### EDMONTON PUBLIC SCHOOLS

November 13, 2007

TO:

**Board of Trustees** 

FROM:

E. Schmidt, Superintendent of Schools

SUBJECT:

2006-07 Community Satisfaction Survey Results

ORIGINATOR: T. Parker, Assistant Superintendent

**RESOURCE** 

STAFF:

Diane Brunton

#### INFORMATION

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 provided by the district. The information is also used to assess the overall effectiveness of Edmonton Public Schools' decisions and initiatives.

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 are asked to reply either by return mail in the provided postage paid envelope or online over the Internet. Approximately ten percent of respondents chose the Internet to submit their opinions. Results are reported from the perspective of respondents who have children attending district schools as well as those who do not.

Analysis of the 2007 Community Survey results indicates a slight decrease in overall positive response when compared to data from last year. Generally, there is limited fluctuation in responses with most questions showing only small increases or decreases from the previous year. Respondents indicating they have children attending district schools express a slight increase in their support for schools receiving funding from fund raising. They are less satisfied this year with the overall effectiveness of EPS' trustees and with the choice of different types of schools. Respondents without children in district schools are more positive that EPS is effective in encouraging students to stay in school until they graduate. This group also expresses reduced satisfaction with the effectiveness of the trustees. In response to the query of the main issues facing education, respondents mention funding issues, class size and morals and values most frequently. The main concern for both parent and non-parent groups is funding issues.

#### SUMMARY OF SURVEY ANALYSIS

The following table provides a summary of the increases and decreases in positive responses from both respondents indicating they have children attending Edmonton Public Schools and 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. Trends as given are over a five year period (except where indicated).

	Respondents With Children in EPS	Respondents <u>Without</u> Children in EPS
Increase In Positive Responses	• funding from fund raising	encouraging school completion
Upward Trend In Positive Responses	<ul> <li>condition of EPS buildings (4yr)</li> <li>how EPS spends its public money</li> <li>EPS same or better than private school</li> </ul>	<ul> <li>overall quality of education</li> <li>funding from sponsorships</li> <li>(4 yr)</li> <li>parents pay for non-basics</li> <li>(4 yr)</li> </ul>
Decrease In Positive Responses	effectiveness of trustees     choice of different school types	• effectiveness of trustees
Downward Trend In Positive Responses	• nil	• providing for the safety of students at school (4 yr)

Detailed multiyear survey results are provided in graph form in Appendix I. Further in-depth analyses are provided in Appendices II to IV.

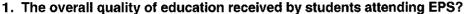
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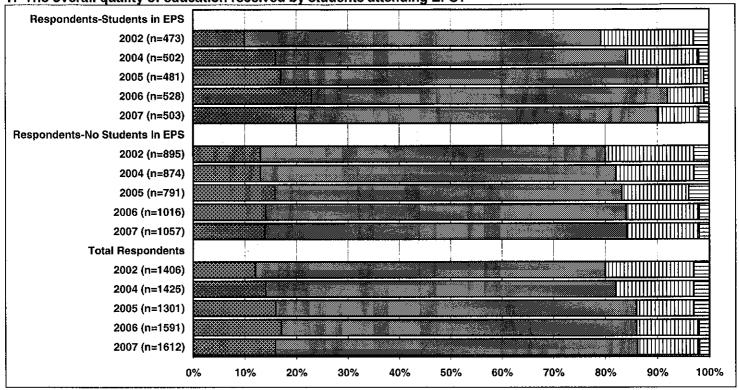
APPENDIX I - 2007 Community Survey Multiyear Graphs

APPENDIX II - 2007 Multiyear Table of Increases and Decreases

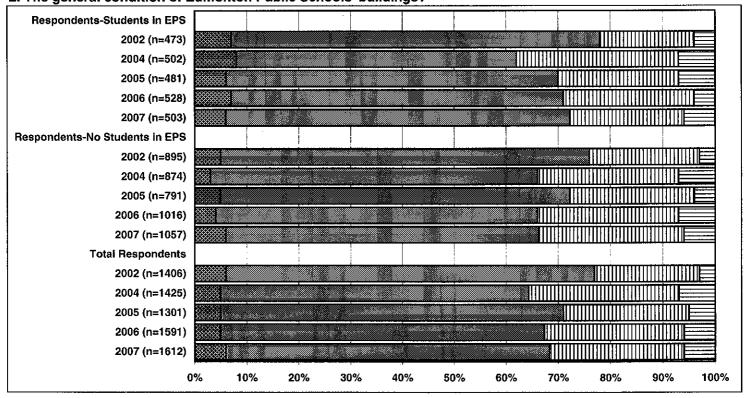
APPENDIX III - Edmonton Public Schools' Community Questionnaire: 2007

