

EDMONTON PUBLIC SCHOOLS

October 13, 2009

TO: Board of Trustees

FROM: E. Schmidt, Superintendent of Schools

SUBJECT: 2008-09 Student, Parent, Staff Satisfaction Survey Results and 2008-09 Community Satisfaction Survey Results

ORIGINATOR: T. Parker, Assistant Superintendent

RESOURCE
STAFF: Diane Brunton, Mike Falk

INFORMATION

Background

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

The 2009 District Student, Parent, Staff Satisfaction surveys were administered to respondent groups consisting of a representative sample of students at each school, a random sample of district parents and all district staff.

Students and staff completed their surveys through a secure website during the period of April 20th to May 1st. Individual school results were available online to principals by the end of the school year. Hard copies of the schools' survey results were delivered to principals before school start up in August.

On alternate years, parents are surveyed at either the District level or at the individual school level. In 2008-09, a sample of parents from the District was asked to provide their input. Parent survey packages were mailed April 17th to randomly selected parents from across the District. Parents had two options for completing the questionnaire; by mail or submitted through the Internet. Results are presented in Appendices II and III.

The District's annual community satisfaction survey was mailed, in conjunction with the parent survey, to a randomly selected representative sample of Edmonton Public Schools tax supporters. It monitors perceptions of this group relating to the education and services provided by Edmonton Public Schools. The resulting data is used, 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. Respondents were asked to reply to the survey 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. Appendices IV through VI contain the results of the Community Survey.

Analysis of Results

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

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

Next Steps

In 2008-09, the Surveys and Information Analysis Unit undertook a review of the staff satisfaction survey process involving three levels of investigation: research related to the practices of other districts regarding satisfaction surveys, focus groups with district leaders to determine the value of the survey and individual questions and investigating district initiatives for gauging stakeholder satisfaction. However, due to the current fiscal situation facing the District, the review and subsequent re-development of the survey instruments has been delayed.

DB:

- APPENDIX I Analysis of 2008-09 Student, Parent, Staff and Community Satisfaction Survey Results Related to District Priorities
- APPENDIX II District Satisfaction Survey Results 2005-2009 - Multiyear Graphs
- APPENDIX III District Satisfaction Survey Results 2005-2009 - Multiyear Tables of Increases and Decreases
- APPENDIX IV 2008-2009 Community Satisfaction Survey Results
- APPENDIX V 2008-2009 Edmonton Public Schools Community Survey - Multiyear Graphs
- APPENDIX VI 2008-2009 Edmonton Public Schools Community Survey - Multiyear Tables of Increases and Decreases

Analysis of 2008-09 Student, Parent, Staff, and Community Satisfaction Survey Results Related to District Priorities

Survey data is collected through a number of respondent groups. The resulting aggregated information is presented below as it relates to each of the three district priorities. Shown is the percentage of positive response from 2008-09 compared to 2007-08 with the resulting increases or decreases.

Priority One

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

	2007-08 %	2008-09 %	CHANGE %
School work interesting			
• 2-6 Students	89	90	1
• 7-9 Students	78	79	1
• 10-12 Students	76	80	4
Classes challenging/School work challenging			
• 7-9 Students	82	80	-2
• 10-12 Students	87	87	0
• Parents	93	92	-1
Know learning expectations/Receive information on learning expectations			
• 7-9 Students	91	91	0
• 10-12 Students	89	90	1
• Parents	84	85	1
Receive help from teachers/Receive help needed to succeed			
• 2-6 Students	96	96	0
• 7-9 Students	89	88	-1
• 10-12 Students	87	89	2
• Parents	88	85	-3
Overall quality of education			
• Parents	96	94	-2
• Community	87	86	-1
Emphasis on English Language Arts			
• Parents	96	94	-2
Emphasis on Mathematics			
• Parents	94	92	-2
District focused on student achievement			
• School Staff	96	96	0
• Principals	99	100	1
• Central Staff	93	91	-2
School/staff provides appropriate learning experiences			
• School staff	90	91	1
• Principals	98	99	1

Accommodation of special needs students			
• Principals	79	78	-1
Staff available for regular programs			
• Principals	84	93	9
Staff available for special needs programs			
• Principals	61	77	16
Staff available for alternative programs			
• Principals	65	82	17
Encouraging school completion			
• Community	74	77	3

Survey indicators for Priority One remain relatively stable compared to the previous year and continue to be quite positive. Principals express increased satisfaction with the availability of staff for regular, special needs and alternative programming.

Priority Two

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

	2007-08 %	2008-09 %	CHANGE %
Students follow classroom rules/follow rules in classroom			
• 2-6 students	73	74	1
• 7-9 students	74	74	0
• 10-12 students	79	79	0
Students follow school rules/follow rules out of classroom			
• 2-6 students	81	82	1
• 7-9 students	68	69	1
• 10-12 students	71	71	0
Feel safe in school			
• 2-6 students	95	96	1
• 7-9 students	89	90	1
• 10-12 students	91	91	0
Feel safe to & from school			
• 2-6 students	92	93	1
• 7-9 students	91	92	1
• 10-12 students	90	90	0
Feel safe during recess time			
• 2-6 students	91	92	1
Most students respect other students			
• 7-9 students	77	78	1
• 10-12 students	81	82	1
Most students respect school property			
• 7-9 students	79	80	1
• 10-12 students	78	79	1
Most students respect school staff			
• 7-9 students	87	87	0

• 10-12 students	86	88	2
Staff to talk to about problems			
• 7-9 students	80	79	-1
• 10-12 students	82	82	0
Safety of students			
• Parents	92	95	3
• Community	81	90	9
Students safe to & from school			
• Parents	90	91	1
Handling of student discipline			
• Parents	88	90	2
• School staff	79	80	1
Preparation for being responsible citizens			
• Community	64	66	2
Importance of life skills			
• Community	98	98	0

For the most part, markers for Priority Two indicate modest increases from the previous year. Community respondents are much more positive (+9%) regarding the effectiveness of Edmonton Public Schools in providing for student safety at school.

Priority Three

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

	2007-08 %	2008-09 %	CHANGE %
School/central services is a good place to work			
• School staff	89	90	1
• Principals	98	99	1
• Central services	82	86	4
Information received on school/department happenings			
• School staff	79	81	2
• Central services	62	68	6
Information received on district happenings			
• School staff	80	83	3
• Principals	93	91	-2
• Central services	66	73	7
Staff work as a team			
• School staff	82	84	2
• Principals	91	90	-1
• Central services	73	76	3
• Parents	91	91	0
Input into school/department level decisions			
• School staff	74	77	3
• Central services	52	59	7
Receive recognition for work			

• School staff	77	78	1
• Principals	80	82	2
• Central services	56	60	4
Work responsibilities are reasonable			
• School staff	80	82	2
• Principals	78	83	5
• Central services	69	77	8
Opportunities for PD/Info received on PD			
• School staff	81	85	4
• Principals	96	95	-1
• Central services	61	68	7
• Parents	84	82	-2
School facility adequate for programs offered			
• School staff	75	79	4
• Principals	87	86	-1
Physical condition of school/workplace/buildings			
• School staff	70	74	4
• Principals	76	78	2
• Central services	55	59	4
• Parents	88	87	-1
• Community	71	78	7
Cleanliness of school/workplace			
• School staff	81	83	2
• Principals	91	90	-1
• Central services	57	65	8
• Parents	97	96	-1
School/workplace is a safe environment			
• School staff	90	92	2
• Principals	99	98	-1
• Central services	75	79	4

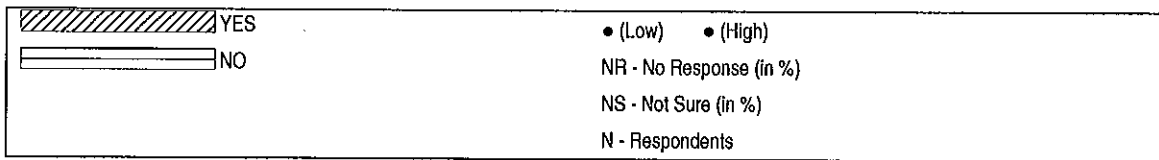
Overall, measures for Priority Three remain positive relative to the previous year. Central Services staff, although in general having the least positive results, do indicate significant increases in satisfaction in a number of the survey areas. Community members also express increased satisfaction regarding the condition of EPS buildings.

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 2-6

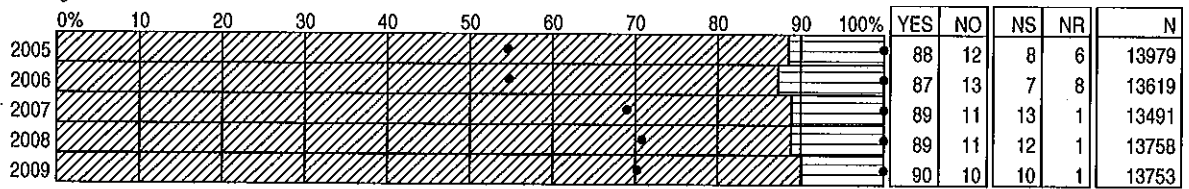
BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

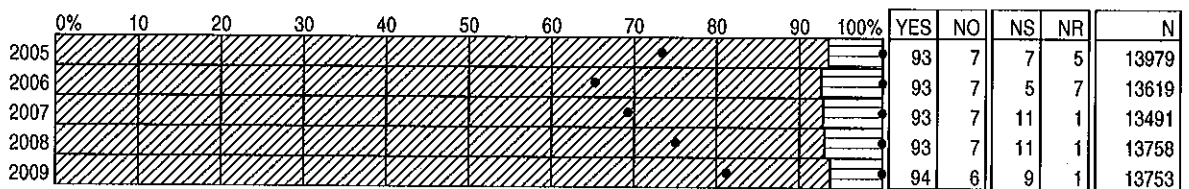


Note: Graph percentages are based on committed responses

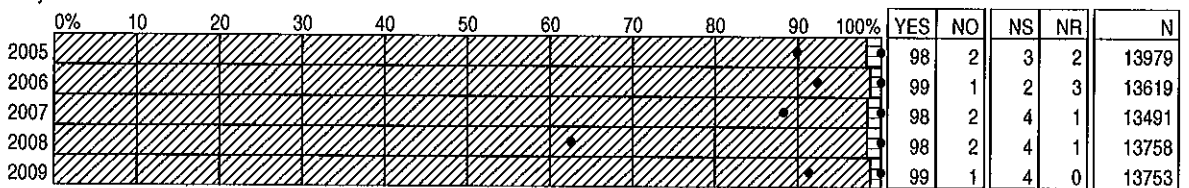
1) Do you find your school work interesting?



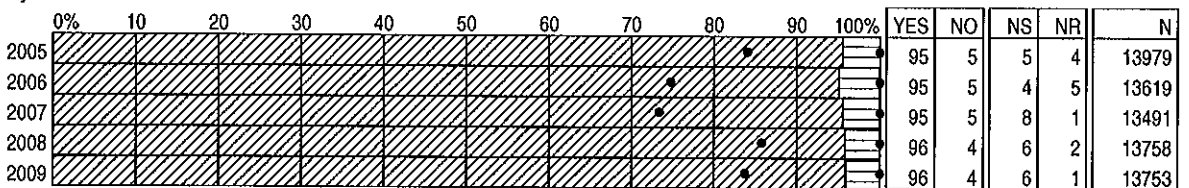
2) Is your report card helpful to you?



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



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



5) Do you know the school rules?



* Results weighted

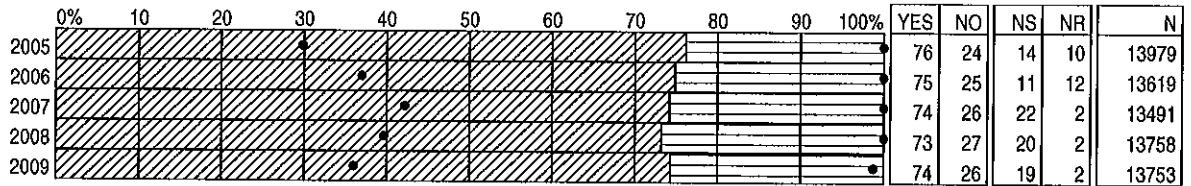
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 2-6

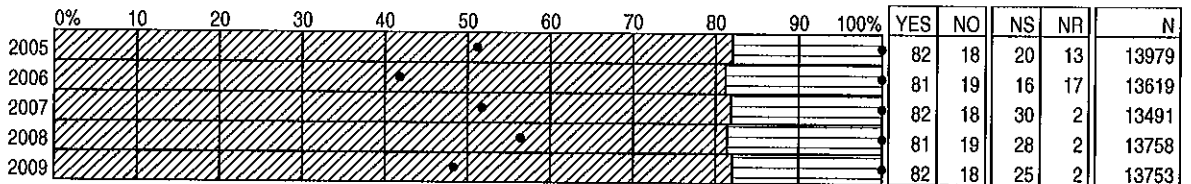
BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

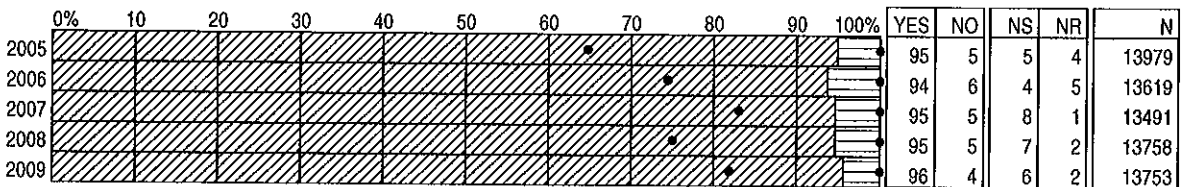
6) Do most of the students in your class follow the classroom rules?



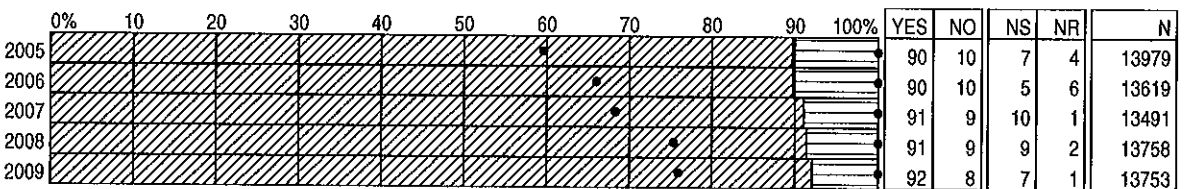
7) Do most of the students in your school follow the school rules?



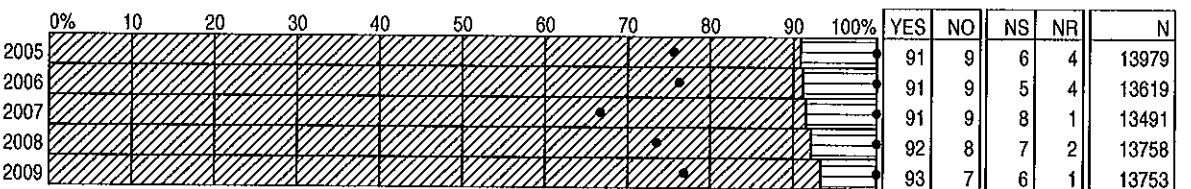
8) Do you feel safe in school?



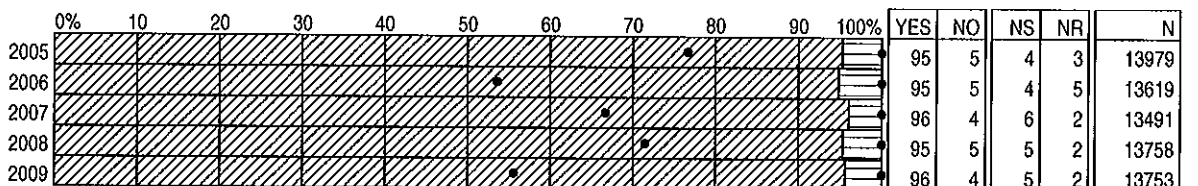
9) Do you feel safe during recess time?



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



11) Is your principal a good leader?



* Results weighted

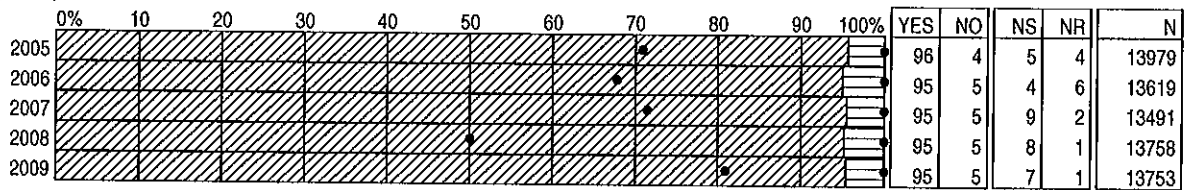
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 2-6

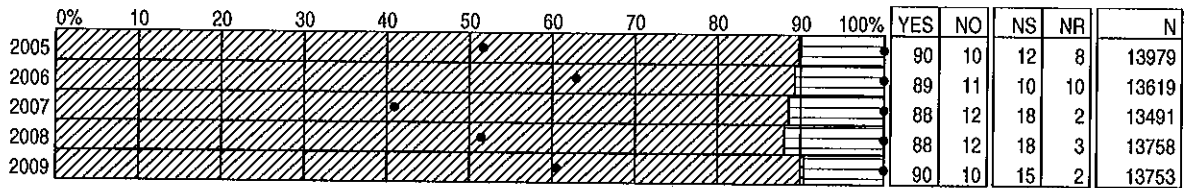
BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

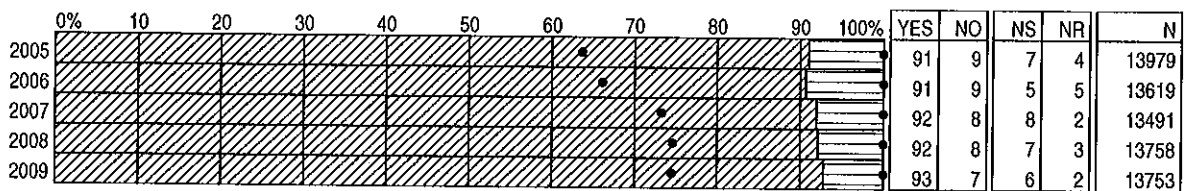
12) Are the people in the office helpful to you?



13) Is your school clean?



14) Do you like being in your school?



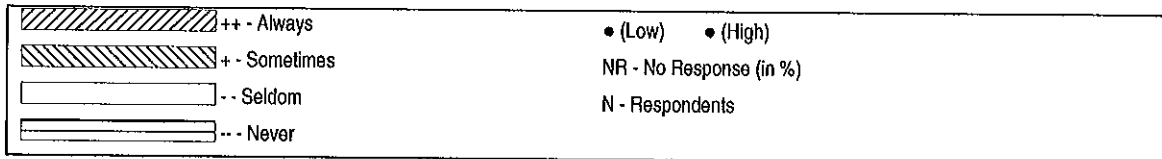
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 7-9

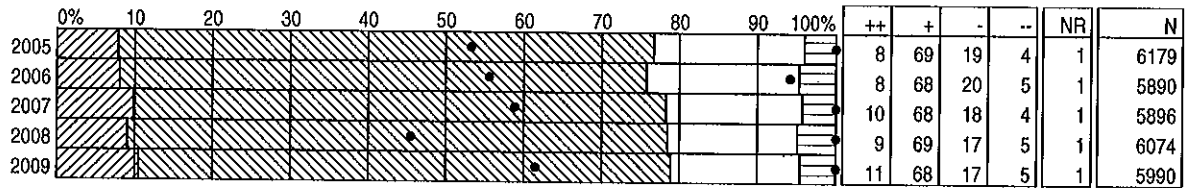
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

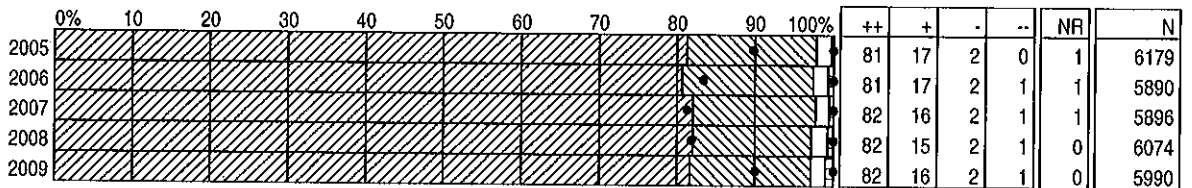


Note: Graph percentages are based on committed responses

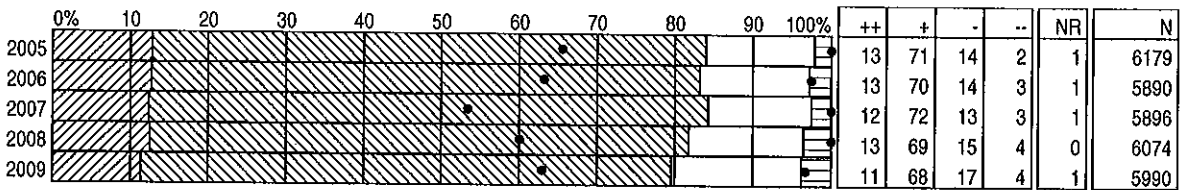
1) Do you find your school work interesting?



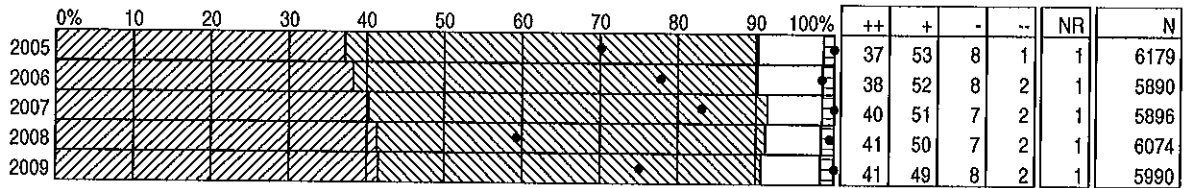
2) Are you expected to do your best?



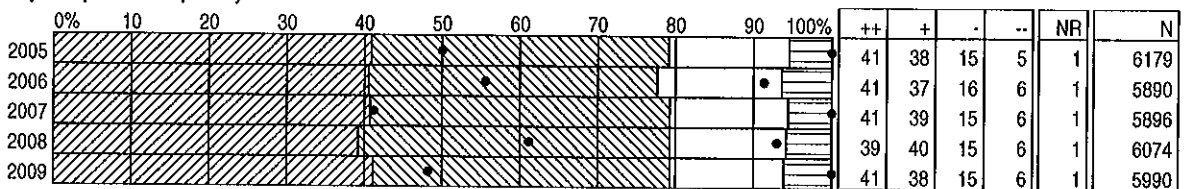
3) Are your classes challenging?



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?



* Results weighted

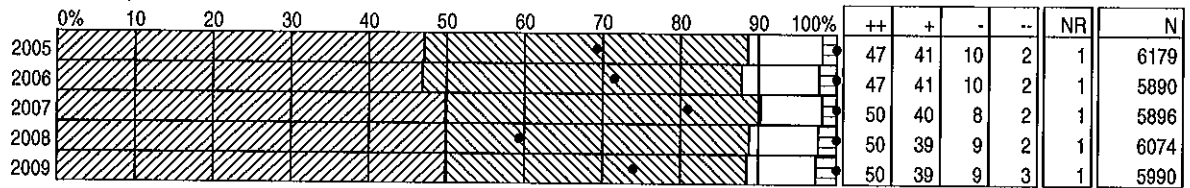
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 7-9

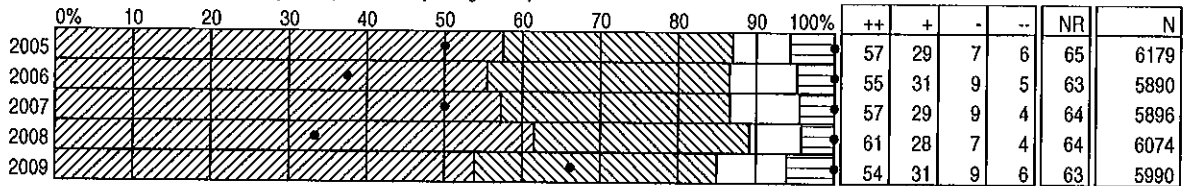
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

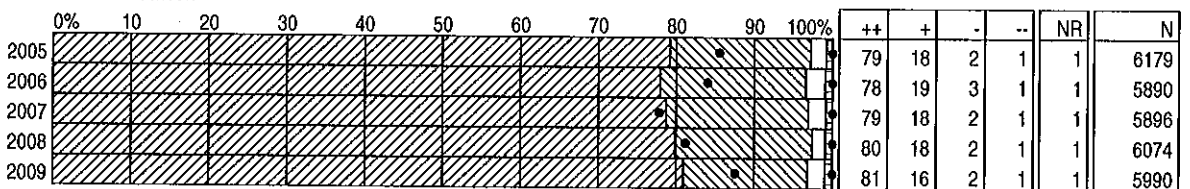
6) Overall, do you get help when you need it from your teachers?



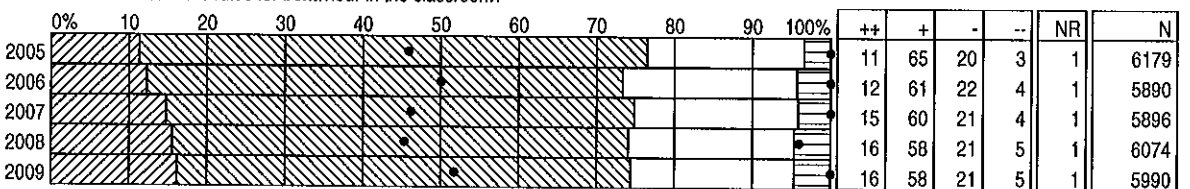
7) Do you get the help that you need in planning your high school program? (Answer only if in grade 9)



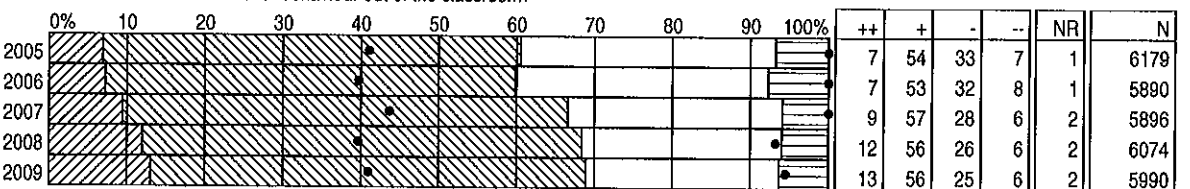
8) Do you know how you are expected to behave in school?



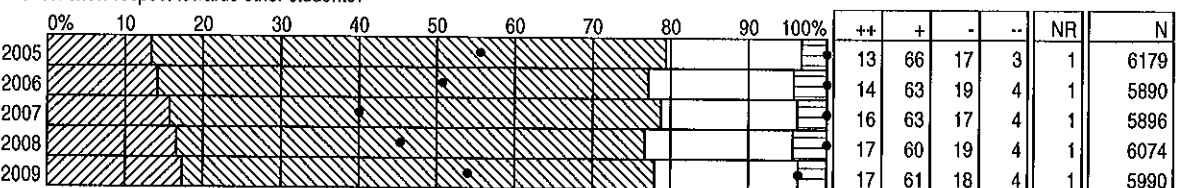
9a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



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?



* Results weighted

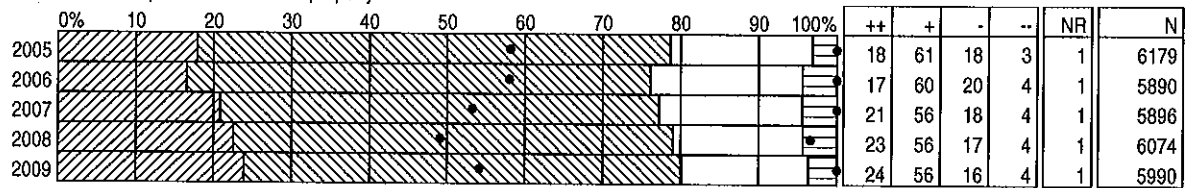
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 7-9

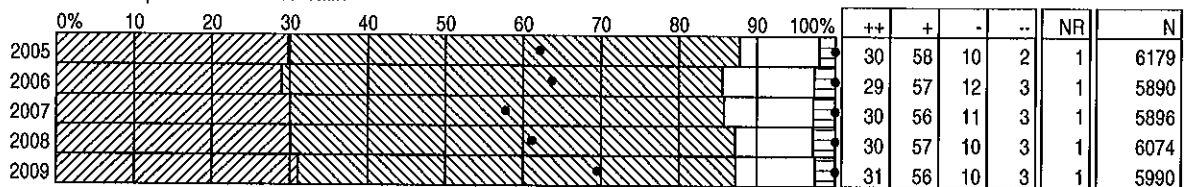
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

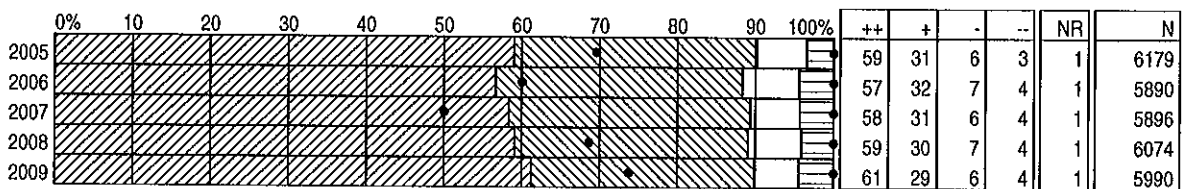
10b) Do most of the students at your school show respect towards school property?



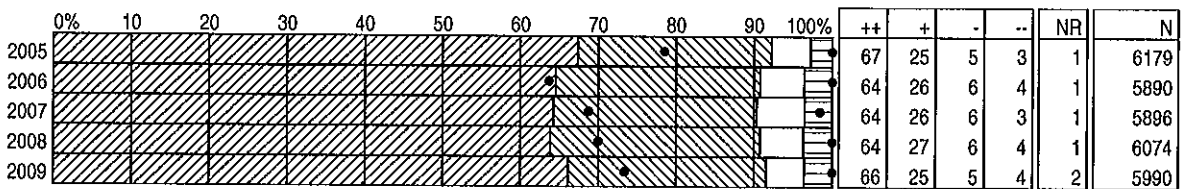
10c) Do most of the students at your school show respect towards school staff?



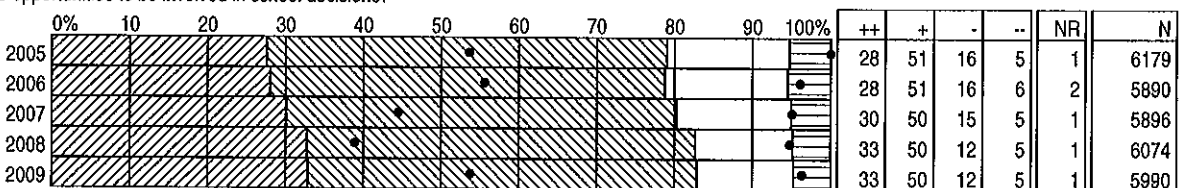
11) Do you feel safe in your school?



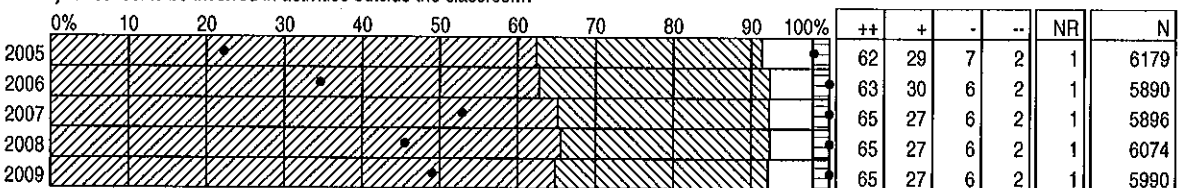
12) Do you feel safe on the way to and from school?



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?



* Results weighted

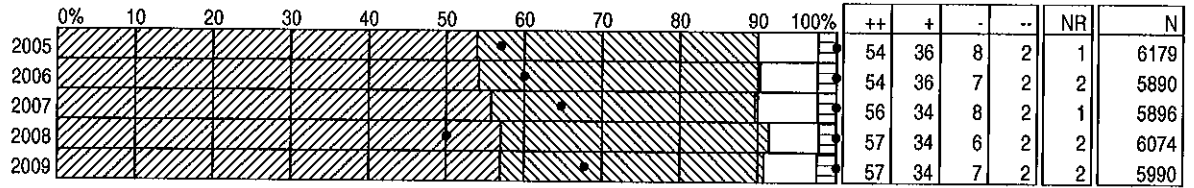
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 7-9

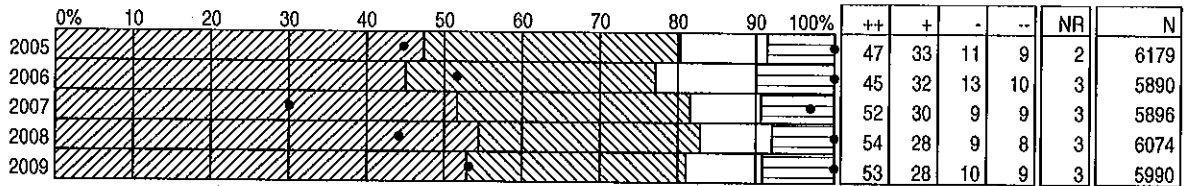
BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

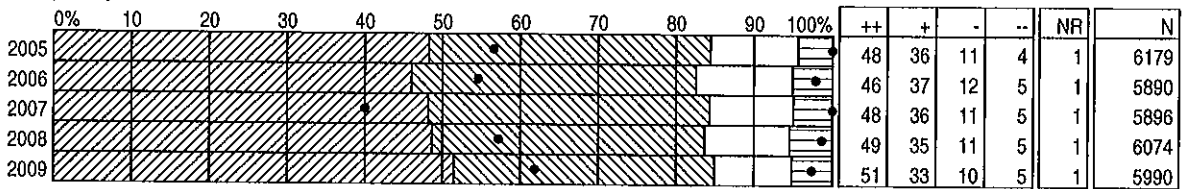
15) Do students in your school get recognition for their accomplishments?



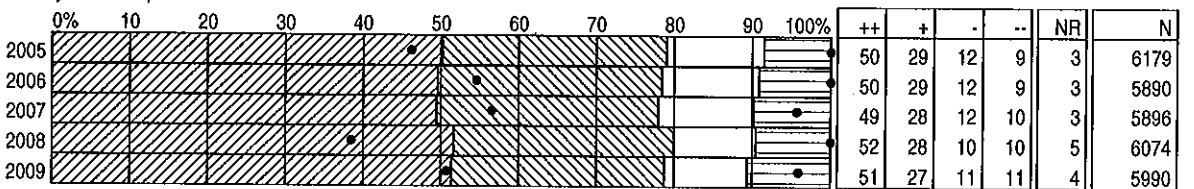
16) Do you have confidence in your principal?



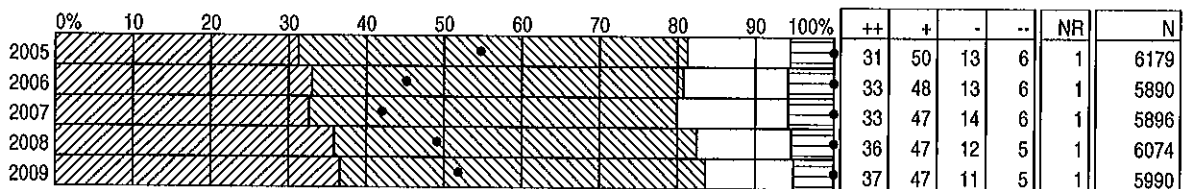
17) Are the people in the school office helpful to you?



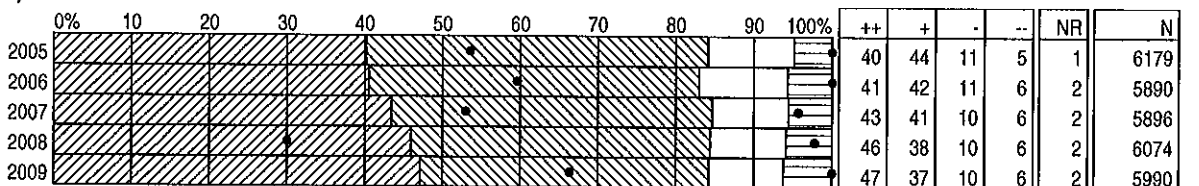
18) Is there a staff member you can talk if you have a problem?



19) Is your school clean?



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



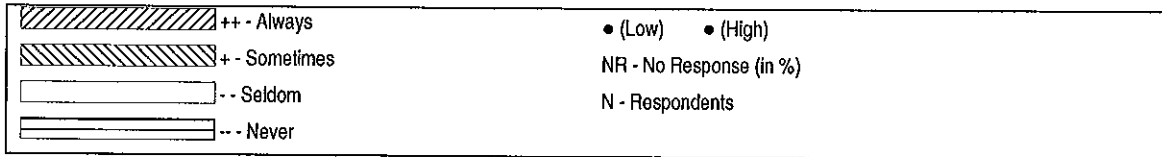
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

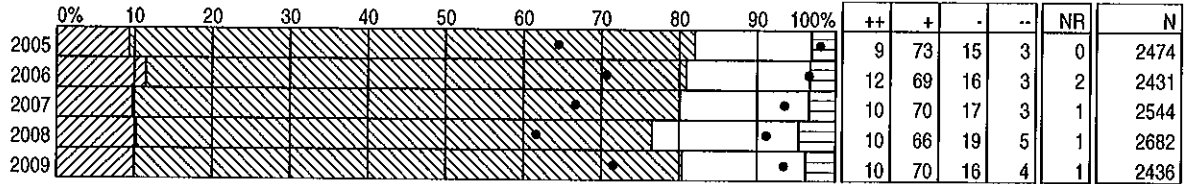
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

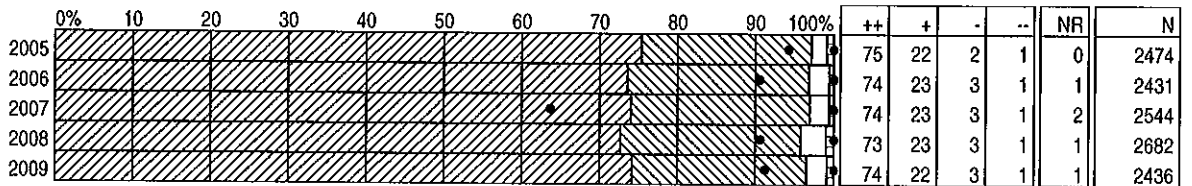


Note: Graph percentages are based on committed responses

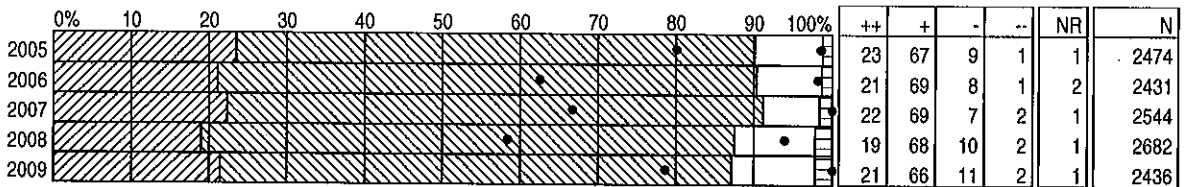
1) Do you find your school work interesting?



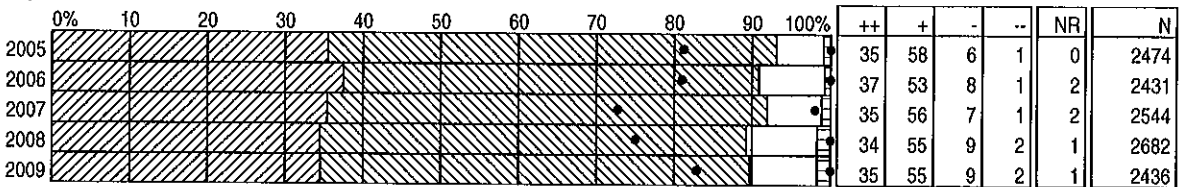
2) Are you expected to do your best?



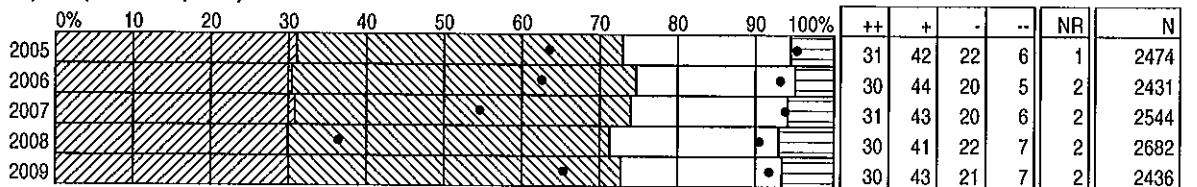
3) Are your classes challenging?



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?



* Results weighted

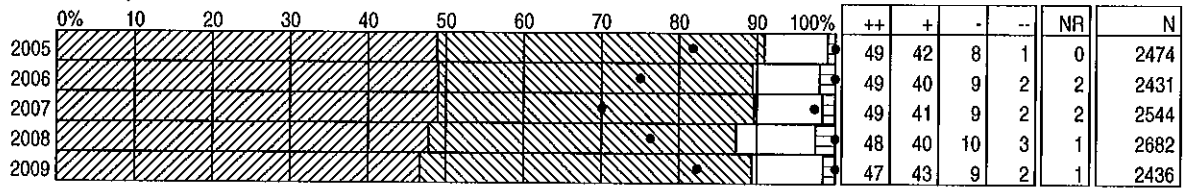
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

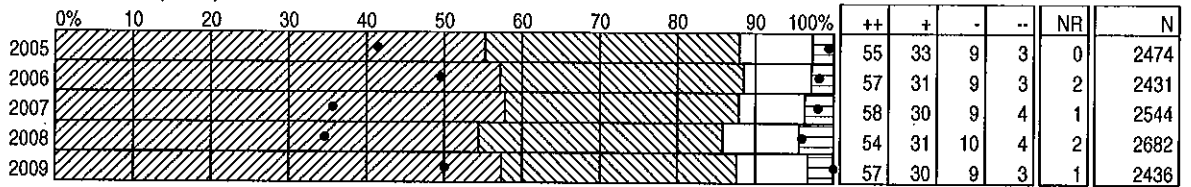
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

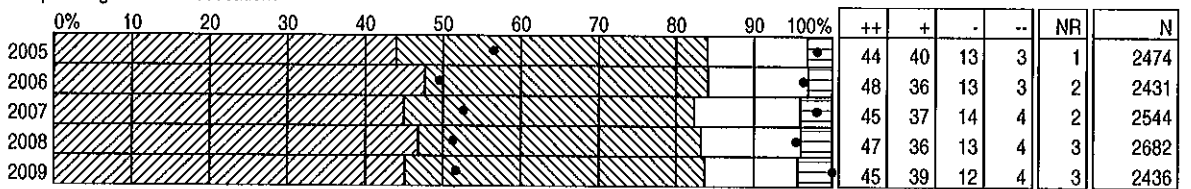
6) Overall, do you get help when you need it from your teachers?



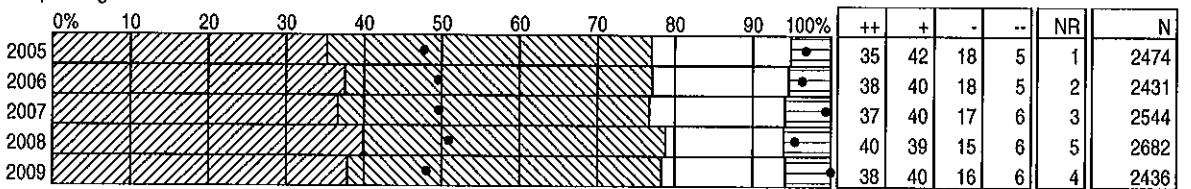
7) Do you have enough variety of courses available to you at your school?



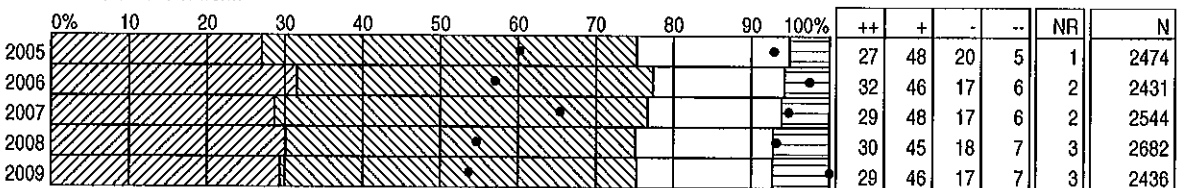
8) Do you get the help that you need in planning for further education?



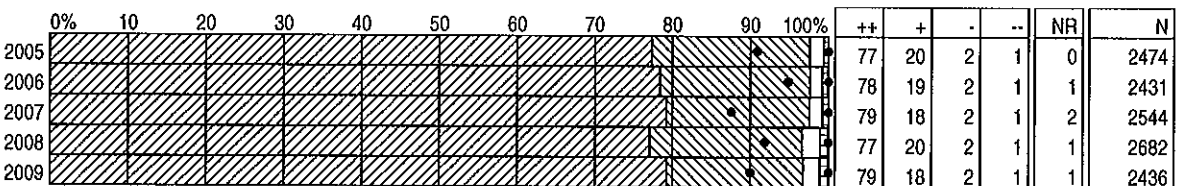
9) Do you get the help that you need in planning for a career?



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?



* Results weighted

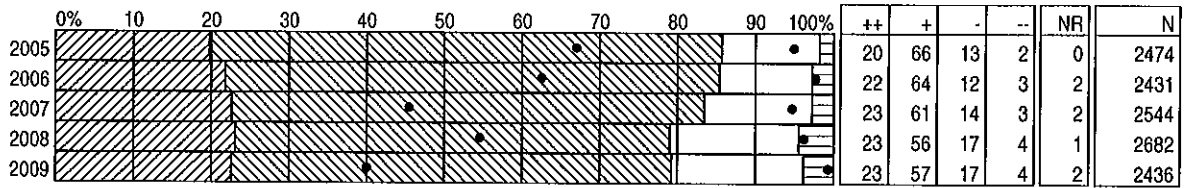
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

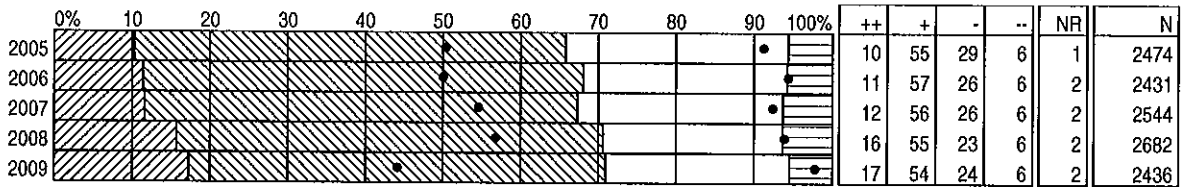
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

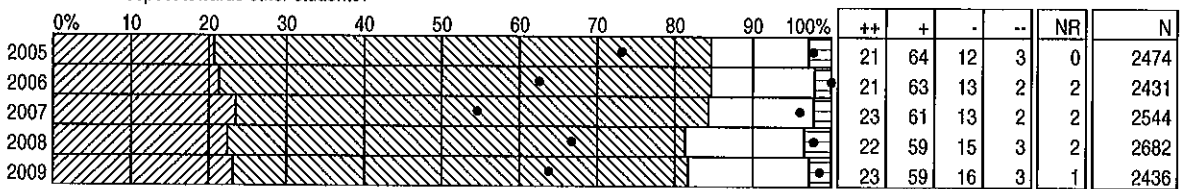
12a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



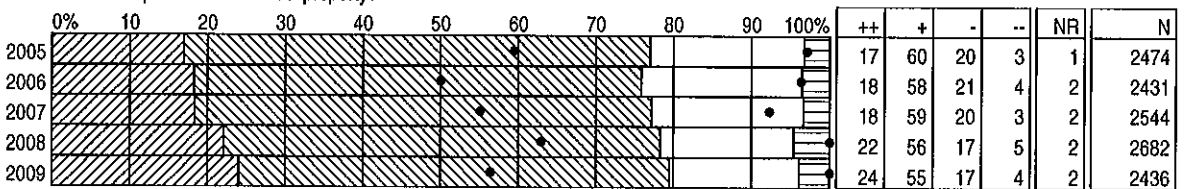
12b) Do most of the students at your school follow the school's rules for behaviour out of the classroom?



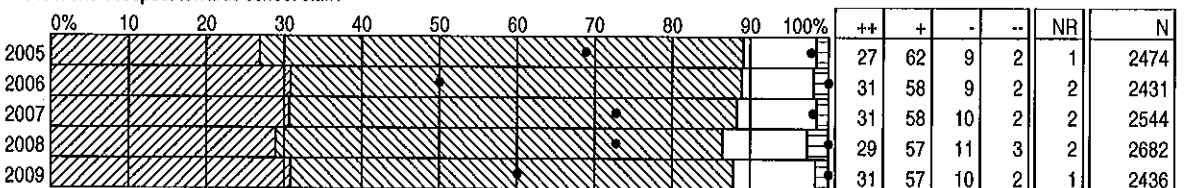
13a) Do most of the students at your school show respect towards other students?



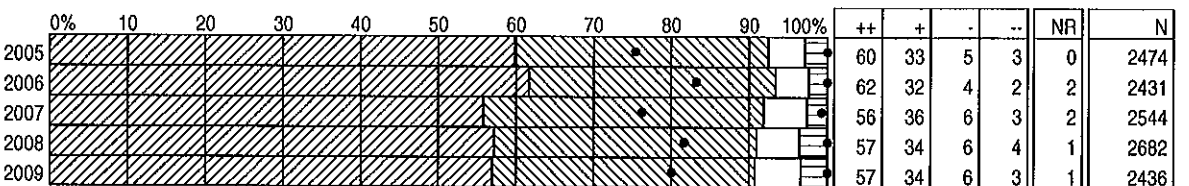
13b) Do most of the students at your school show respect towards school property?



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



14) Do you feel safe in your school?



* Results weighted

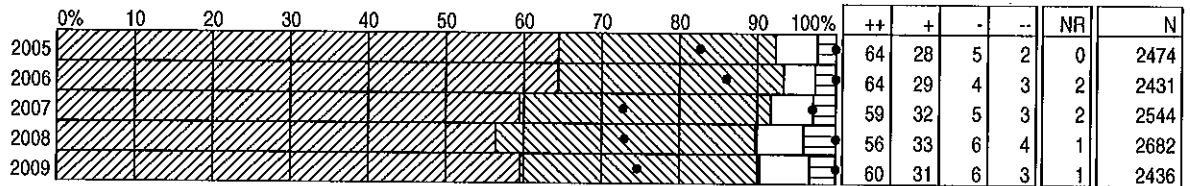
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

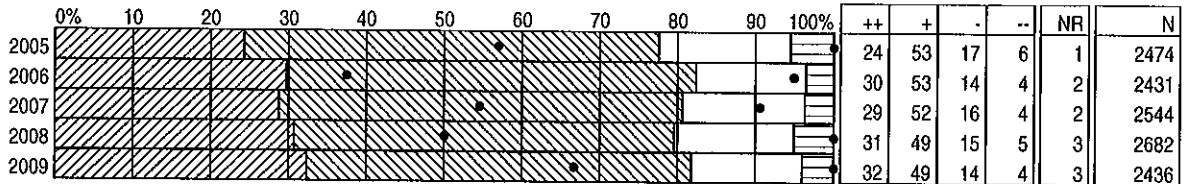
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

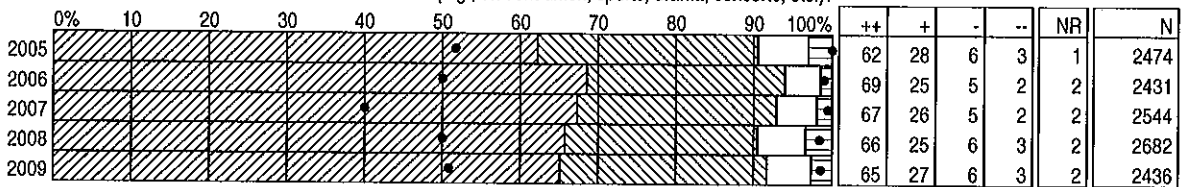
15) Do you feel safe on the way to and from school?



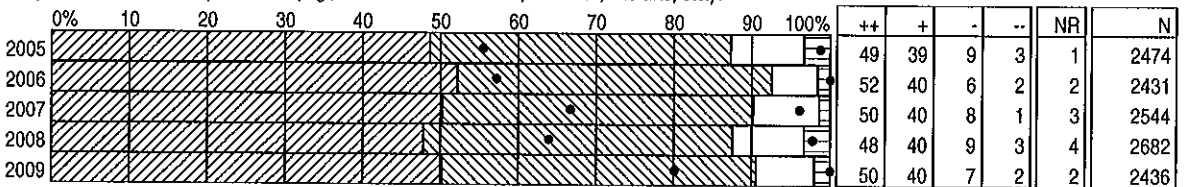
16) Do students in your school have opportunities to be involved in school decisions?



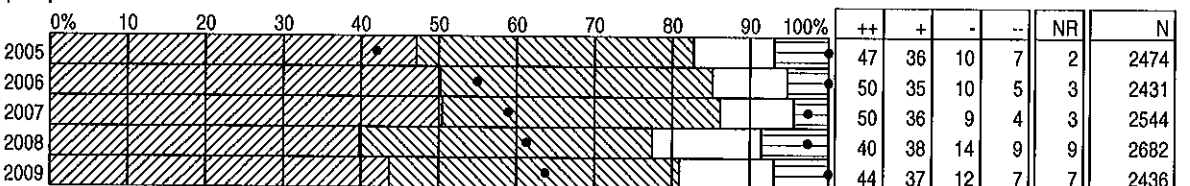
17) Are there opportunities in your school to be involved in activities outside the classroom (e.g., student union, sports, drama, concerts, etc.)?



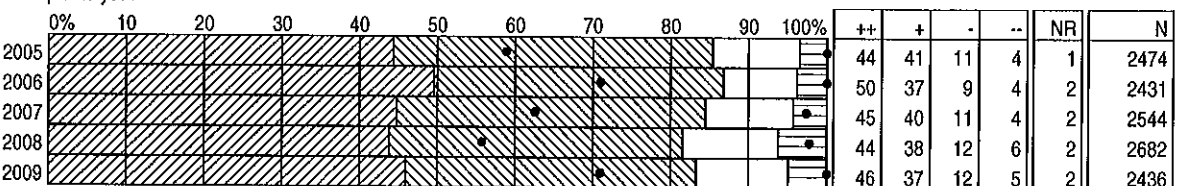
18) Do students in your school get recognition for their accomplishments (e.g., academic achievement, athletics, fine arts, etc.)?



19) Do you have confidence in your principal?



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



* Results weighted

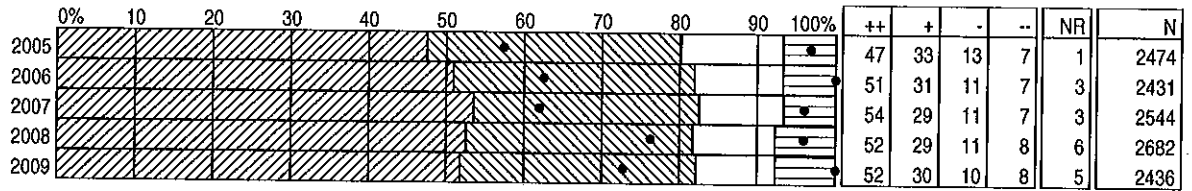
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

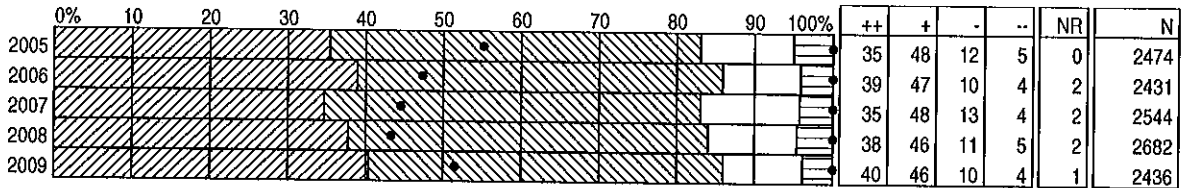
BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

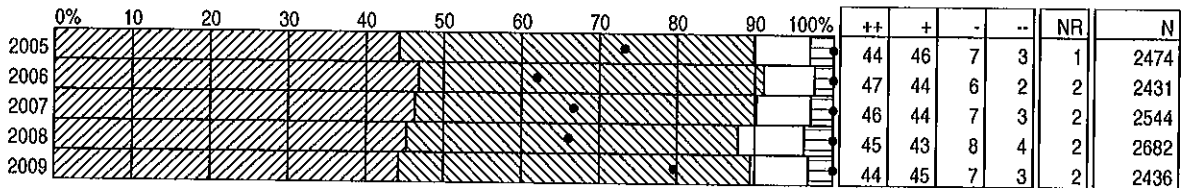
21) Is there a staff member you can talk to if you have a problem?



22) Is your school clean?



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



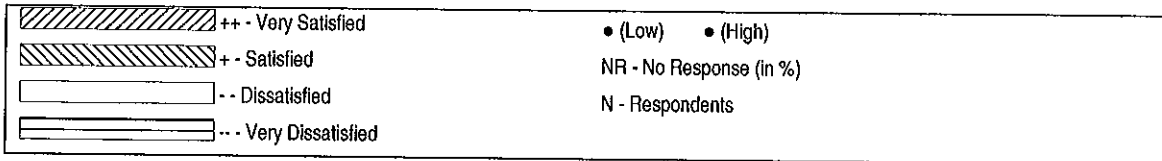
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

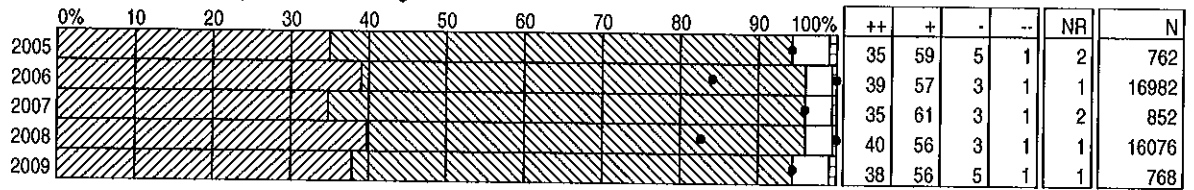
BY QUESTION

PARENTS
DISTRICT TOTAL

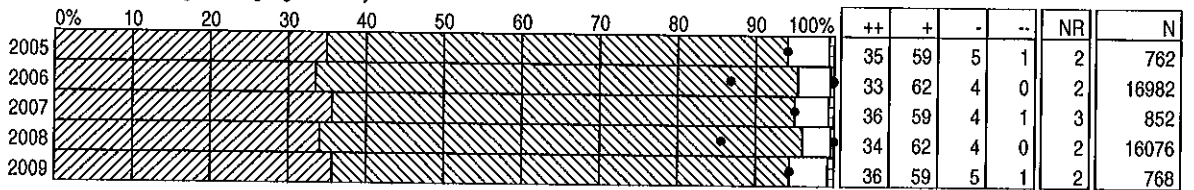


Note: Graph percentages are based on committed responses

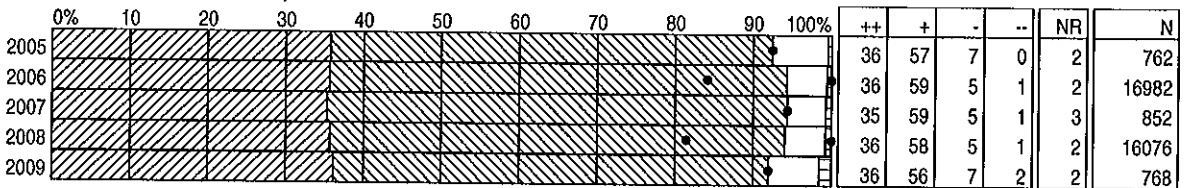
1) How satisfied are you with the overall quality of education that your child is receiving at school?



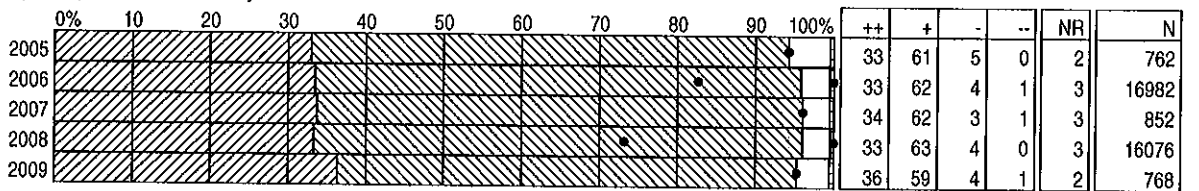
2a) How satisfied are you with the emphasis placed on English Language Arts at your child's school?



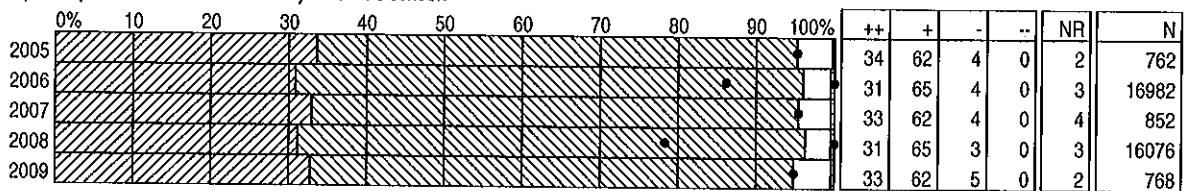
2b) How satisfied are you with the emphasis placed on Mathematics at your child's school?



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?



* Results weighted

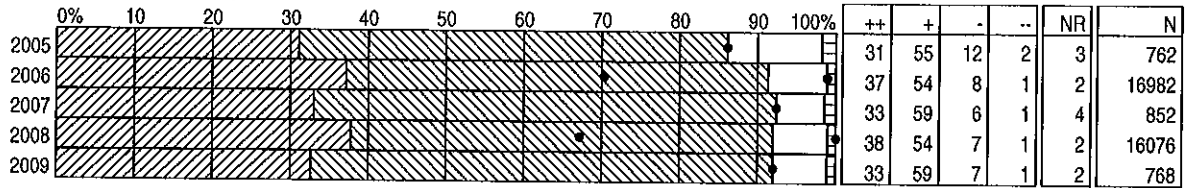
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

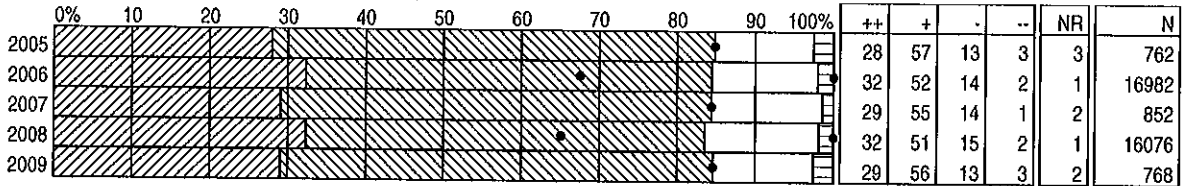
BY QUESTION

PARENTS
DISTRICT TOTAL

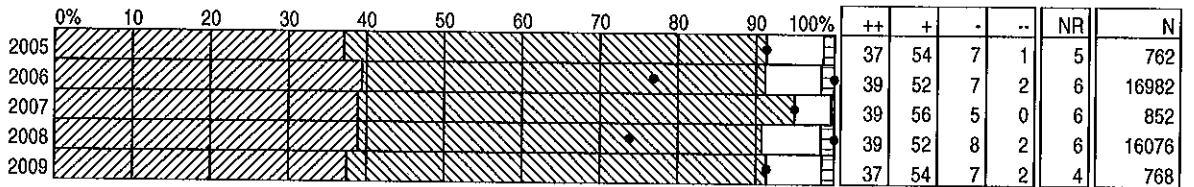
3) How satisfied are you with the programs/courses available in your child's school?



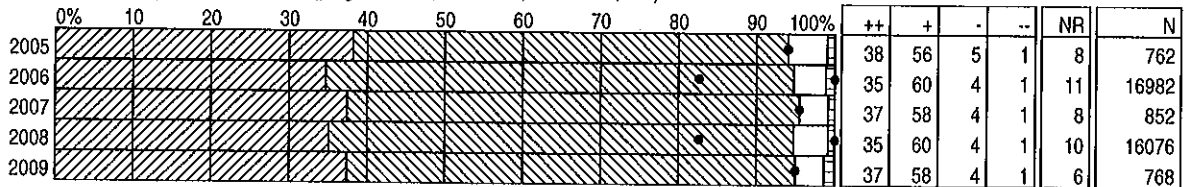
4) How satisfied are you that you receive enough information about what your child is expected to learn?



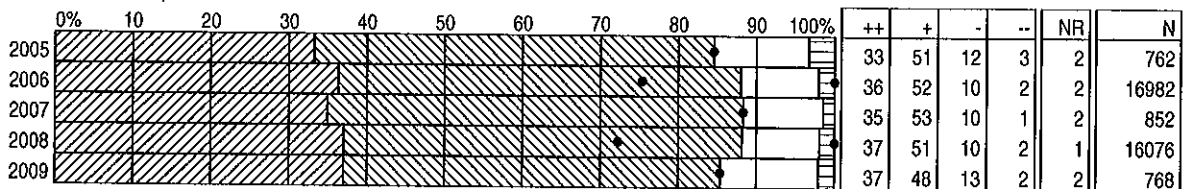
5) How satisfied are you that staff in your child's school work as a team?



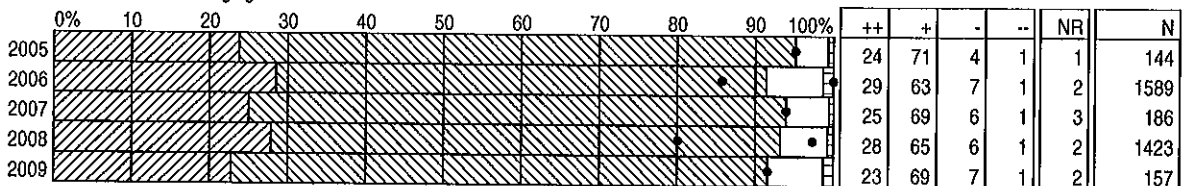
6) How satisfied are you with the non-teaching staff at your child's school? (program aides, office staff, custodians, etc.)



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?



* Results weighted

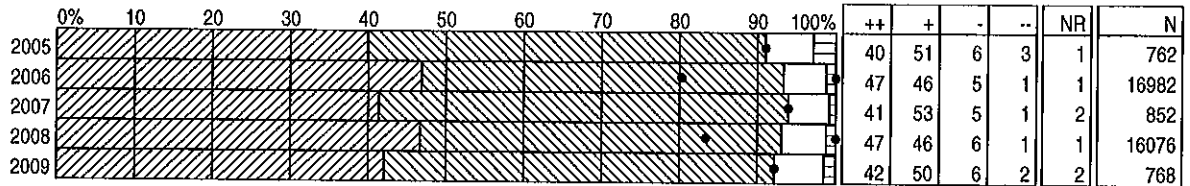
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

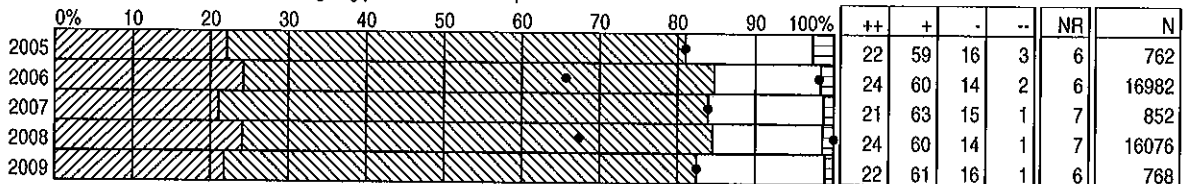
BY QUESTION

PARENTS
DISTRICT TOTAL

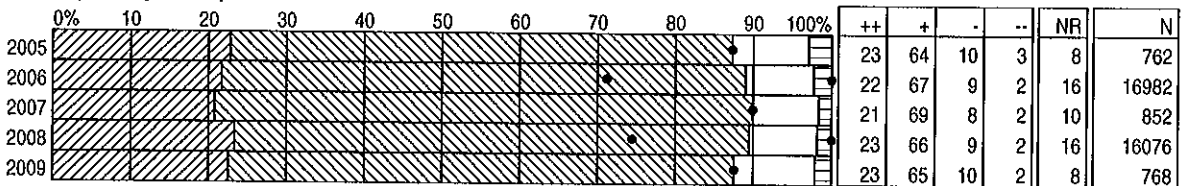
9) Overall, how satisfied are you with your child's teachers?



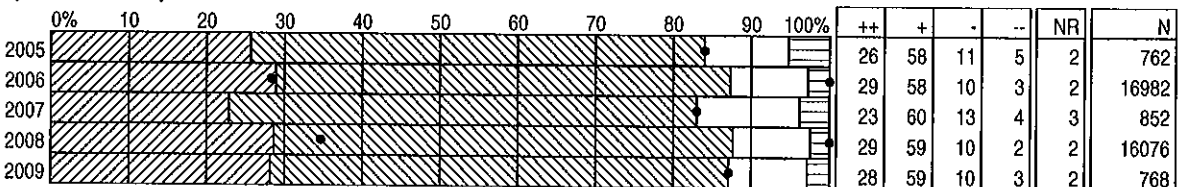
10) How satisfied are you with the information shared about the school's ongoing professional development?



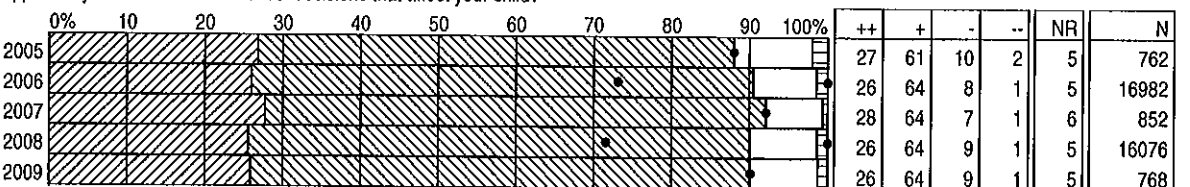
11) How satisfied are you with the way money is being used in your child's school?



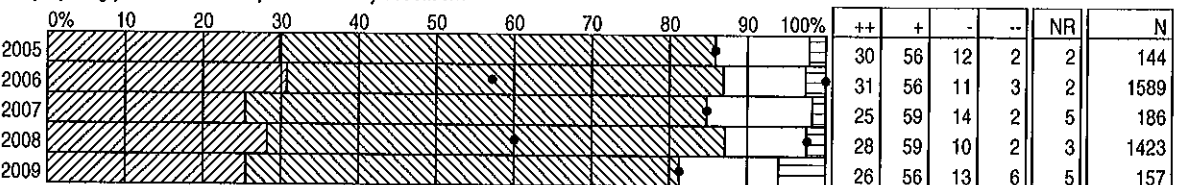
12) How satisfied are you with the physical condition of your child's school?



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?



* Results weighted

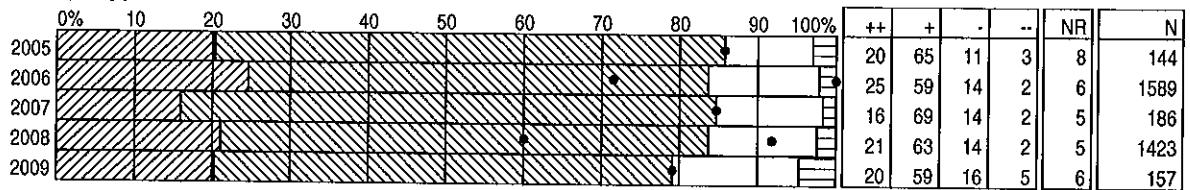
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

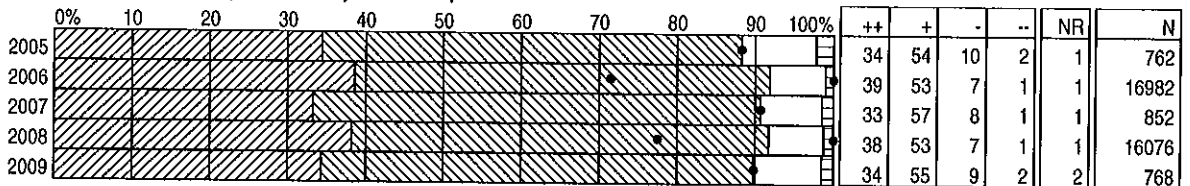
BY QUESTION

PARENTS
DISTRICT TOTAL

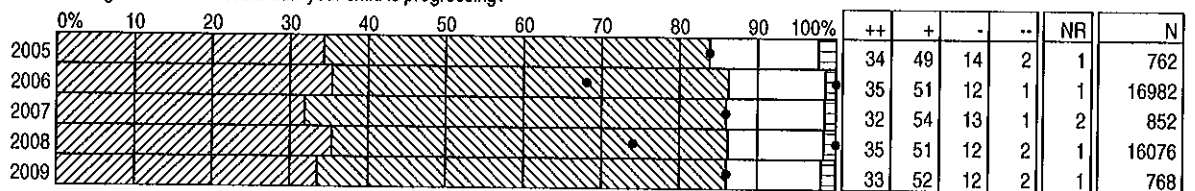
15) How satisfied are you that school is preparing your child to enter the world of work?



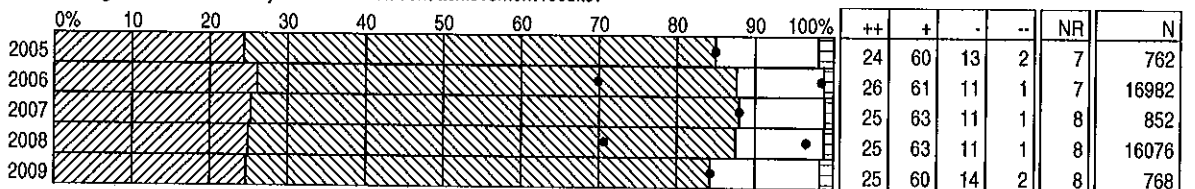
16) How satisfied are you with the usefulness of the information you receive in your child's report card?



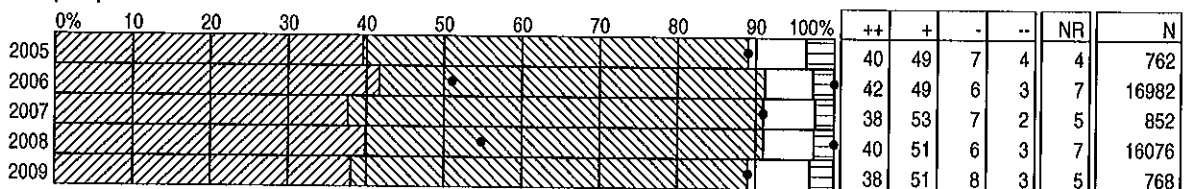
17) How satisfied are you that you receive enough information about how your child is progressing?



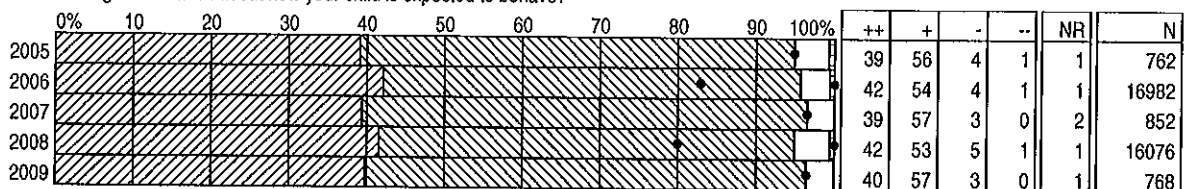
18) How satisfied are you that you receive enough information about your school's student achievement results?



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?



* Results weighted

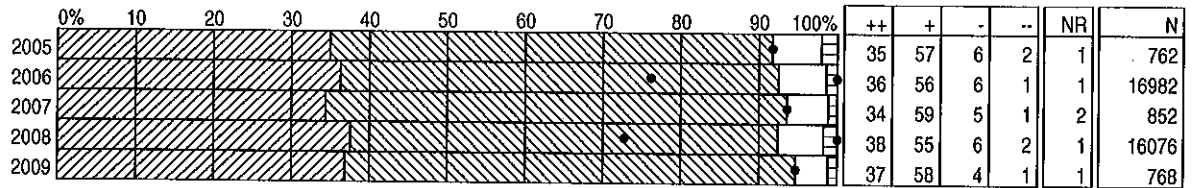
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

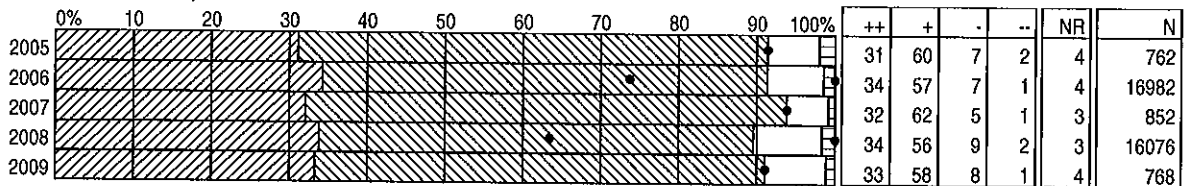
BY QUESTION

PARENTS
DISTRICT TOTAL

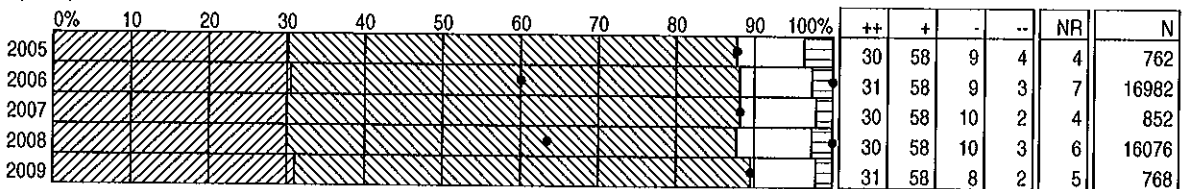
21a) How satisfied are you that your child is safe in the school?



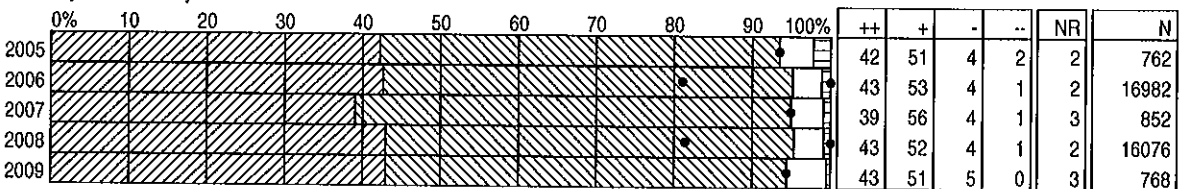
21b) How satisfied are you that your child is safe on the way to and from school?



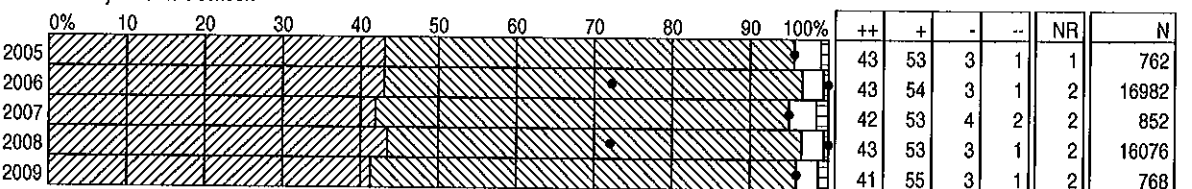
22) How satisfied are you with the way discipline is handled in the school?



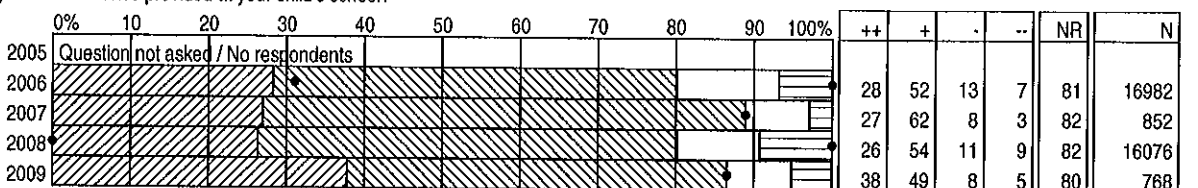
23) How satisfied are you with the welcome you receive at your child's school?



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?



* Results weighted

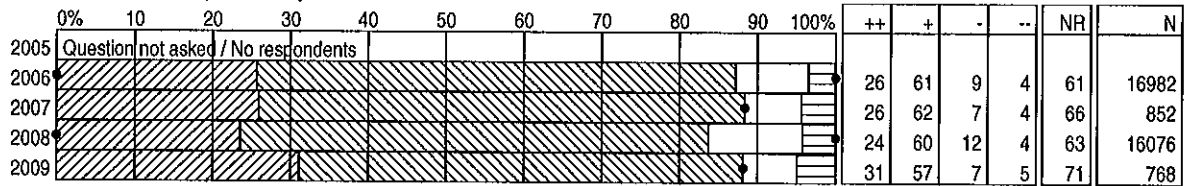
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

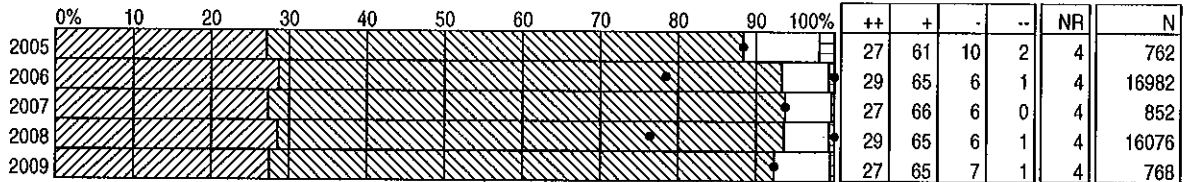
BY QUESTION

PARENTS
DISTRICT TOTAL

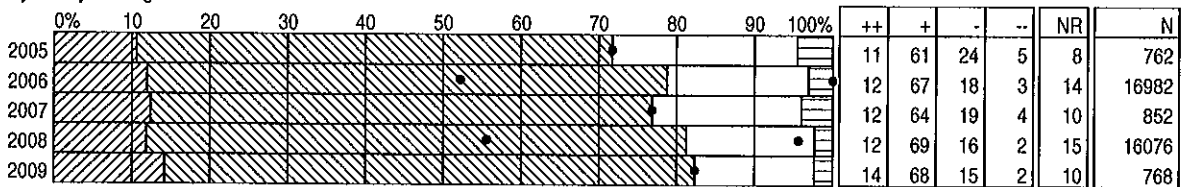
26) How satisfied are you with the Edmonton Transit service provided at your child's school?



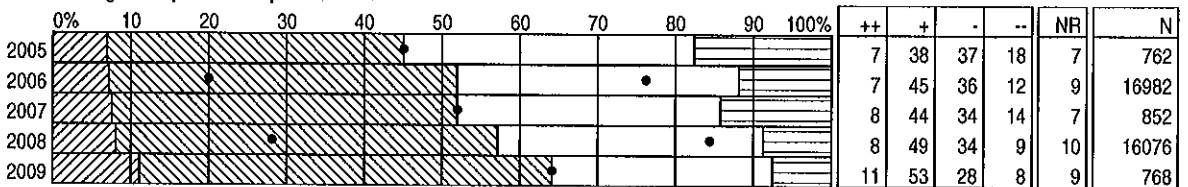
27) How satisfied are you with the programs/courses available in Edmonton Public Schools?



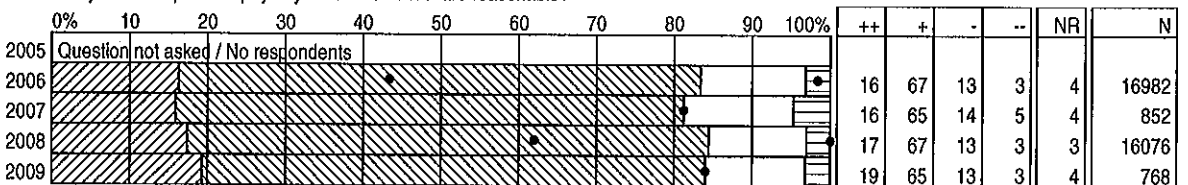
28) How satisfied are you with the way money is being used in Edmonton Public Schools?



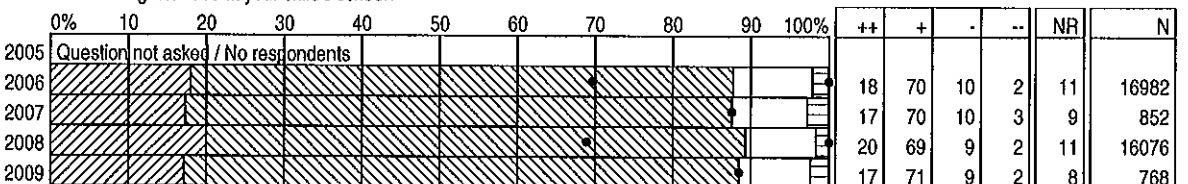
29) How satisfied are you with the level of funding that is provided for public education?



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?



* Results weighted

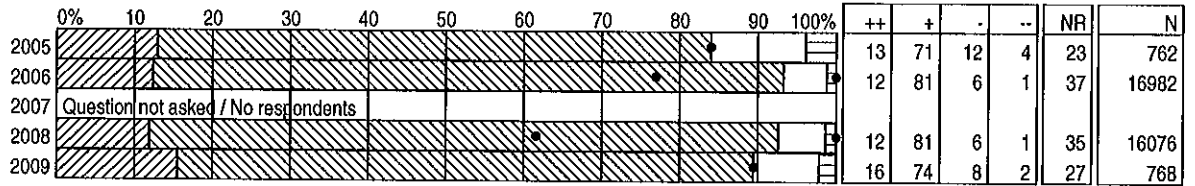
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

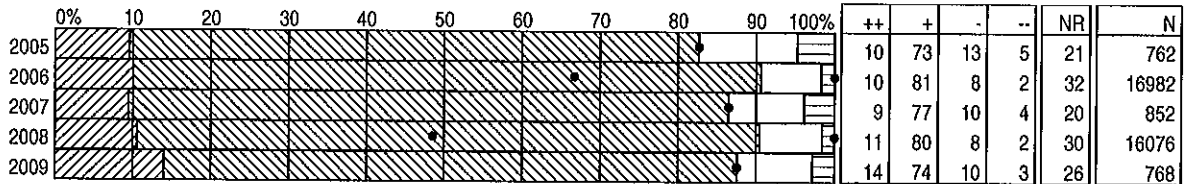
BY QUESTION

PARENTS
DISTRICT TOTAL

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



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



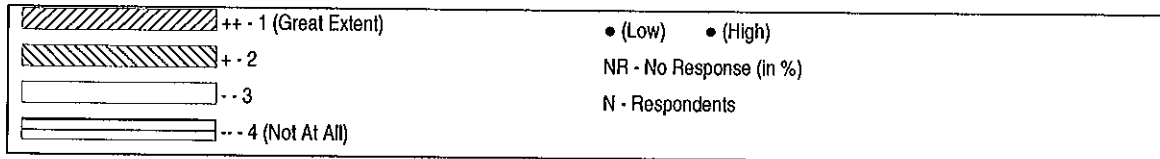
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

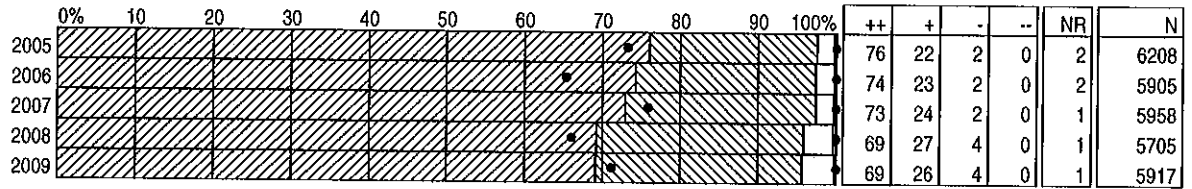
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

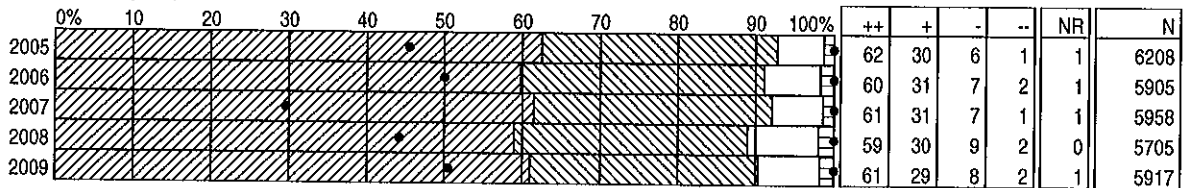


Note: Graph percentages are based on committed responses

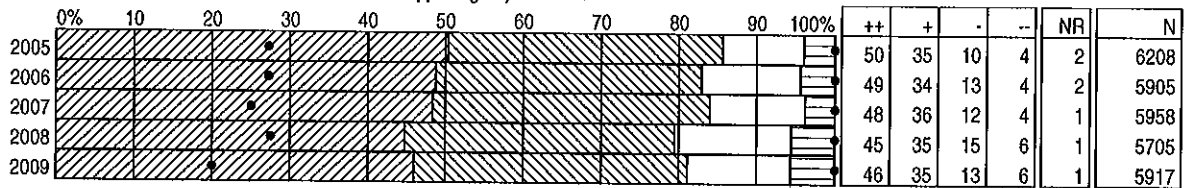
1) To what extent is your school focused on student achievement?



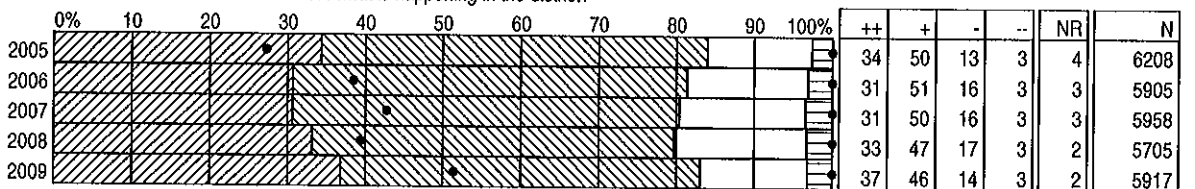
2) To what extent do you feel that your school is a good place to work?



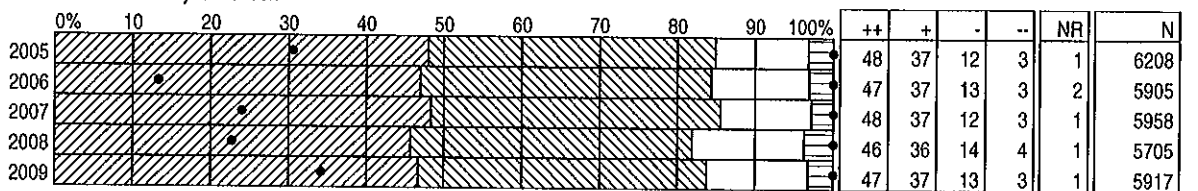
3a) To what extent are you satisfied with the information that is shared about what is happening at your school?



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

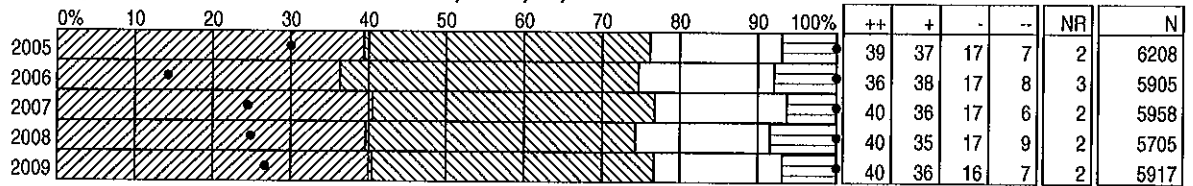
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

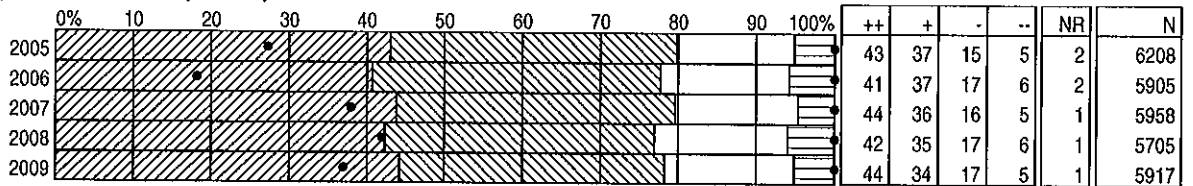
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

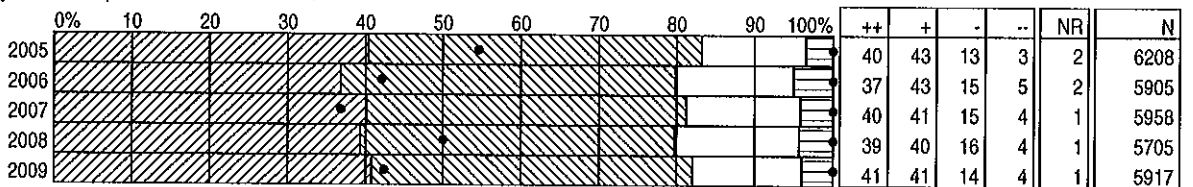
5) To what extent do you have an opportunity for input into school level decisions that affect you and your job?



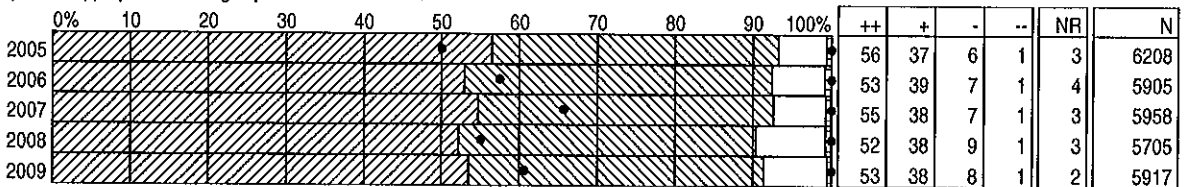
6) To what extent do you get recognition for the work that you do in your school?



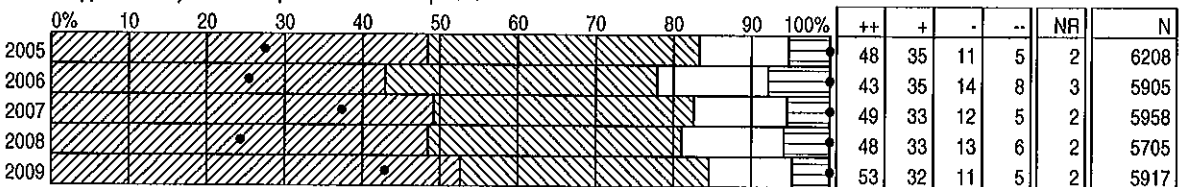
7) To what extent do you feel that your work responsibilities are reasonable?



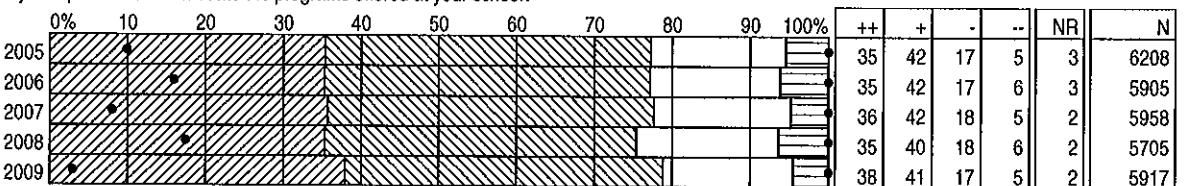
8) To what extent does your school provide appropriate learning experiences for all students?



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

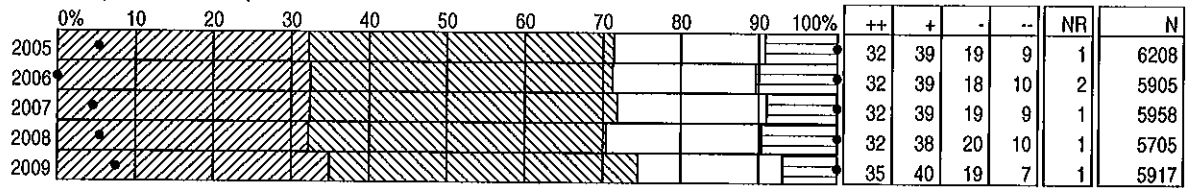
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

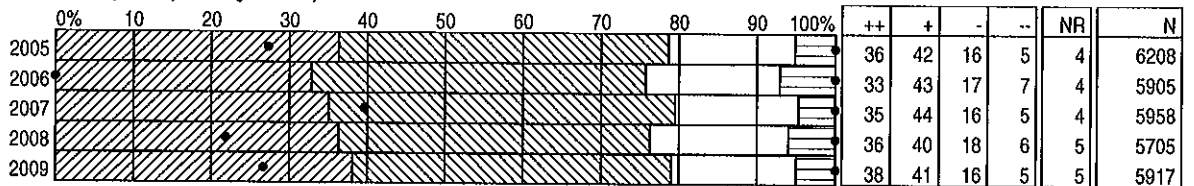
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

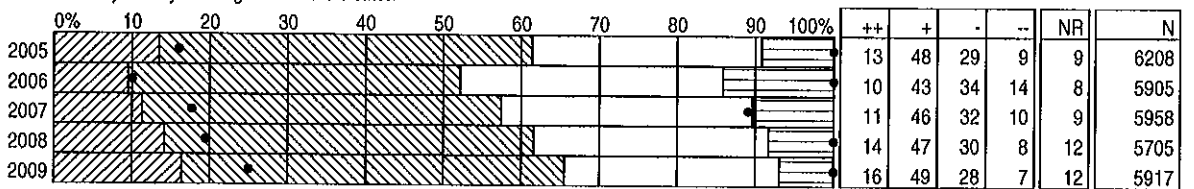
11) To what extent are you satisfied with the physical condition of your school?



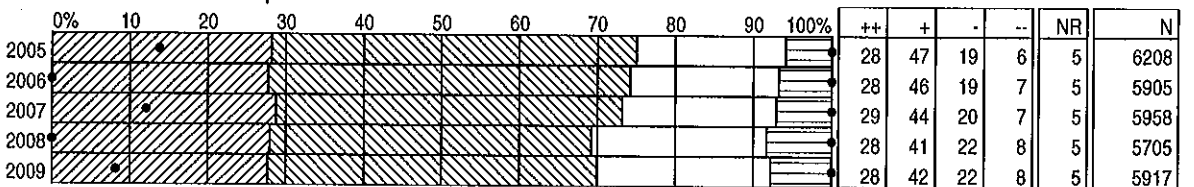
12a) To what extent are you satisfied with the way money is being used in your school?



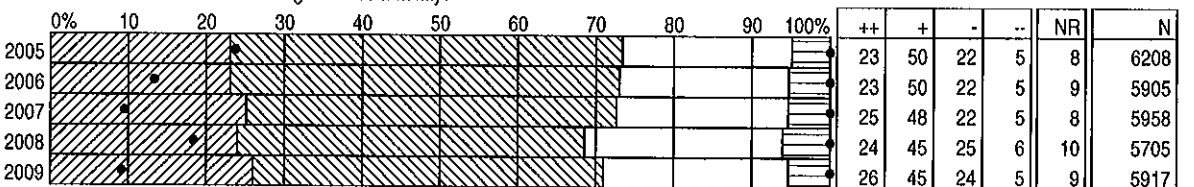
12b) To what extent are you satisfied with the way money is being used in the district?



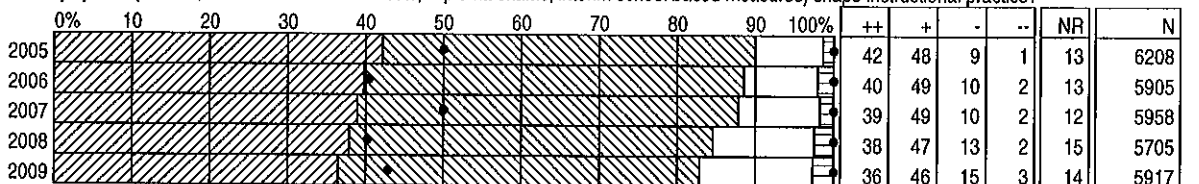
13a) To what extent are you satisfied with the level of involvement of parents?



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

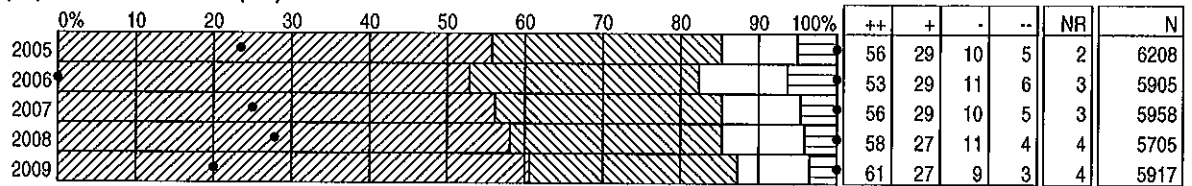
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

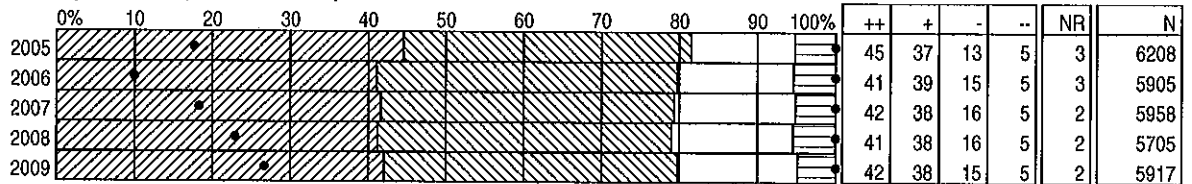
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

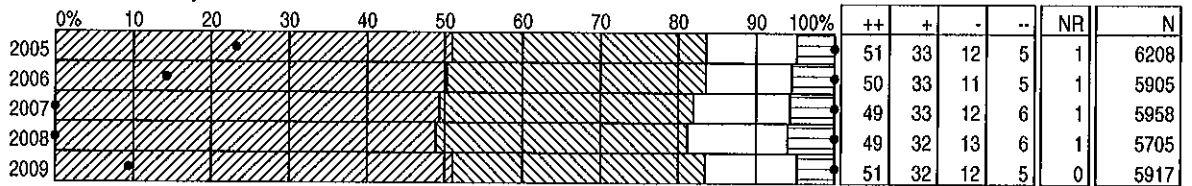
15) To what extent does your principal provide effective leadership in your school?



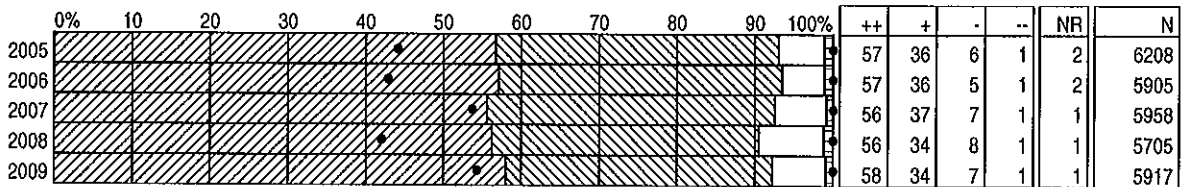
16) To what extent are you satisfied with way student discipline is handled at your school?



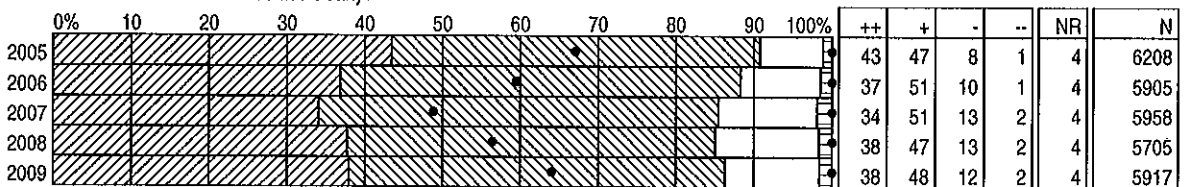
17) To what extent are you satisfied with the cleanliness of your school?



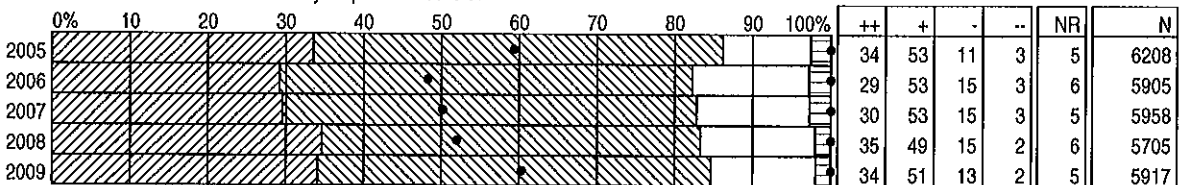
18) To what extent is your school a safe environment?



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

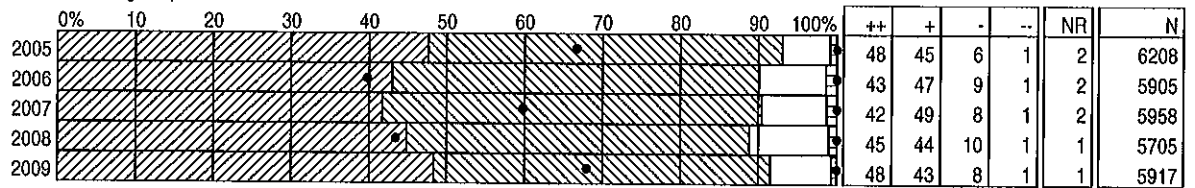
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

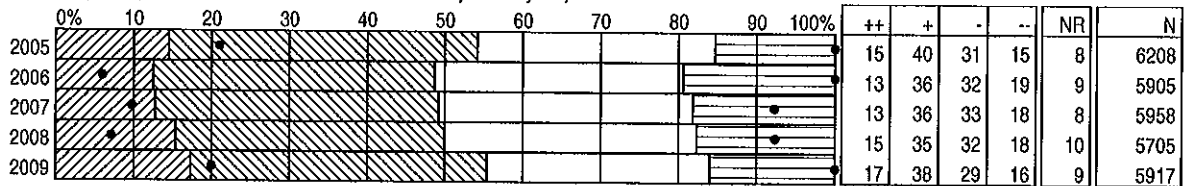
BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

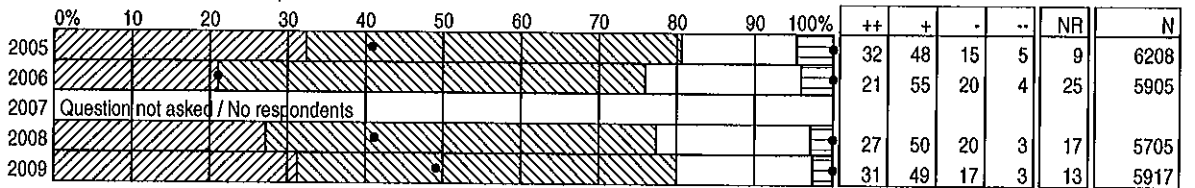
20) To what extent do you feel that the district is a good place to work?



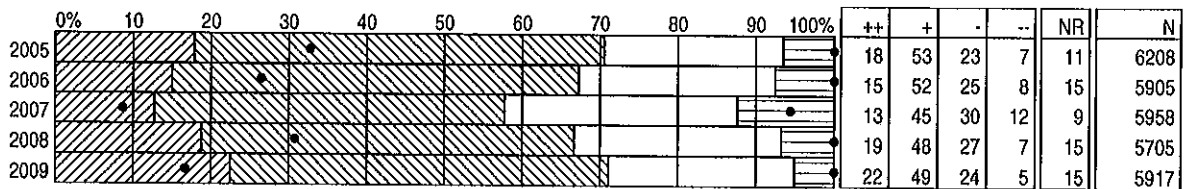
21) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



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



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



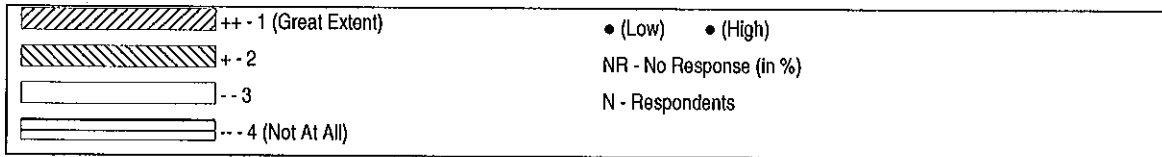
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

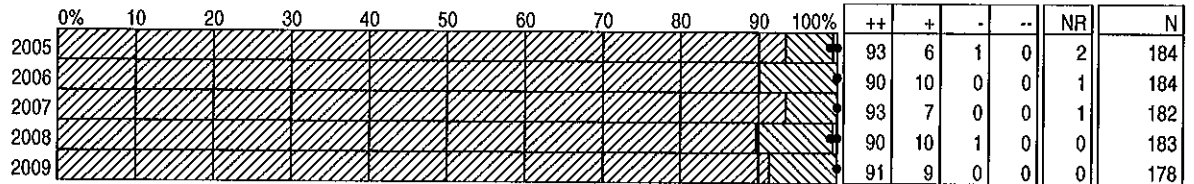
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

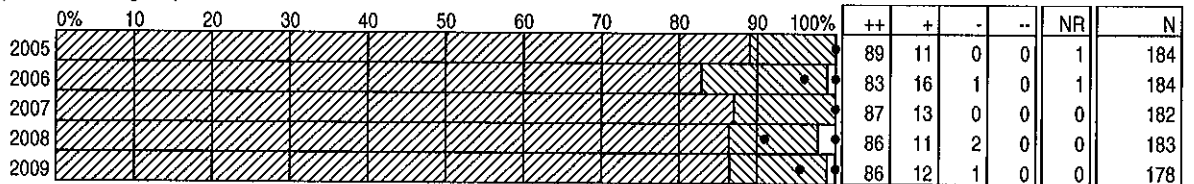


Note: Graph percentages are based on committed responses

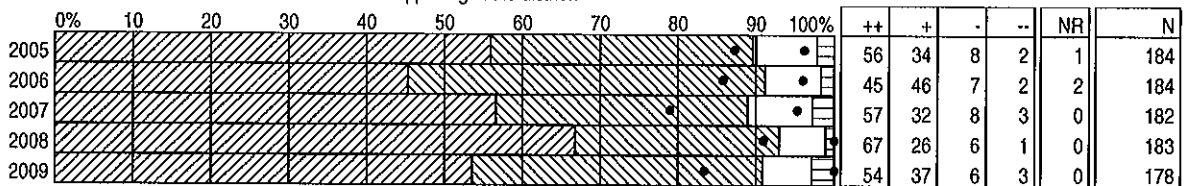
1) To what extent is your school focused on student achievement?



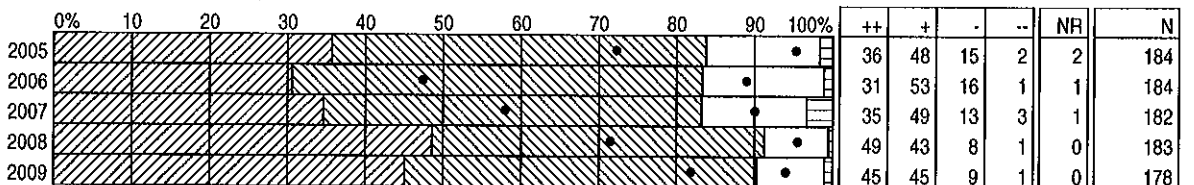
2) To what extent do you feel that your school is a good place to work?



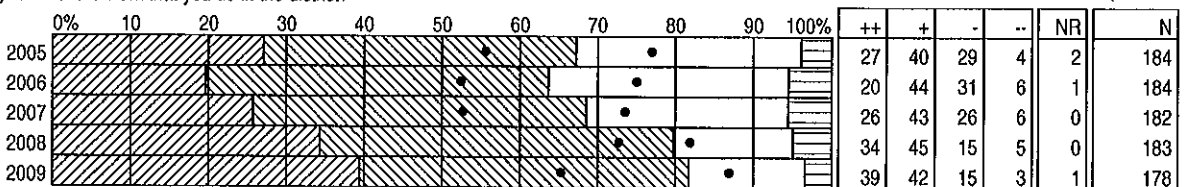
3) To what extent are you satisfied with the information that is shared about what is happening in the district?



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

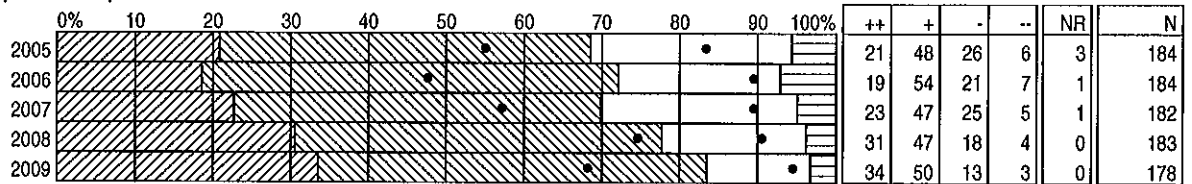
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

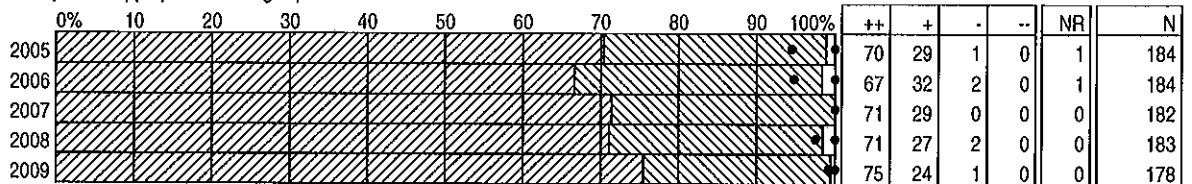
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

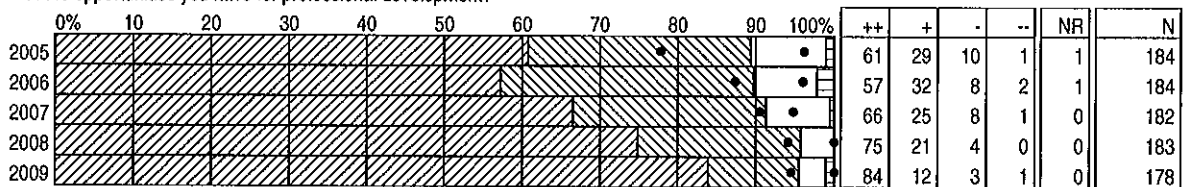
6) To what extent do you feel that your work responsibilities are reasonable?



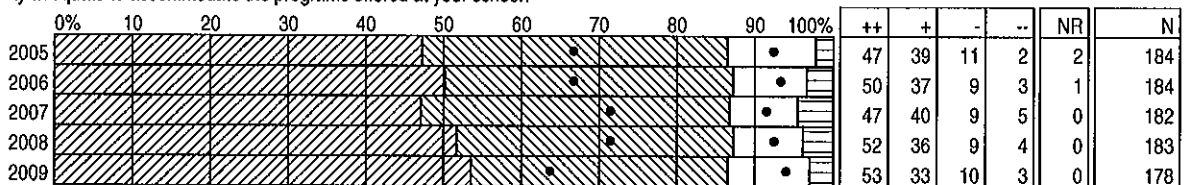
7) To what extent do staff in your school provide appropriate learning experiences for all students?



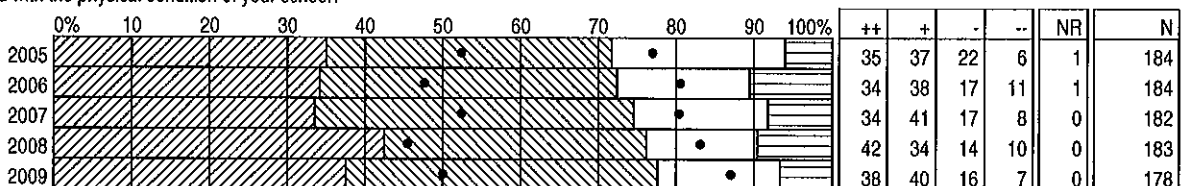
8) To what extent are you satisfied with the opportunities you have for professional development?



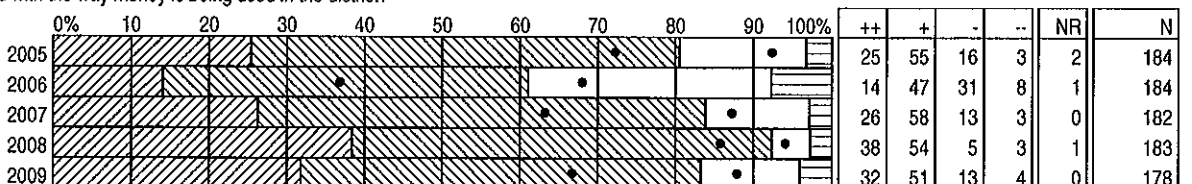
9) To what extent is the school facility adequate to accommodate the programs offered at your school?



