

# EDMONTON PUBLIC SCHOOLS

September 27, 2005

TO: Board of Trustees

FROM: A. McBeath, Superintendent of Schools

SUBJECT: 2005 Student-Parent-Staff Satisfaction Survey Results

ORIGINATOR: R. MacNeil, Executive Director

RESOURCE  
STAFF: Diane Brunton, Don Le, Liam Moss

## INFORMATION

The 2005 annual district satisfaction survey was administered in April to a sample of students from each school, a sample of parents at the district level and to all district staff. A pilot project involving the administration of student and staff surveys via the Internet was continued for the fourth year. Seventy-two schools volunteered to participate this year. Overall, the response to the online process was positive. Benefits of the on-line surveys include being user friendly, efficient and the process allows for earlier provision of results. Parents were again given the option of completing the survey on the Internet or returning it through Canada Post. Approximately thirteen percent of parent respondents opted to complete their surveys on-line.

There is continued positive response to most items on the survey from parent, student, principal and school staff groups. Responses from these groups exhibit little change from the previous year, with positive responses remaining relatively stable. Principals on the whole are quite positive; however this group's positive responses show a decline in reply to a number of questions as evidenced in the following appendices. Although central services staff continue to be the least satisfied group overall, positive responses remain fairly constant when compared to the last survey year.

## SUMMARY OF SURVEY ANALYSIS

### STUDENTS

#### 1. Elementary

Elementary students continue to be very positive in response to the majority of items on the survey with most responses showing a slight increase from the previous year. The questions to which student response is least positive concern whether students follow the rules in the classroom and in school. These two areas also show the greatest increase in positive response from the previous year.

## **2. Junior High**

Junior high students show a small increase in overall positive response this year. Responses remain fairly constant with little fluctuation from last year. The largest increase in positive response is seen in reply to whether students find their school work interesting.

## **3. High School Students**

Overall positive response for high school students is up slightly from last year. The survey item displaying the greatest increase in positive response asks whether students feel they have opportunities for input into school decisions. Longitudinally, upward trends are seen in the following areas: finding school work interesting, being clear on learning expectations, report card information being helpful, receiving help in planning a career and being prepared to enter the world of work.

## **PARENTS**

Parents show continued high levels of satisfaction with their child's school. They express the least satisfaction with the level of funding provided for public education, although response to this question also gained the largest positive increase from last year. Other responses remain fairly consistent in comparison to the prior year. There is an upward trend regarding parent satisfaction that school work is challenging to their child.

## **STAFF**

### **1. School Staff**

Overall positive response for school staff remains relatively stable with a slight increase from the prior year. The greatest increases in positive response are in reply to the use of money in the district and confidence in the board of trustees. All other survey items display slight increases or remain constant with those from last year.

### **2. Principals**

Overall, principals are quite positive. Increases in positive response are seen relating to whether time spent in the classroom assists with decisions involving professional development and allocation of resources. Principals also express increased confidence in the board of trustees. A decrease in principals' positive response is noted in the following areas: receiving recognition for the work they do, opportunities for input into district level decisions, the use of money in the district, staff work as a team in the district, the leadership of the Superintendent and satisfaction with the financial information received. A number of survey items show a downward trend over the last four years the surveys have been administered as evidenced by the graphs contained in Appendix I.

### 3. Central Services

Historically central services staff have been the least positive of all staff groups overall and remain so this year. However, responses remain relatively constant with minor increases or decreases when compared to last year. Responses regarding opportunities for input into district level decisions as well as the use of money in central services and the district remain the areas of least satisfaction for this group. When results are considered over the last four years, there are a significant number of questions displaying a downward trend in positive response which are demonstrated in the Central Services graphs in Appendix I.

Detailed multiyear survey results are provided in graph form in Appendix I. Multiyear tabular reports are presented in Appendix II.

DB:

APPENDIX I - District Satisfaction Survey Results 2000-2005

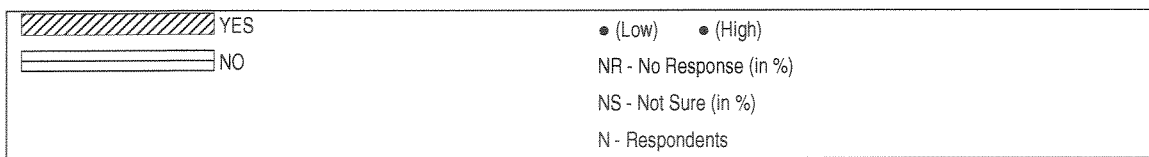
APPENDIX II - District Satisfaction Survey Tabular Reports 2000-2005

**DISTRICT SATISFACTION SURVEY RESULTS 2000-2005**

STUDENTS GRADES 2-6

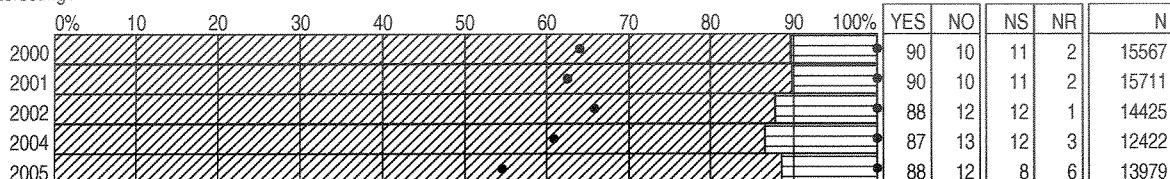
BY QUESTION

2-6 STUDENTS  
DISTRICT TOTAL

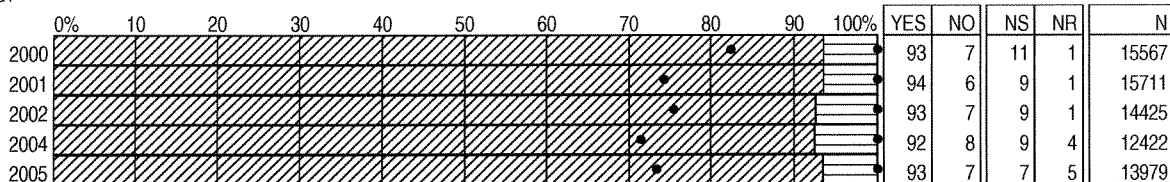


Note: Graph percentages are based on committed responses

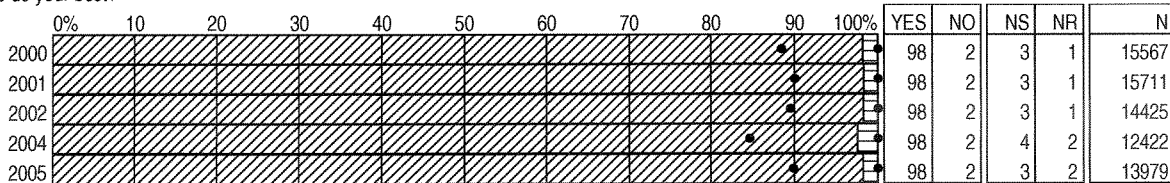
1) Do you find your school work interesting?