#### **HOW SATISFIED ARE YOU WITH:**





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

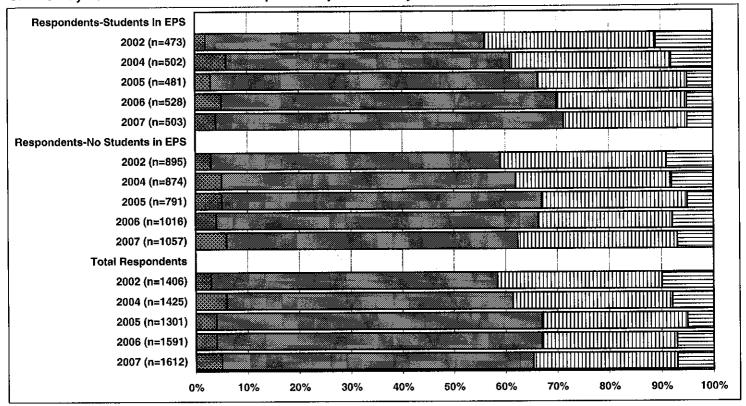


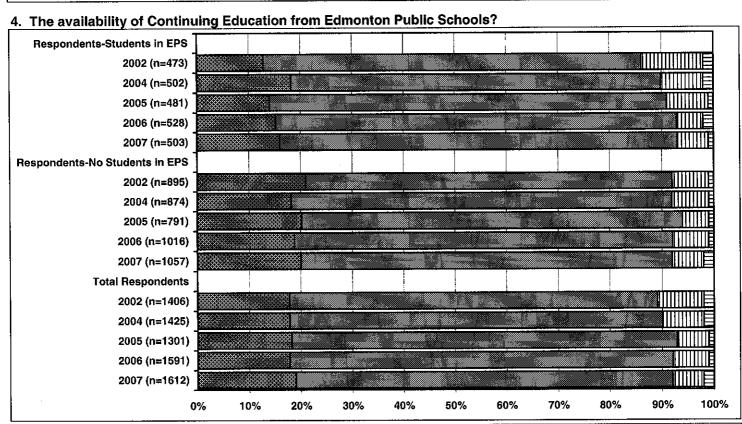
■ VERY SATISFIED ■ SATISFIED ■ SATISFIED ■ SATISFIED



#### **HOW SATISFIED ARE YOU WITH:**

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





**DISSATISFIED** 

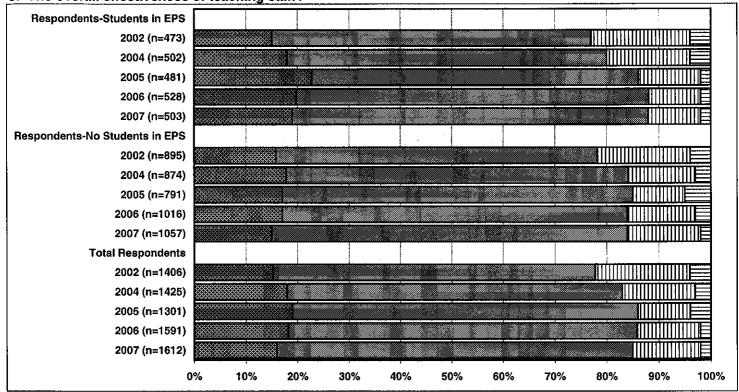
**EVERY DISSATISFIED** 

**SATISFIED** 

**図VERY SATISFIED** 

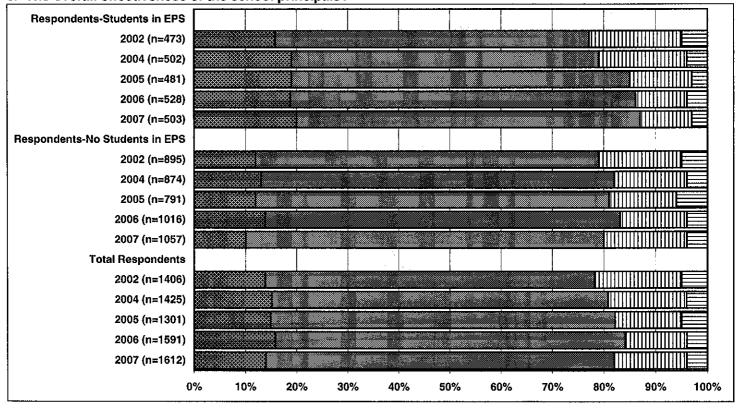
#### **HOW SATISFIED ARE YOU WITH:**

## 5. The overall effectiveness of teaching staff?





**WVERY SATISFIED** 



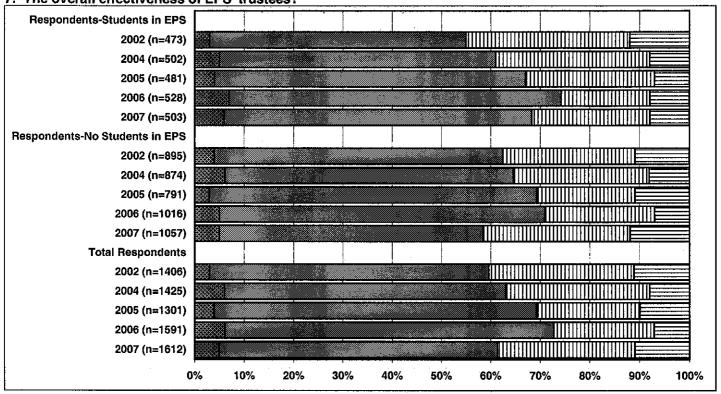
**DISSATISFIED** 

EVERY DISSATISFIED

**SATISFIED** 

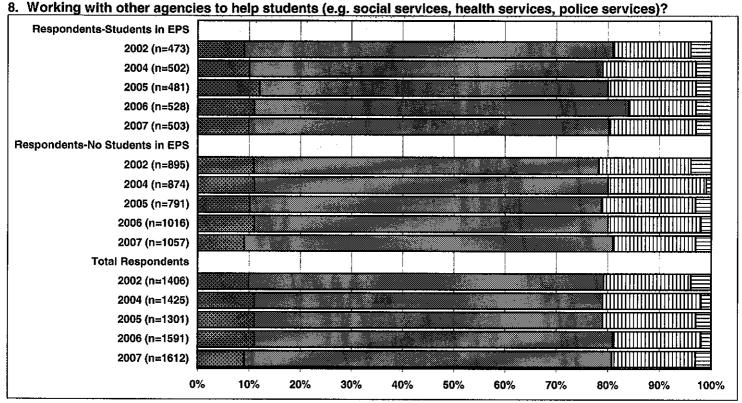
#### **HOW SATISFIED ARE YOU WITH:**

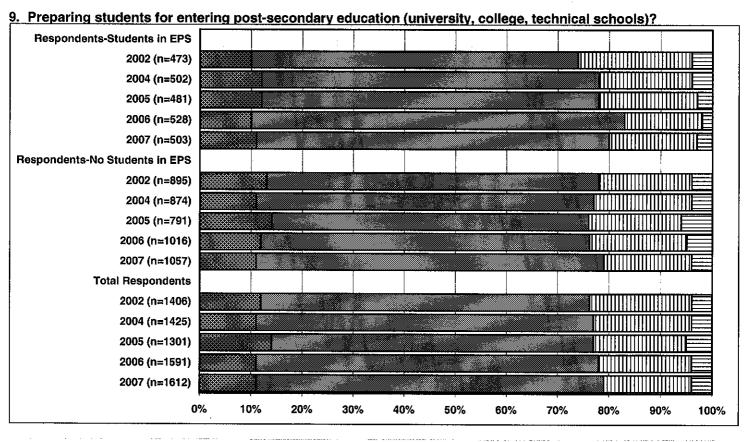
### 7. The overall effectiveness of EPS' trustees?



ŀ					
	<b>™VERY SATISFIED</b>	<b>SATISFIED</b>	<b>III DISSATISFIED</b>	EVERY DISSATISFIED	
					- 1

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





**WINEFFECTIVE** 

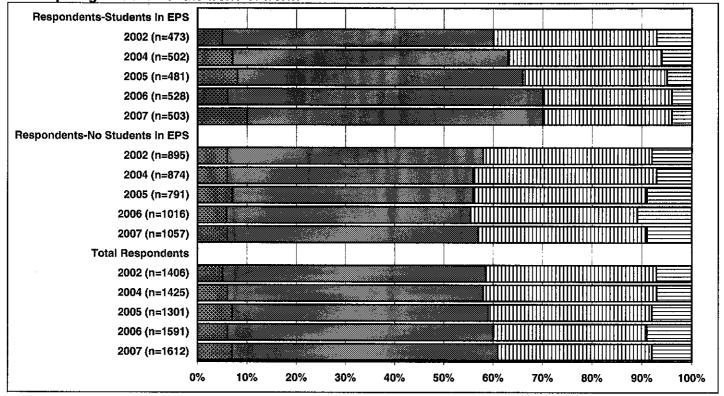
**DVERY INEFFECTIVE** 

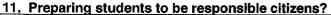
**EFFECTIVE** 

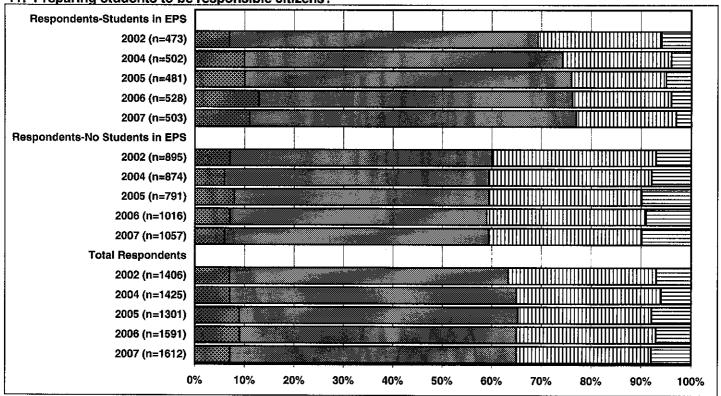
**BVERY EFFECTIVE** 

## 2007 COMMUNITY SURVEY HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:





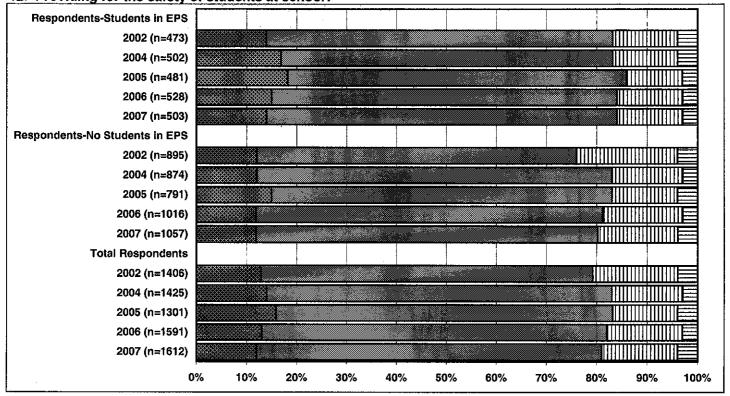


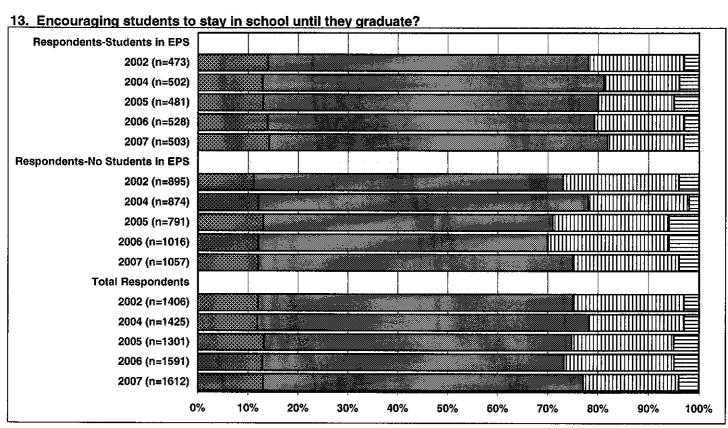


<b>■VERY EFFECTIVE</b>	<b>■ EFFECTIVE</b>	□VERY INEFFECTIVE

## 2007 COMMUNITY SURVEY HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:

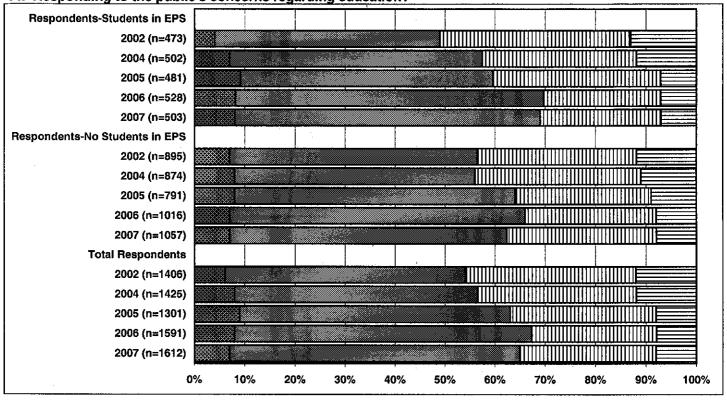






# 2007 COMMUNITY SURVEY HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:

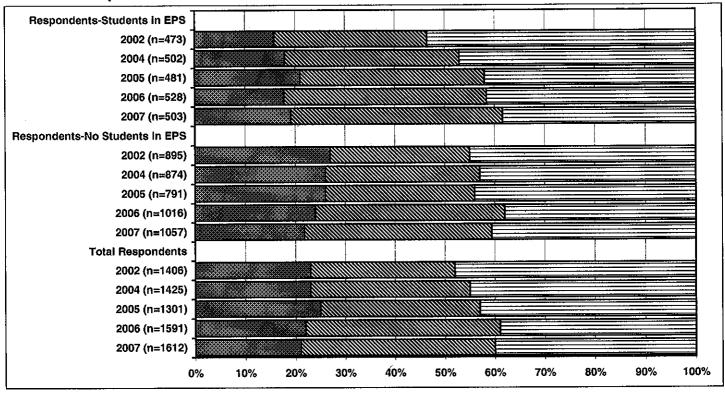




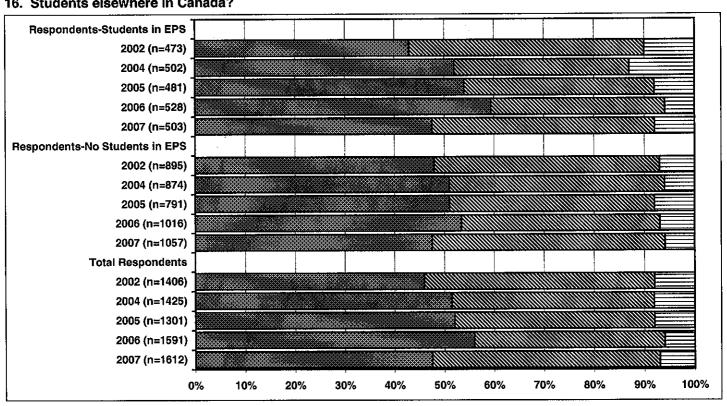
<b>■ VERY EFFECTIVE</b>	<b>EFFECTIVE</b>	<b>MINEFFECTIVE</b>	□ VERY INEFFECTIVE	

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

#### 15. Students in private schools?



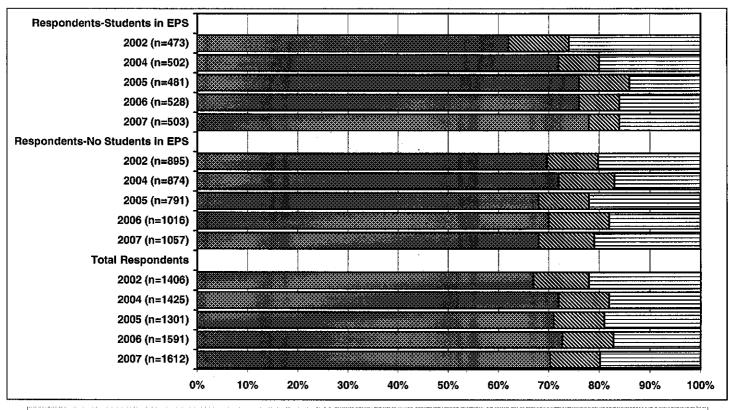
#### 16. Students elsewhere in Canada?