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

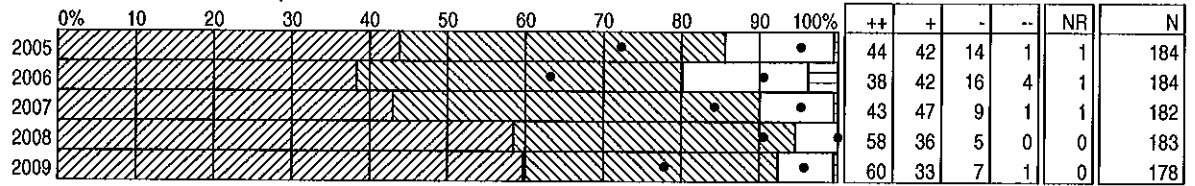
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

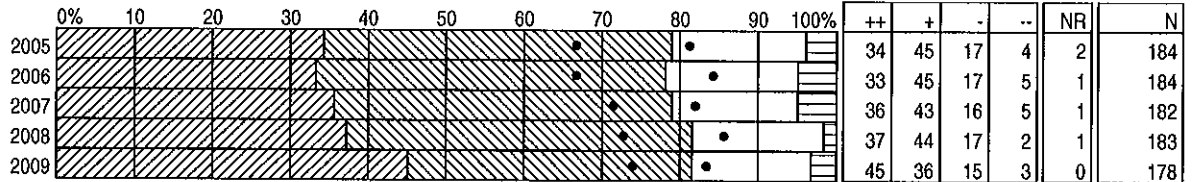
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

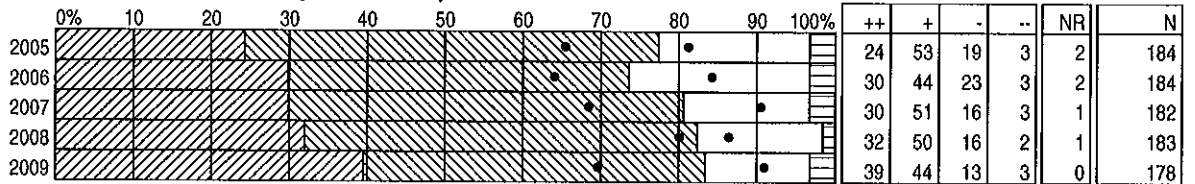
12) To what extent are you satisfied with the financial information that you receive?



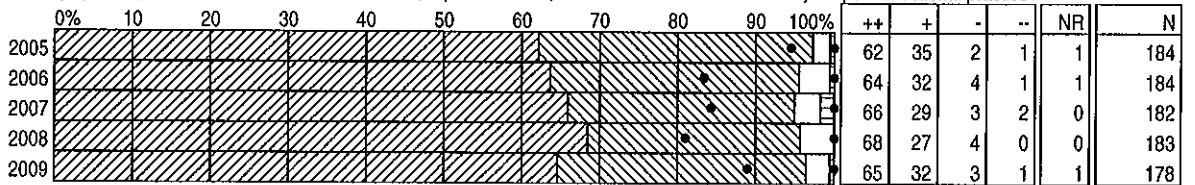
13a) To what extent are you satisfied with the level of involvement of parents?



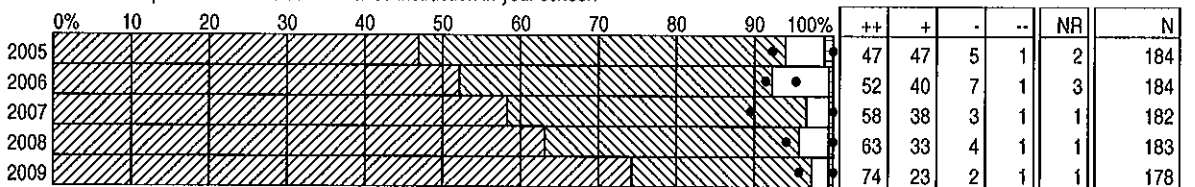
13b) To what extent are you satisfied with the level of involvement of the general community?



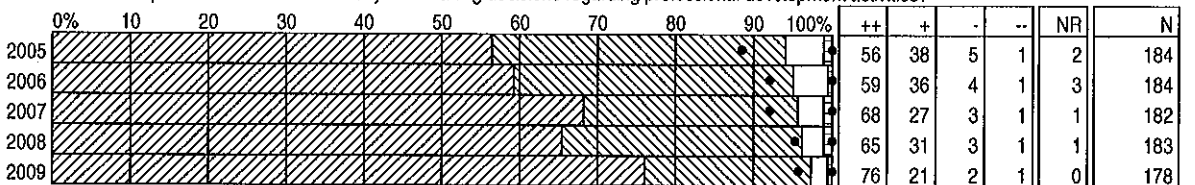
14) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?



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

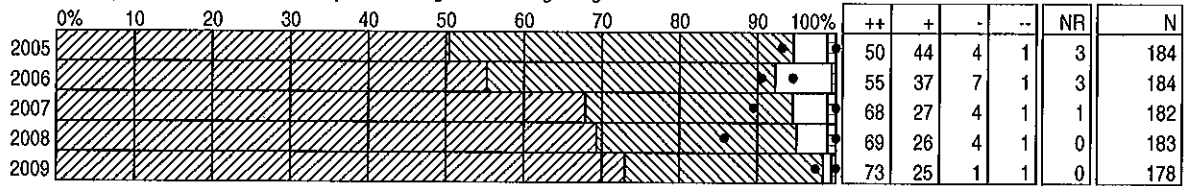
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

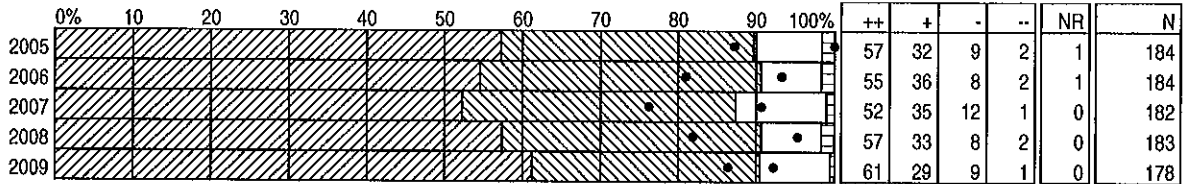
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

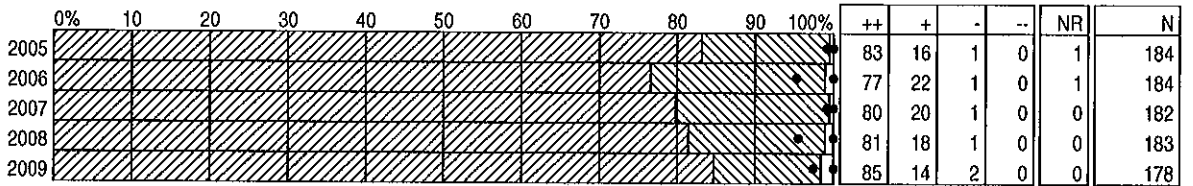
17) To what extent the data gathered from time spent in the classroom assist you in making decisions regarding the allocation of resources?



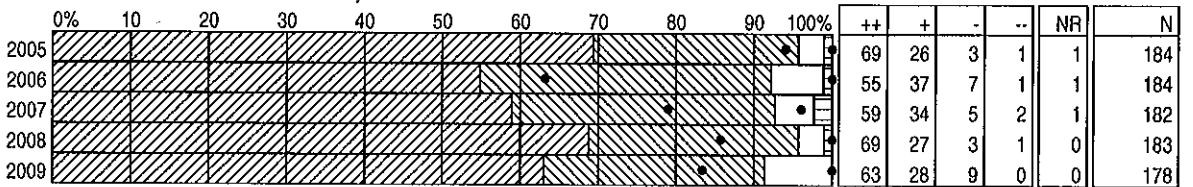
18) To what extent are you satisfied with the cleanliness of your school?



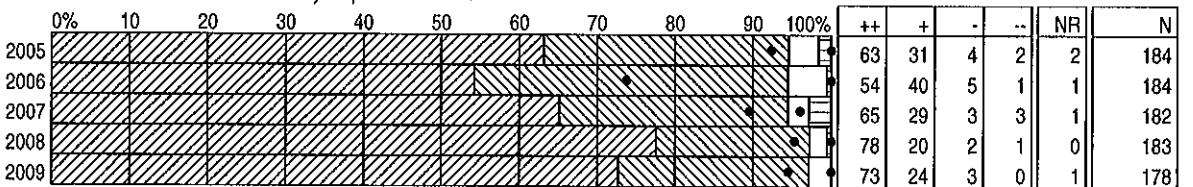
19) To what extent is your school a safe environment?



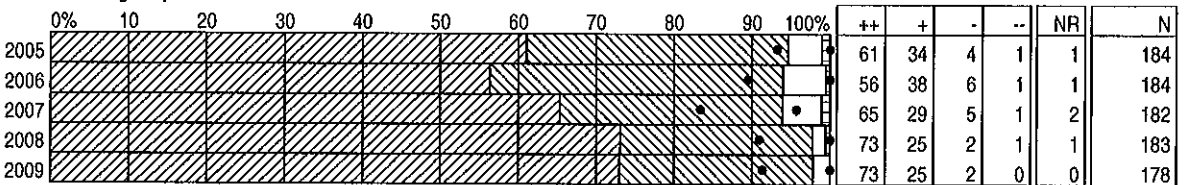
20a) To what extent do you feel that the district's mission is communicated clearly?



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

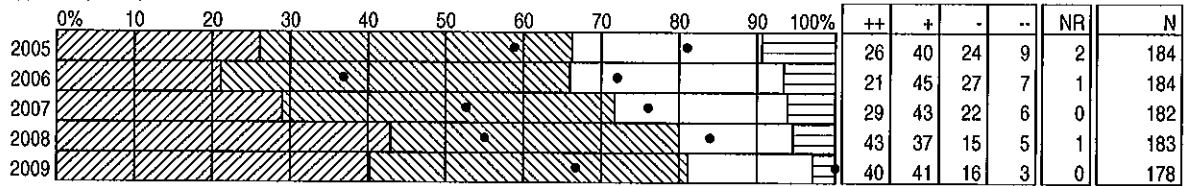
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

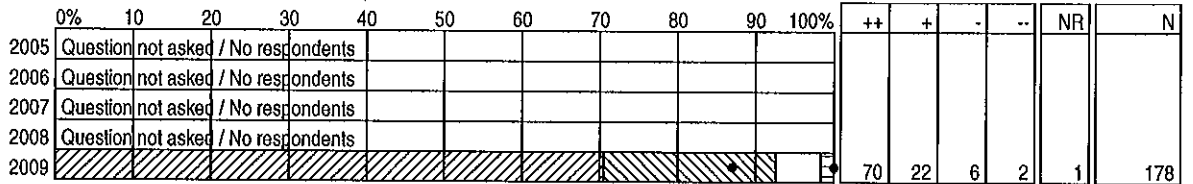
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

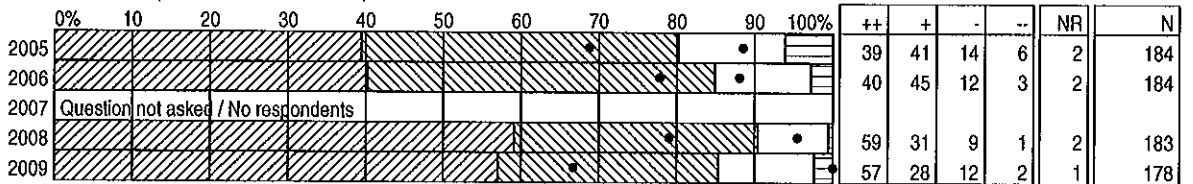
22) To what extent do you have an opportunity for input into district level decisions?



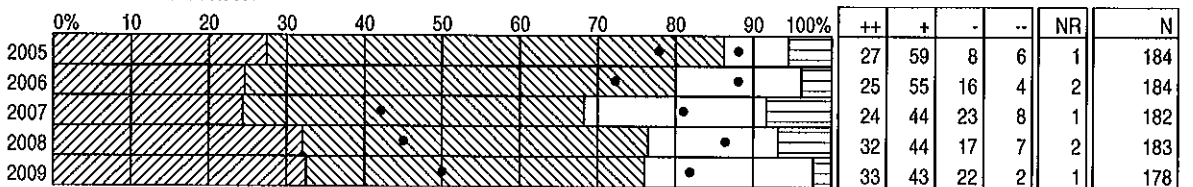
23) To what extent does your assistant superintendent provide effective leadership?



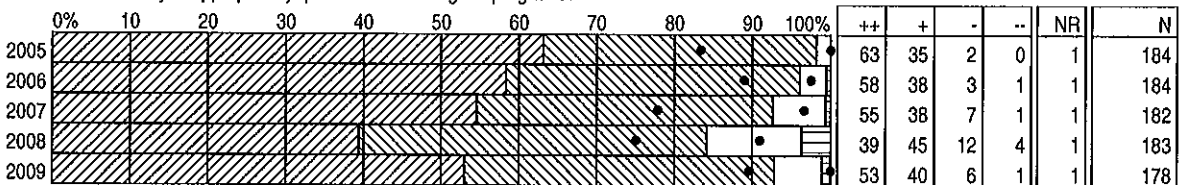
24) To what extent does the superintendent of schools provide effective leadership in the district?



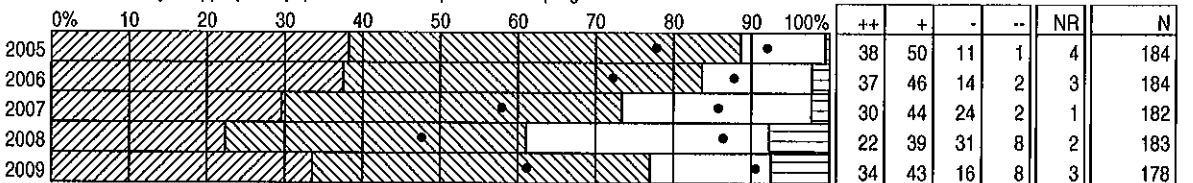
25) To what extent do you have confidence in the board of trustees?



26a) To what extent are you satisfied with the availability of appropriately qualified staff for regular programs?



26b) To what extent are you satisfied with the availability of appropriately qualified staff for special needs programs?



* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

26c) To what extent are you satisfied with the availability of appropriately qualified staff for alternative programs?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												30	53	15	3	17	184
2006												35	47	16	2	16	184
2007												31	44	22	4	13	182
2008												22	43	25	10	19	183
2009												32	49	17	1	21	178

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												26	53	18	3	1	184
2006												22	53	21	4	2	184
2007												23	52	21	4	0	182
2008												25	54	17	4	0	183
2009												34	43	18	4	1	178

28a) To what extent are you satisfied with the services provided to you by Bennett Centre?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												61	34	2	2	18	184
2006												58	37	4	2	26	184
2007												65	32	1	3	23	182
2008												63	32	4	1	19	183
2009												62	35	1	2	20	178

28b) To what extent are you satisfied with the services provided to you by Budget Services?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												59	33	7	1	3	184
2006												62	34	4	0	2	184
2007												68	28	4	1	1	182
2008												69	27	3	1	0	183
2009												74	21	4	1	0	178

28c) To what extent are you satisfied with the services provided to you by Communications?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												51	42	5	2	6	184
2006												50	41	7	2	6	184
2007												55	36	8	1	6	182
2008												64	30	5	1	1	183
2009												66	27	6	1	1	178

28d) To what extent are you satisfied with the services provided to you by Consulting Services?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												51	39	8	2	4	184
2006												45	42	11	3	3	184
2007												51	38	9	2	1	182
2008												43	39	12	6	1	183
2009												48	34	12	5	0	178

* Results weighted

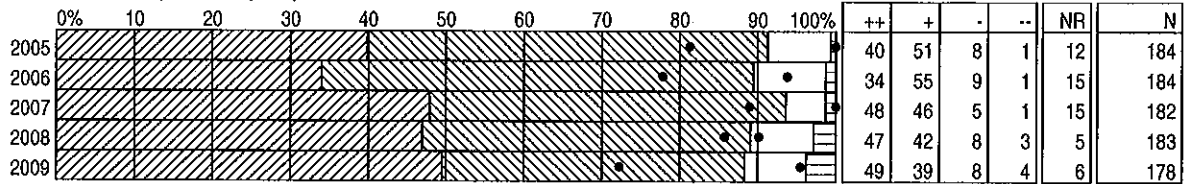
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

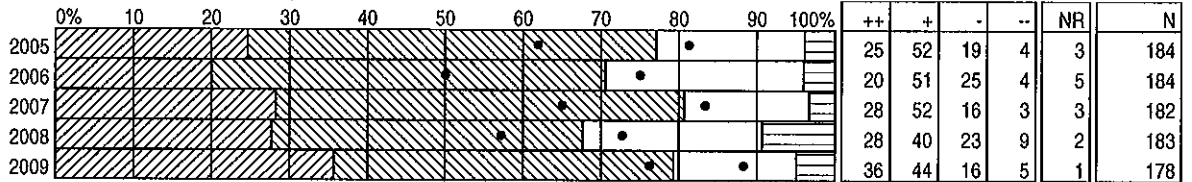
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

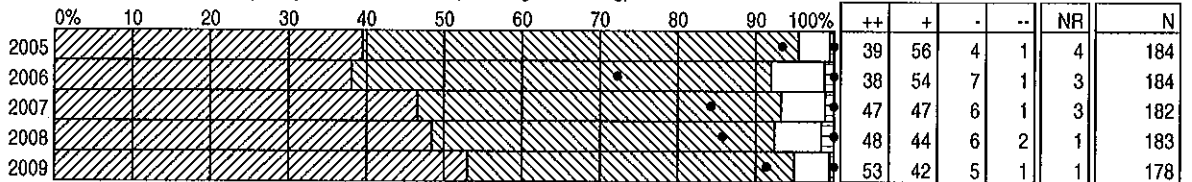
28e) To what extent are you satisfied with the services provided to you by Curriculum?



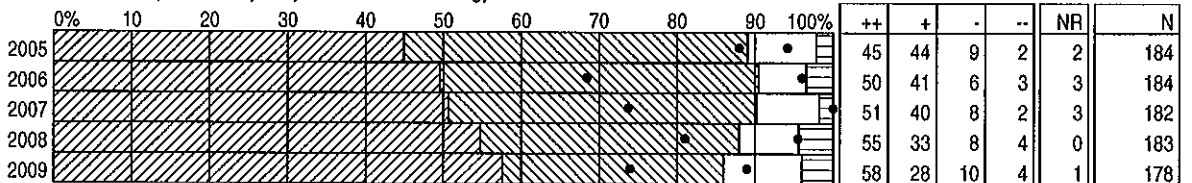
28f) To what extent are you satisfied with the services provided to you by Facilities Services?



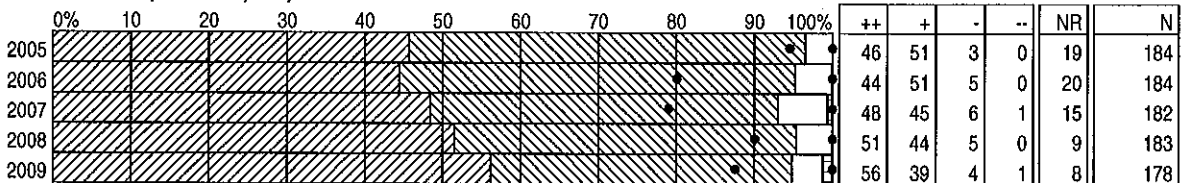
28g) To what extent are you satisfied with the services provided to you by Financial Services (including Purchasing)?



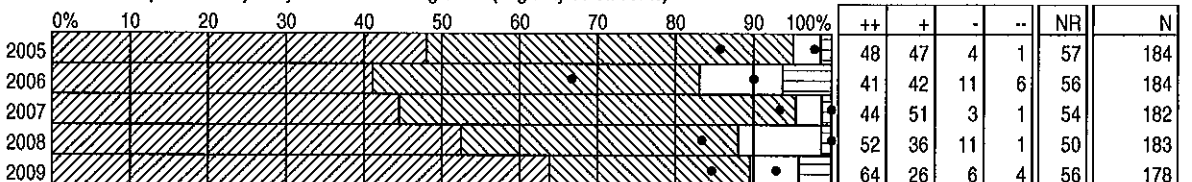
28h) To what extent are you satisfied with the services provided to you by Information Technology Services?



28i) To what extent are you satisfied with the services provided to you by Internal Audit?



28j) To what extent are you satisfied with the services provided to you by International Programs? (Eligibility 55 students)



* Results weighted

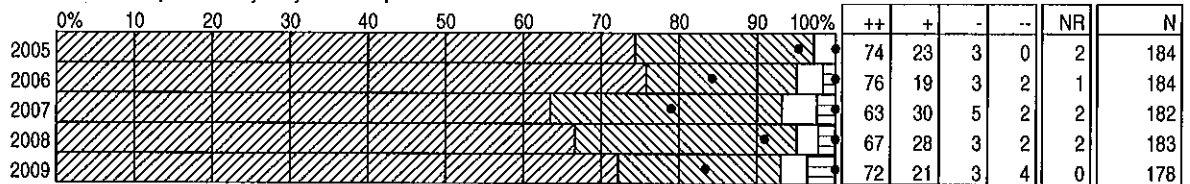
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

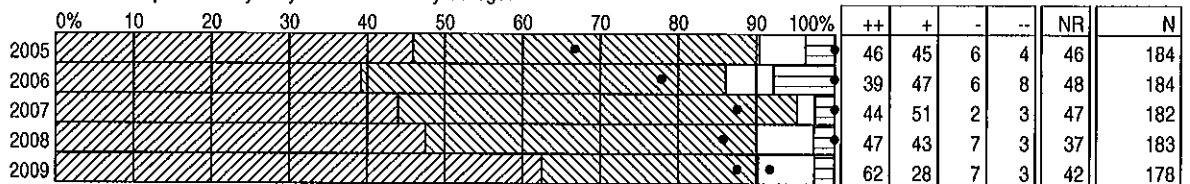
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

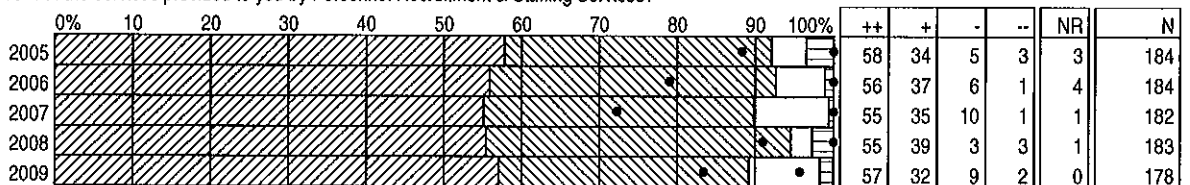
28k) To what extent are you satisfied with the services provided to you by Leadership Services?



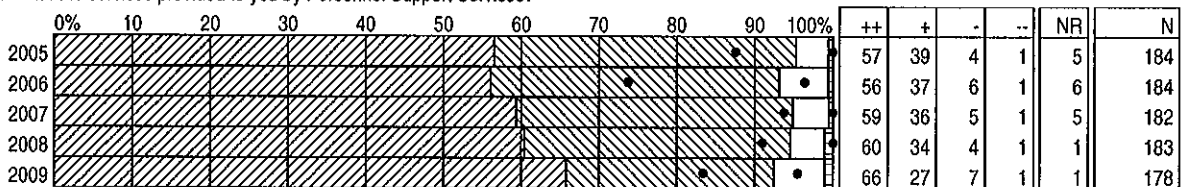
28l) To what extent are you satisfied with the services provided to you by Metro Community College?



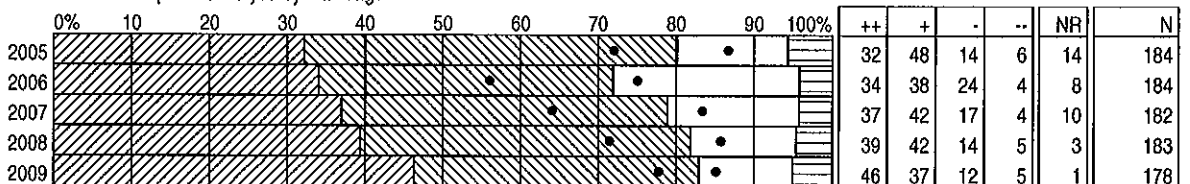
28m) To what extent are you satisfied with the services provided to you by Personnel Recruitment & Staffing Services?



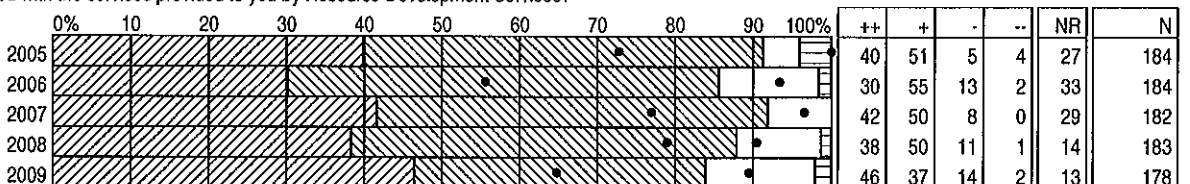
28n) To what extent are you satisfied with the services provided to you by Personnel Support Services?



28o) To what extent are you satisfied with the services provided to you by Planning?



28p) To what extent are you satisfied with the services provided to you by Resource Development Services?



* Results weighted

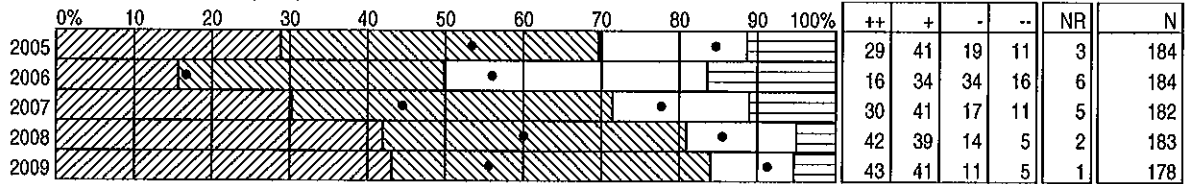
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

PRINCIPALS

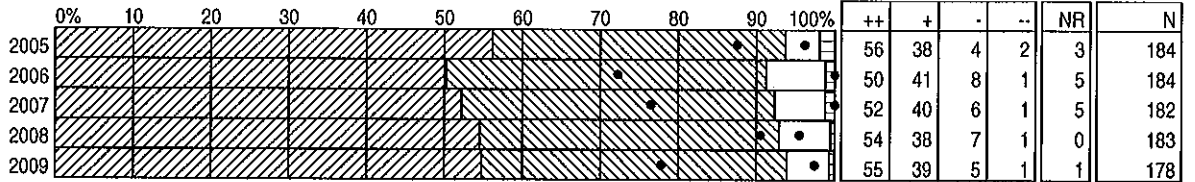
BY QUESTIONS

DISTRICT PRINCIPALS
GRADES K-12

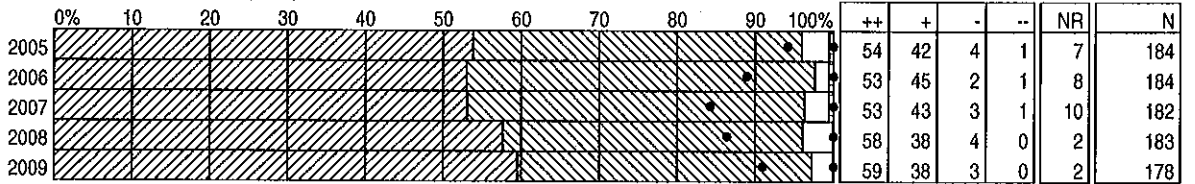
28q) To what extent are you satisfied with the services provided to you by Student Achievement Services?



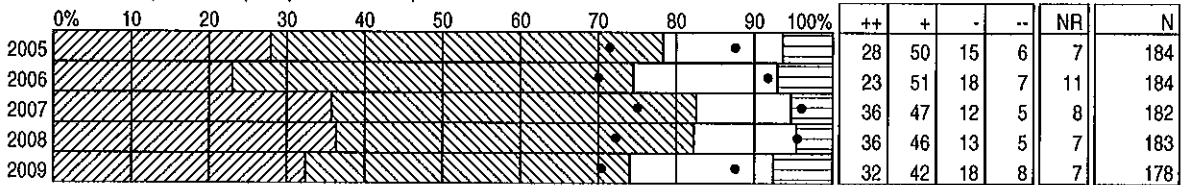
28r) To what extent are you satisfied with the services provided to you by Student Assessment?



28s) To what extent are you satisfied with the services provided to you by Student Information?



28t) To what extent are you satisfied with the services provided to you by Student Transportation??



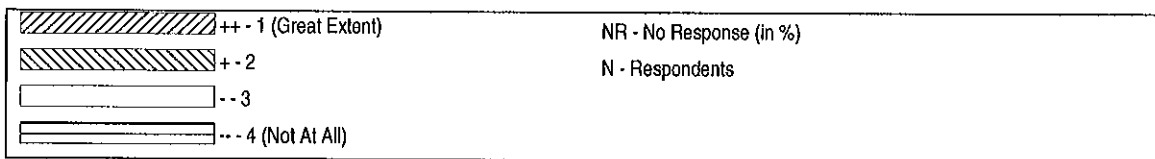
* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

CENTRAL SERVICES

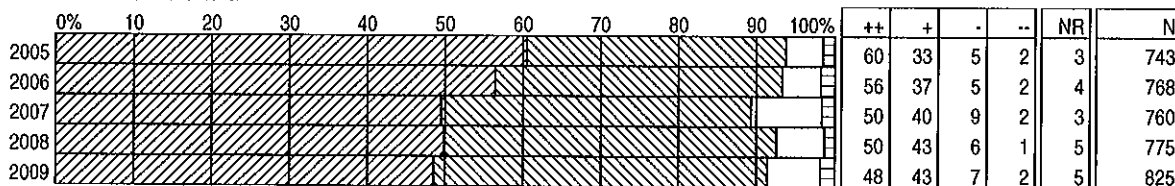
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL STAFF

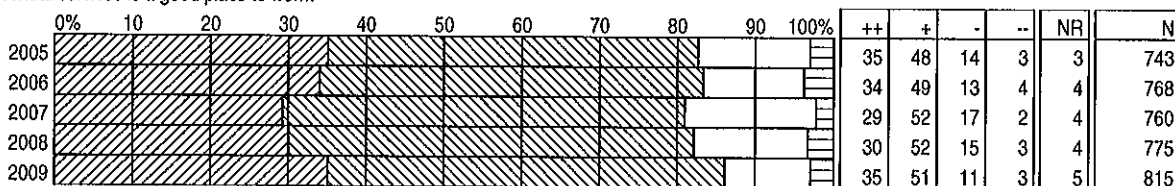


Note: Graph percentages are based on committed responses

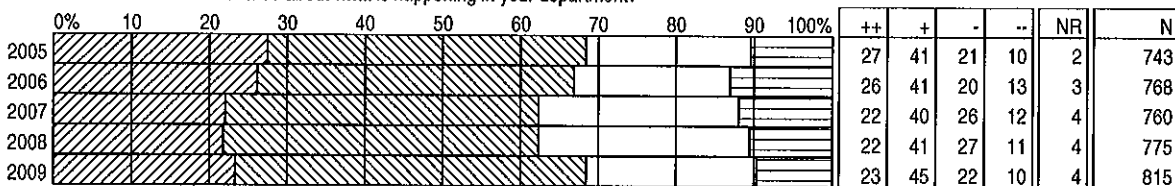
1) To what extent is the district focused on student achievement?



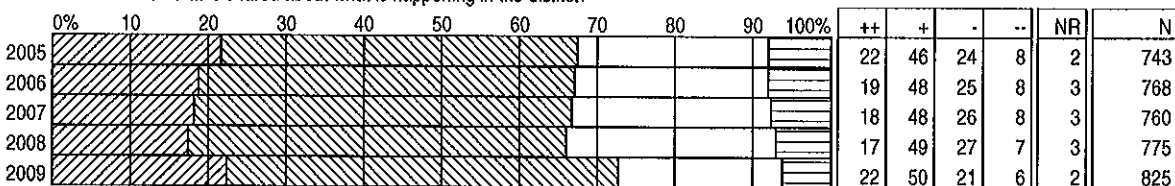
2) To what extent do you feel that central services is a good place to work?



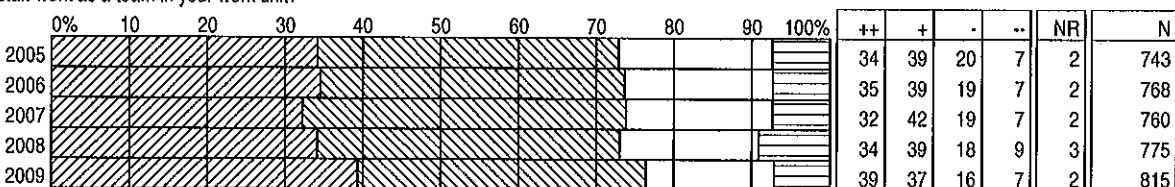
3a) To what extent are you satisfied with the information that is shared about what is happening in your department?



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 2005-2009

CENTRAL SERVICES

MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL STAFF

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												23	37	25	15	2	743
2006												20	39	25	16	3	768
2007												18	33	31	19	5	760
2008												17	35	30	18	6	775
2009												19	40	25	16	5	825

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												21	36	29	14	2	743
2006												16	42	25	16	4	768
2007												15	41	31	13	2	760
2008												17	39	29	15	3	775
2009												19	41	29	11	3	815

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												24	50	20	6	2	743
2006												24	52	19	5	3	768
2007												21	50	21	7	2	760
2008												19	50	21	10	3	775
2009												23	54	17	6	2	825

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												22	36	26	17	4	743
2006												25	35	27	13	4	768
2007												25	37	24	14	3	760
2008												26	35	24	15	3	775
2009												27	41	20	12	3	825

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												17	41	27	15	1	743
2006												16	41	32	12	2	768
2007												15	38	29	18	2	760
2008												14	41	28	16	2	775
2009												16	43	29	12	2	815

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												9	40	35	16	8	743
2006												8	40	36	16	10	768
2007												8	38	38	16	11	760
2008												9	37	38	17	11	775
2009												10	47	32	12	14	815

* Results weighted

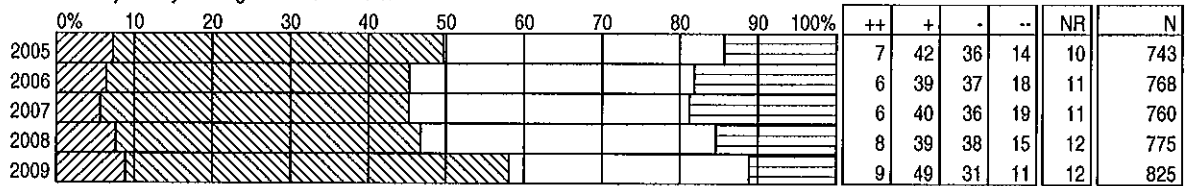
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

CENTRAL SERVICES

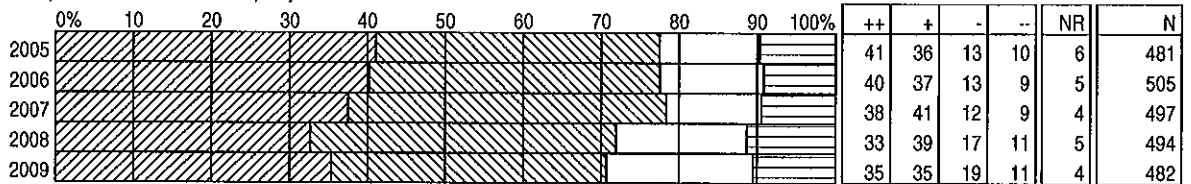
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL STAFF

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

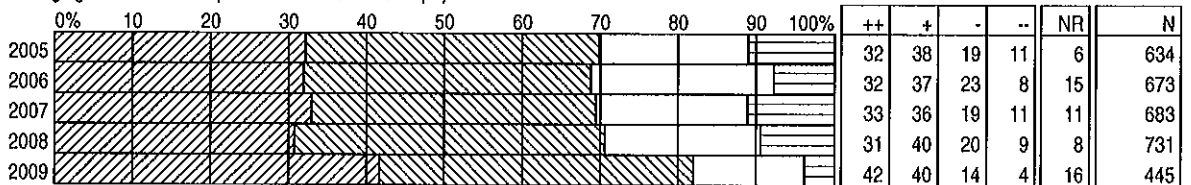


11) To what extent does your supervisor provide effective leadership in your work unit?



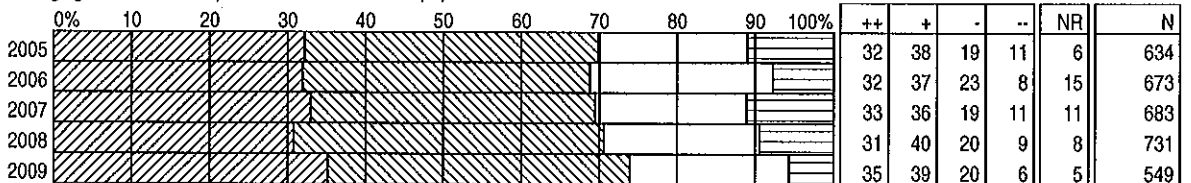
12) To what extent does your director provide effective leadership?

(2005-08 To what extent does your managing director/director provide effective leadership?)

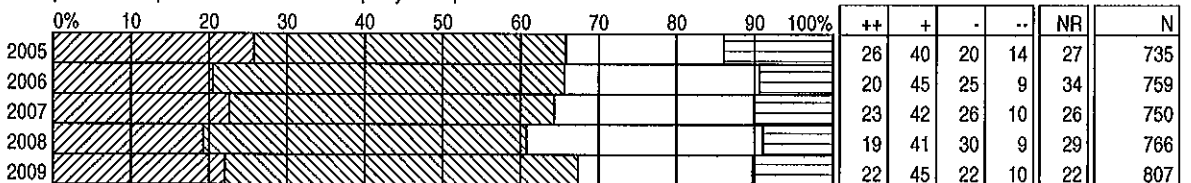


13) To what extent does your managing director provide effective leadership?

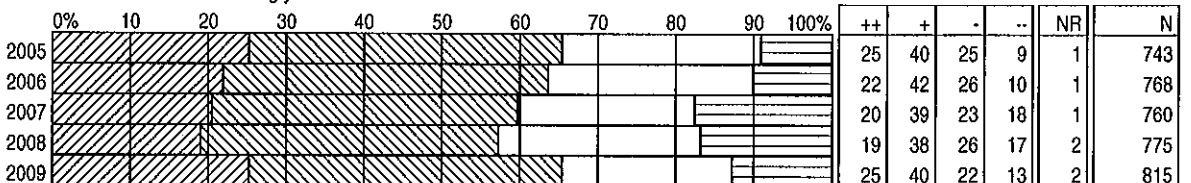
(2005-08 To what extent does your managing director/director provide effective leadership?)



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



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



* Results weighted

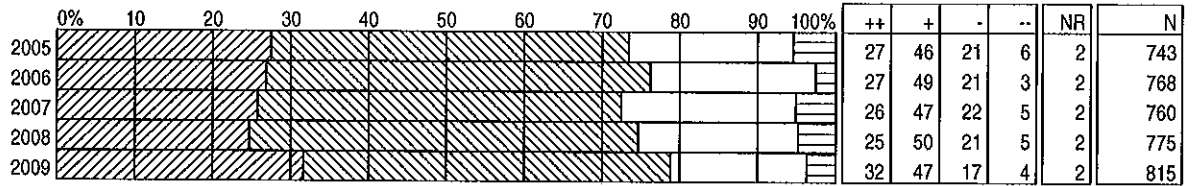
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

CENTRAL SERVICES

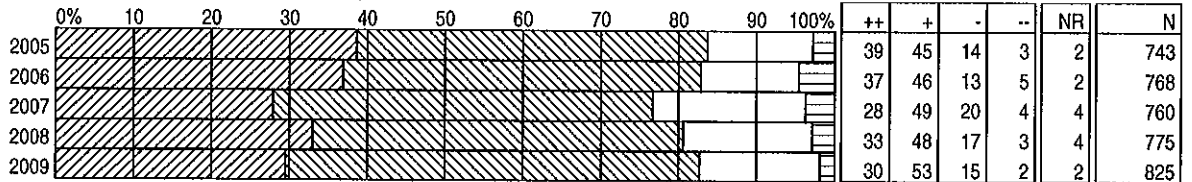
MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL STAFF

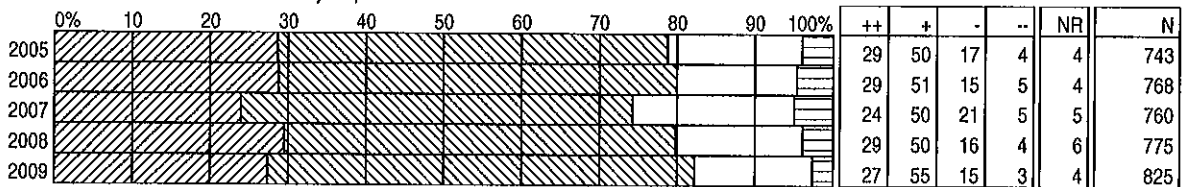
16) To what extent is your workplace a safe environment?



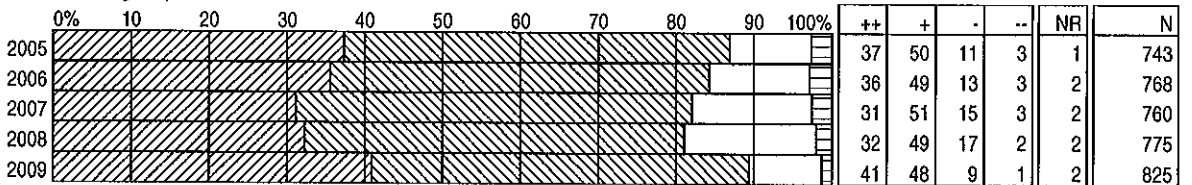
17a) To what extent do you feel that the district's mission is communicated clearly?



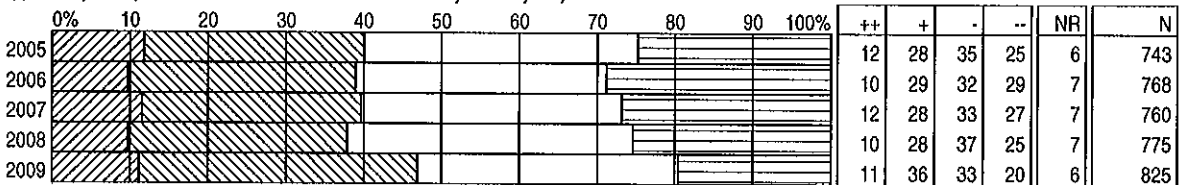
17b) To what extent do you feel that the district's mission is consistent with your personal beliefs?



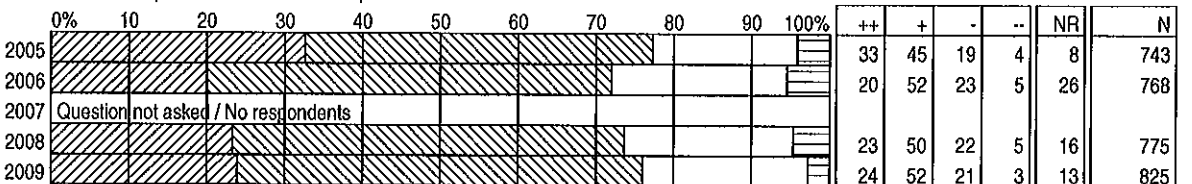
18) To what extent do you feel that the district is a good place to work?



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



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



* Results weighted

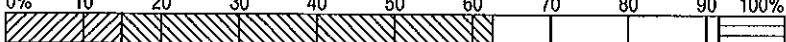


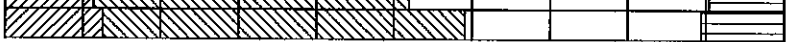
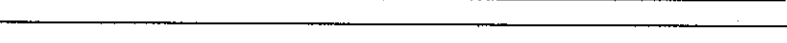
DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

CENTRAL SERVICES

MULTI-YEAR BY QUESTION

CENTRAL SERVICES STAFF
TOTAL STAFF

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

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2005												15	48	29	8	12	743
2006												14	48	30	8	16	768
2007												11	38	36	16	10	760
2008												11	41	38	10	14	775
2009												13	47	30	11	12	825

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 2-6

BY QUESTION

2-6 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr	Note
13) School is clean	90	89	88	88	90	2	
1) Find school work interesting	88	87	89	89	90	1	
2) Report card is helpful to you	93	93	93	93	94	1	
3) Teacher expects you to do your best	98	99	98	98	99	1	
6) Students follow classroom rules	76	75	74	73	74	1	
7) Students follow school rules	82	81	82	81	82	1	
8) Feel safe in school	95	94	95	95	96	1	
9) Feel safe during recess time	90	90	91	91	92	1	
10) Feel safe on the way to and from school	91	91	91	92	93	1	
11) Principal is a good leader	95	95	96	95	96	1	
14) Like being in school	91	91	92	92	93	1	
4) Teacher helps you when needed	95	95	95	96	96	0	
5) Know the school rules	98	97	98	98	98	0	
12) People in the office are helpful	96	95	95	95	95	0	

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 7-9

BY QUESTION

7-9 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr	Note:
19) Is your school clean	81	81	80	82	84	2	
1) Find school work interesting	77	76	78	78	79	1	
9b) Students follow rules out of classroom	61	60	67	68	69	1	
10a) Most students respect other students	79	77	79	77	78	1	
10b) Most students respect school property	79	76	77	79	80	1	
11) Feel safe in your school	90	88	89	89	90	1	
12) Feel safe on the way to and from school	92	91	90	91	92	1	
17) People in the office are helpful	84	82	84	84	85	1	
2) Are you expected to do your best	98	97	98	97	97	0	
4) Clear on what you are expected to learn	90	90	91	91	91	0	
5) Information from report card helpful	79	78	79	79	79	0	
8) Know how you are expected to behave	97	97	97	97	97	0	
9a) Students follow rules when in classroom	76	73	75	74	74	0	
10c) Most students respect school staff	88	86	86	87	87	0	
13) Opportunity for say in school decisions	79	79	80	83	83	0	
14) Opportunity for extracurricular activities	91	92	92	92	92	0	
15) Recognition for accomplishments	90	90	90	91	91	0	
20) Satisfied with your school	84	83	85	84	84	0	
6) Teacher helps you when needed	89	88	90	89	88	-1	
18) Staff to talk to when you have a problem	79	78	78	80	79	-1	
3) Are your classes challenging	84	83	84	82	80	-2	
16) Confidence in your principal	80	77	82	83	81	-2	
7) Receive help planning high school program	87	87	87	89	85	-4	

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

STUDENTS GRADES 10-12

BY QUESTION

10-12 STUDENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr	Note
1) Find school work interesting	82	81	80	76	80	4	
19) Confidence in your principal	83	85	86	77	81	4	
5) Information from report card helpful	73	75	74	71	73	2	
6) Teacher helps you when needed	91	89	90	87	89	2	
7) Enough variety of courses available	88	88	88	86	88	2	
13c) Most students respect school staff	89	89	88	86	88	2	
16) Opportunity for say in school decisions	78	82	81	80	82	2	
17) Opportunity for extracurricular activities	90	94	93	90	92	2	
18) Recognition for accomplishments	87	92	90	88	90	2	
20) People in the office are helpful	85	87	84	81	83	2	
22) Is your school clean	83	86	83	84	86	2	
4) Clear on what you are expected to learn	93	91	92	89	90	1	
8) Help for further education planning	84	84	82	83	84	1	
13a) Most students respect other students	85	85	84	81	82	1	
13b) Most students respect school property	77	76	77	78	79	1	
23) Satisfied with your school	90	91	90	88	89	1	
2) Are you expected to do your best	97	97	97	96	96	0	
3) Are your classes challenging	90	90	91	87	87	0	
10) Feel prepared to enter world of work	75	77	77	75	75	0	
11) Know how you are expected to behave	98	98	98	97	97	0	
12a) Students follow rules when in classroom	86	85	83	79	79	0	
12b) Students follow rules out of classroom	66	68	67	71	71	0	
14) Feel safe in school	92	93	92	91	91	0	
15) Feel safe on the way to and from school	92	93	92	90	90	0	
21) Staff to talk to when you have a problem	80	82	82	82	82	0	
9) Help for career planning	77	77	77	79	78	-1	

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

K-12 DISTRICT PARENTS

BY QUESTION

PARENTS
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr
25) Yellow bus service at your child's school		80	89	80	87	7
29) Level of funding for public education	45	52	52	57	64	7
26) Edmonton Transit service at your child's school		87	88	84	88	4
21a) Satisfied child is safe in school	92	92	94	92	95	3
22) Way discipline is handled in school	88	88	88	88	90	2
04) Enough info on learning expectations	85	84	84	84	85	1
20) Enough info on behaviour expectations	95	96	97	95	96	1
21b) Satisfied child is safe to and from school	91	91	94	90	91	1
28) The way money is used in EPS	72	79	77	81	82	1
03) Programs/courses available	86	91	92	92	92	0
05) Satisfied school staff work as a team	91	91	95	91	91	0
06) Satisfied with non-teaching school staff	94	95	95	95	95	0
13) Involvement in school decisions	88	90	92	90	90	0
17) Enough info on student progress	84	86	86	86	86	0
30) School fees at your child's school are reasonable		83	81	84	84	0
02c) Emphasis placed on Science	94	96	96	96	95	-1
02d) Emphasis placed on Social Studies	95	96	95	96	95	-1
08) School work is challenging	95	91	94	93	92	-1
09) Satisfied with teachers	91	93	94	93	92	-1
12) Physical condition of your child's school	84	87	83	88	87	-1
23) Welcome received at school	93	95	95	95	94	-1
24) Cleanliness of your child's school	96	97	95	97	96	-1
27) Programs/courses available EPS	88	93	94	93	92	-1
31) Overall with fundraising activities at school		88	87	89	88	-1
01) Satisfied with overall quality of education	94	96	96	96	94	-2
02a) Emphasis placed on English Language Arts	94	95	95	96	94	-2
02b) Emphasis placed on Mathematics	92	94	94	94	92	-2
10) Enough info on sch'l's professional development	81	85	84	84	82	-2
11) The way money is being used in school	87	89	90	89	87	-2
16) Usefulness of report card information	88	92	91	92	90	-2
19) Satisfied with the school principal	89	91	91	91	89	-2
33) Satisfied with board of trustees	83	91	86	90	88	-2
07) Child receives help needed to succeed	85	88	88	88	85	-3
18) Enough info about achievement results	85	88	88	87	84	-3
32) Satisfied with Superintendent of Schools	84	93		93	89	-4
15) World of work preparation	86	84	85	84	79	-5
14) Post-secondary education preparation	86	87	85	87	81	-6

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

SCHOOL STAFF

BY QUESTION

SCHOOL STAFF
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr
21) To what extent do you have an opportunity for input into district level decisions that affect you and your job?	54	49	49	50	55	5
9) To what extent are you satisfied with the opportunities you have for professional development?	83	78	83	81	85	4
10) To what extent is the school facility adequate to accommodate the programs offered at your school?	77	77	78	75	79	4
11) To what extent are you satisfied with the physical condition of your school?	71	71	72	70	74	4
12b) To what extent are you satisfied with the way money is being used in the district?	61	52	57	62	66	4
23) To what extent do you have confidence in the board of trustees?	71	67	58	67	71	4
3b) To what extent are you satisfied with the information that is shared about what is happening in the district?	84	81	80	80	83	3
5) To what extent do you have an opportunity for input into school level decisions that affect you and your job?	76	75	77	74	77	3
12a) To what extent are you satisfied with the way money is being used in your school?	79	76	79	76	79	3
22) To what extent does the superintendent provide effective leadership?	81	76		77	80	3
3a) To what extent are you satisfied with the information that is shared about what is happening at your school?	86	83	84	79	81	2
4) To what extent do you feel that staff work as a team in your school?	85	84	85	82	84	2
7) To what extent do you feel that your work responsibilities are reasonable?	83	80	81	80	82	2
13b) To what extent are you satisfied with the level of involvement of the general community?	73	73	73	69	71	2
15) To what extent does your principal provide effective leadership in your school?	85	82	85	85	87	2
17) To what extent are you satisfied with the cleanliness of your school?	84	83	82	81	83	2
18) To what extent is your school a safe environment?	93	93	92	90	92	2
19b) To what extent do you feel that the district's mission is consistent with your personal beliefs?	86	82	83	83	85	2
20) To what extent do you feel that the district is a good place to work?	93	90	90	89	91	2
2) To what extent do you feel that your school is a good place to work?	93	91	92	89	90	1
6) To what extent do you get recognition for the work that you do in your school?	80	78	80	77	78	1
8) To what extent does your school provide appropriate learning experiences for all students?	93	92	93	90	91	1
13a) To what extent are you satisfied with the level of involvement of parents?	75	74	73	69	70	1
16) To what extent are you satisfied with way student discipline is handled at your school?	81	80	79	79	80	1
19a) To what extent do you feel that the district's mission is communicated clearly?	91	88	85	85	86	1
1) To what extent is your school focused on student achievement?	98	97	97	96	96	0
14) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?	90	88	88	85	83	-2

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

DISTRICT PRINCIPALS
GRADES K-12

PRINCIPALS

BY QUESTION

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr	Note
26c) Availability of staff for alternative programs	83	82	75	65	82	17	
26b) Availability of staff for special needs programs	89	84	73	61	77	16	
28f) Services provided by Facilities Services	77	71	81	68	79	11	
26a) Availability of staff for regular programs	98	96	93	84	93	9	
6) Work responsibilities are reasonable	69	72	70	78	83	5	
17) Time in classroom assists allocation of resources decisions	95	92	94	95	98	3	
28g) Services provided by Financial Services (including Purchasing)	95	92	93	92	95	3	
28q) Services provided by Student Achievement Services	70	50	71	81	84	3	
5) Get recognition for the work you do	67	64	69	80	82	2	
10) Satisfied with physical condition of school	72	72	75	76	78	2	
28a) Services provided by Bennett Centre	95	95	97	95	97	2	
28j) Services provided by International Programs	95	83	95	88	90	2	
1) School focused on student achievement	99	100	100	99	100	1	
2) School is a good place to work	100	99	100	98	99	1	
7) Staff provide appropriate learning experiences	99	98	100	98	99	1	
13b) Level of general community involvement	77	74	81	82	83	1	
15) Time in classroom enhances instruction in school	94	92	97	96	97	1	
16) Time in classroom assists professional development decisions	94	95	96	96	97	1	
22) Input into district level decisions	66	66	72	80	81	1	
28d) Services provided by Consulting Services	90	87	89	82	83	1	
28o) Services provided by Planning	80	72	79	82	83	1	
28r) Services provided by Student Assessment	94	91	92	93	94	1	
28s) Services provided by Student Information	96	98	96	96	97	1	
13a) Level of parental involvement	79	78	79	82	82	0	
14) Accountability system shapes instructional practice	97	95	95	96	96	0	
20b) District's mission consistent with own	95	94	94	97	97	0	
21) District is a good place to work	95	94	94	98	98	0	
25) Confidence in the board of trustees	86	80	68	76	76	0	
28l) Services provided by Internal Audit	97	95	93	95	95	0	
28l) Services provided by Metro Community College	90	86	95	90	90	0	
4) Staff work as a team in the district	84	83	83	91	90	-1	
8) Opportunities for professional development	89	90	91	96	95	-1	
9) School facility adequate for programs offered	86	87	87	87	86	-1	
18) Satisfied with cleanliness of school	90	91	87	91	90	-1	
19) School is a safe environment	99	99	99	99	98	-1	
27) Accommodation of special needs students	79	75	75	79	78	-1	
28c) Services provided by Communications	93	91	91	94	93	-1	
28e) Services provided by Curriculum	91	89	94	89	88	-1	
3) Satisfied with info on district happenings	90	91	89	93	91	-2	
28b) Services provided by Budget Services	91	96	95	97	95	-2	
28h) Services provided by Information Technology Services	89	90	90	88	86	-2	
28k) Services provided by Leadership Services	97	95	93	95	93	-2	
12) Financial information received	86	80	90	95	92	-3	
28n) Services provided by Personnel Support Services	95	93	95	95	92	-3	
28p) Services provided by Resource Development Services	91	86	92	88	84	-4	
20a) District's mission communicated clearly	96	92	93	96	91	-5	
24) Superintendent provides effective leadership	80	85		90	85	-5	
28m) Services provided by Personnel Recruitment & Staffing Services	92	93	90	95	89	-6	
28t) Services provided by Student Transportation	78	74	83	82	74	-8	
11) How money is used in the district	80	61	84	92	83	-9	
23) Assistant superintendent provides effective leadership					93		

* Results weighted

DISTRICT SATISFACTION SURVEY RESULTS 2005-2009

CENTRAL SERVICES STAFF

BY QUESTION TABULAR

CENTRAL SERVICES STAFF
TOTAL STAFF

Sorted by Incr/Decr

QUESTION	2005	2006	2007	2008	2009	Incr/Decr	Note
10a) How money is used in central services	48	47	45	46	57	11	
10b) How money is used in the district	50	45	45	47	58	11	
12) Director provides effective leadership	70	69	69	71	82	11	
19) Input into district level decisions	40	39	40	38	47	9	
7) Work responsibilities are reasonable	74	76	72	69	77	8	
15) Cleanliness of building at work	65	64	60	57	65	8	
18) District is a good place to work	87	84	82	81	89	8	
3b) Satisfied with info on district happenings	67	67	67	66	73	7	
5) Input into department level decisions	60	59	51	52	59	7	
8) Opportunities for professional development	57	60	62	61	68	7	
21) Do you have confidence in the board of trustees?	63	63	48	52	59	7	
3a) Satisfied with info on department happenings	68	67	62	62	68	6	
14) Assistant superintendent provides effective leadership	66	66	64	61	67	6	
2) Central services is a good place to work	83	83	81	82	86	4	
6) Get recognition for the work you do	57	59	56	56	60	4	
9) Satisfied with physical condition of building at work	58	56	53	55	59	4	
16) Workplace is a safe environment	73	76	72	75	79	4	
4) Staff work as a team in your work unit	73	74	74	73	76	3	
13) Managing director provides effective leadership	70	69	69	71	74	3	
17a) District's mission communicated clearly	84	83	77	81	83	2	
17b) District's mission consistent with own	79	80	74	80	82	2	
20) The superintendent provides effective leadership	77	72		74	76	2	
11) Supervisor provides effective leadership	77	77	78	72	71	-1	
1) District focused on student achievement	94	93	89	93	91	-2	

* Results weighted

2008-09 COMMUNITY SATISFACTION SURVEY RESULTS

Summary of Survey Analysis

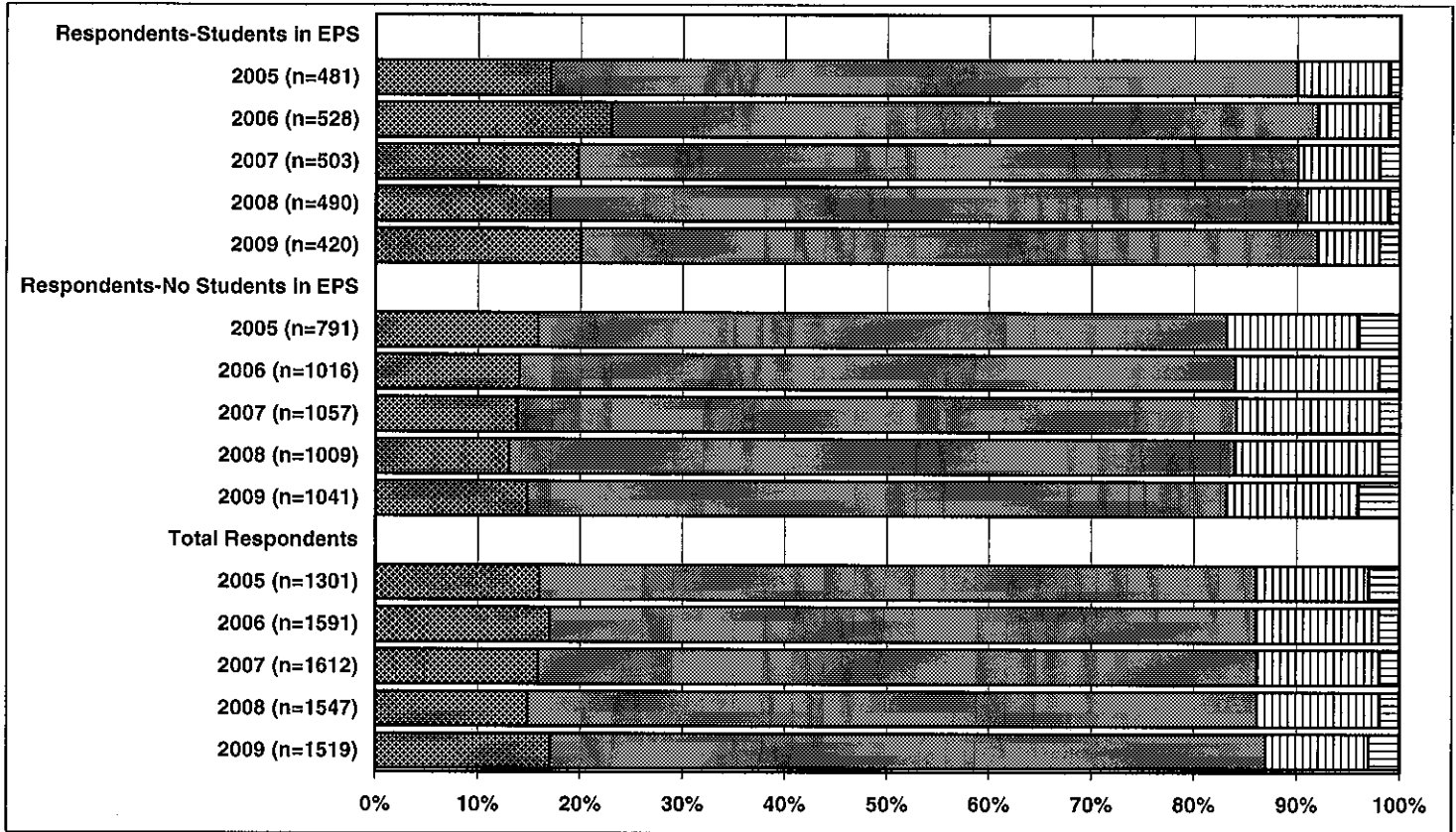
Analysis of the 2009 Community Survey shows positive response remaining high to many of the survey items, with modest increases in most areas. Overall, total respondents express a significant increase (+9%) in satisfaction with the effectiveness of EPS in providing for student safety at school. This group also displays greater satisfaction (+7%) with the condition of EPS's buildings.

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

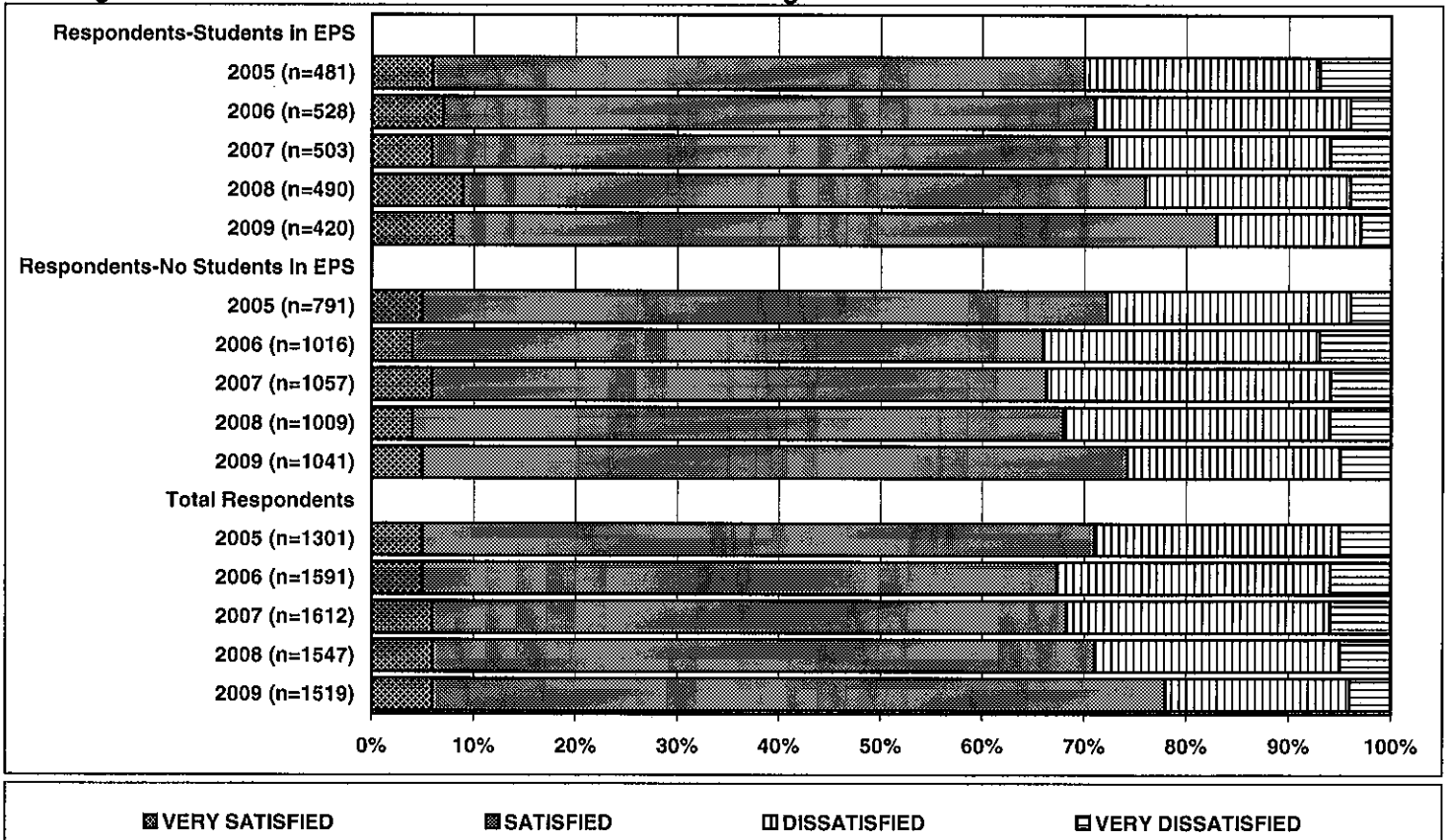
	Respondents <u>With</u> Children in EPS	Respondents <u>Without</u> Children in EPS
Increase In Positive Responses	<ul style="list-style-type: none"> ▪ Safety of students ▪ Condition of EPS buildings ▪ Funding from donations ▪ Funding from sponsorships 	<ul style="list-style-type: none"> ▪ Safety of students ▪ Condition of EPS buildings ▪ Effectiveness of principals
Upward Trend In Positive Responses	<ul style="list-style-type: none"> ▪ condition of EPS buildings ▪ spending of public money ▪ effectiveness of superintendent ▪ funding from fund raising ▪ funding from sponsorship 	<ul style="list-style-type: none"> ▪ condition of EPS buildings ▪ funding from donations ▪ funding from fundraising ▪ funding from sponsorship
Decrease In Positive Responses	<ul style="list-style-type: none"> ▪ Importance of French skills 	<ul style="list-style-type: none"> ▪ nil
Downward Trend In Positive Responses	<ul style="list-style-type: none"> ▪ nil 	<ul style="list-style-type: none"> ▪ Increase in funding for EPS

HOW SATISFIED ARE YOU WITH:

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



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



VERY SATISFIED

SATISFIED

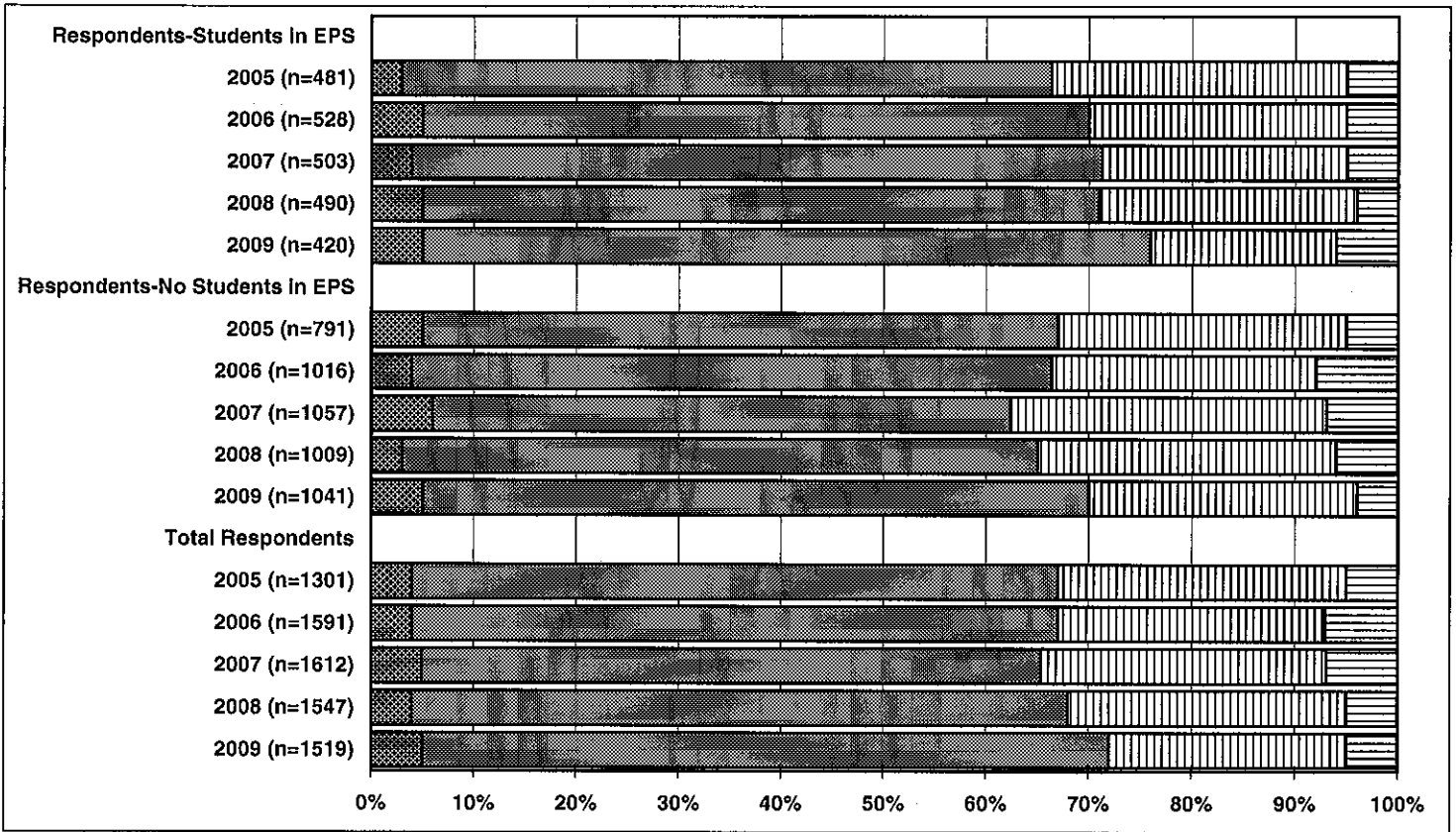
DISSATISFIED

VERY DISSATISFIED

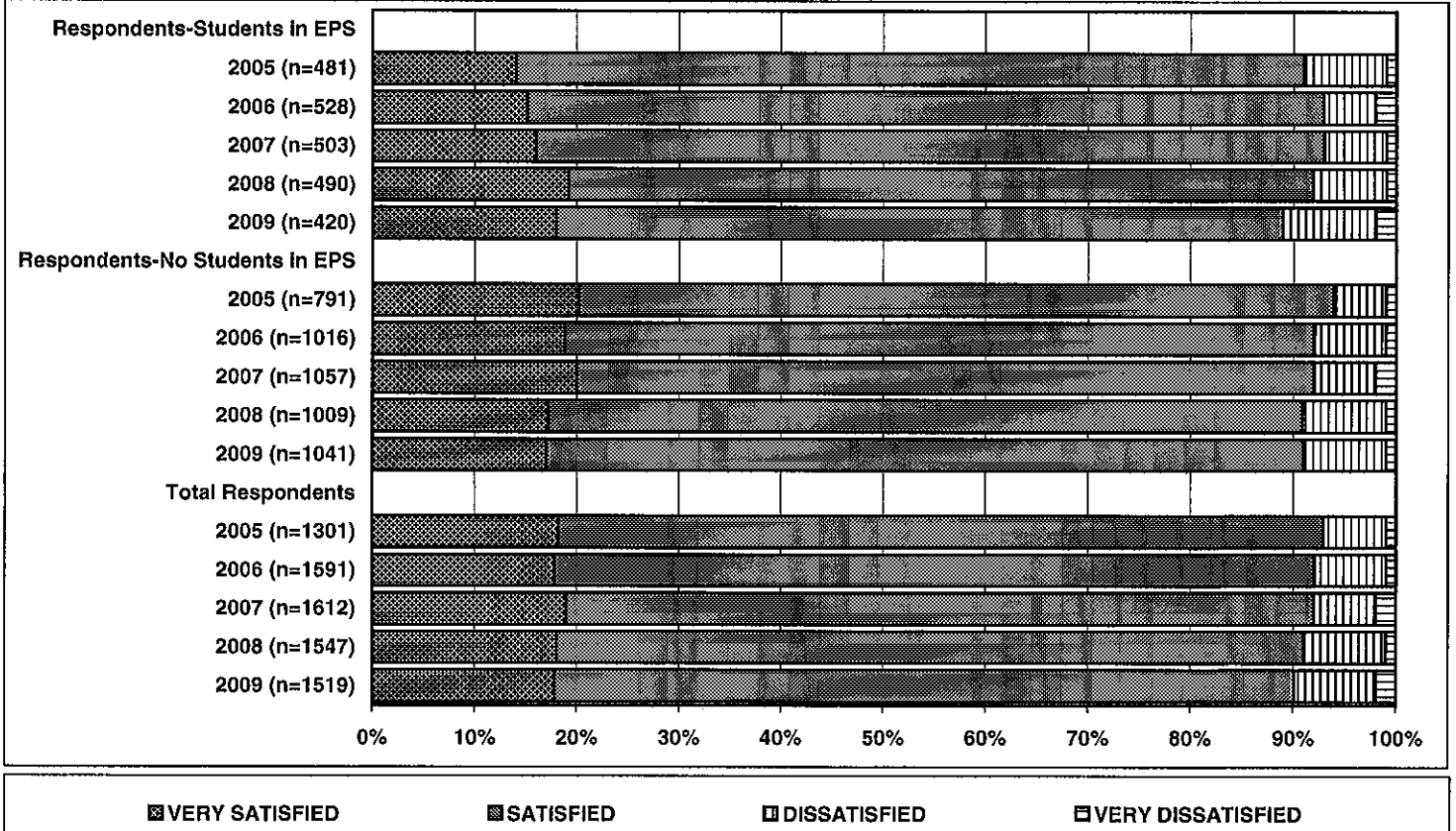
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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?