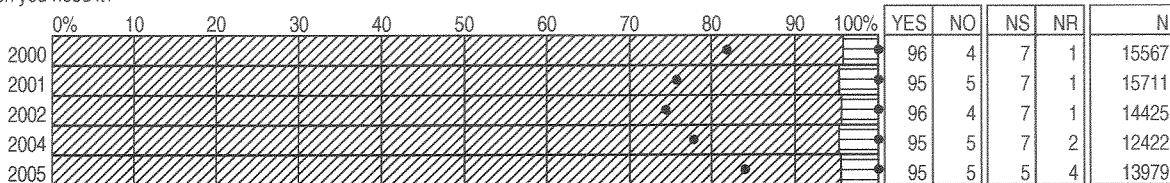
2) Is your report card helpful to you?



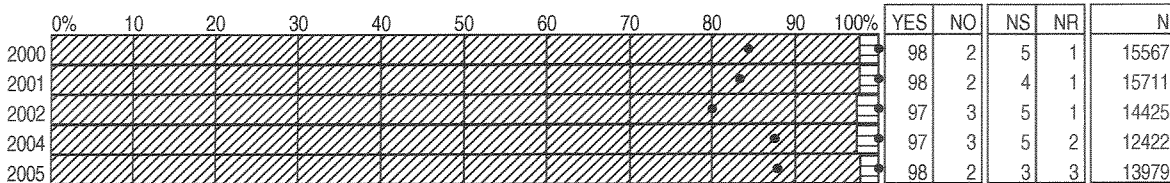
3) Does your teacher expect you to do your best?



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



5) Do you know the school rules?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 4 students  
 \* Results weighted

Superb Results *from all students*

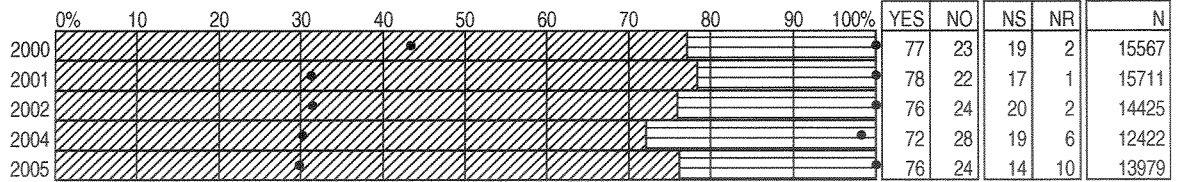
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 2-6

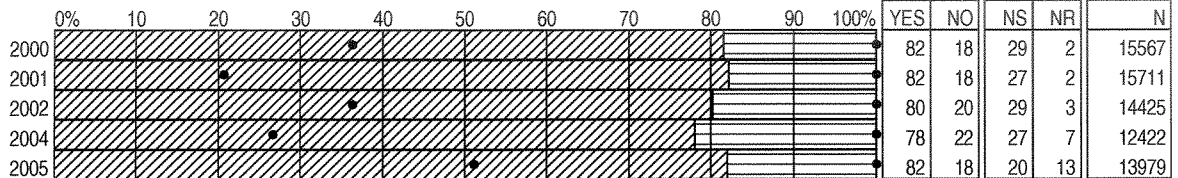
BY QUESTION

2-6 STUDENTS  
DISTRICT TOTAL

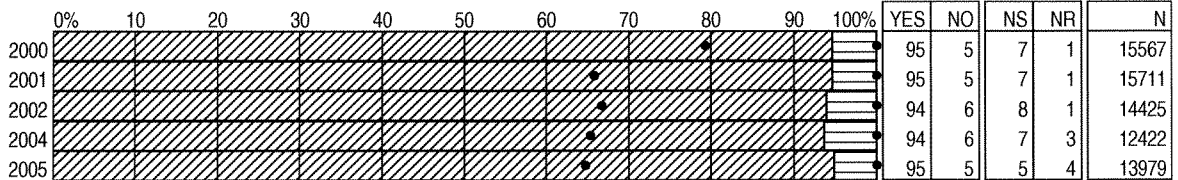
6) Do most of the students in your class follow the classroom rules?



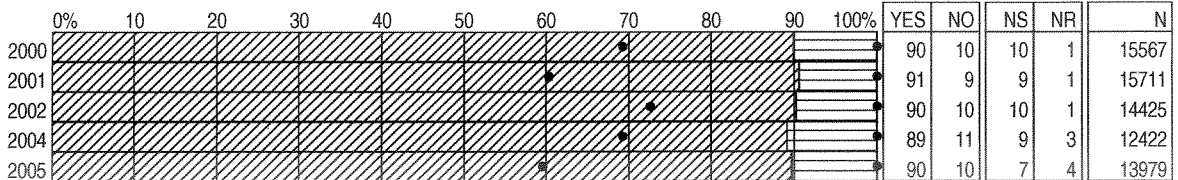
7) Do most of the students in your school follow the school rules?



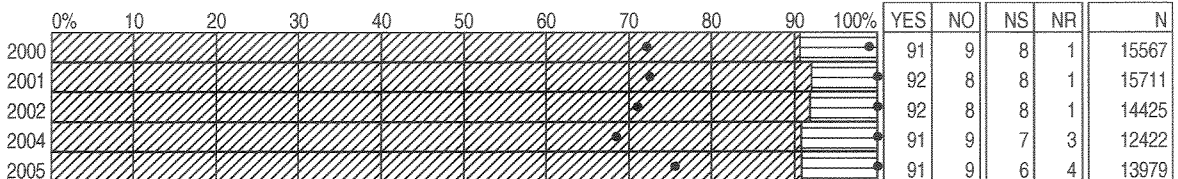
8) Do you feel safe in school?



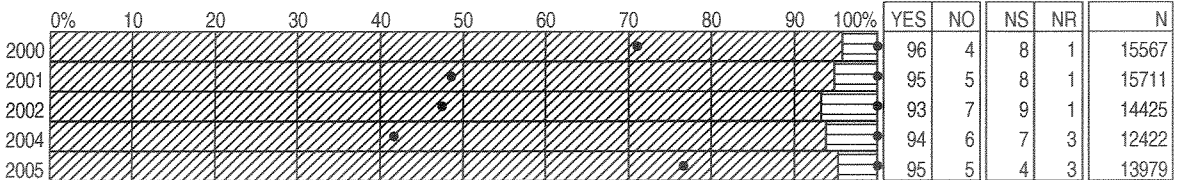
9) Do you feel safe during recess time?