**⊟WORSE MNO DIFFERENT 図BETTER** 

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

#### 17. Students in other countries?

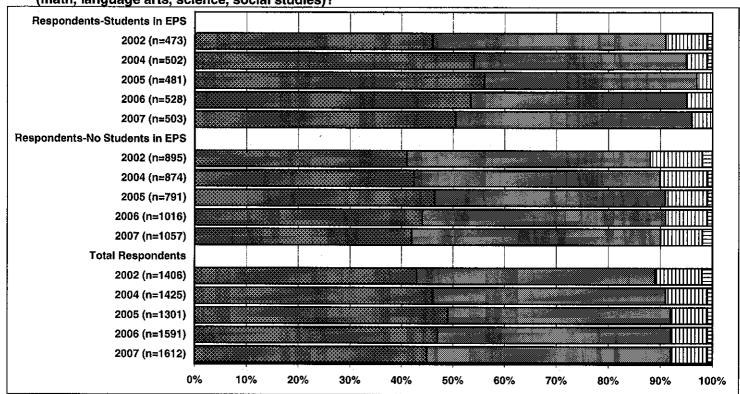


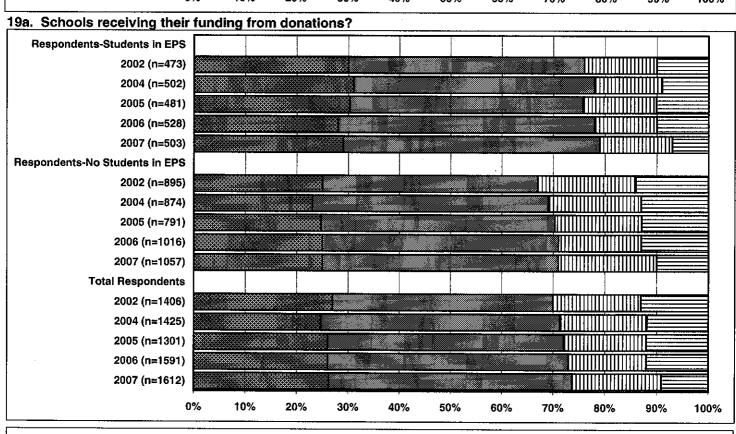
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#### HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

**WVERY SUPPORTIVE** 

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





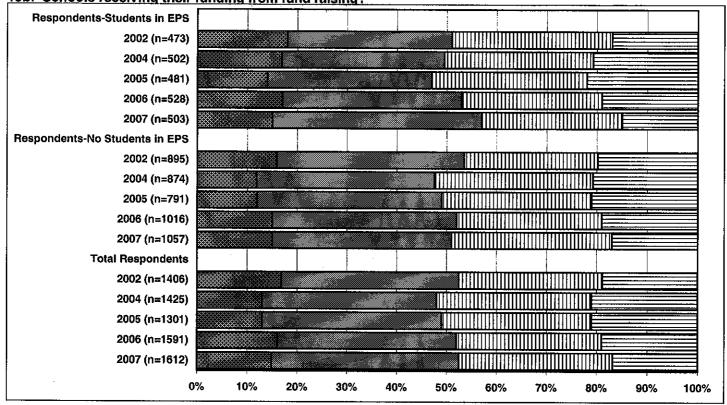
**D**SOMEWHAT AGAINST

**ETOTALLY AGAINST** 

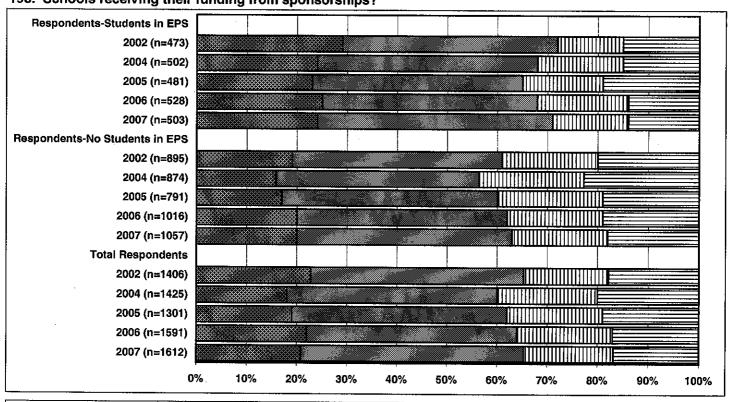
**■SUPPORTIVE** 

## HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:





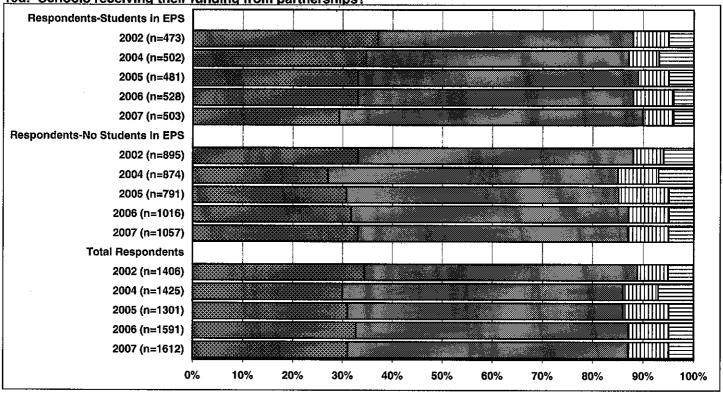
### 19c. Schools receiving their funding from sponsorships?