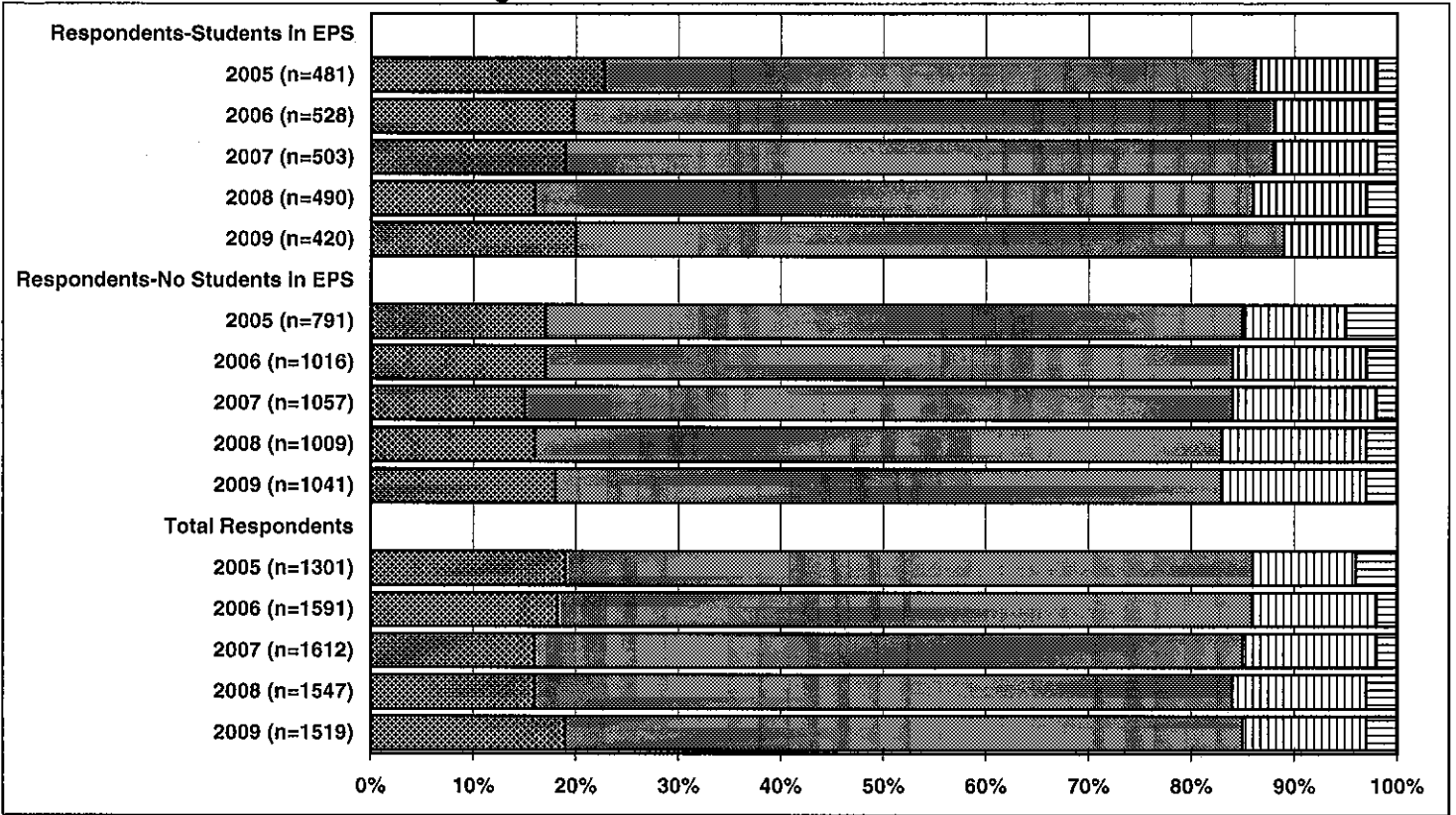


VERY SATISFIED
 SATISFIED
 DISSATISFIED
 VERY DISSATISFIED

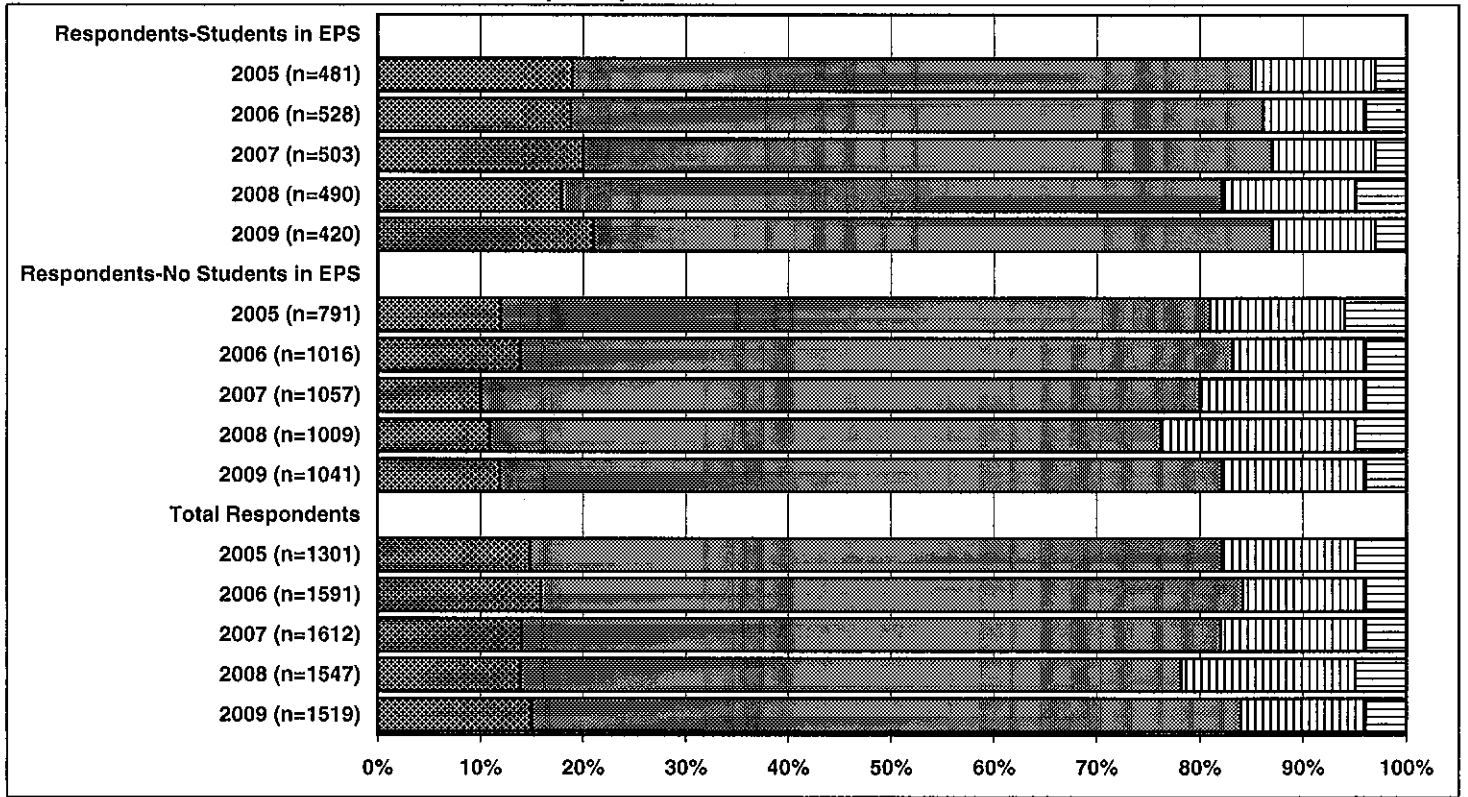
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

5. The overall effectiveness of teaching staff?



6. The overall effectiveness of the school principals?

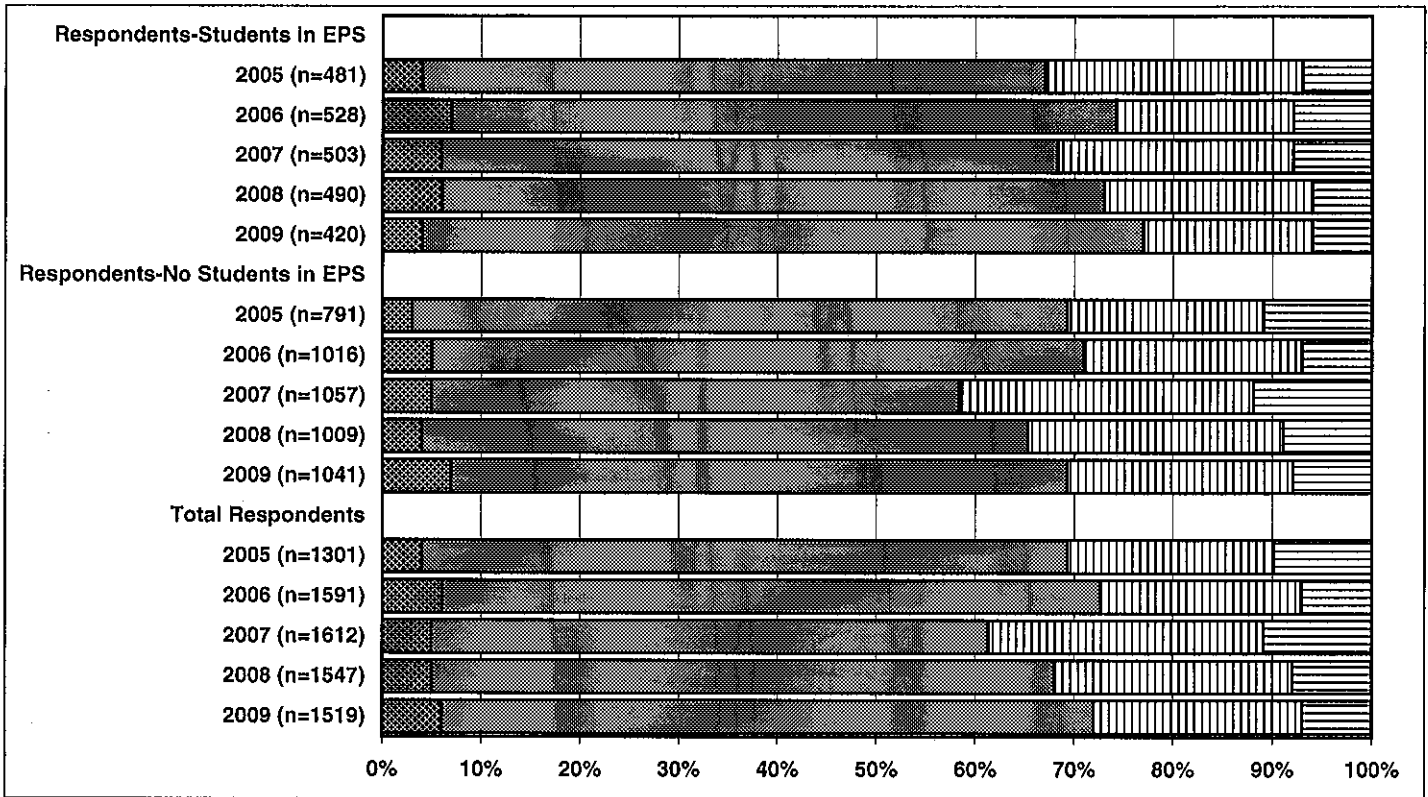


VERY SATISFIED
 SATISFIED
 DISSATISFIED
 VERY DISSATISFIED

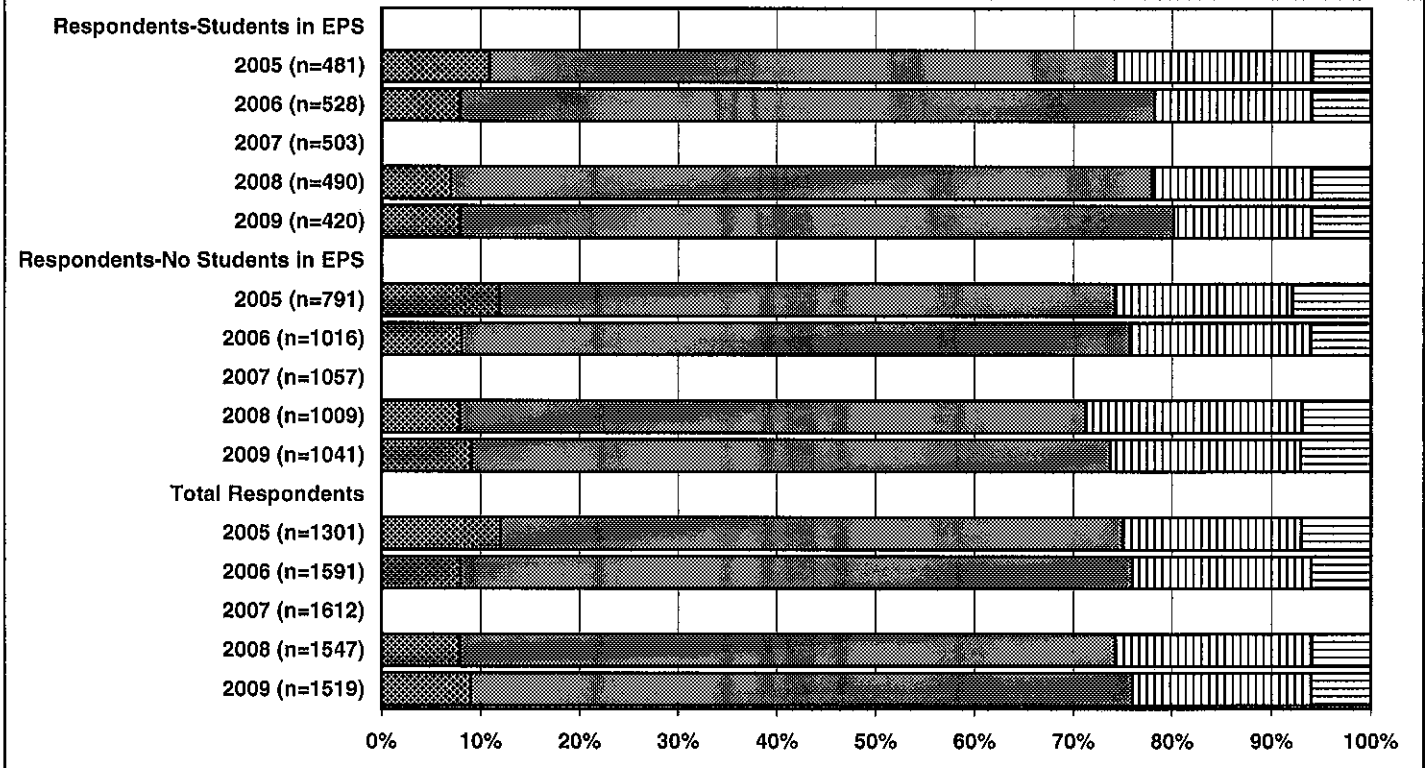
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

HOW SATISFIED ARE YOU WITH:

7. The overall effectiveness of EPS' trustees?



8. The overall effectiveness of EPS' superintendent? *



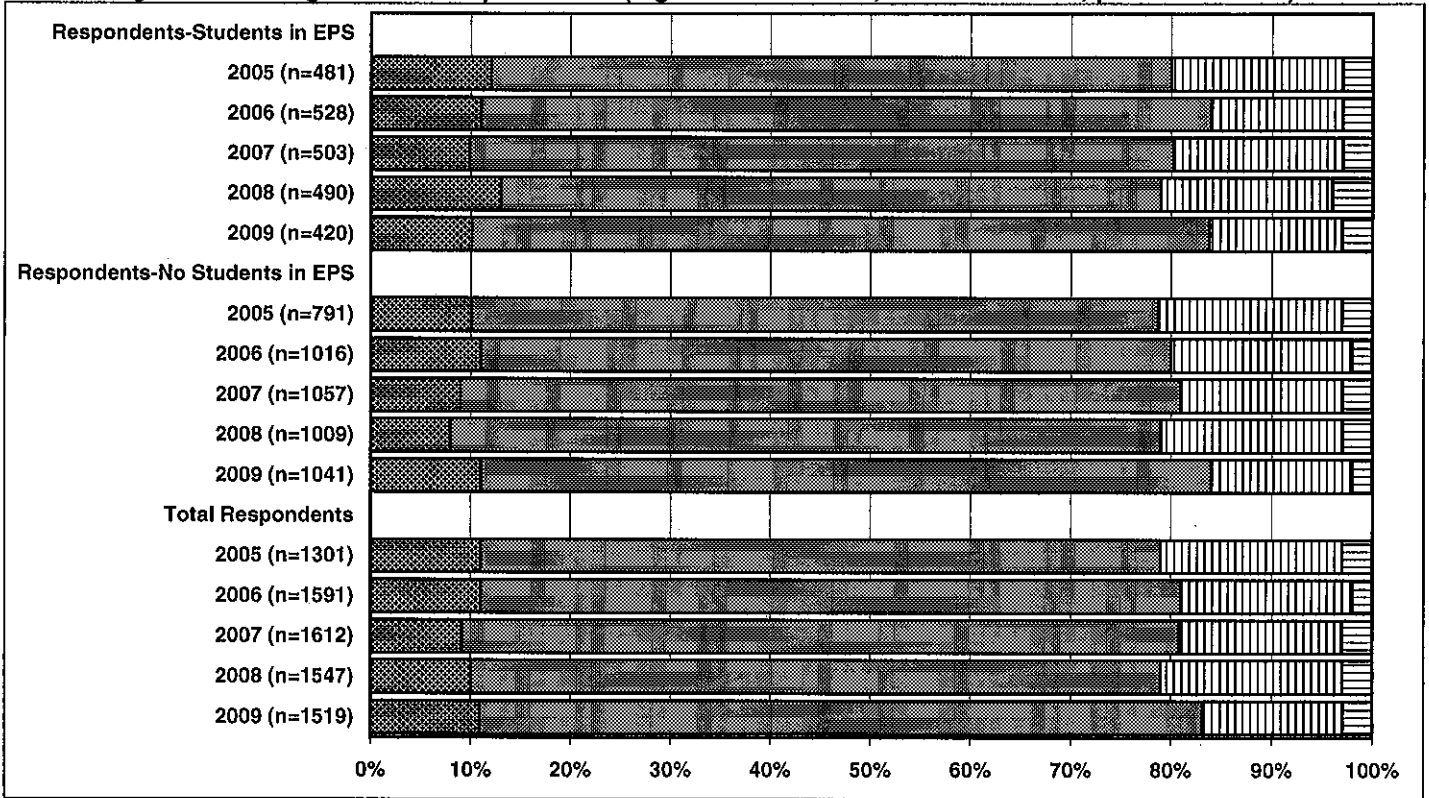
* Question not asked in 2007



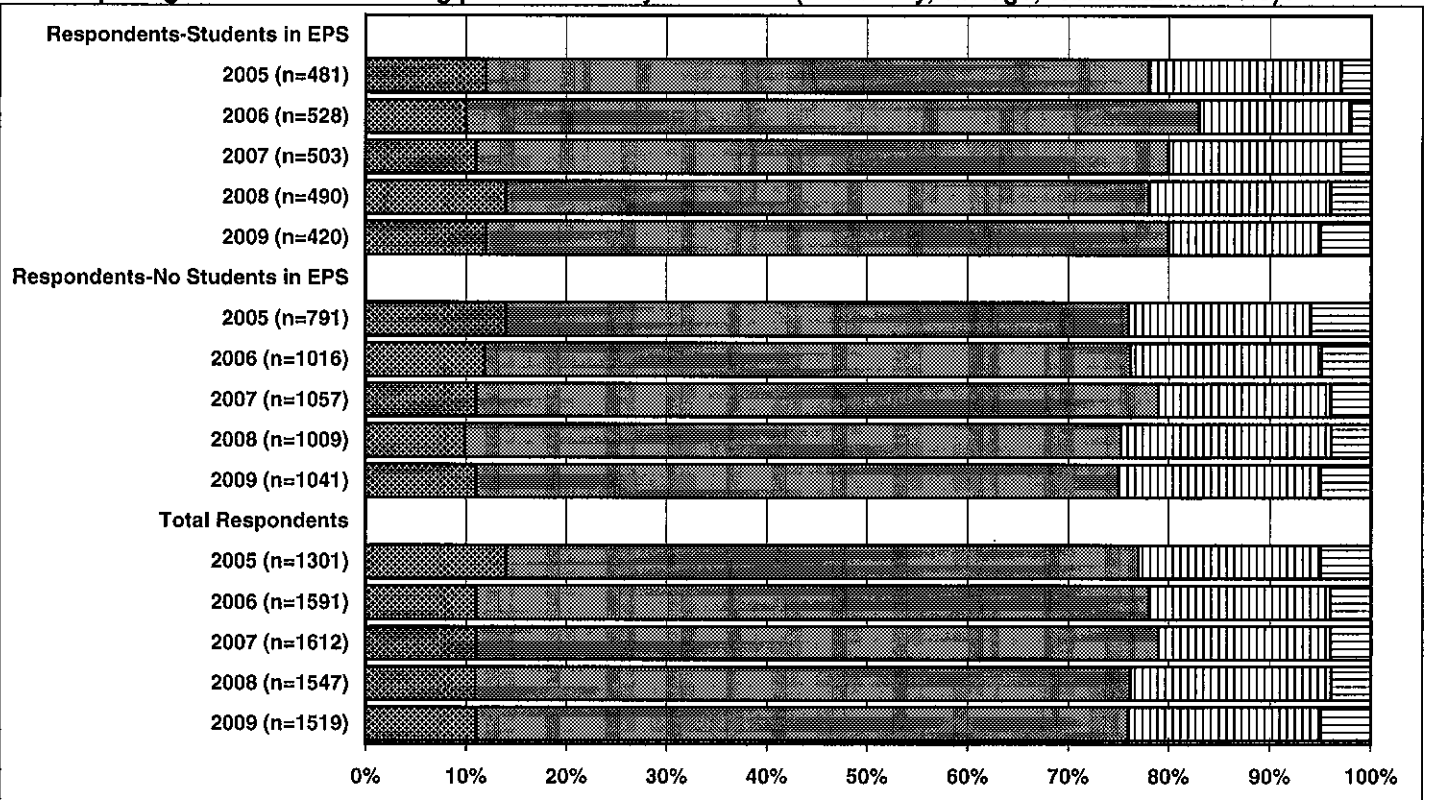
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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)?

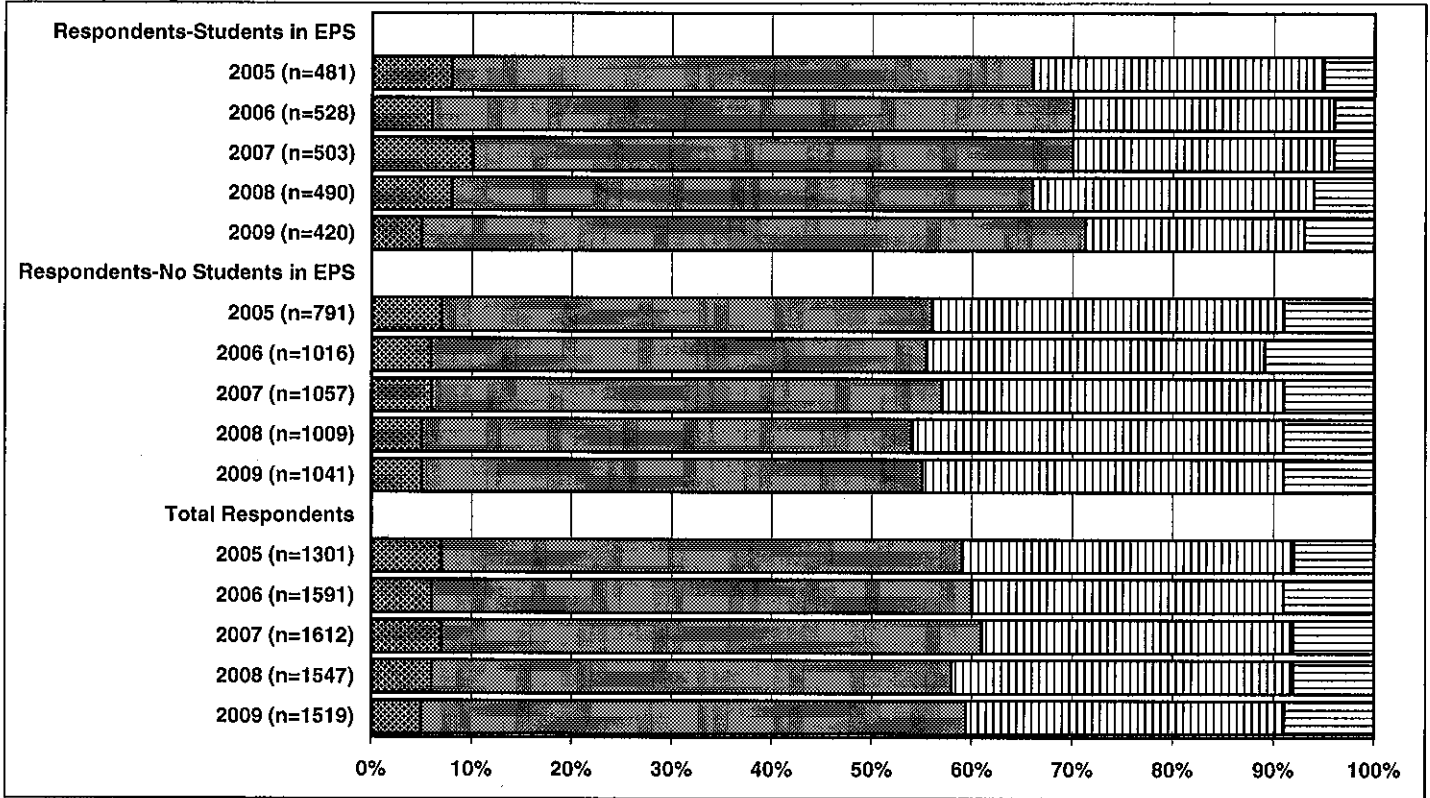


VERY EFFECTIVE
 EFFECTIVE
 INEFFECTIVE
 VERY INEFFECTIVE

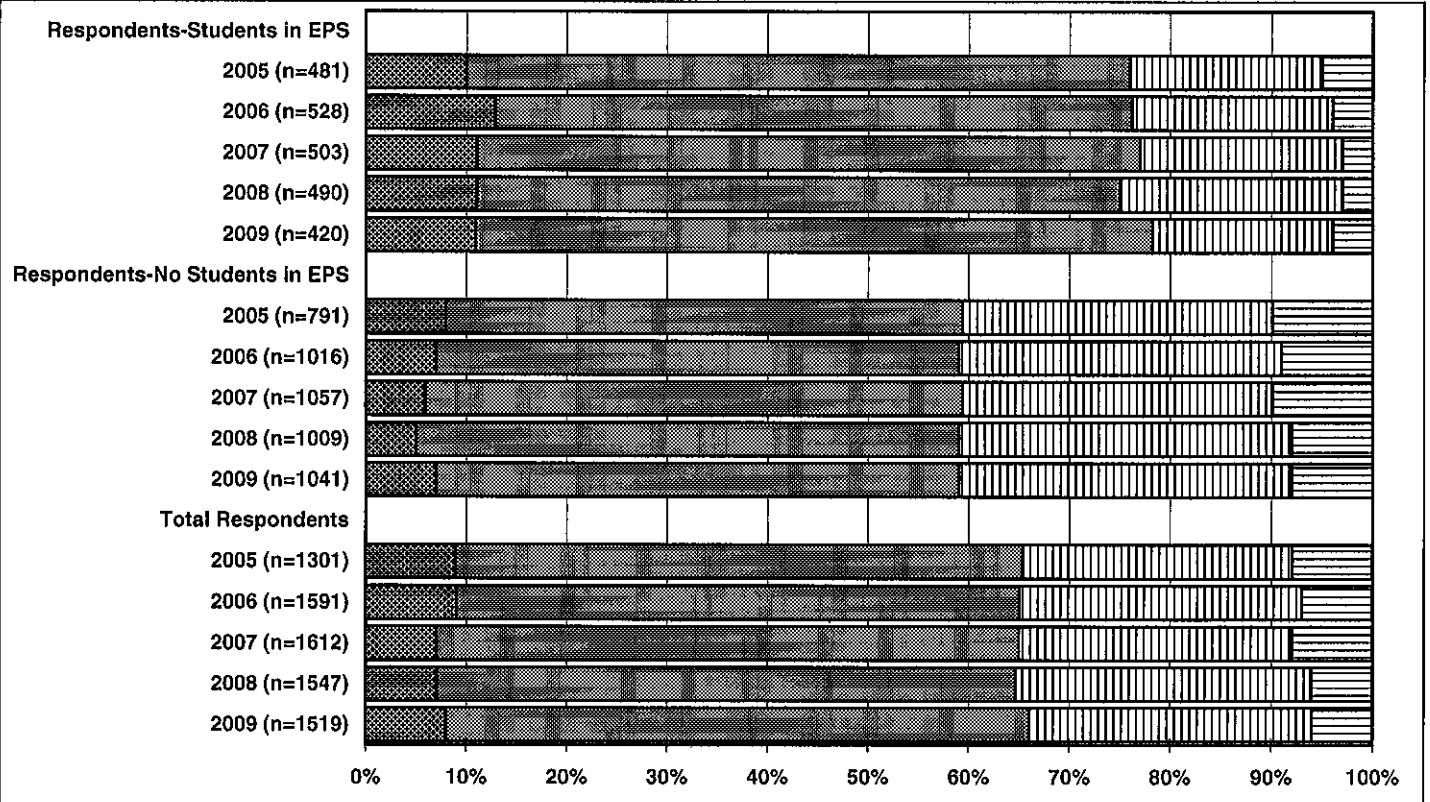
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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?

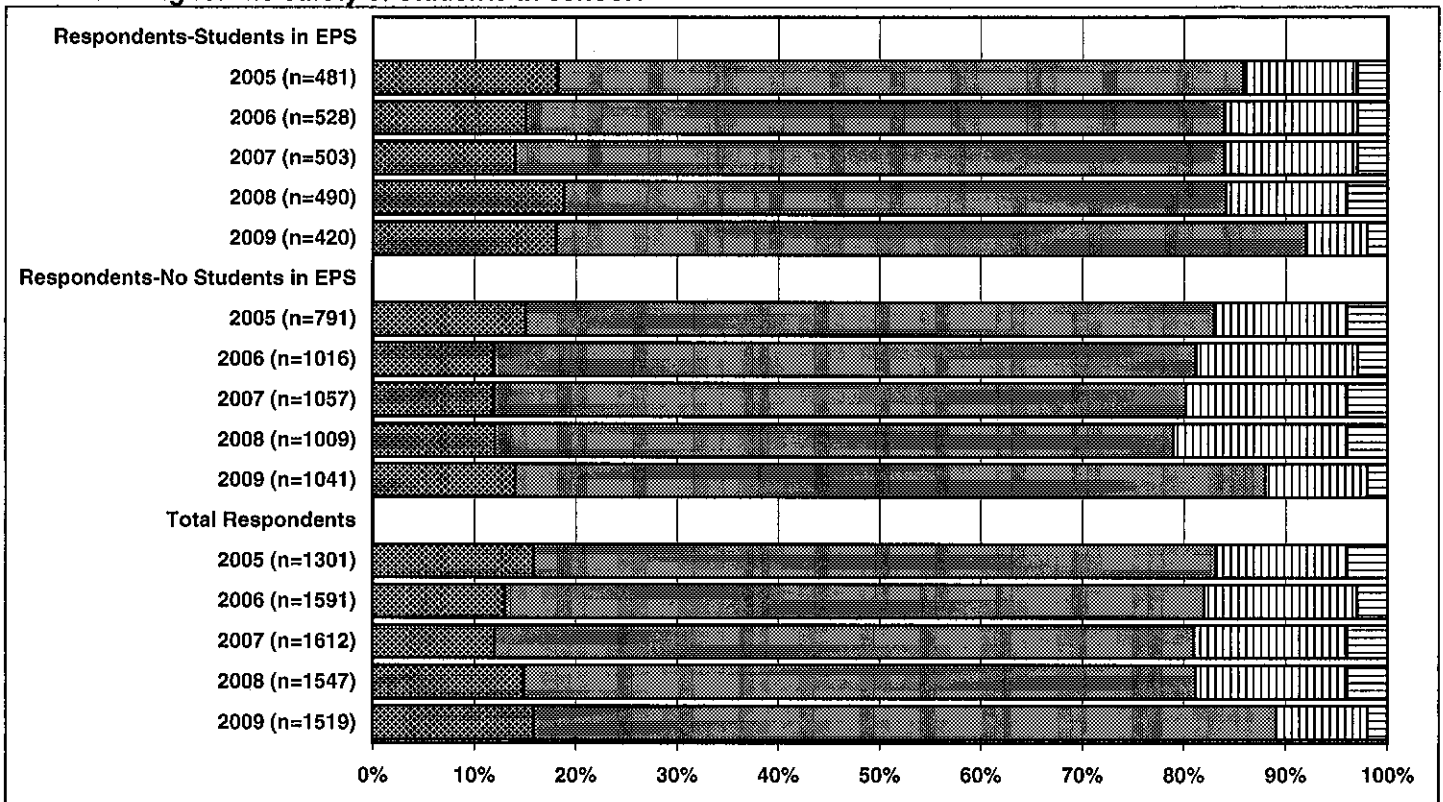


VERY EFFECTIVE
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 INEFFECTIVE
 VERY INEFFECTIVE

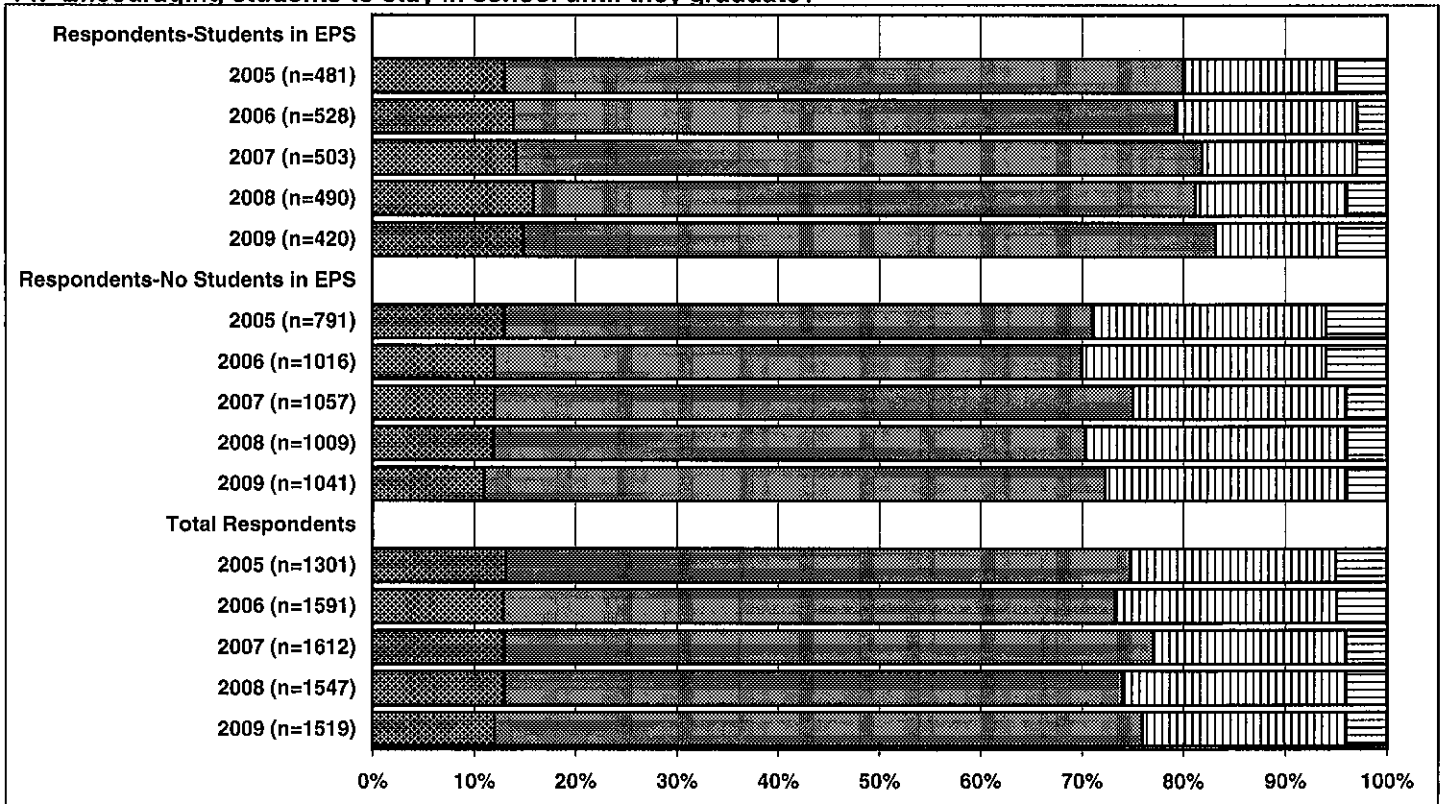
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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?

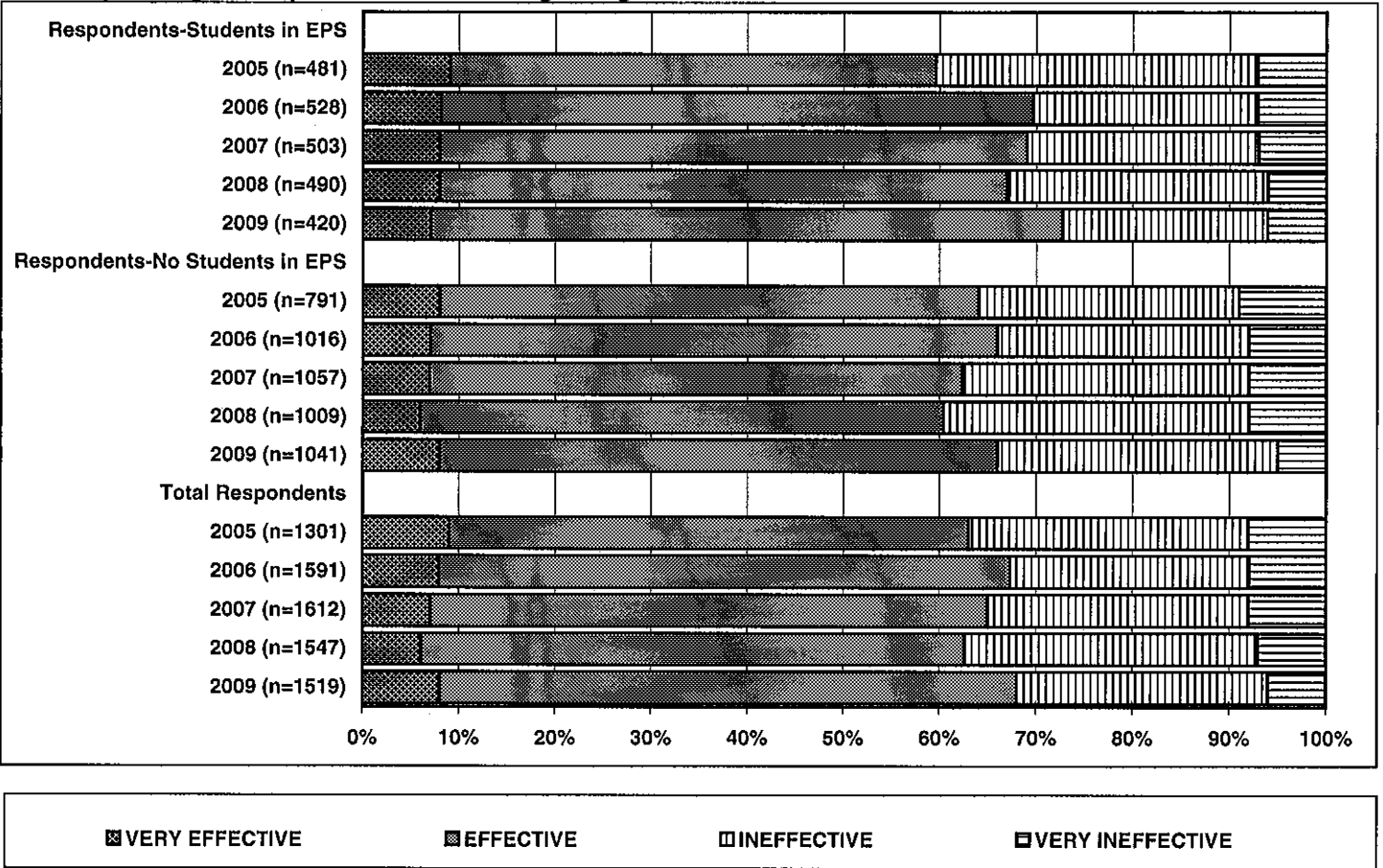


VERY EFFECTIVE
 EFFECTIVE
 INEFFECTIVE
 VERY INEFFECTIVE

2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

HOW EFFECTIVE IS EDMONTON PUBLIC SCHOOLS IN THE FOLLOWING AREAS:

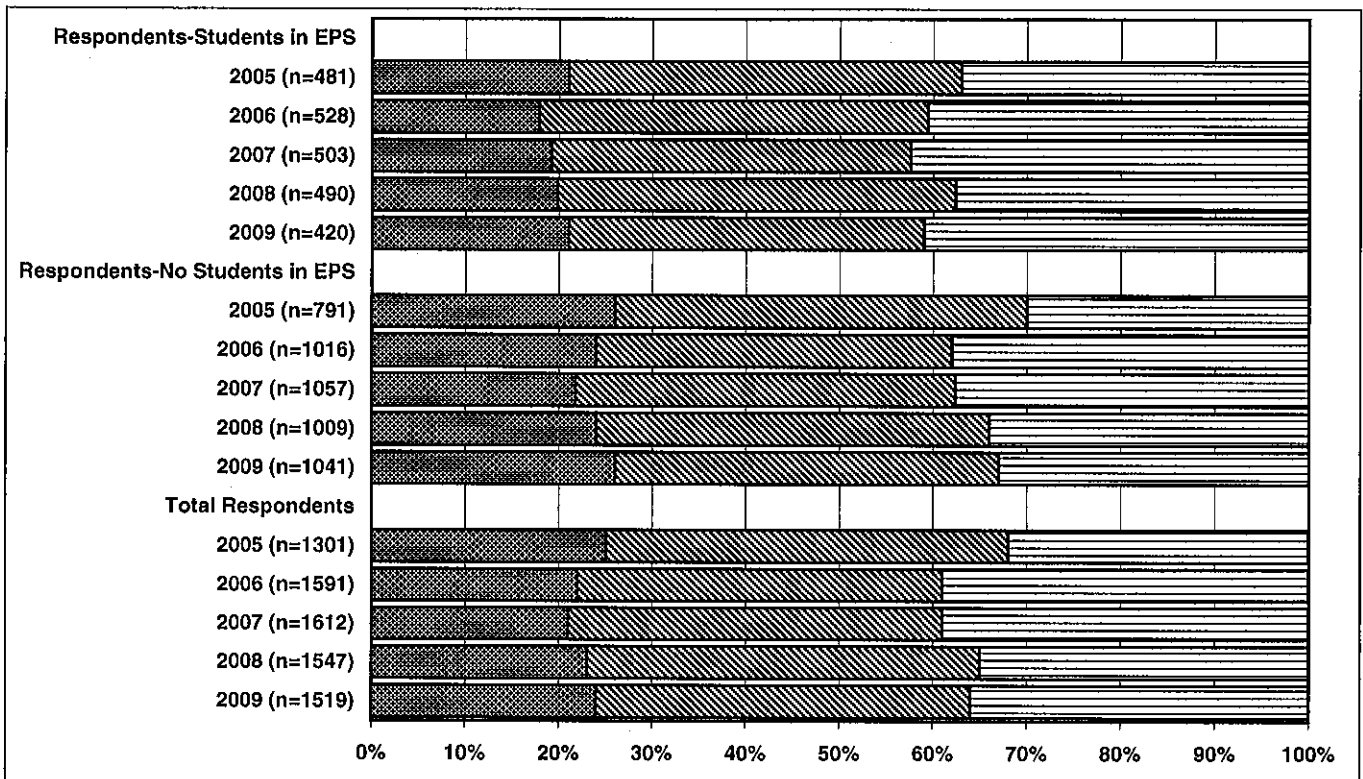
15. Responding to the public's concerns regarding education?