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



11) Is your principal a good leader?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 4 students  
 \* Results weighted

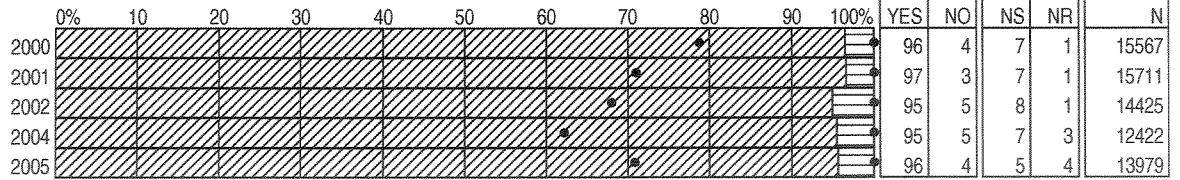
# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 2-6

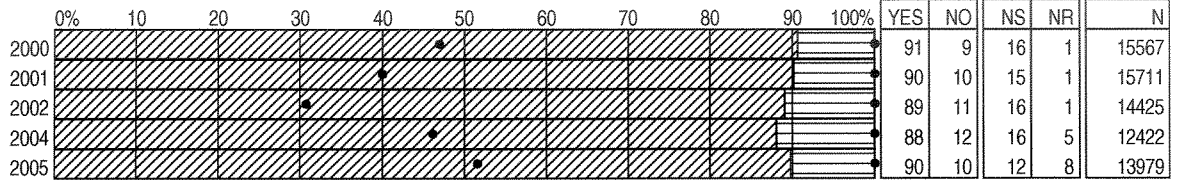
BY QUESTION

2-6 STUDENTS  
DISTRICT TOTAL

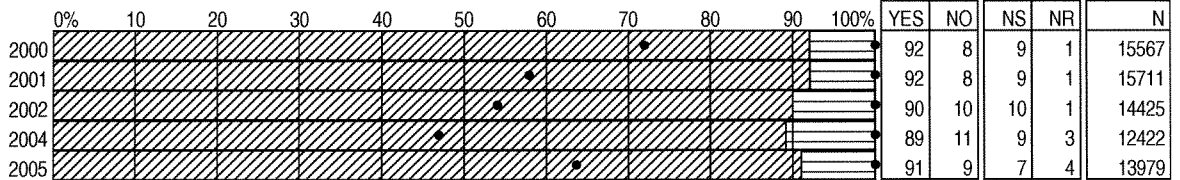
12) Are the people in the office helpful to you?



13) Is your school clean?



14) Do you like being in your school?



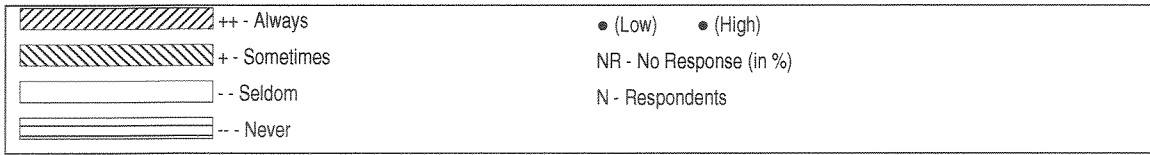
\* Surveys not conducted in 2003  
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 \* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 7-9

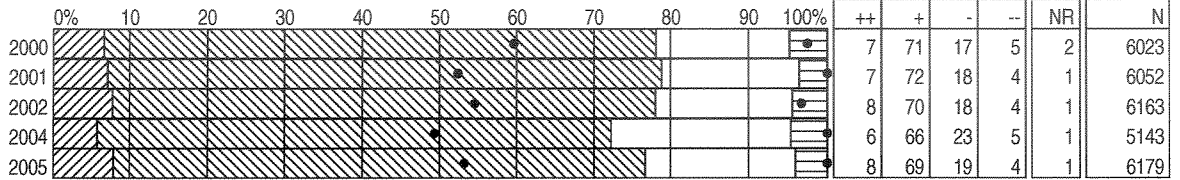
BY QUESTION

7-9 STUDENTS  
DISTRICT TOTAL

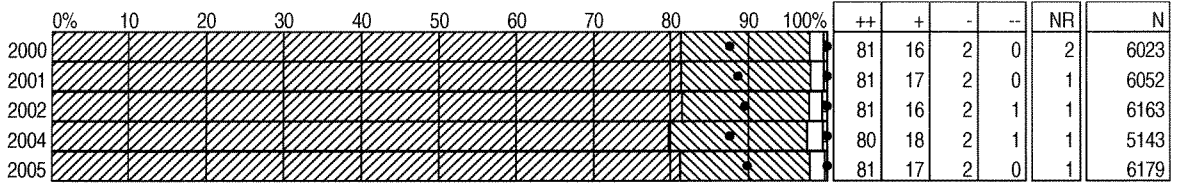


Note: Graph percentages are based on committed responses

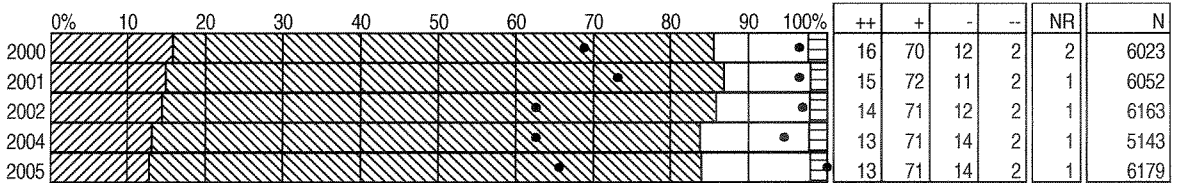
1) Do you find your school work interesting?



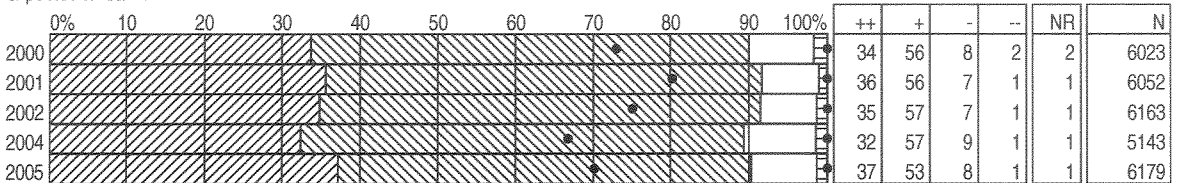
2) Are you expected to do your best?



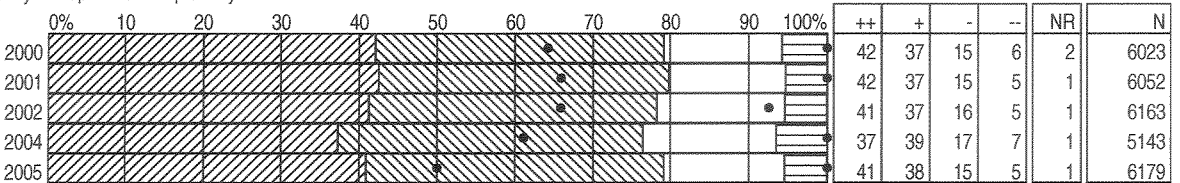
3) Are your classes challenging?