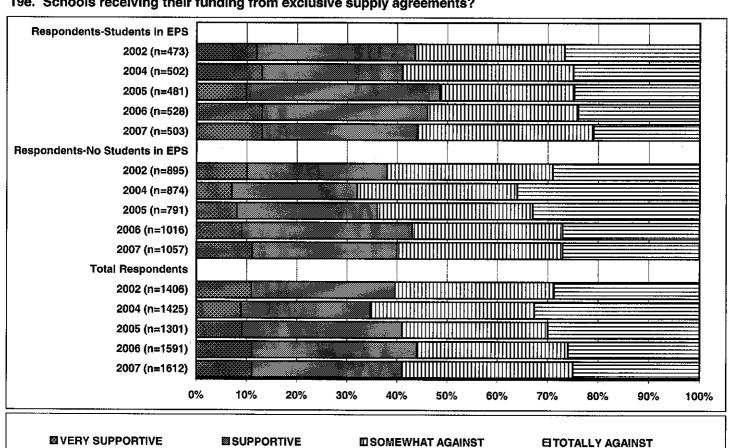
■VERY SUPPORTIVE	SUPPORTIVE	<b>■SOMEWHAT AGAINST</b>	TOTALLY AGAINST

## HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:





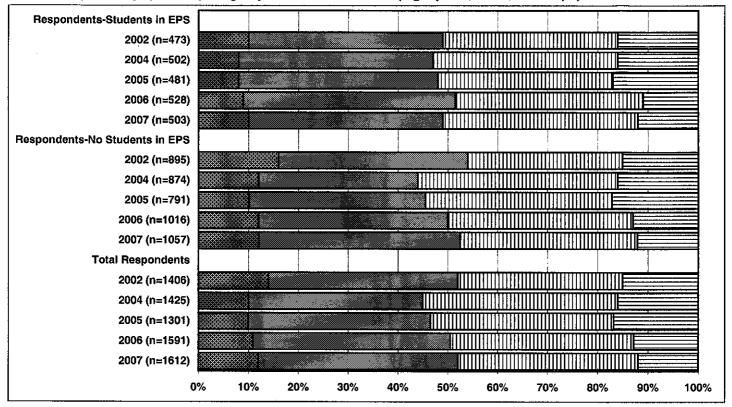
19e. Schools receiving their funding from exclusive supply agreements?



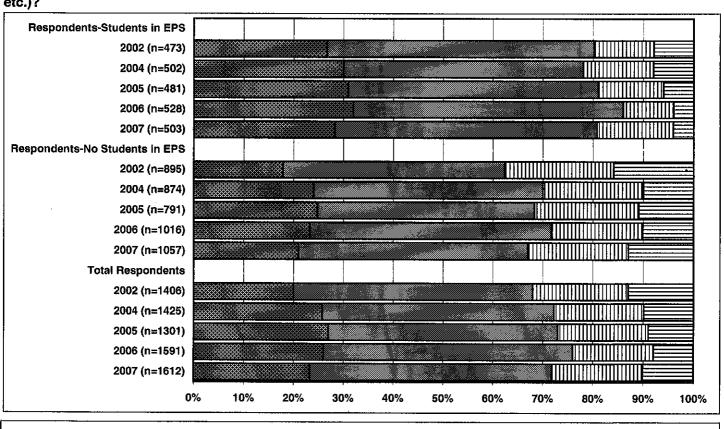
#### HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

**<b>⊠VERY SUPPORTIVE** 

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



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



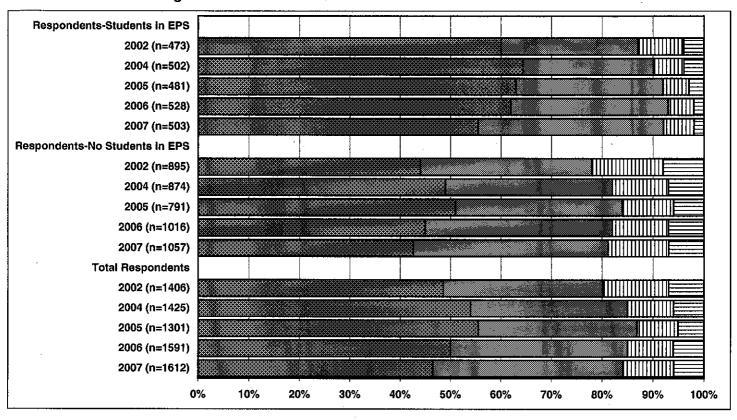
**IDSOMEWHAT AGAINST** 

**TOTALLY AGAINST** 

**SUPPORTIVE** 

## HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

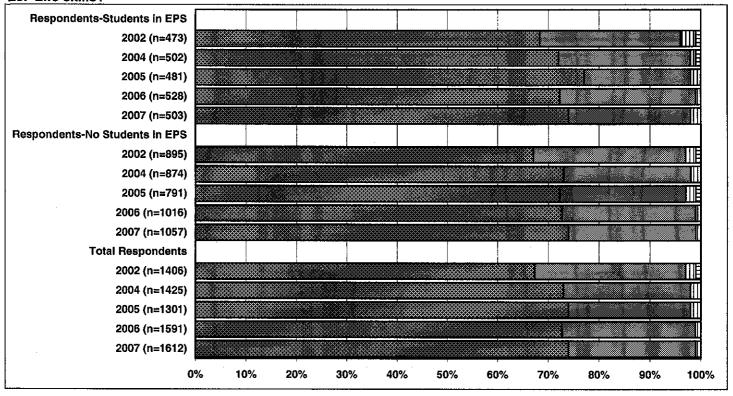
## 22. An increase in funding for Edmonton Public Schools?



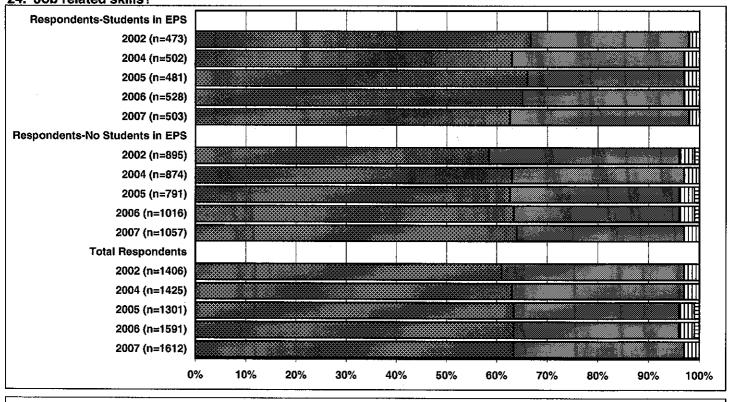


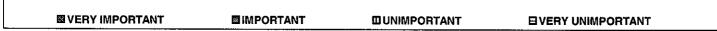
## 2007 COMMUNITY SURVEY HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

#### 23. Life skills?



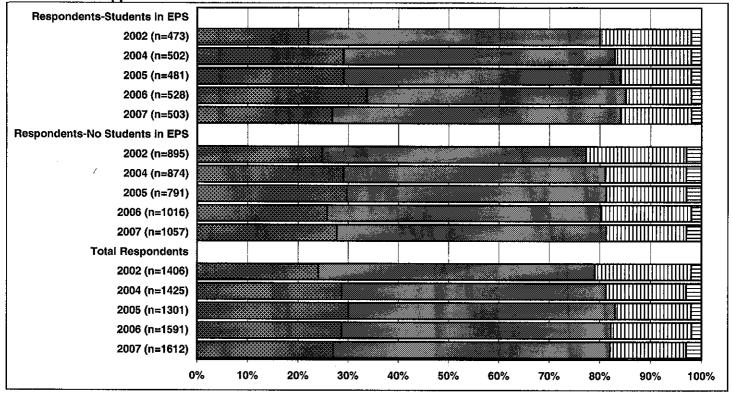


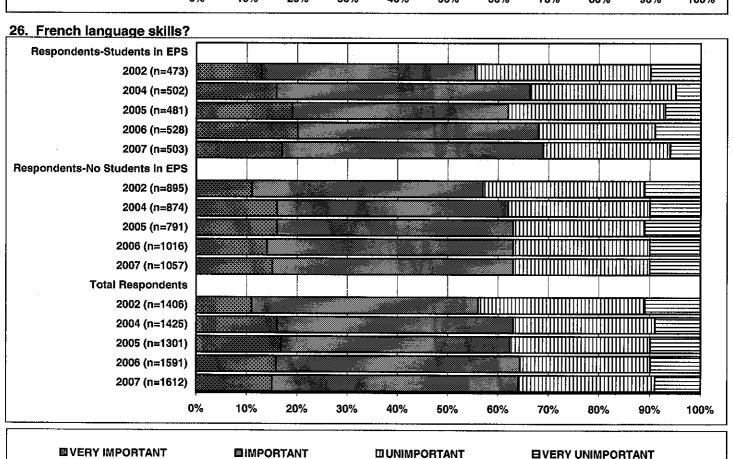




## 2007 COMMUNITY SURVEY HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

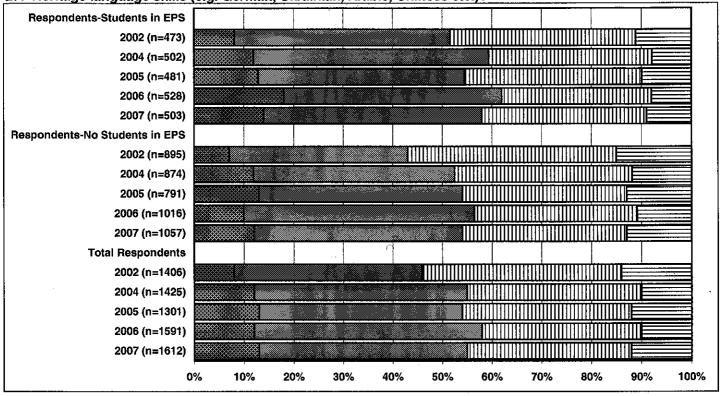






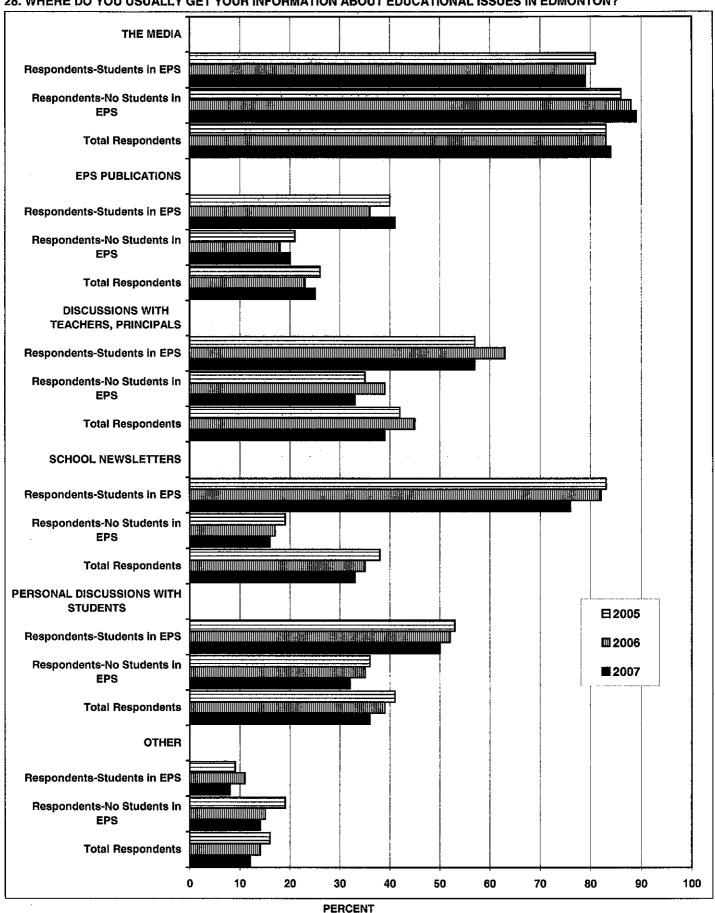
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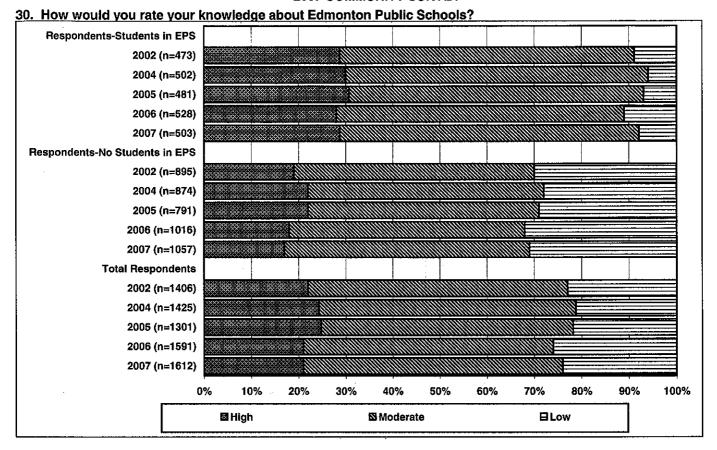
27. Heritage language skills (e.g. German, Ukrainian, Arabic, Chinese etc.)?



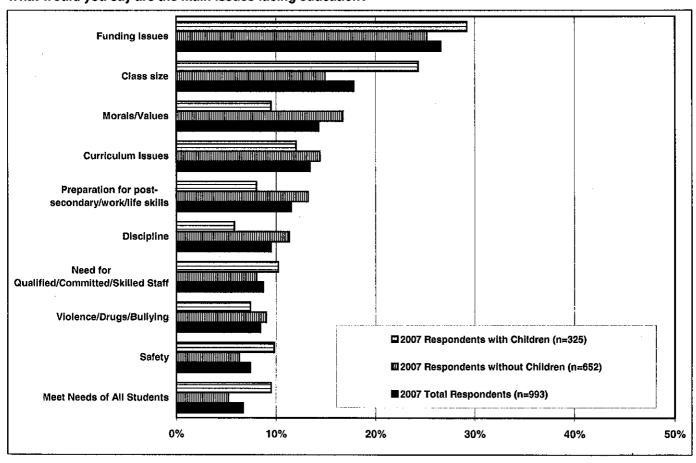
<b>■ VERY IMPORTANT</b>	<b>■ IMPORTANT</b>	<b>III UNIMPORTANT</b>	EVERY UNIMPORTANT

