

EDMONTON PUBLIC SCHOOLS

September 12, 2000

TO: Board of Trustees

FROM: E. Dosedall, Superintendent of Schools

SUBJECT: 2000 Student-Parent-Staff District Satisfaction Survey Results

ORIGINATOR: G. Reynolds, Department Head

RESOURCE

STAFF: Diane Brunton, Don Le, Linda Wiens

INFORMATION

In the fall of 1999 a small committee consisting of principals and district staff was formed to conduct an extensive review of the entire student-parent-staff satisfaction survey process. Input was requested and a substantial amount of information received from all stakeholder groups. After considerable analysis and discussions the survey process and questionnaires were revised, reviewed by an external research firm, and field-tested in a number of district schools.

The newly revised district satisfaction survey was administered to all staff, a sample of district parents and a sample of students from each school in May 2000. Results from the survey are used in conjunction with other information to determine whether school and district decisions and initiatives are having the desired effect.

SURVEY SUMMARY

Overall, results from the surveys indicate increases in positive responses for all groups except parents, which remained stable. Junior High students showed the highest and most significant increases in positive responses. School and Central Services staff also showed significant increases. Principals continue to be the most satisfied of all groups followed by parents, students, and staff. Central Services employees continue to be the least satisfied of all groups surveyed.

Survey results for students, parents, and staff are considered accurate with three percentage points nineteen times out of twenty.

Following are highlights from the individual groups surveyed:

STUDENTS

There were a number of changes made to the 2000 student surveys, in addition to question additions and deletions, that need to be considered when comparing the results of the student surveys with previous years. These include:

- kindergarten students were not included in the survey this year. It is likely that the increase in overall positive responses for elementary students would have been higher had the kindergarten students been included. Kindergarten students are generally the most positive of all students groups.
- the response categories for junior high and high school students were changed from a choice of 'Yes', 'No', and 'Not Sure' to 'Always', 'Sometimes', 'Seldom', and 'Never'. It is difficult to determine whether or not this change affected the overall positive or negative responses to survey questions.

1. Elementary

Elementary students are the most positive of all student groups. Positive responses stayed relatively stable for this group except for a decrease in students who felt that most students followed the classroom rules.

2. Junior High

Although this group has traditionally been the least positive of all students they have moved ahead of high school students in positive responses. Results show a positive trend and an increase in positive responses for most indicators with the most significant increases pertaining to:

- recognition for accomplishments
- students following rules in and out of classroom
- students respecting school property and other students
- having a say in school level decisions
- finding school work interesting
- clarity on learning expectations
- helpfulness of teachers
- opportunities for extra curricular activities
- feeling safe in school.
- finding their school work interesting

3. High School Students

There was an increase in positive responses for most indicators. The most positive increases were regarding:

- recognition for accomplishments
- opportunity for a say in school decisions
- finding school work interesting
- students respecting school property and other students
- having an opportunity for extracurricular activities
- having a variety of courses

- following rules out of the classroom
- being clear on learning expectations – has been increasing since 1997
- using computers to learn – also a positive trend in this area

There was a significant decline in high school students who feel prepared to enter the world of work. Also, since 1997 there has been a continuous decrease in positive responses concerning school cleanliness and helpfulness of report card information.

PARENTS

Parents continue to express high levels of satisfaction with their child’s school and the overall quality of education their child is receiving. However there is a negative trend in satisfaction with the way money is being used in their child’s school. This was mainly noted for junior high parents who showed a decline of 11% satisfaction. There was also a significant decrease in parents who felt their child was prepared to enter the world of work.

STAFF

All staff groups showed an increase in positive responses for most items surveyed. School and Central Services Staff showed a significant increase in positive responses overall.

1. School Staff

Survey results show an increase in positive responses as well as a positive trend for many of the indicators. The most significant increases were regarding:

- the way money is used in the district
- confidence in trustees
- leadership of superintendent
- district being a good place to work
- opportunity for input in district level decisions
- satisfaction with information on district happenings
- use of computers to assist with job
- professional development
- recognition

There is significant decrease in school staff who feel their school facility is adequate to accommodate the programs offered at their school.

2. Principals

Overall, principals continue to be the most positive of all groups surveyed. Principals indicated an increase in positive responses for most survey items. The most significant increases were regarding

- the financial information they received
- services provided by financial services, facilities, and marketing

Survey results show a positive trend in responses regarding:

- opportunities for professional development

- services provided by transportation, information technology, and budget services
- recognition
- staff working as a team
- the way money is used in the district
- using computers to assist with job

There is a negative trend in responses regarding the physical condition of their school.

3. Central Services

Central services staff are the least positive of all staff groups, however they indicate a positive trend in many areas and an increase in positive responses in most areas. The most significant increases in positive responses were regarding:

- the way money is spent in the district and central services
- confidence in board of trustees
- say over district and department level decisions
- managing director providing effective leadership
- satisfaction with the financial information received
- opportunities for professional development

There was a significant decrease in staff who were satisfied with the physical condition of the building they work in and the leadership provided by their supervisor.

LW:

APPENDIX I - District Satisfaction Survey Results 1995-2000