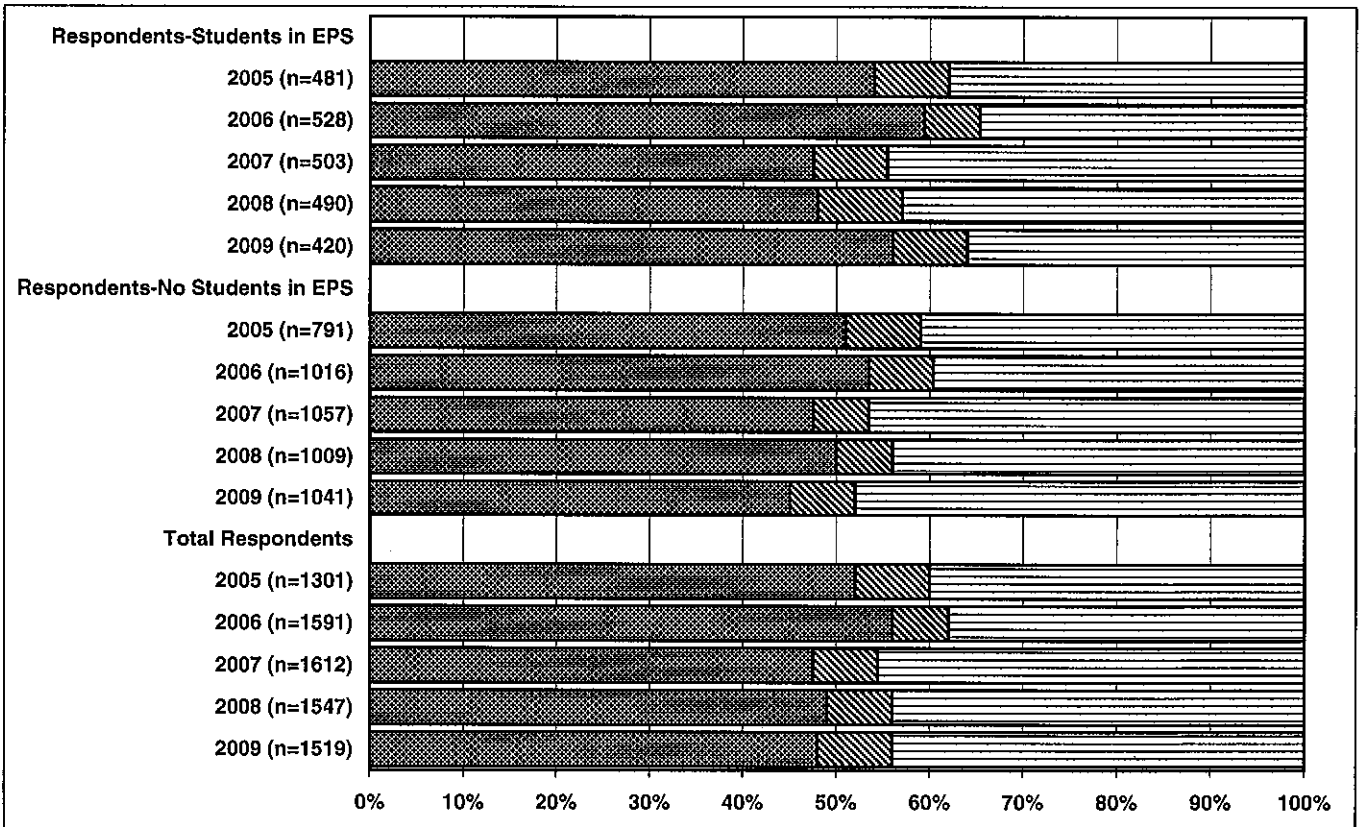
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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

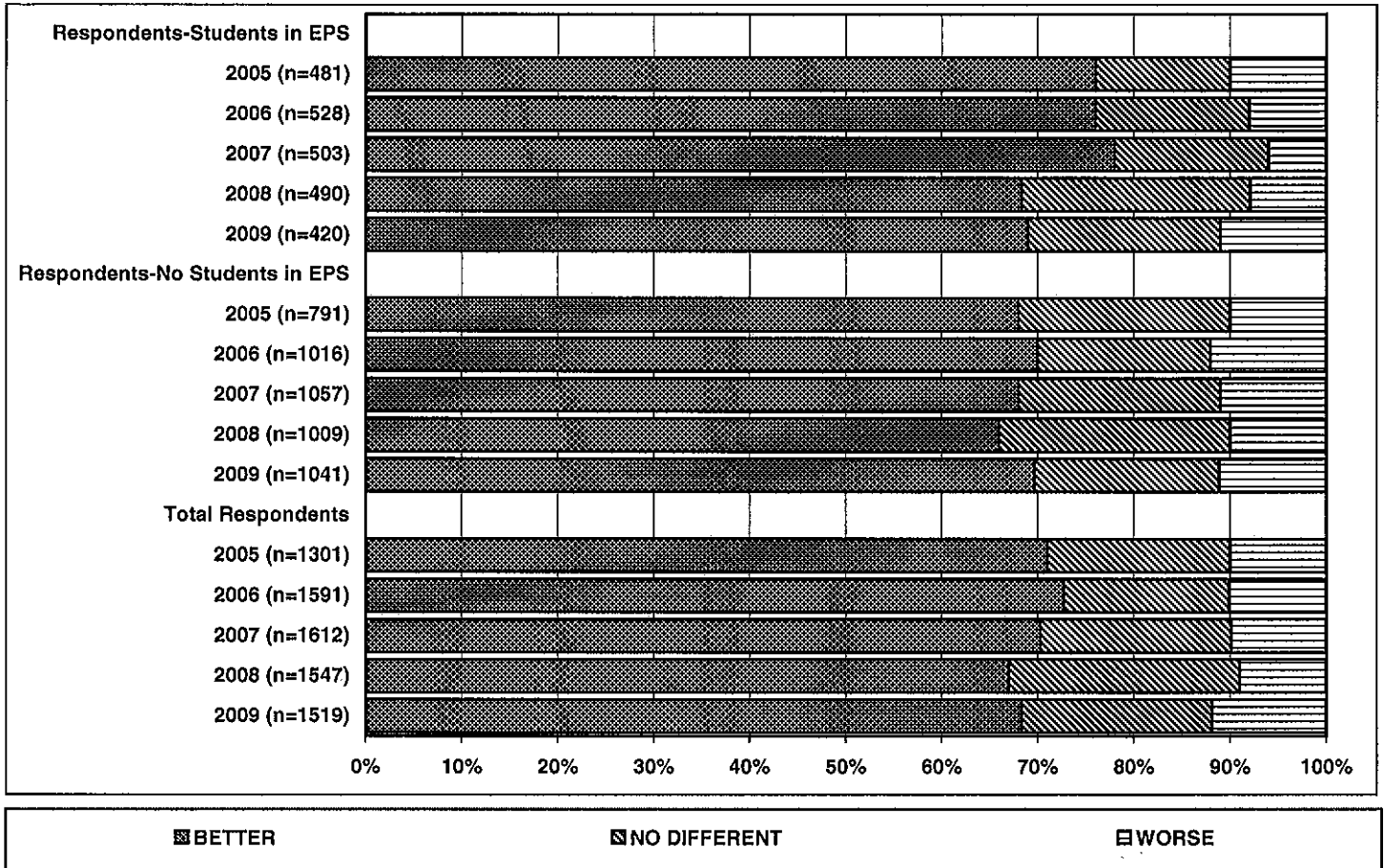
■ NO DIFFERENT

■ WORSE

2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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

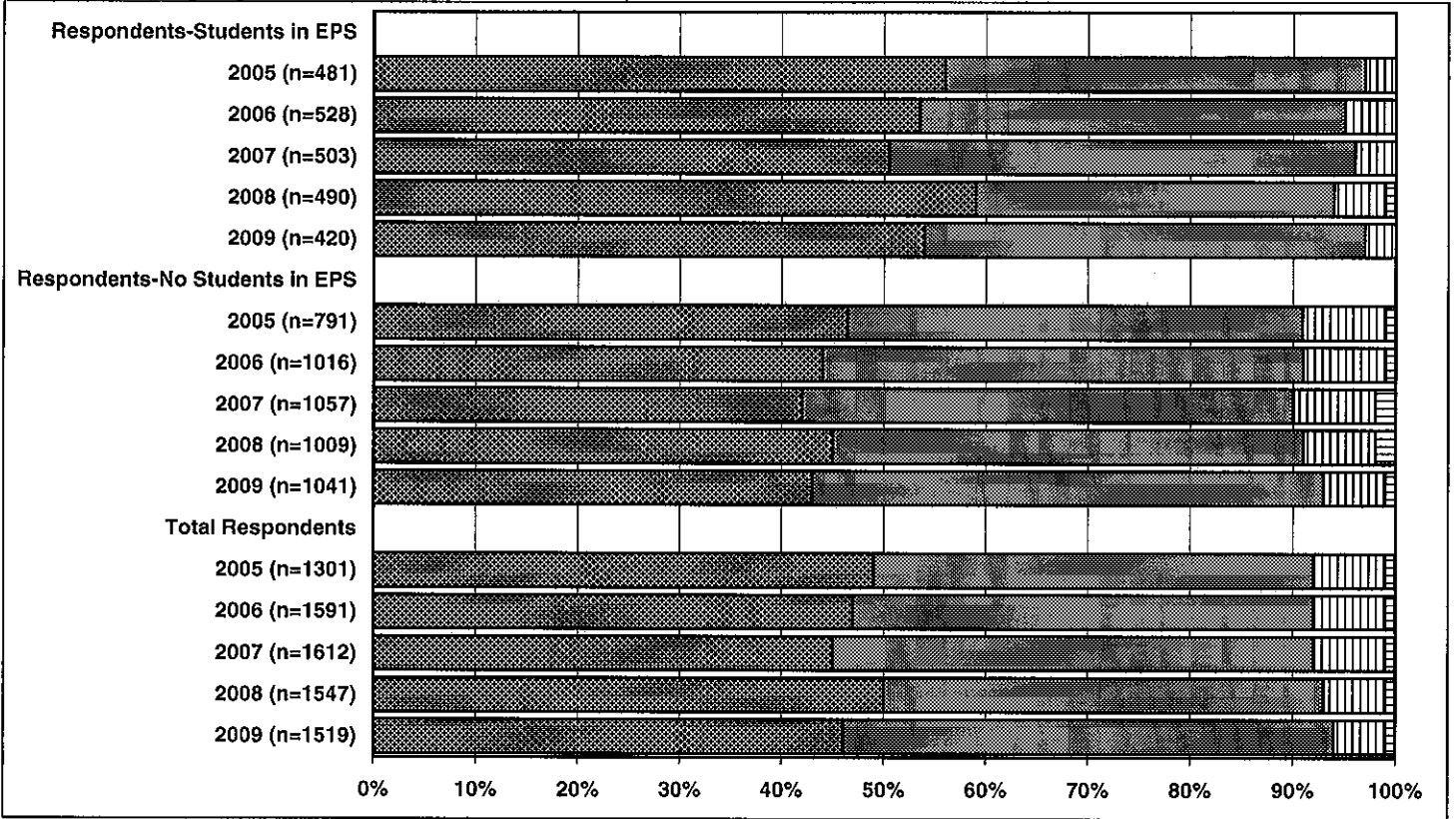
18. Students in other countries?



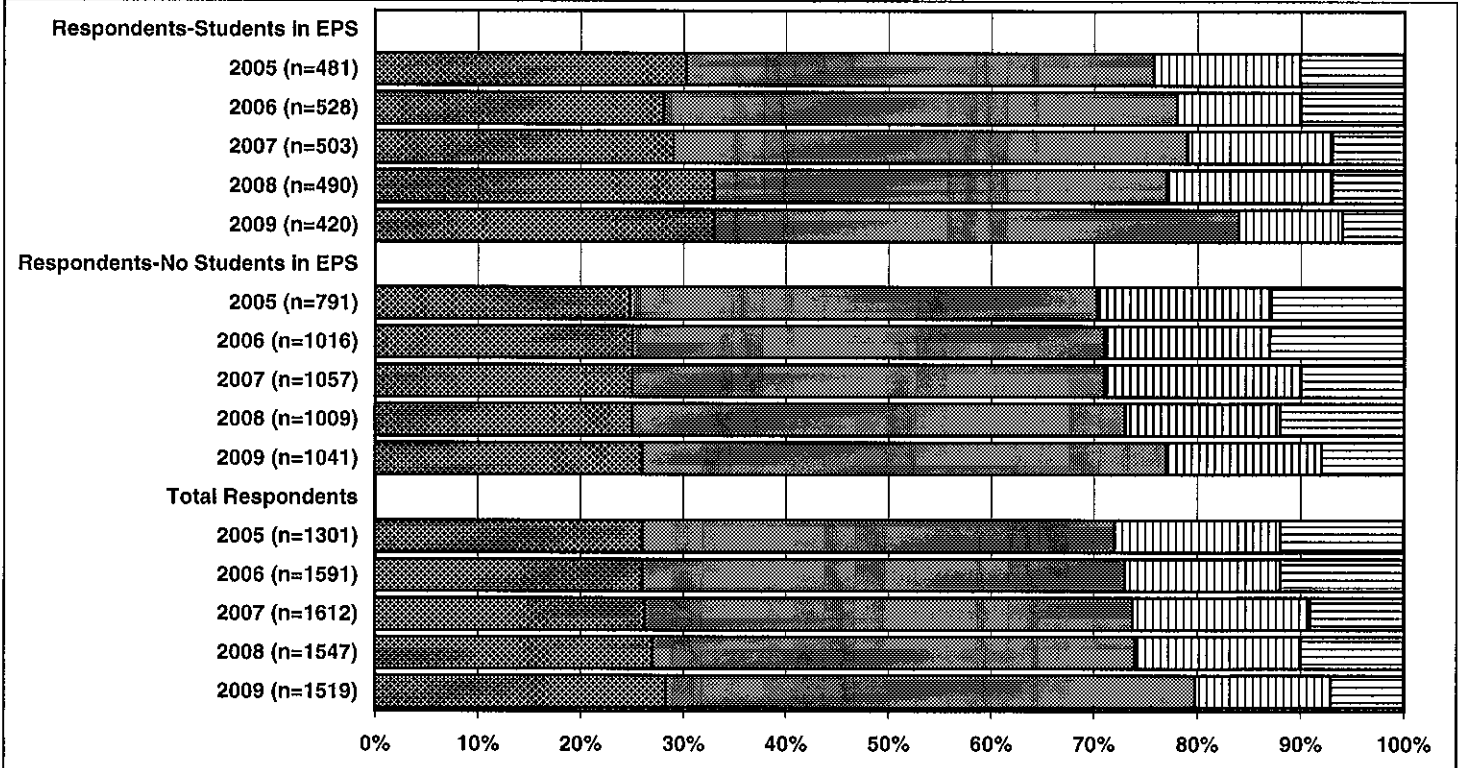
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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

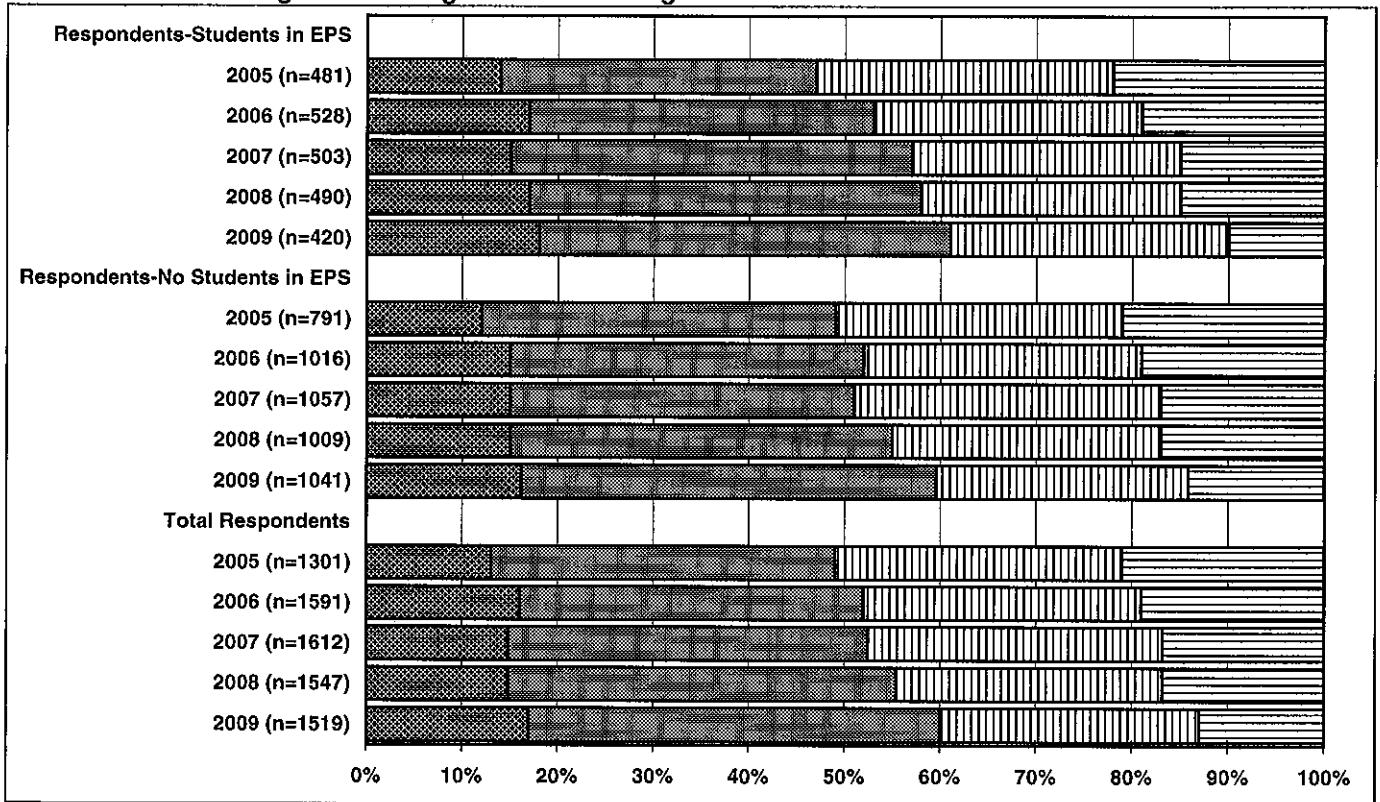
SOMEWHAT AGAINST

TOTALLY AGAINST

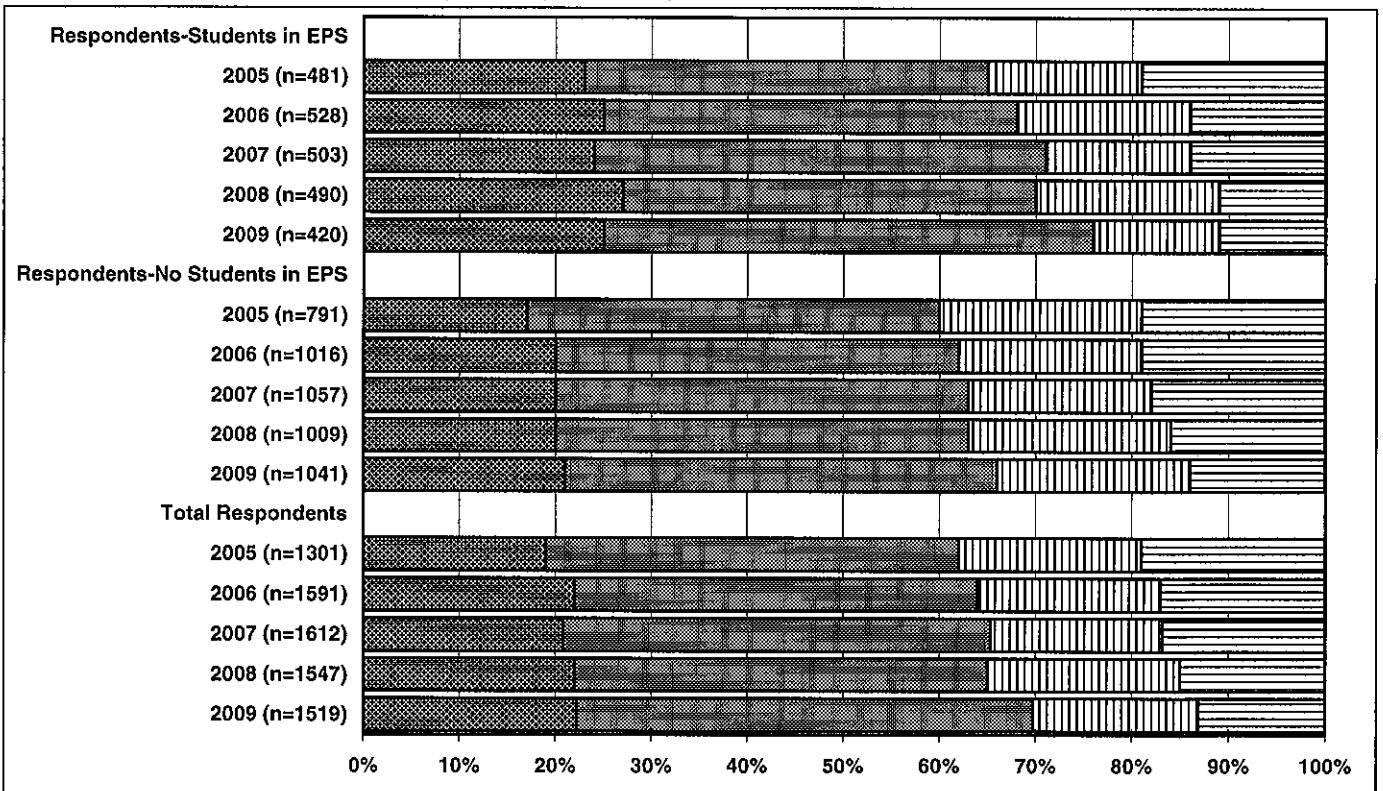
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

20b. Schools receiving their funding from fund raising?



20c. Schools receiving their funding from sponsorships?

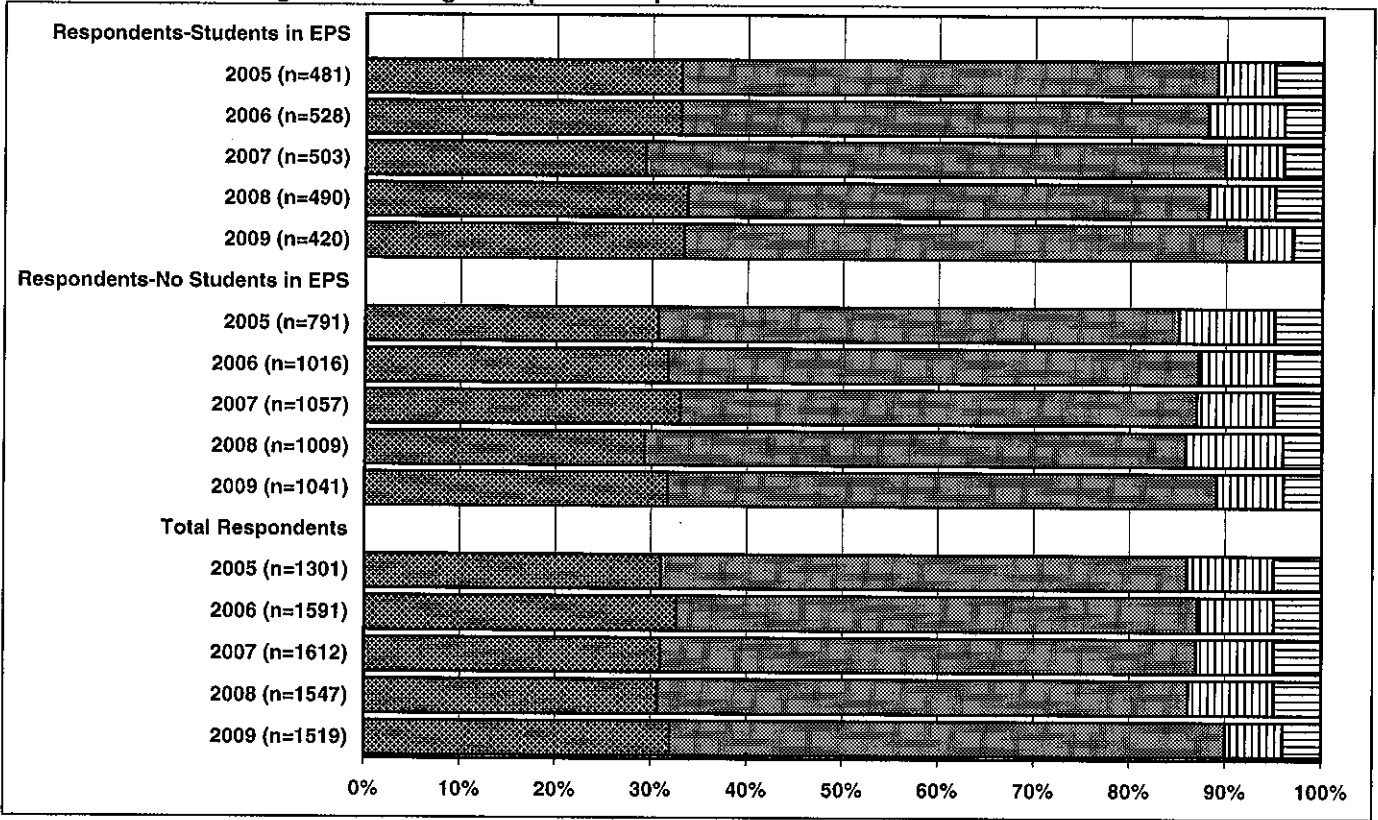


VERY SUPPORTIVE
 SUPPORTIVE
 SOMEWHAT AGAINST
 TOTALLY AGAINST

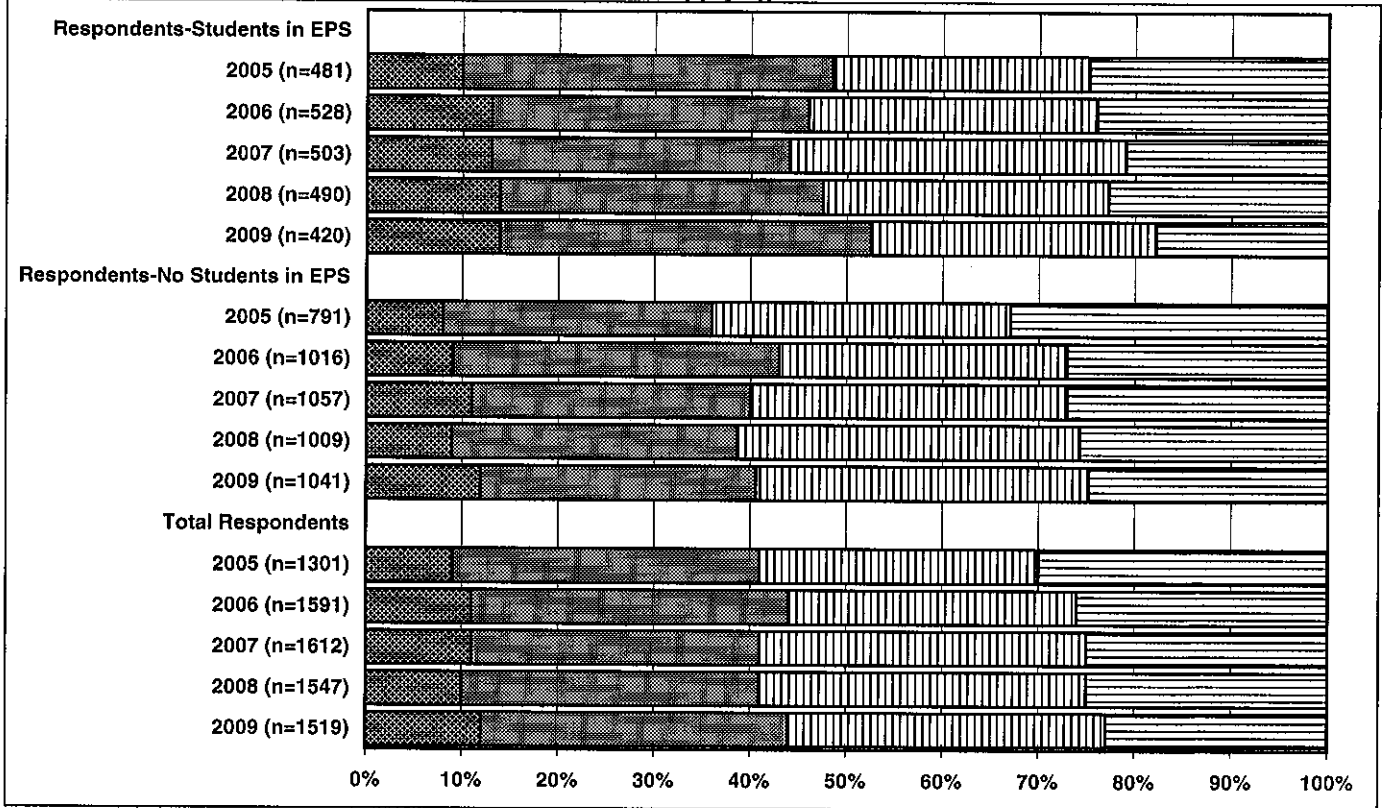
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

20d. Schools receiving their funding from partnerships?



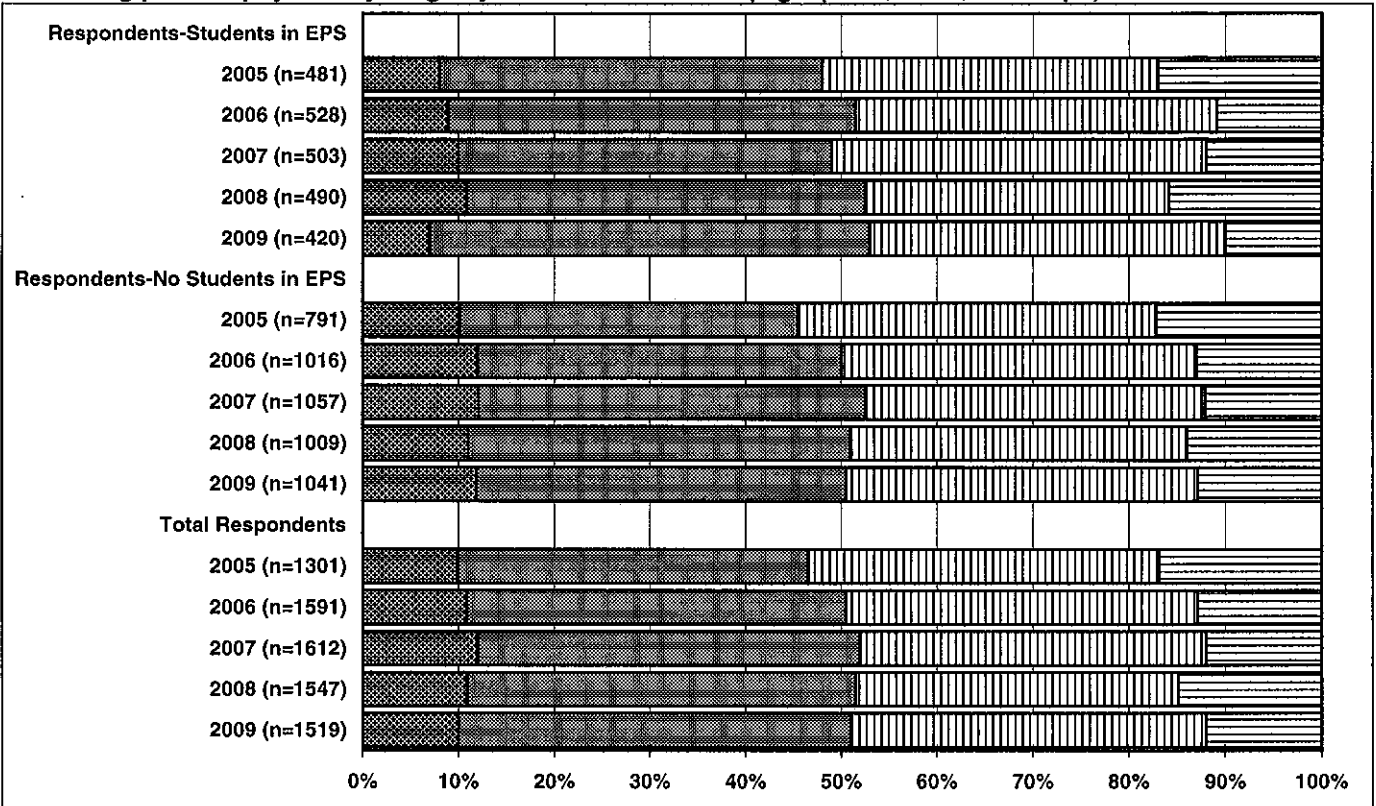
20e. Schools receiving their funding from exclusive supply agreements?