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?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 7 students  
 \* Results weighted

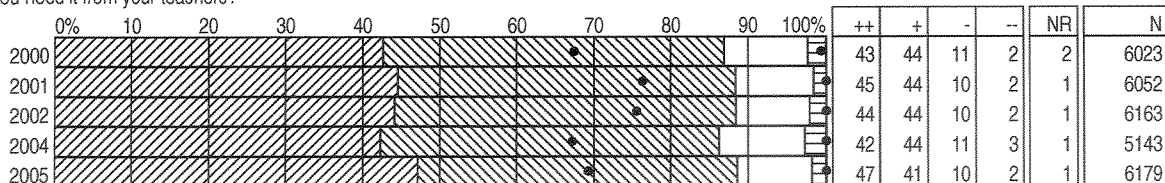
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 7-9

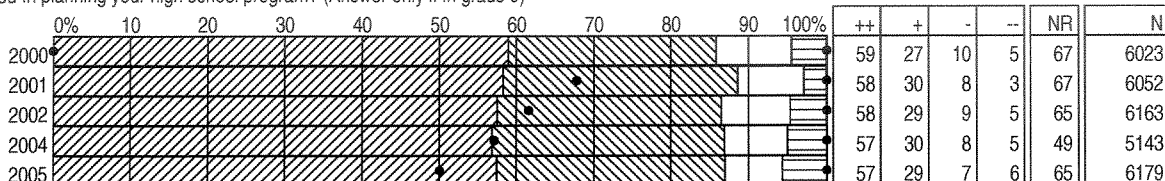
BY QUESTION

7-9 STUDENTS  
DISTRICT TOTAL

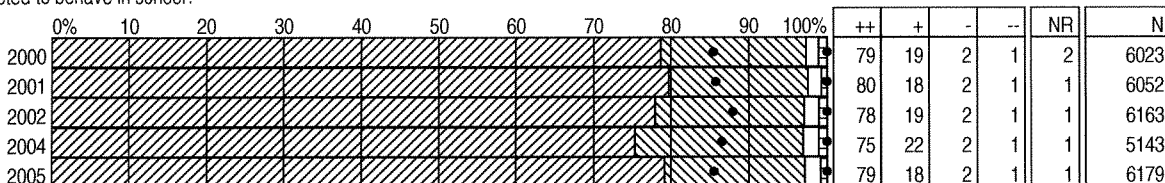
6) Overall, do you get help when you need it from your teachers?



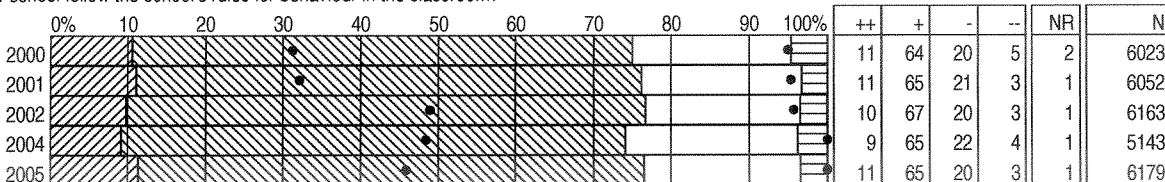
7) Do you get the help that you need in planning your high school program? (Answer only if in grade 9)



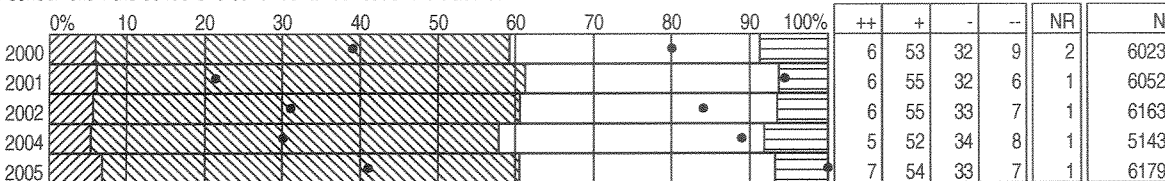
8) Do you know how you are expected to behave in school?



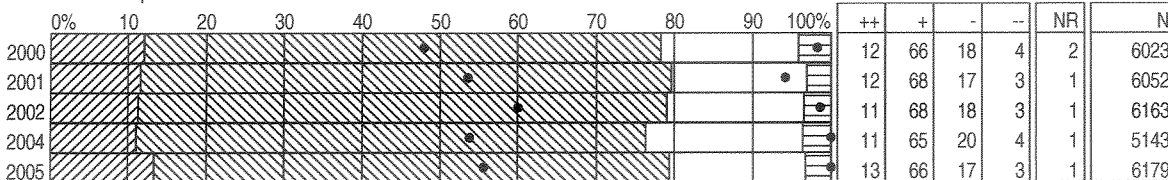
9a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



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?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 7 students  
 \* Results weighted



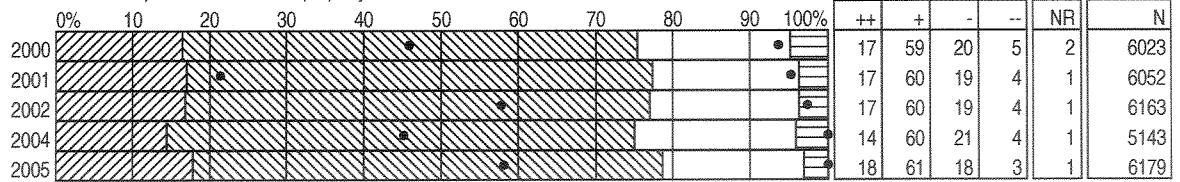
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 7-9

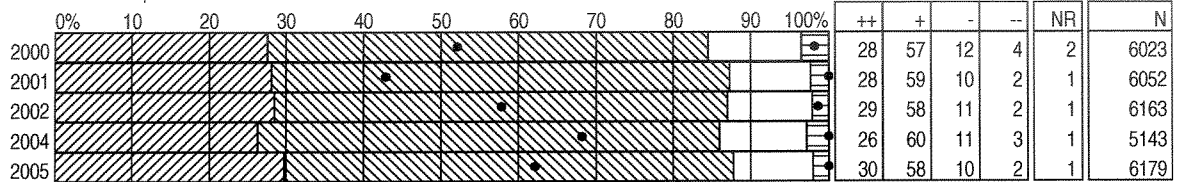
BY QUESTION

7-9 STUDENTS  
DISTRICT TOTAL

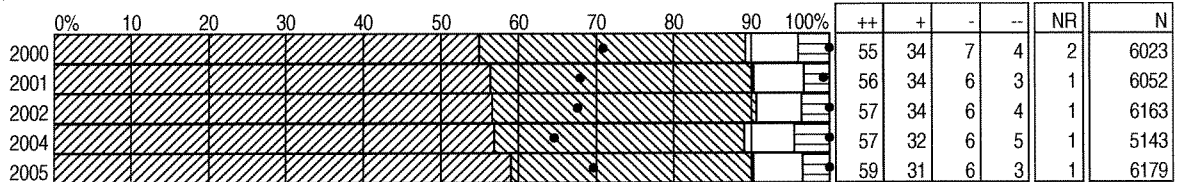
10b) Do most of the students at your school show respect towards school property?



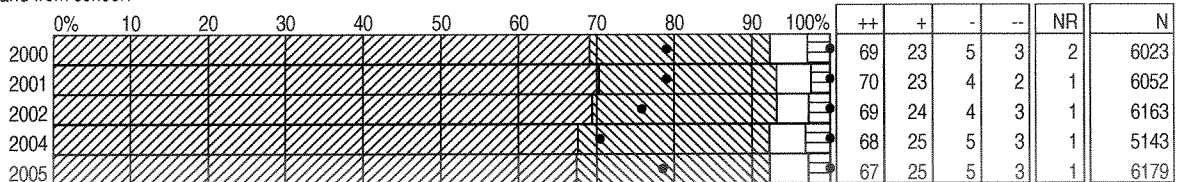
10c) Do most of the students at your school show respect towards school staff?



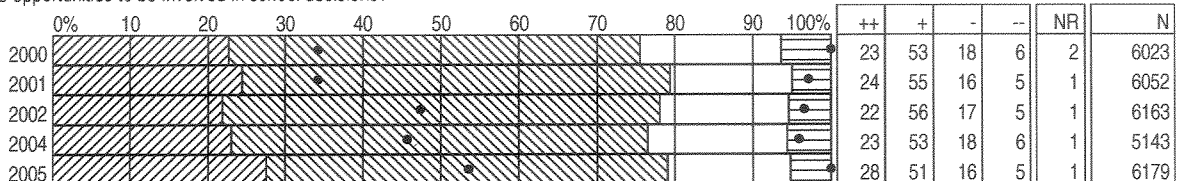
11) Do you feel safe in your school?



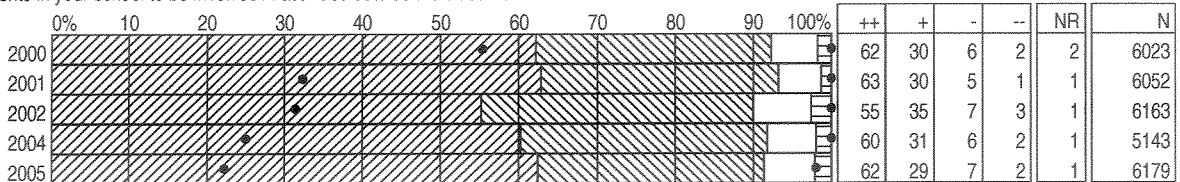
12) Do you feel safe on the way to and from school?



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?



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 \* Results weighted

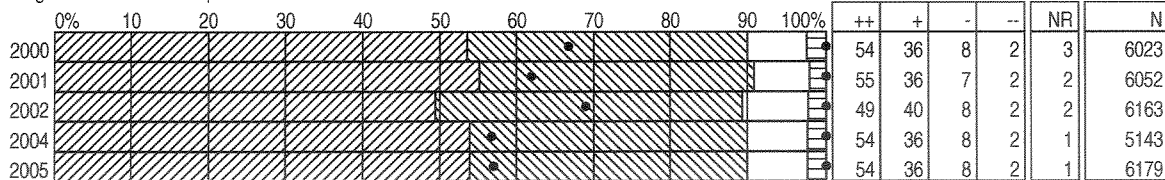
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 7-9

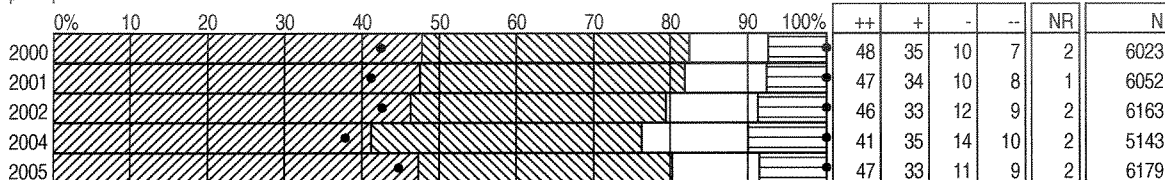
BY QUESTION

7-9 STUDENTS  
DISTRICT TOTAL

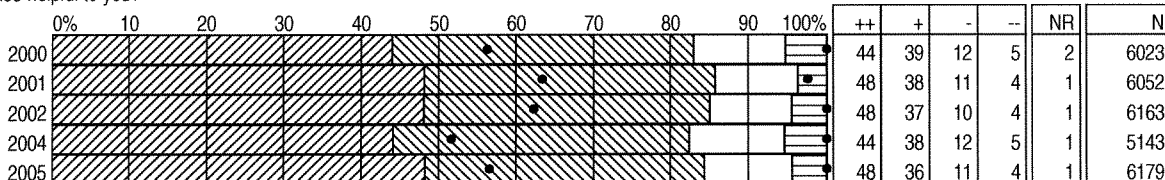
15) Do students in your school get recognition for their accomplishments?



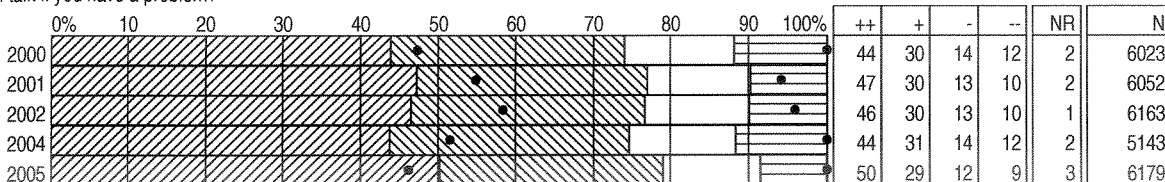
16) Do you have confidence in your principal?



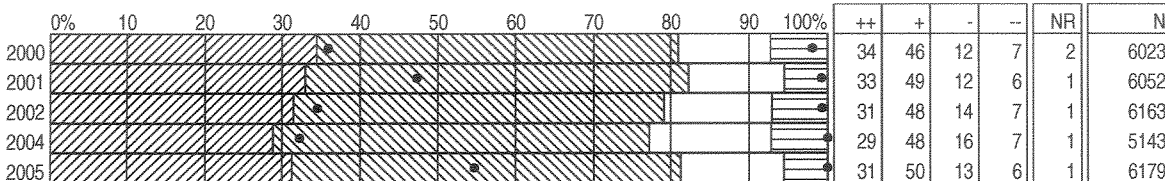
17) Are the people in the school office helpful to you?



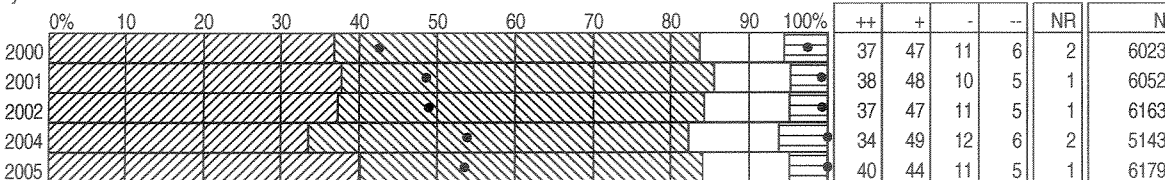
18) Is there a staff member you can talk if you have a problem?



19) Is your school clean?



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



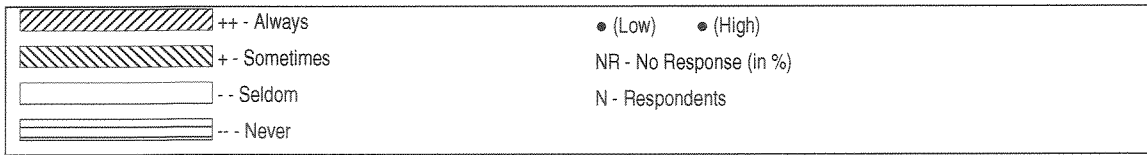
\* Surveys not conducted in 2003  
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 \* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 10-12

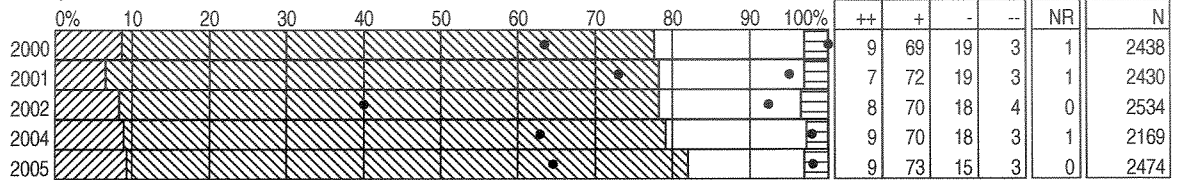
BY QUESTION

10-12 STUDENTS  
DISTRICT TOTAL

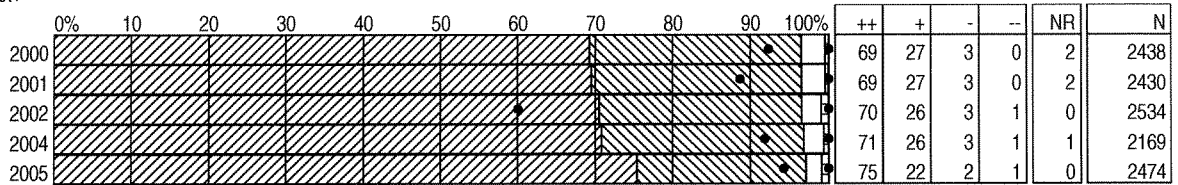


Note: Graph percentages are based on committed responses

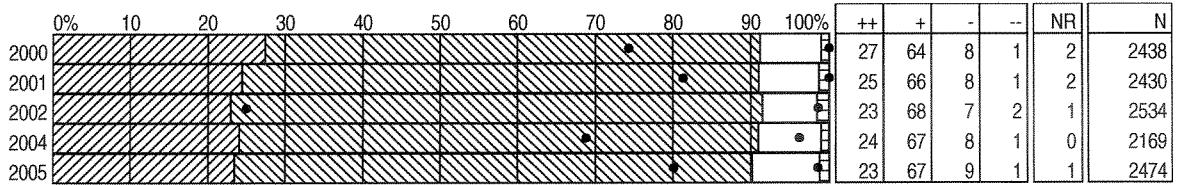
1) Do you find your school work interesting?



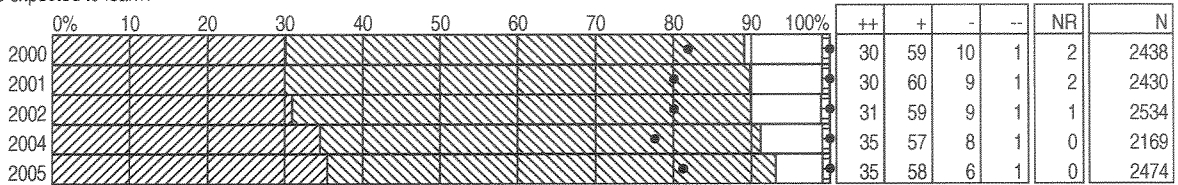
2) Are you expected to do your best?



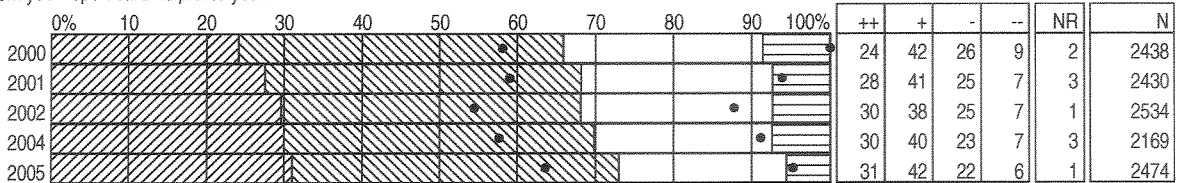
3) Are your classes challenging?



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?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 10 students  
 \* Results weighted

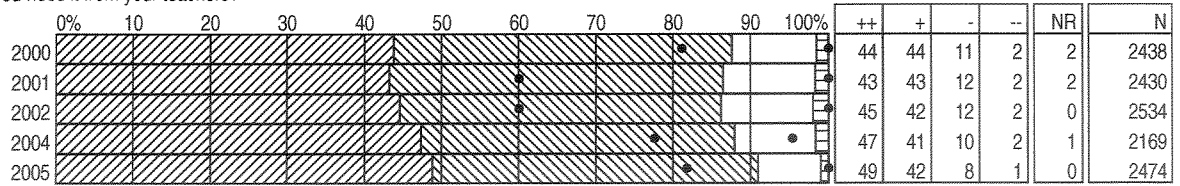
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 10-12

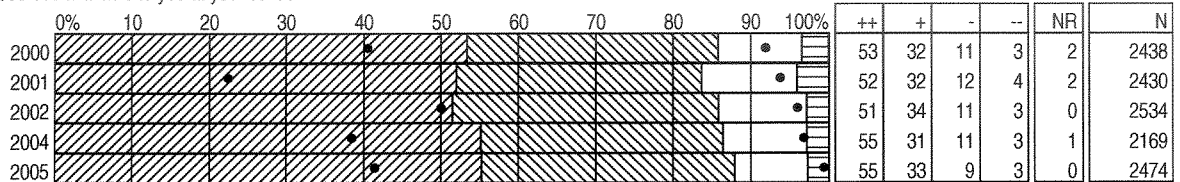
BY QUESTION

10-12 STUDENTS  
DISTRICT TOTAL

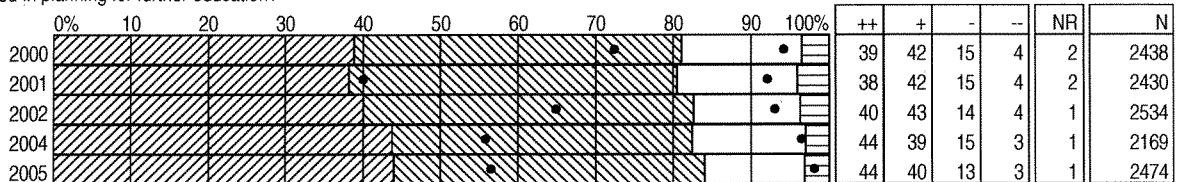
6) Overall, do you get help when you need it from your teachers?



