

EDMONTON PUBLIC SCHOOLS

September 11, 2001

TO: Board of Trustees

FROM: A. McBeath, Acting Superintendent of Schools

SUBJECT: 2000-2001 Student-Parent-Staff District Satisfaction Survey Results

ORIGINATOR: G. Reynolds, Department Head

RESOURCE
STAFF: Diane Brunton, Don Le, Linda Wiens

INFORMATION

The district satisfaction survey was administered to all staff and a sample of parents and students from each district school in May 2001. 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.

A pilot project involving the administration of student and staff surveys via the Internet was also undertaken in two of our district schools in May. Overall the pilot project was successful and reinforced our belief that district surveys on the Internet will be a more cost and time effective means of conducting surveys for Edmonton Public Schools. We were able to identify a number of strengths and weaknesses that will assist us in broadening the scope of the project next year. At least ten additional schools will be encouraged to participate next year. In addition parents and the community will be given the option of completing the surveys on-line.

SURVEY SUMMARY

Overall, positive responses remained relatively stable for all groups surveyed. Principals continue to be the most satisfied, followed by parents, students, and staff. Central services employees continue to be the least satisfied of all groups however they are showing increasingly larger gains in positive responses than other staff groups.

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

Following are highlights from the individual groups surveyed. Detailed longitudinal analysis for all the indicators and survey groups are found in Appendix I of this report.

STUDENTS

1. Elementary

There was very little change in positive responses for this group. They continue to be the most positive of all student groups.

2. Junior High

Although this group has traditionally been the least positive of all students, they moved ahead of high school students in last year's survey and continue to show a positive trend for most indicators.

3. High School Students

Positive responses for high school students remained relatively stable. There continues to be a positive trend in students following the school's rules for behavior out of the classroom as well as an increasing use of computers. There was a significant decrease in students who felt there was an opportunity for extracurricular activities.

PARENTS

Parents continue to express high levels of satisfaction with their child's school and the overall quality of education their child is receiving. There is a significant increase in parents who are satisfied with the way money is being used by the school and the district. Parents are also increasingly satisfied that their child receives the help needed to succeed in school.

STAFF

There was little change in positive responses for most staff groups although central service staff continued to show a positive trend in their response to most survey questions.

1. School Staff

There was little change in positive responses for school staff from the previous year. However survey results show a positive trend for a number of indicators:

- satisfaction with information shared about district happenings
- opportunity for input into district level decisions
- leadership of the superintendent
- use of computers to assist with their job

There is a negative trend regarding:

- schools providing appropriate learning experiences for all students

- school facility being adequate to accommodate programs offered at school
- principal providing effective leadership in the 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 are:

- satisfaction with the physical condition of their school
- recognition
- accommodation of special needs students
- satisfaction with financial information
- satisfaction with services provided by financial services
- satisfaction with the availability of qualified staff for special needs and alternative programs

Responses to the items above have become increasingly positive over the past five years.

A positive trend was also observed for the following indicators:

- staff working as a team in the district
- opportunity for input into district level decisions
- services provided by information technology, budget services, and resource development services

There was a significant decrease in principals who were satisfied with the services provided by transportation.

3. Central Services

Central services staff, although the least positive of all staff groups, are becoming increasingly positive. The most significant increases are regarding:

- satisfaction with the financial information received
- the way money is used in central services and in the district
- information on district happenings
- leadership of the superintendent

There was a significant decrease in central services staff who were satisfied with the physical condition and cleanliness of the building they work in.

LW: