

EDMONTON PUBLIC SCHOOLS

September 14, 2004

TO: Board of Trustees

FROM: A. McBeath, Superintendent of Schools

SUBJECT: 2004 Student-Parent-Staff Satisfaction Survey Results

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

RESOURCE

STAFF: Diane Brunton, Don Le

INFORMATION

The district satisfaction survey was not conducted in 2003 due to financial restraints. This year, the survey was administered to a sample of students and parents from each school and to all staff in the district. In reaction to the Alberta Learning survey in the early spring, students in grades 4, 7 and 10 and their parents were factored out of the district survey samples to avoid their having to complete two similar surveys in a short time span. A pilot project involving the administration of student and staff surveys via the Internet was continued for the third year. Forty-eight schools participated. Overall, the response to the process was favourable. Feedback indicated that the on-line surveys were user friendly, less costly and the provision of survey data within an earlier time frame was appreciated. However, there were a few areas of concern which will be addressed in future. The main concerns were the scheduling computer lab time for the students and the time required to assist some of the younger students. Parents were again given the choice of completing the surveys on the Internet this year. Approximately three percent of respondents completed their surveys on-line.

Parents, students, principals, and school staff continue to respond positively to most items on the survey. Central service staff continues to be the least satisfied of all groups. A number of factors contributed to the lower results. The district is experiencing a significant cultural change with emphasis and resources directed to schools in order to improve student achievement. This change has placed significant demands on central services. The demand to provide additional services and support was not accompanied by a corresponding increase in resources. In addition, during the past two years the increases in costs far exceeded the funds provided to central services, a fact that significantly reduced their purchasing power. The added demands and the reduced capacity have contributed to the decline in staff satisfaction as expressed in the satisfaction survey. A number of initiatives will be introduced this year that will enhance the staff's working environment and feelings that they work in a safe and secure building.

SUMMARY OF SURVEY ANALYSIS

STUDENTS

1. Elementary

Elementary students continue to be very positive in response to most items on the survey. They remained positive in their responses to questions about the principal as a good leader, their teacher expecting them to do their best and knowledge of the school rules. The areas of least positive response concern other students following rules in school and in the classroom.

2. Junior High

Junior high students showed a small decline in overall positive responses this year. They remain very positive in areas concerning behaviour expectations and teachers expecting them to do their best. The question regarding how interesting they find their school work showed the largest decrease.

3. High School Students

The general positive responses from high school students continued this year. There were limited increases in many areas. Among these was their preparation for the world of work and the availability of staff to talk to. There was a slight decrease in positive response to the question regarding opportunities for involvement in school decisions.

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 an increase in the number of positive responses regarding the information received about achievement results and students preparation for the world of work. Parents showed the least satisfaction in the area regarding the level of funding for public education.

STAFF

1. School Staff

Overall positive responses from school staff remained relatively stable. There was an increase in positive response to the questions of confidence in the board of trustees and the adequacy of the school facility for programs offered, however slight declines in positive response were noted for questions about the reasonableness of work responsibilities, and opportunities for professional development.

2. Principals

Overall, principals are very positive. They showed a solid increase in satisfaction with the physical condition of schools as well as an increase in satisfaction with the adequacy of the school facility for the programs offered. They remain very positive regarding the school's focus on student achievement, the school as a good place to work, the staff providing appropriate learning experiences and the availability of staff for regular programs. However, a decline in positive responses was noted in areas relating to their input into district level decisions and the reasonableness of their work responsibilities.

3. Central Services

Central service staff have been the least positive of all staff groups, however there was an increase in central service staff who were satisfied with leadership of their supervisor. They remained positive in their response to the district being focused on student achievement. There was a decrease in positive responses concerning use of money in central services, the opportunities for professional development and the safety of the workplace.

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

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APPENDIX I - District Satisfaction Survey Results 1999-2004