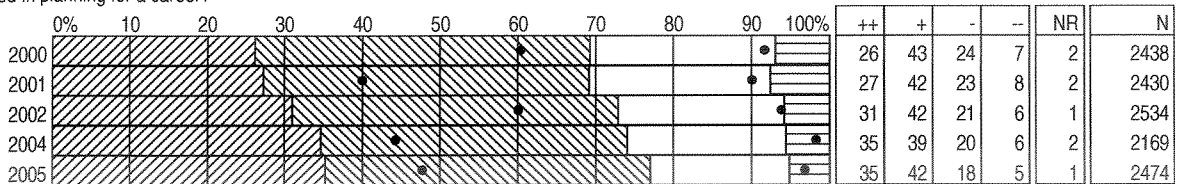
7) Do you have enough variety of courses available to you at your school?



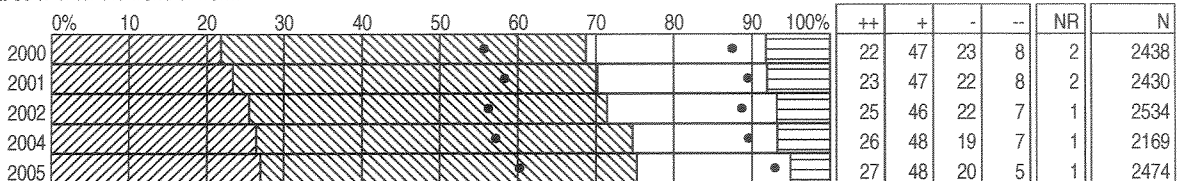
8) Do you get the help that you need in planning for further education?



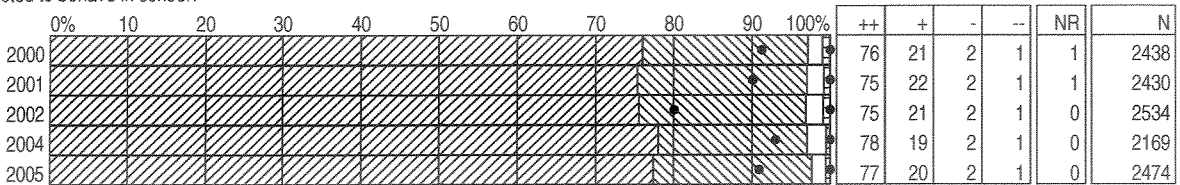
9) Do you get the help that you need in planning for a career?



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?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 10 students  
 \* Results weighted

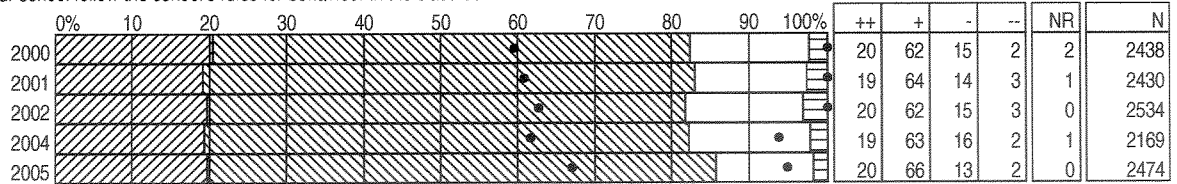
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 10-12

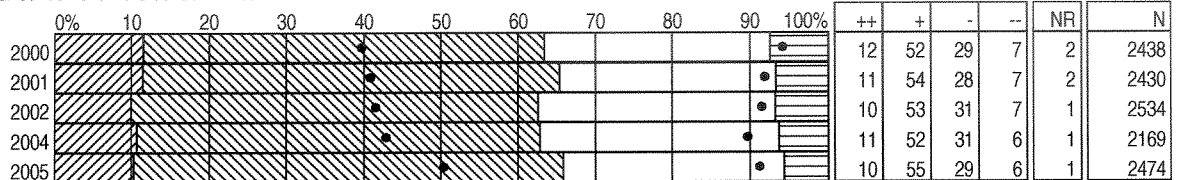
BY QUESTION

10-12 STUDENTS  
DISTRICT TOTAL

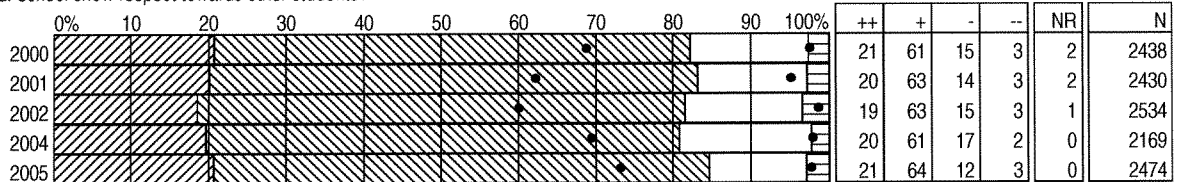
12a) Do most of the students at your school follow the school's rules for behaviour in the classroom?



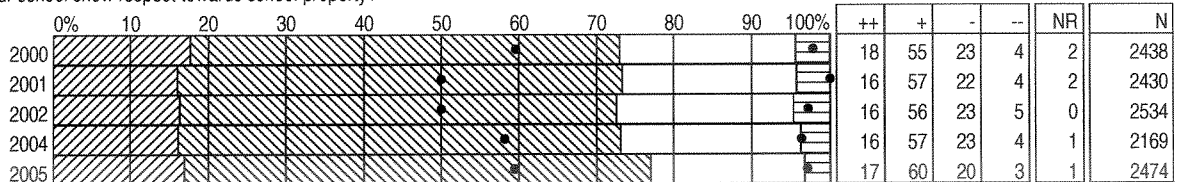
12b) Do most of the students at your school follow the school's rules for behaviour out of the classroom?



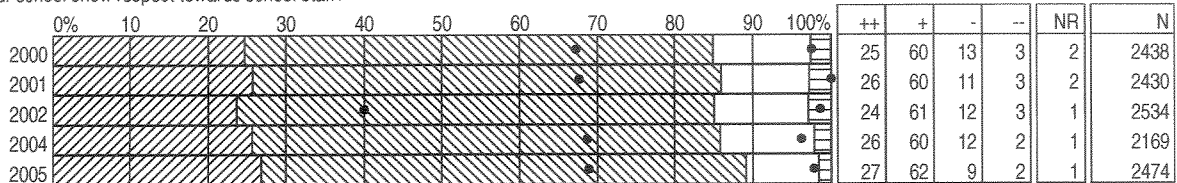
13a) Do most of the students at your school show respect towards other students?