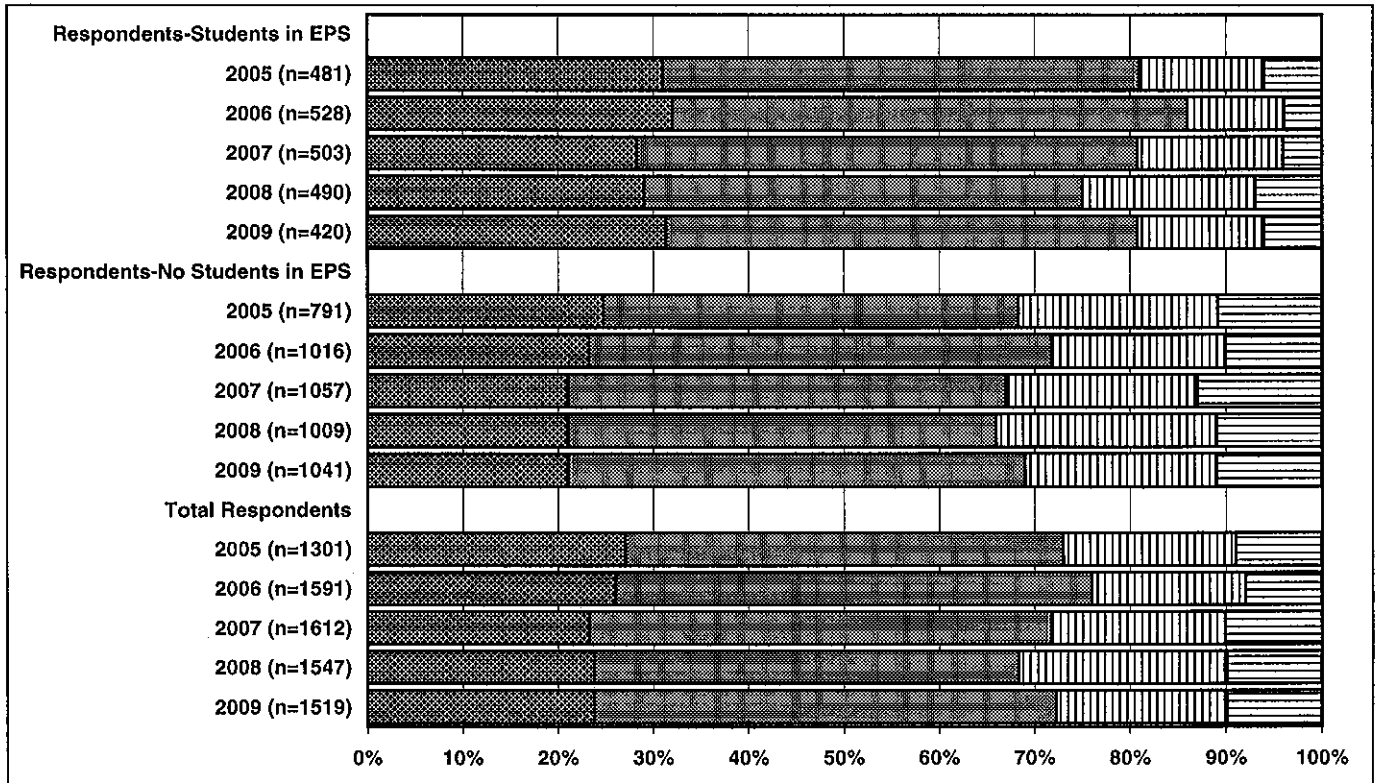
VERY SUPPORTIVE
 SUPPORTIVE
 SOMEWHAT AGAINST
 TOTALLY AGAINST

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,

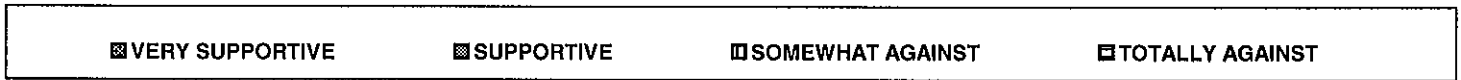
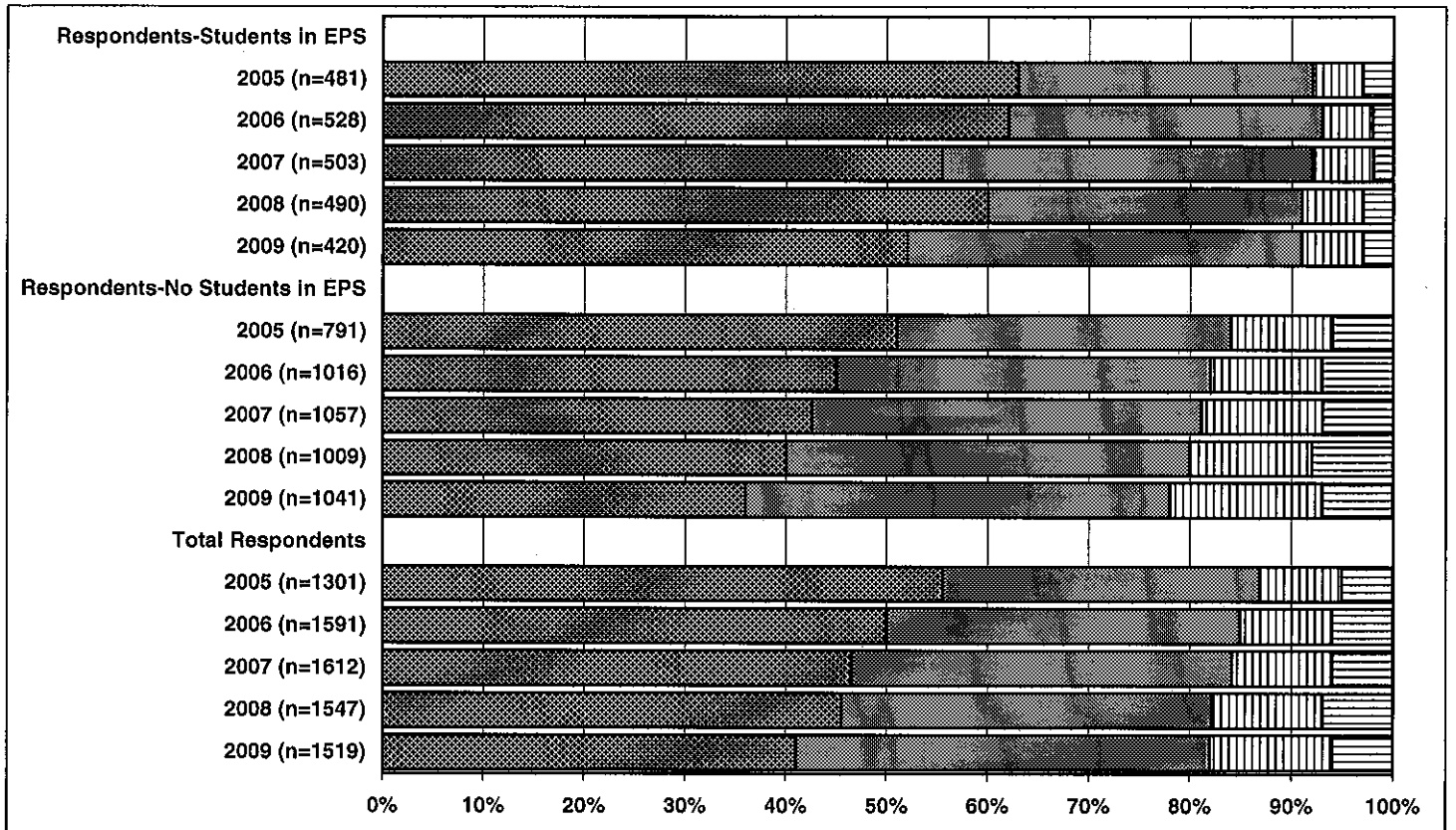


VERY SUPPORTIVE
 SUPPORTIVE
 SOMEWHAT AGAINST
 TOTALLY AGAINST

2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

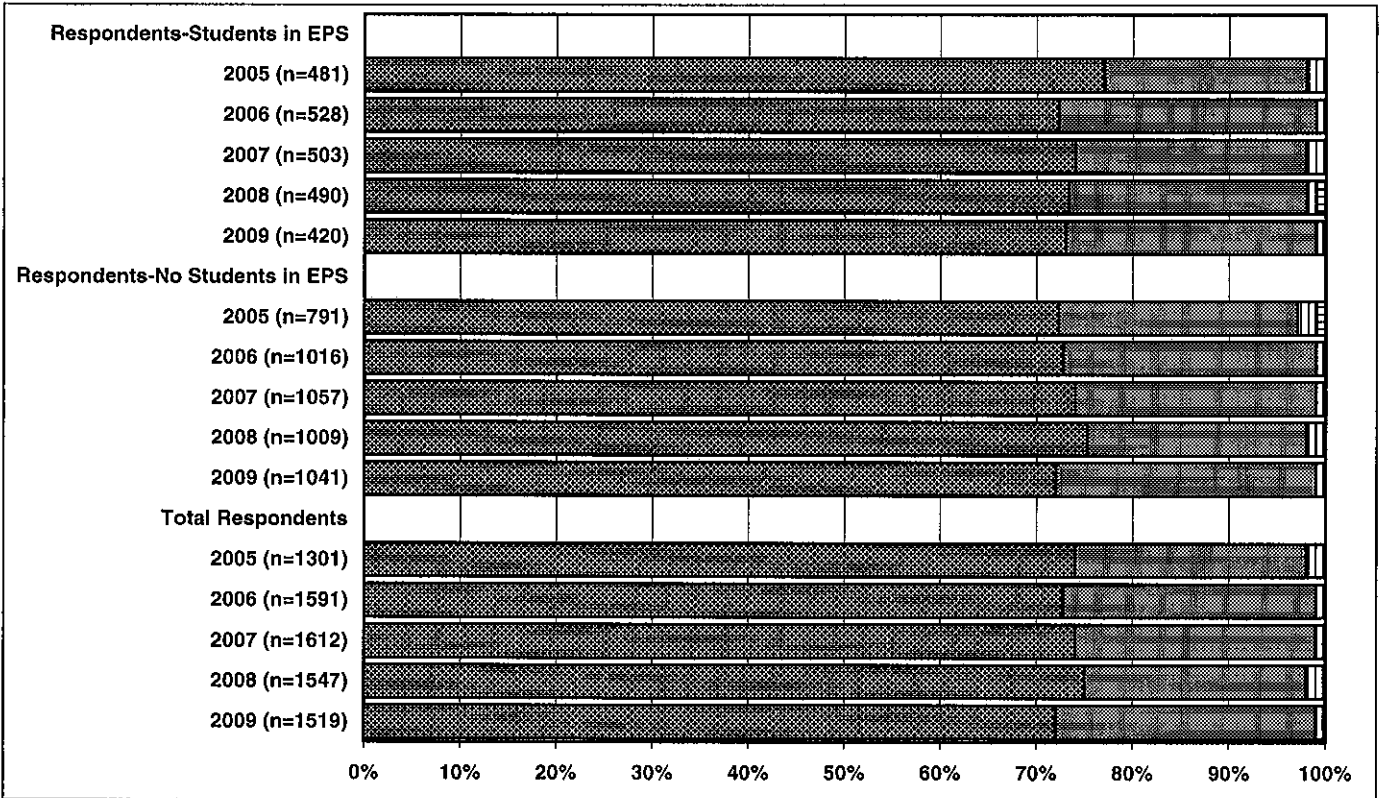
HOW SUPPORTIVE ARE YOU OF THE FOLLOWING:

23. An increase in funding for Edmonton Public Schools?

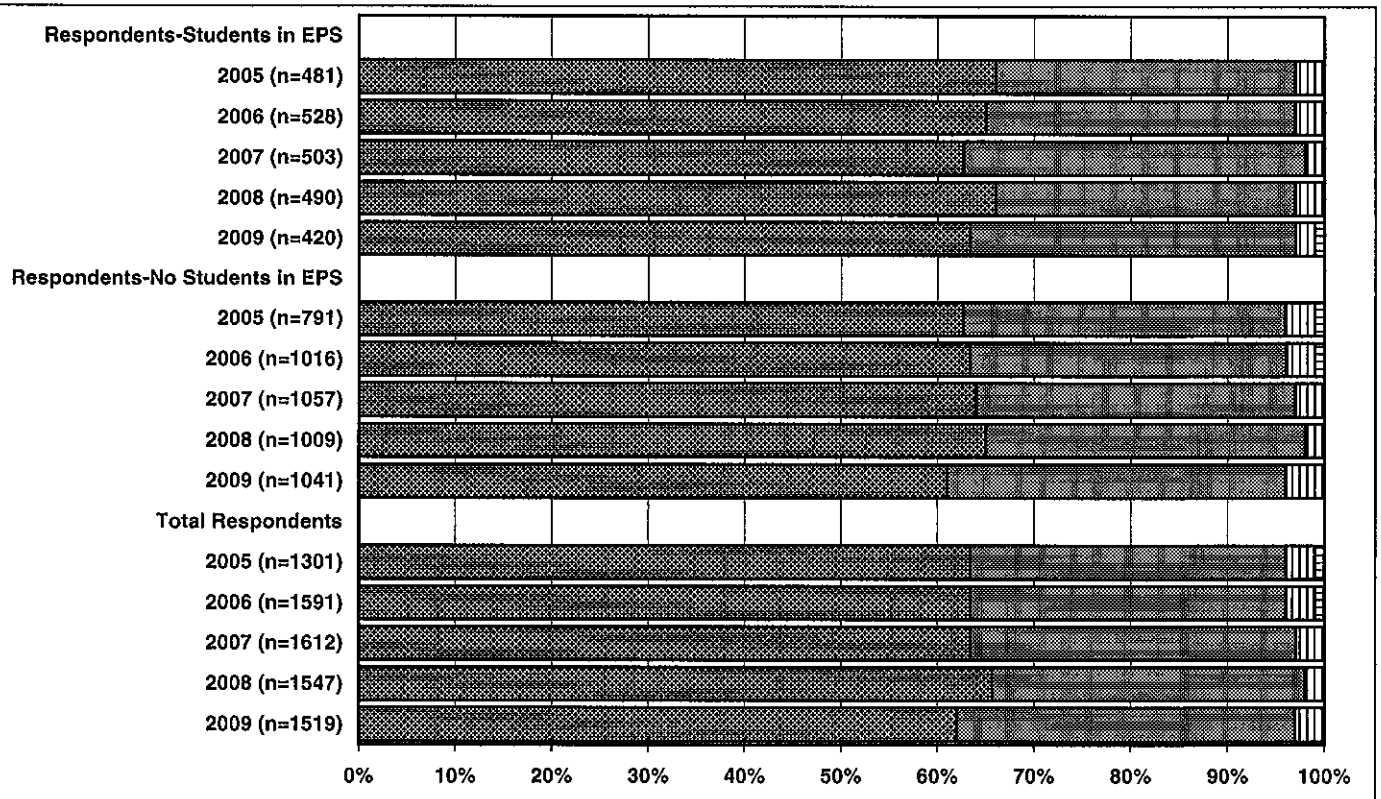


HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

24. Life skills?



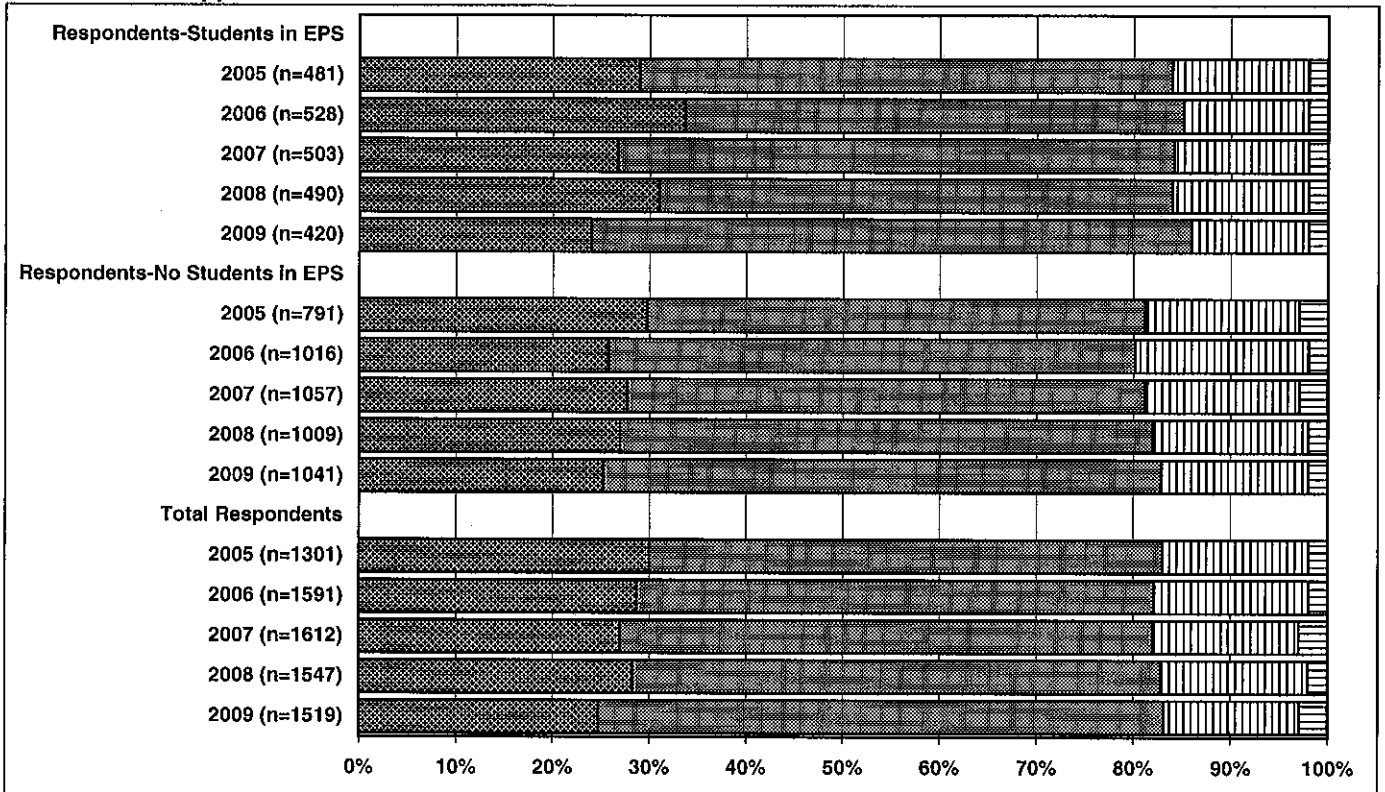
25. Job related skills?



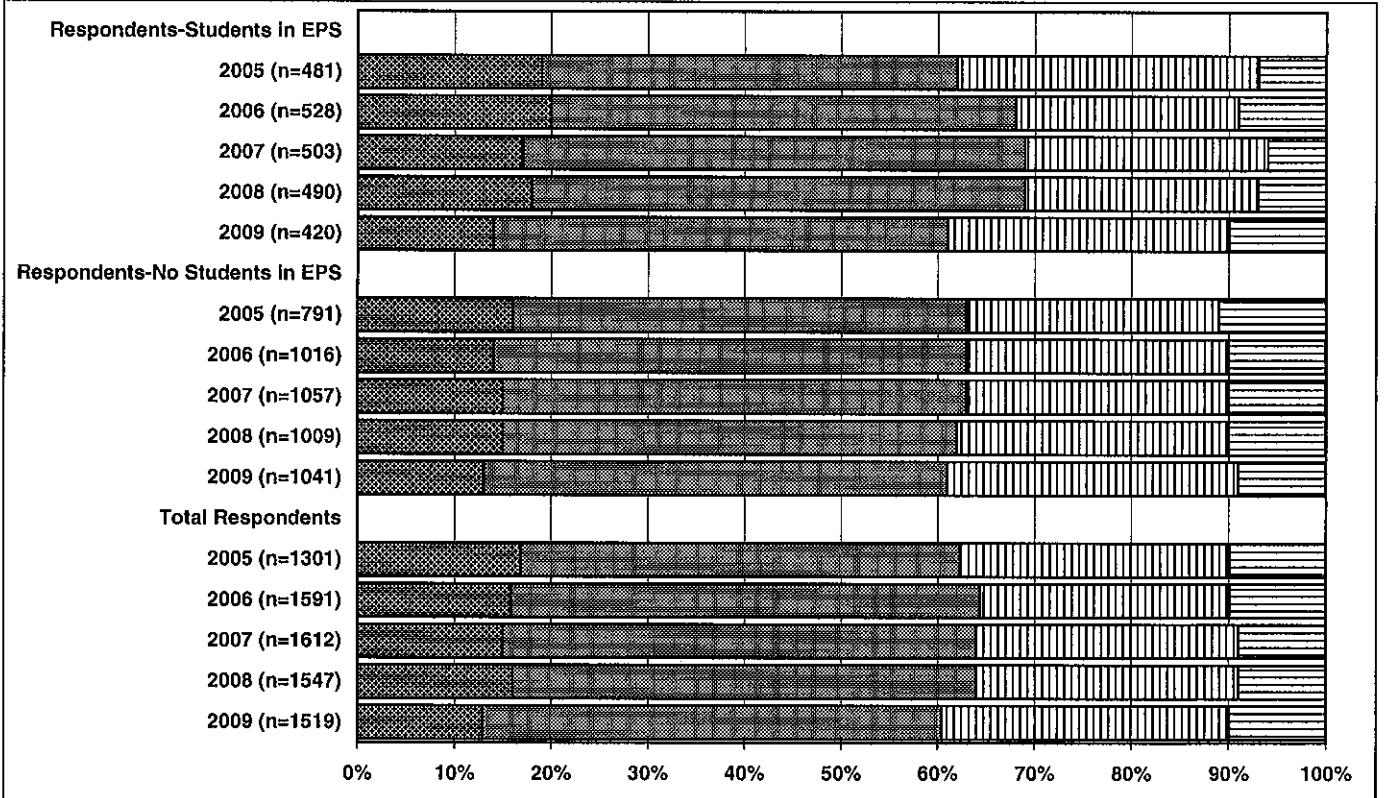
VERY IMPORTANT
 IMPORTANT
 UNIMPORTANT
 VERY UNIMPORTANT

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

26. Skills and appreciation in fine arts?



27. French language skills?

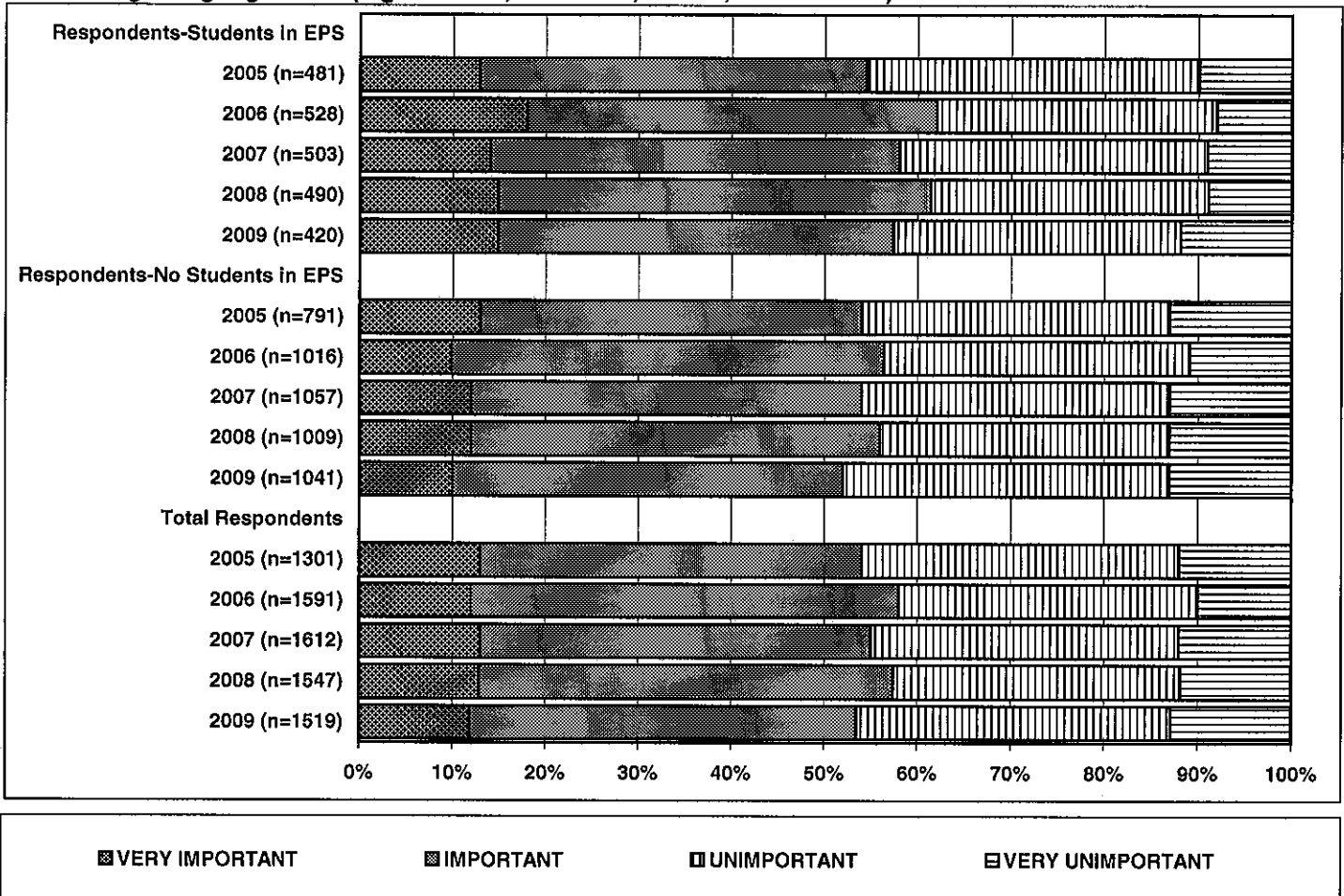


VERY IMPORTANT
 IMPORTANT
 UNIMPORTANT
 VERY UNIMPORTANT

2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

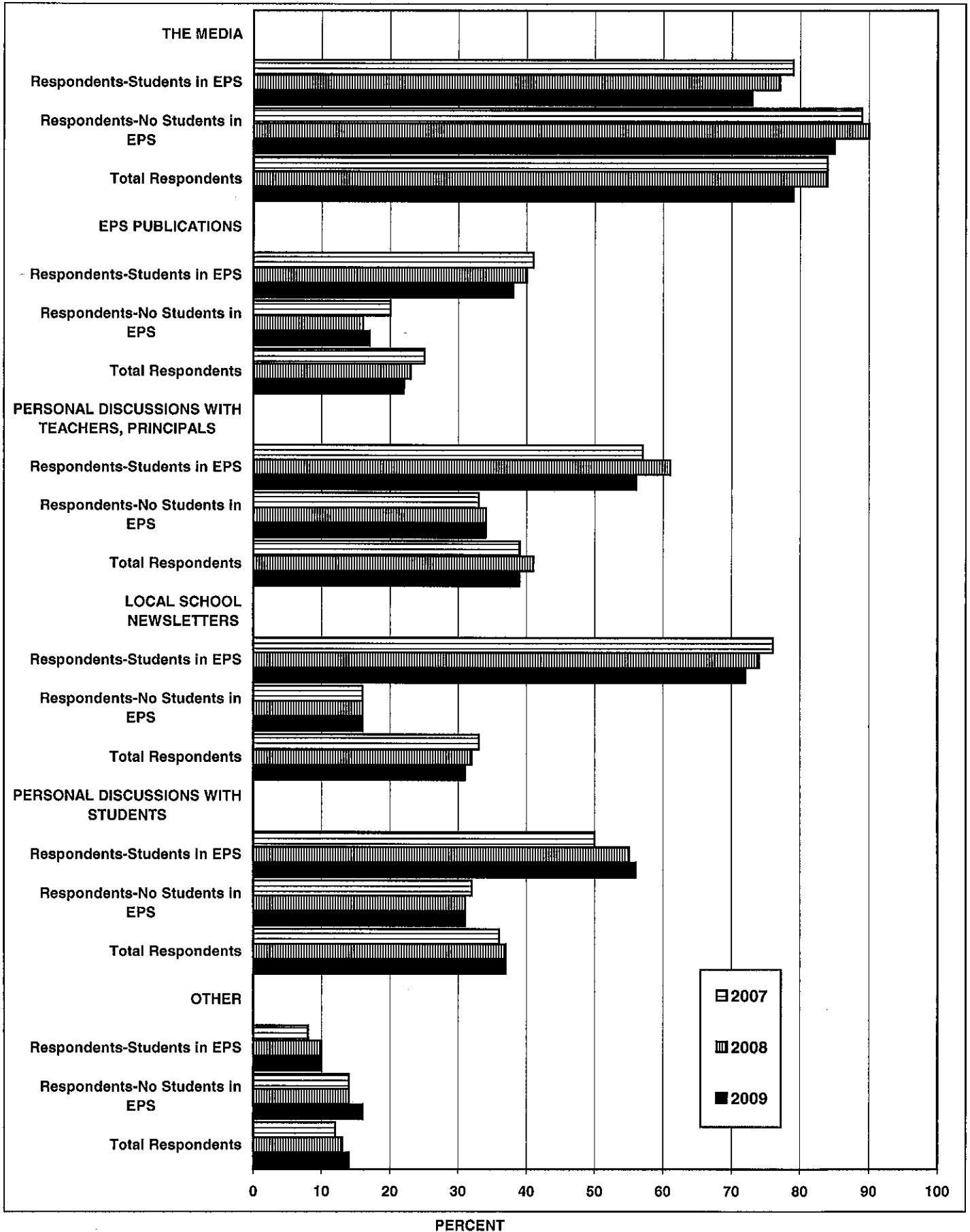
HOW IMPORTANT DO YOU FEEL IT IS FOR SCHOOLS TO DEVELOP THE FOLLOWING:

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



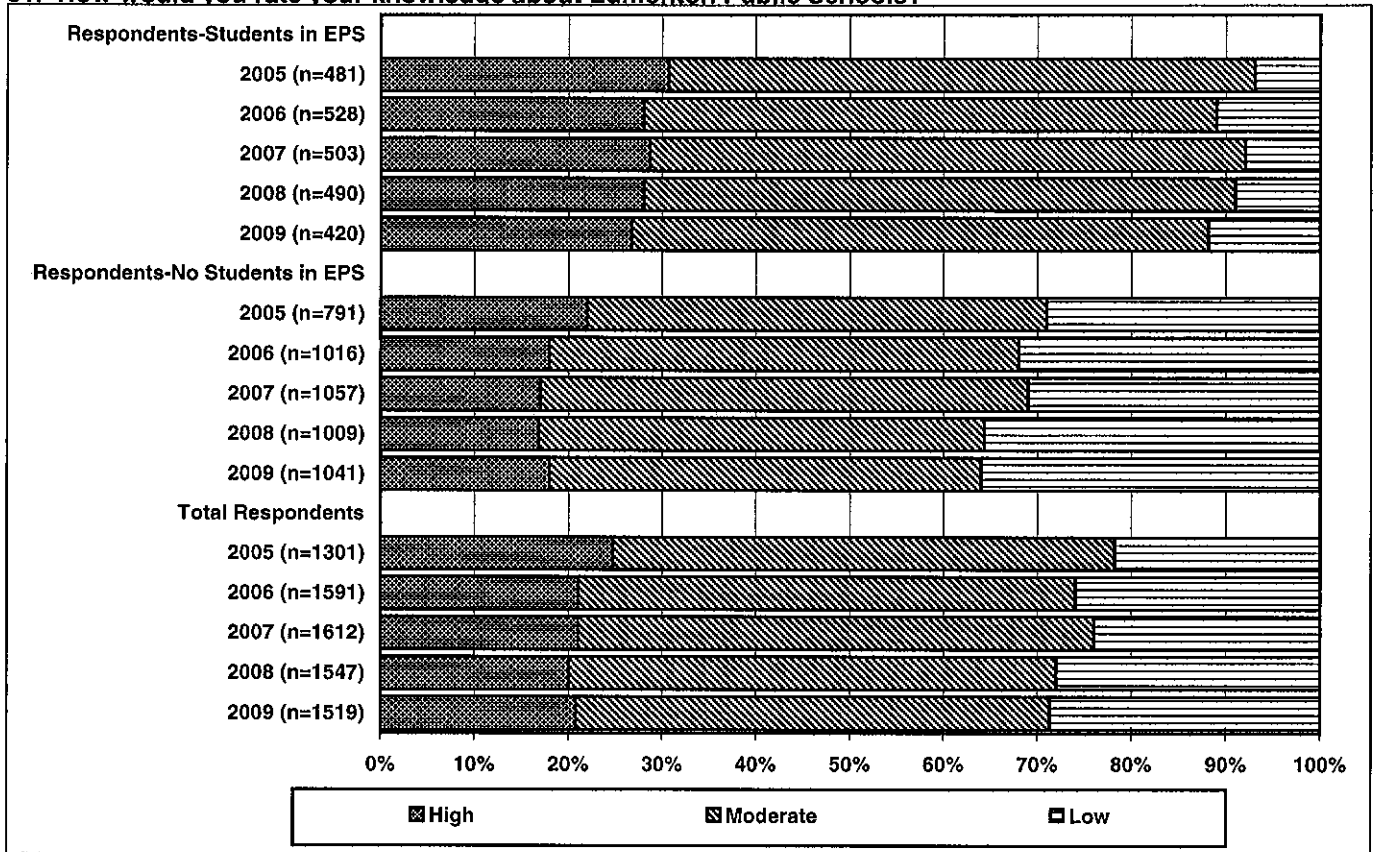
2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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

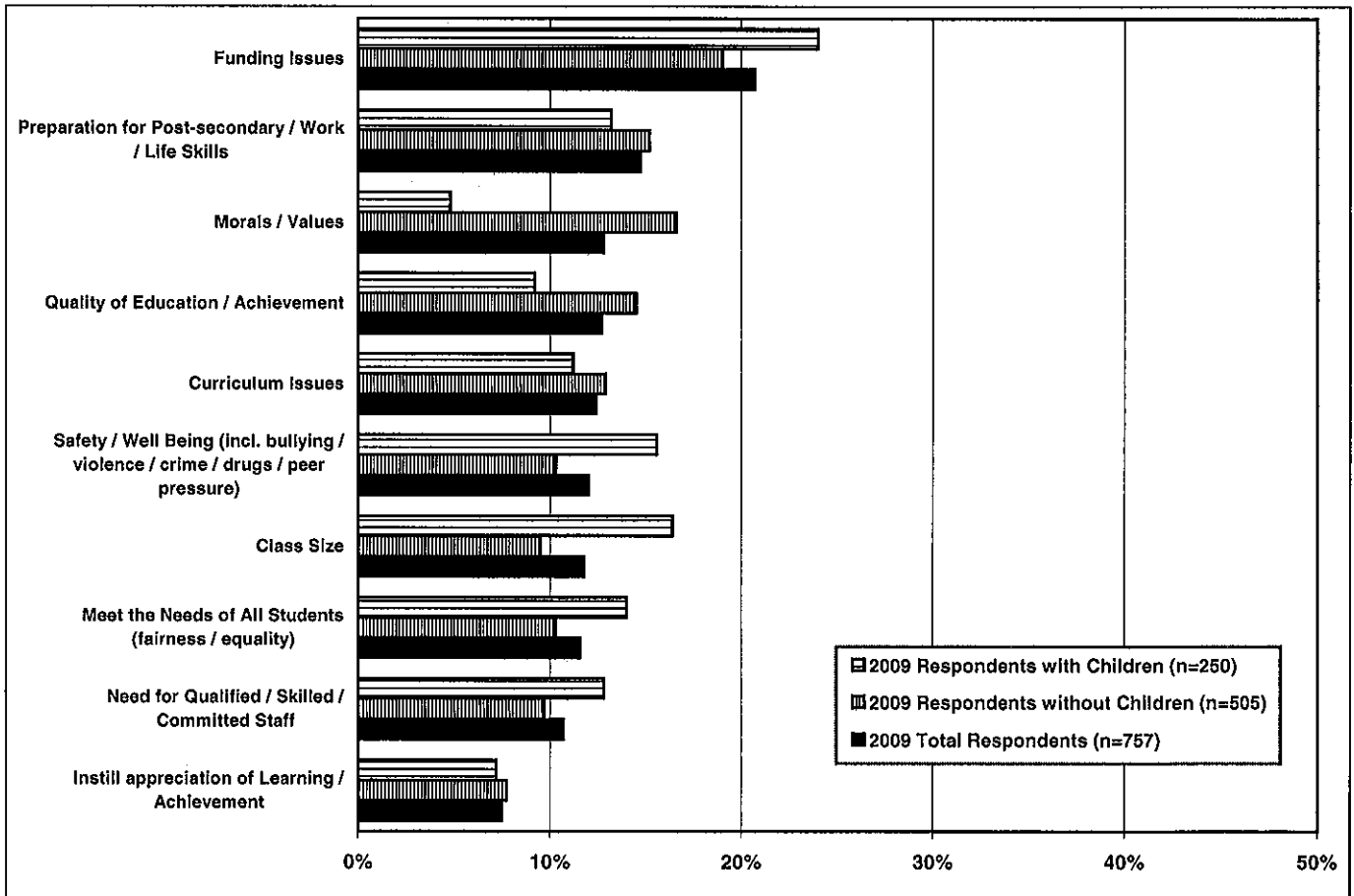


2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

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



What would you say are the main issues facing education?



2008-2009 EDMONTON PUBLIC SCHOOLS COMMUNITY SURVEY

TOTAL COMMUNITY 2005-2009

	2005	2006	2007	2008	2009	Increase / decrease
13. Safety of students	84%	83%	82%	81%	90%	9%
2. Condition of EPS bldgs.	71%	68%	69%	71%	78%	7%
15. Responding to public concerns	63%	67%	65%	63%	68%	5%
18. EPS better/same as other countries	81%	83%	81%	76%	81%	5%
20a. Funding from donations	72%	73%	73%	74%	79%	5%
3. Spending of public money	67%	68%	66%	67%	72%	5%
6. Effectiveness of Principals	82%	85%	82%	79%	84%	5%
9. Working with agencies	79%	81%	81%	79%	84%	5%
20c. Funding from sponsorships	62%	64%	66%	65%	70%	5%
22. Choice of different school types	73%	76%	71%	69%	73%	4%
7. Effectiveness of Trustees	69%	72%	62%	68%	72%	4%
20b. Funding from fund raising	49%	52%	53%	56%	60%	4%
14. Encouraging school completion	75%	73%	77%	74%	77%	3%
20d. Funding from partnerships	86%	88%	88%	87%	90%	3%
20e. Funding from exclusive supply agreements	41%	44%	41%	41%	44%	3%
8. Effectiveness of Superintendent	74%	76%	*	74%	76%	2%
11. Preparation for world of work	59%	60%	61%	58%	60%	2%
12. Preparation for being responsible citizens	65%	65%	65%	64%	66%	2%
16. EPS better/same as private schools	57%	61%	60%	58%	60%	2%
19. Provide variety of courses	92%	92%	92%	92%	94%	2%
5. Effectiveness of teachers	86%	86%	85%	84%	85%	1%
26. Importance of fine Arts skills	83%	82%	82%	82%	83%	1%
4. Availability of Continuing Education	93%	92%	92%	91%	91%	0%
10. Preparation for post sec.	77%	78%	79%	76%	76%	0%
24. Importance of life skills	98%	99%	99%	98%	98%	0%
25. Importance of job related skills	96%	97%	97%	97%	97%	0%
1. Quality of education	86%	87%	87%	87%	86%	-1%
17. EPS better/same as Canada	92%	94%	93%	93%	92%	-1%
21. Parents pay for non-basics	46%	51%	51%	52%	51%	-1%
23. Increase in funding	86%	85%	85%	83%	82%	-1%
27. Importance of French skills	63%	64%	64%	64%	61%	-3%
28. Importance of heritage language skills	54%	58%	55%	58%	54%	-4%

* Question not asked in 2007

PARENTS 2005-2009

	2005	2006	2007	2008	2009	Increase / Decrease
13. Safety of students	85%	84%	84%	85%	93%	8%
2. Condition of EPS bldgs.	70%	71%	73%	76%	83%	7%
20a. Funding from donations	76%	78%	80%	77%	84%	7%
20c. Funding from sponsorships	65%	68%	71%	70%	76%	6%
3. Spending of public money	66%	70%	71%	71%	76%	5%
6. Effectiveness of Principals	85%	87%	87%	82%	87%	5%
22. Choice of different school types	81%	86%	81%	76%	81%	5%
11. Preparation for world of work	66%	70%	70%	66%	71%	5%
15. Responding to public concerns	60%	69%	69%	68%	73%	5%
12. Preparation for being responsible citizens	76%	77%	77%	75%	79%	4%
16. EPS better/same as private schools	58%	59%	62%	58%	62%	4%
18. EPS better/same as other countries	86%	84%	84%	76%	80%	4%
20e. Funding from exclusive supply agreements	49%	47%	44%	48%	52%	4%
9. Working with agencies	80%	84%	80%	79%	83%	4%
5. Effectiveness of teachers	87%	89%	88%	86%	89%	3%
7. Effectiveness of Trustees	67%	75%	69%	74%	77%	3%
19. Provide variety of courses	96%	95%	96%	94%	97%	3%
20b. Funding from fund raising	47%	53%	57%	58%	61%	3%
8. Effectiveness of Superintendent	74%	78%		79%	81%	2%
10. Preparation for post sec.	78%	83%	81%	78%	80%	2%
14. Encouraging school completion	81%	79%	81%	82%	84%	2%
20d. Funding from partnerships	88%	88%	89%	89%	91%	2%
17. EPS better/same as Canada	92%	95%	93%	91%	92%	1%
21. Parents pay for non-basics	48%	52%	49%	52%	53%	1%
24. Importance of life skills	98%	99%	98%	98%	99%	1%
25. Importance of job related skills	98%	97%	98%	97%	98%	1%
26. Importance of fine Arts skills	85%	85%	85%	84%	85%	1%
1. Quality of education	90%	92%	91%	91%	91%	0%
23. Increase in funding	92%	93%	92%	91%	91%	0%
4. Availability of Continuing Education	91%	93%	93%	92%	90%	-2%
28. Importance of heritage language skills	55%	62%	58%	61%	58%	-3%
27. Importance of French skills	62%	68%	69%	69%	60%	-9%

NON-PARENTS 2005-2009

	2005	2006	2007	2008	2009	Increase/ Decrease
13. Safety of students	83%	82%	81%	79%	88%	9%
2. Condition of EPS bldgs.	72%	66%	66%	68%	75%	7%
6. Effectiveness of Principals	81%	83%	80%	77%	83%	6%
15. Responding to public concerns	64%	67%	63%	61%	66%	5%
3. Spending of public money	67%	66%	62%	65%	70%	5%
9. Working with agencies	79%	80%	81%	79%	84%	5%
18. EPS better/same as other countries	78%	82%	79%	76%	80%	4%
20a. Funding from donations	70%	72%	71%	73%	77%	4%
20c. Funding from sponsorships	60%	62%	63%	63%	67%	4%
20d. Funding from partnerships	85%	88%	87%	86%	90%	4%
20b. Funding from fund raising	49%	52%	51%	55%	59%	4%
7. Effectiveness of Trustees	70%	71%	59%	66%	69%	3%
22. Choice of different school types	68%	71%	68%	66%	69%	3%
8. Effectiveness of Superintendent	74%	76%		72%	74%	2%
14. Encouraging school completion	71%	70%	75%	71%	73%	2%
20e. Funding from exclusive supply agreements	36%	43%	40%	38%	40%	2%
11. Preparation for world of work	56%	56%	57%	54%	55%	1%
16. EPS better/same as private schools	56%	62%	59%	58%	59%	1%
19. Provide variety of courses	91%	91%	90%	92%	93%	1%
4. Availability of Continuing Education	93%	92%	92%	91%	91%	0%
5. Effectiveness of teachers	85%	84%	84%	83%	83%	0%
12. Preparation for being responsible citizens	59%	59%	59%	59%	59%	0%
24. Importance of life skills	98%	98%	99%	98%	98%	0%
26. Importance of fine arts skills	82%	81%	81%	82%	82%	0%
17. EPS better/same as Canada	92%	93%	94%	94%	93%	-1%
25. Importance of job related skills	96%	97%	97%	97%	96%	-1%
27. Importance of French skills	63%	63%	63%	62%	61%	-1%
1. Quality of education	84%	84%	85%	85%	83%	-2%
10. Preparation for post sec.	77%	76%	78%	76%	74%	-2%
21. Parents pay for non-basics	45%	50%	53%	52%	50%	-2%
23. Increase in funding	84%	82%	82%	80%	78%	-2%
28. Importance of heritage language skills	54%	57%	54%	56%	52%	-4%