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

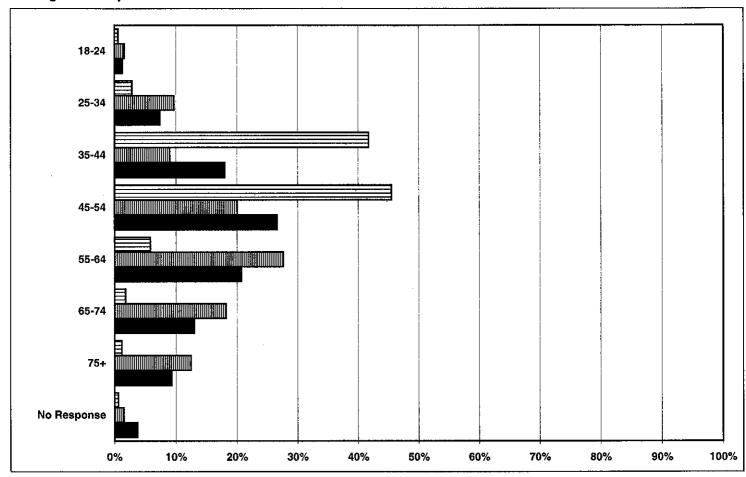




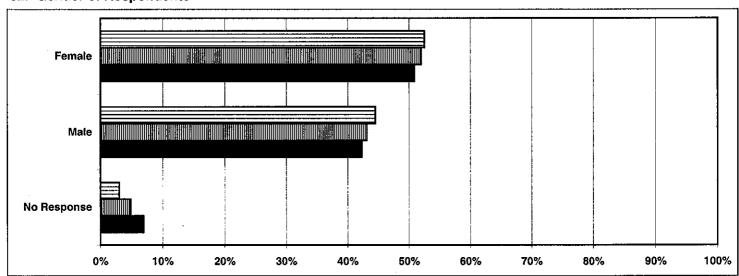




## 31. Ages of Respondents



#### 32. Gender of Respondents



☐ Respondents With Students in EPS (n=503)

☐ Respondents Without Students in EPS (n=1057)

☐ Total Respondents (n=1612)

## 2007 Multiyear Table of Increases and Decreases

## **TOTAL COMMUNITY 2002-2007**

						Increase /
	2002	2004	2005	2006	2007	decrease
13. Encouraging school completion	75%	79%	75%	73%	77%	4%
19c. Funding from sponsorships	65%	60%	62%	64%	66%	2%
9. Preparation for post sec.	77%	77%	77%	78%	79%	1%
10. Preparation for world of work	59%	58%	59%	60%	61%	1%
19b. Funding from fund raising	53%	48%	49%	52%	53%	1%
2. Condition of EPS bldgs.	77%	65%	71%	68%	69%	1%
1. Quality of education	80%	82%	86%	87%	87%	0%
4. Availability of Continuing Education	90%	91%	93%	92%	92%	0%
8. Working with agencies	79%	79%	79%	81%	81%	0%
11. Preparation for being responsible citizens	64%	65%	65%	65%	65%	0%
18. Provide variety of courses	89%	91%	92%	92%	92%	0%
19a. Funding from donations	70%	72%	72%	73%	73%	0%
19d. Funding from partnerships	88%	86%	86%	88%	88%	0%
20. Parents pay for non-basics	52%	45%	46%	51%	51%	0%
22. Increase in funding	81%	85%	86%	85%	85%	0%
23. Importance of life skills	97%	98%	98%	99%	99%	0%
24. Importance of job related skills	97%	97%	96%	97%	97%	0%
25. Importance of fine arts skills	79%	82%	83%	82%	82%	0%
26. Importance of French skills	57%	63%	63%	64%	64%	0%
16. EPS better/same as Canada	92%	91%	92%	94%	93%	-1%
5. Effectiveness of teachers	78%	83%	86%	86%	85%	-1%
12. Safety of students	80%	83%	84%	83%	82%	-1%
15. EPS better/same as private schools	52%	55%	57%	61%	60%	-1%
17. EPS better/same as other countries	78%	82%	81%	83%	81%	-2%
3. Spending of public money	59%	62%	67%	68%	66%	-2%
14. Responding to public concerns	54%	57%	63%	67%	65%	-2%
27. Importance of heritage language skills	46%	55%	54%	58%	55%	-3%
6. Effectiveness of Principals	78%	81%	82%	85%	82%	-3%
19e. Funding from exclusive supply agreements	40%	35%	41%	44%	41%	-3%
21. Choice of different school types	68%	73%	73%	76%	71%	-5%
7. Effectiveness of Trustees	60%	63%	69%	72%	62%	-10%



## **PARENTS 2002-2007**

7,1,0,0,0,0						increase /
	2002	2004	2005	2006	2007	decrease
19b. Funding from fund raising	51%	49%	47%	53%	57%	4%
15. EPS better/same as private schools	47%	53%	58%	59%	62%	3%
19c. Funding from sponsorships	72%	68%	65%	68%	71%	3%
2. Condition of EPS bldgs.	78%	62%	70%	71%	73%	2%
13. Encouraging school completion	78%	82%	81%	79%	81%	2%
19a. Funding from donations	76%	78%	76%	78%	80%	2%
3. Spending of public money	57%	61%	66%	70%	71%	1%
18. Provide variety of courses	91%	94%	96%	95%	96%	1%
19d. Funding from partnerships	88%	88%	88%	88%	89%	1%
24. Importance of job related skills	98%	97%	98%	97%	98%	1%
26. Importance of French skills	56%	66%	62%	68%	69%	1%
4. Availability of Continuing Education	86%	89%	91%	93%	93%	0%
6. Effectiveness of Principals	77%	79%	85%	87%	87%	0%
10. Preparation for world of work	60%	63%	66%	70%	70%	0%
11. Preparation for being responsible citizens	70%	75%	76%	77%	77%	0%
12. Safety of students	84%	83%	85%	84%	84%	0%
14. Responding to public concerns	49%	58%	60%	69%	69%	0%
17. EPS better/same as other countries	74%	80%	86%	84%	84%	0%
25. Importance of fine arts skills	81%	83%	85%	85%	85%	0%
Quality of education	80%	84%	90%	92%	91%	-1%
5. Effectiveness of teachers	77%	80%	87%	89%	88%	-1%
22. Increase in funding	87%	91%	92%	93%	92%	-1%
23. Importance of life skills	97%	98%	98%	99%	98%	-1%
9. Preparation for post sec.	74%	78%	78%	83%	81%	-2%
16. EPS better/same as Canada	90%	87%	92%	95%	93%	-2%
19e. Funding from exclusive supply agreements	44%	41%	49%	47%	44%	-3%
20. Parents pay for non-basics	49%	47%	48%	52%	49%	-3%
8. Working with agencies	81%	79%	80%	84%	80%	-4%
27. Importance of heritage language skills	52%	59%	55%	62%	58%	-4%
21. Choice of different school types	80%	78%	81%	86%	81%	-5%
7. Effectiveness of Trustees	55%	61%	67%	75%	69%	-6%

