease in positive responses relating to the way money is spent in the district. School staff also noted a significant decline in the confidence they have in the board of trustees. Central service staff continues to be the least satisfied of all groups and showed the largest decrease in overall positive responses.

SUMMARY OF SURVEY ANALYSIS

STUDENTS

1. Elementary

Elementary students continue to be very positive in response to most items on the survey. There was a slight decrease in positive responses this year which is possibly due to grade one students, traditionally the most positive of all student groups, being removed from the student sample. Grade one students were removed from the sample because one-on-one assistance is required. This is a time consuming process and can potentially bias the responses.

2. Junior High

Junior high students have traditionally been the least positive of all students. However in the past three years this group has responded more positively than high school students.

3. High School Students

Positive responses for high school students remained relatively stable when compared to the previous year. There continues to be a positive trend regarding students having opportunities to be involved in school decisions as well as students using computers to learn. There is a downward trend in positive responses concerning opportunities to be involved in extracurricular activities and receiving recognition for accomplishments.

PARENTS

Parents continue to express high levels of satisfaction with their child's school and the overall quality of education their child is receiving. There was a decline in satisfaction with:

- the use of money in their school
- the board of trustees
- receiving enough information about achievement results
- the usefulness of report card information

There was significant decrease in satisfaction with the way money is being used in the district.

STAFF

1. School Staff

Overall positive responses for school staff remained relatively stable. However a decline in positive responses was noted for questions that were district rather than school related, including:

- having an opportunity for input into district level decisions
- school facilities being adequate for programs offered
- district being a good place to work

There was a significant decline regarding confidence in the trustees and use of money in the district. Longitudinally, there was an upward trend in satisfaction with the way discipline is handled in the school and a downward trend regarding the school's adequacy to accommodate the programs offered and the physical condition of the school.

2. Principals

Overall, principals continue to be the most positive of all groups surveyed. However, after several years of showing increased satisfaction, a decline in positive responses was noted in areas relating to the:

- services provided by Metro Community College
- school facility being adequate to accommodate the programs offered at the school
- services provided by Resource Development
- cleanliness of the school
- way money is being used in the district (also a downward trend)

There was significant decrease in positive responses concerning:

- the accommodation of special needs students in the district
- confidence in the trustees
- the services provided by transportation
- the physical condition of the school

3. Central Services

Central service staff have been the least positive of all staff groups and this year had the overall greatest decrease in positive responses. However there was an increase in central service staff who were satisfied with the cleanliness of the building they work in. There was a positive trend in responses relating to:

- clear communication of the district's mission
- district mission being consistent with their own beliefs
- the leadership provided by the superintendent of schools

There was a decline in positive responses concerning:

- the leadership of the director/managing director
- the use of money in the district and central services
- the leadership of the supervisor
- satisfaction with the sharing of information about what is happening in the department

A significant decrease in positive responses was noted regarding the financial information received (responded to by DU administrators only).

Detailed multiyear survey results are provided in graph form in Appendix I.

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APPENDIX I - District Satisfaction Survey Results 1998-2002