## **NON-PARENTS 2002-2007**

		,				Increase/
	2002	2004	2005	2006	2007	Decrease
13. Encouraging school completion	73%	78%	71%	70%	75%	5%
20. Parents pay for non-basics	54%	44%	45%	50%	53%	3%
9. Preparation for post sec.	78%	77%	77%	76%	78%	2%
Quality of education	80%	82%	84%	84%	85%	1%
8. Working with agencies	79%	80%	79%	80%	81%	1%
19c. Funding from sponsorships	61%	56%	60%	62%	63%	1%
23. Importance of life skills	98%	98%	98%	98%	99%	1%
10. Preparation for world of work	58%	56%	56%	56%	57%	1%
16. EPS better/same as Canada	93%	94%	92%	93%	94%	1%
2. Condition of EPS bldgs.	76%	66%	72%	66%	66%	0%
Availability of Continuing Education	92%	92%	93%	92%	92%	0%
5. Effectiveness of teachers	79%	84%	85%	84%	84%	0%
11. Preparation for being responsible citizens	60%	60%	59%	59%	59%	0%
22. Increase in funding	78%	83%	84%	82%	82%	0%
24. Importance of job related skills	96%	97%	96%	97%	97%	0%
25. Importance of fine arts skills	78%	81%	82%	81%	81%	0%
26. Importance of French skills	57%	62%	63%	63%	63%	0%
12. Safety of students	77%	83%	83%	82%	81%	-1%
18. Provide variety of courses	88%	90%	91%	91%	90%	-1%
19a. Funding from donations	67%	69%	70%	72%	71%	-1%
19b. Funding from fund raising	54%	47%	49%	52%	51%	-1%
19d. Funding from partnerships	88%	85%	85%	88%	87%	-1%
6. Effectiveness of Principals	79%	82%	81%	83%	80%	-3%
17. EPS better/same as other countries	80%	83%	78%	82%	79%	-3%
21. Choice of different school types	62%	70%	68%	71%	68%	-3%
27. Importance of heritage language skills	43%	53%	54%	57%	54%	-3%
15. EPS better/same as private schools	55%	57%	56%	62%	59%	-3%
19e. Funding from exclusive supply agreements	38%	32%	36%	43%	40%	-3%
3. Spending of public money	60%	62%	67%	66%	62%	-4%
14. Responding to public concerns	56%	56%	64%	67%	63%	-4%
7. Effectiveness of Trustees	62%	64%	70%	71%	59%	-12%

How important do you feel it is for schools to develop the following:	Very Important Important Unimpo	Very Don't Know	EDMONTON PUBLIC	C SCHOOLS	
<ul> <li>23. Life skills</li> <li>24. Job related skills</li> <li>25. Skills and appreciation in fine arts</li> <li>26. French language skills</li> </ul>			April, 2007	UNITY QUESTIONNAIS	RE – 2007
Heritage language skills (e.g. German, Ukrainian, Arabic, Chinese, etc.)      Where do you usually get your information about eapply)	educational issues in Edmont	on? (Check all that	The board of trustees and the adm how you feel about the education if	ninistration of Edmonton Public S Edmonton Public Schools is provi	ding.
☐ the media ☐ Edmonton Propublications ☐ local school newsletters ☐ personal disconstudents ☐ Other (please specify)	principal	discussions with teachers,	You have been randomly selected supporters. Please complete the envelope by May 4, 2007 (no possion tyou have children attending an	e enclosed questionnaire and retustage is required). Your perception Edmonton public school.	arn it in the enclosed addressed ans are important to us whether or
29. Do you currently have children attending Edmonton Public Schools?	☐ Yes	□ No	You also have the option of consurveys.epsb.ca, enter the 7 digital follow the instructions given.  The opinions that you provide will	it access code given in the box at 1 be used along with other information	at the bottom of this letter and
	High Modera		quality of education provided by responses is assured. The data c district level only. Results will be in the fall of 2007.	collected will be aggregated, anal	vzed, and reported at the school
31. Age:	35-44	55-64	Thank you for your cooperation. S Yours truly,	Should you have questions about t	his survey, please call 429-8160.
32. Sex: Male Female  What would you say are the main issues facing educatio	on at the elementary, junior a	nd senior high school	Bew Essling	Bob Held	
levels?			Bev Esslinger Board Chairman	Bob Holt Acting Superintendent	
THAN	K YOU FOR RESPONDIN	G TO THIS SURVEY	BE:BH:db		INTERNET ACCESS CODI

APPENDIX III

The following questions are designed to obtain your opinions about Edmonton Public												
Schools. There are no right or wrong answers. of the questionnaire. All responses are complete	Please a tely conf	answer ( idential.	the questio	ns on both	sides		you believe that students attending Edmonton Pul vided with a quality of education that is better or			r Worse	No Difference	Don Kno
	Very			Very	Don't	15.	Students in private schools?					
How satisfied are you with the following:	Satisfied	Satisfied	Dissatisfied	Dissatisfied	Know	16.	Students elsewhere in Canada?					П
The overall quality of education received by students attending Edmonton Public Schools						17.	Students in other countries?					
The general condition of Edmonton Public Schools' buildings												
The way Edmonton Public Schools spends its public money												
The availability of continuing education from Edmonton Public Schools (e.g. academic				F1		Her	v supportive are you of the following:	Very Supportive	Sapportive	Somewhat Against	Totally Against	Don' Kno
upgrading, skill development, general interest available at Metro Community College)						18.	Providing students with a variety of courses in addition to the core courses (math, language arts, science, social studies)					
5. The overall effectiveness of teaching staff						19	Schools receiving their funding from various					
6. The overall effectiveness of the school principals							sources: a) donations – gifts (money or supplies) from	П	П		П	
7. The overall effectiveness of Edmonton Public Schools' trustees							private individuals or companies in return for a charitable donation receipt				_	
							b) <u>fund raising</u> – students, parents or other interested groups organize events to raise money for a school					
How effective is Edmonton Public Schools in the following areas:	Very Effective	Effective	e Ineffective	Very Ineffective	Don't Know		<ul> <li>c) <u>sponsorships</u> – companies provide money, price discounts, equipment, materials or services in exchange for recognition at events or in school notices about events</li> </ul>					
Working with other agencies to help students (e.g. social services, health services, police services)							d) partnerships - businesses or community organizations share their resources, expertise					
Preparing students for entering post-secondary education (university, college, technical schools)							and time with schools and students without any financial commitment					Ц
10. Preparing students for the world of work							e) exclusive supply agreements – a SINGLE business provides schools with quality goods					
11. Preparing students to be responsible citizens						1 120	and services at favorable prices for a fixed price Having parents pay for anything beyond basic					
12. Providing for the safety of students at school						1	education (e.g. sports, band, field-trips)					
Encouraging students to stay in school until they graduate						[21.	Having a choice of different types of schools (e.g. gender specific, language specific, fine arts, sports, etc.)					
14. Responding to the public's concerns regarding education						22.	An increase in funding for Edmonton Public Schools					

PLEASE CONTINUE ON BACK PAGE