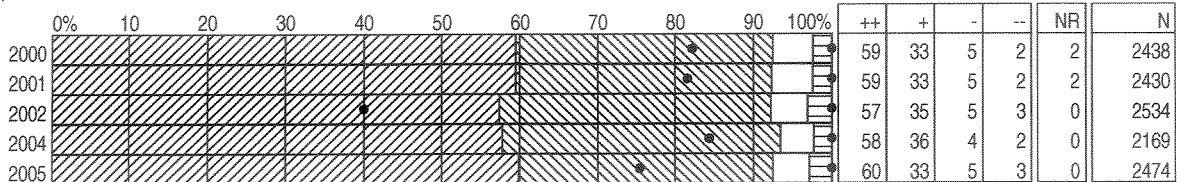
13b) Do most of the students at your school show respect towards school property?



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



14) Do you feel safe in your school?



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 10 students  
 \* Results weighted

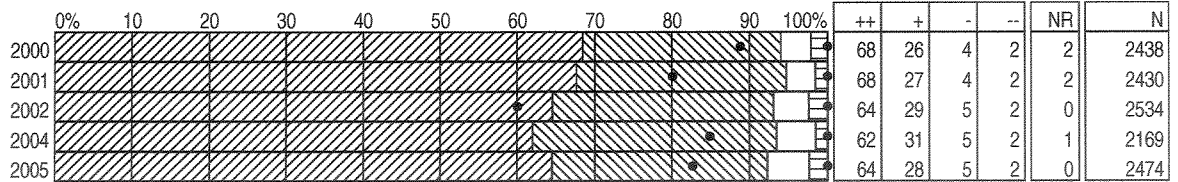
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

BY QUESTION

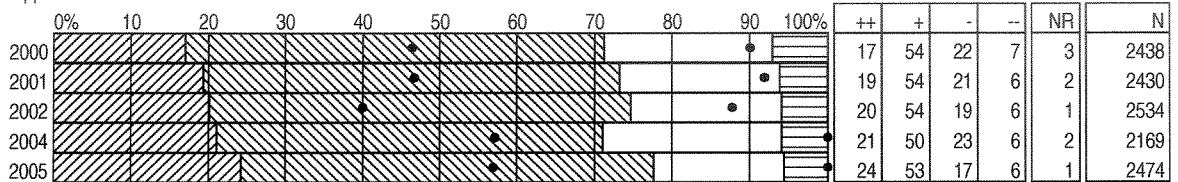
10-12 STUDENTS  
DISTRICT TOTAL

STUDENTS GRADES 10-12

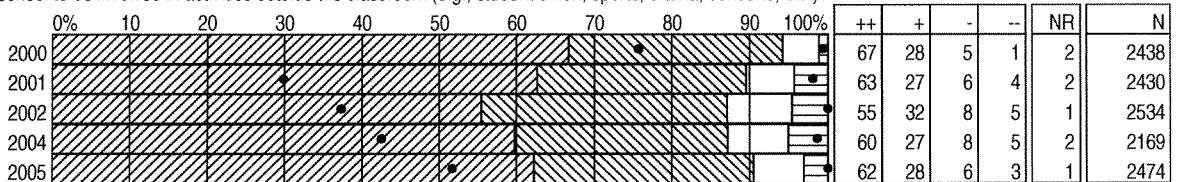
15) Do you feel safe on the way to and from school?



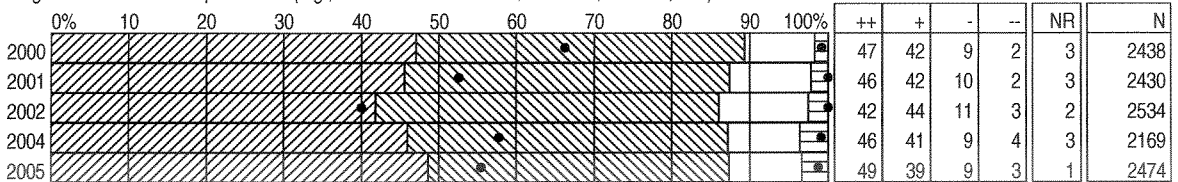
16) Do students in your school have opportunities to be involved in school decisions?



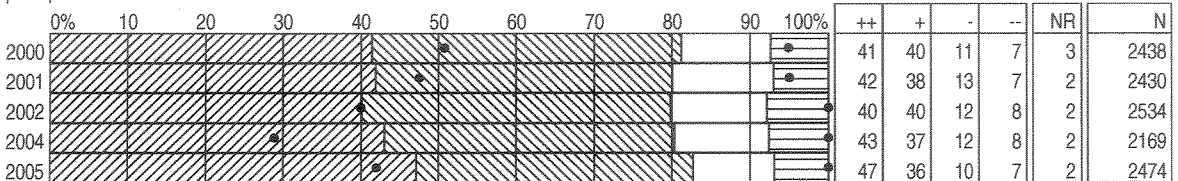
17) Are there opportunities in your school to be involved in activities outside the classroom (e.g., student union, sports, drama, concerts, etc.)?



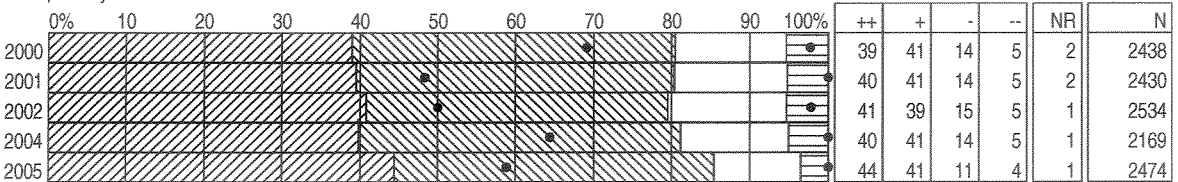
18) Do students in your school get recognition for their accomplishments (e.g., academic achievement, athletics, fine arts, etc.)?



19) Do you have confidence in your principal?



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



\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 10 students  
 \* Results weighted

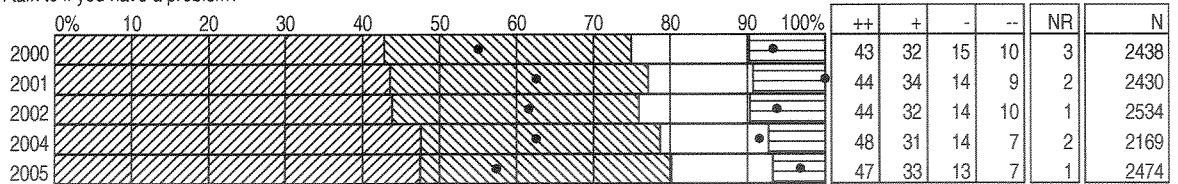
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 10-12

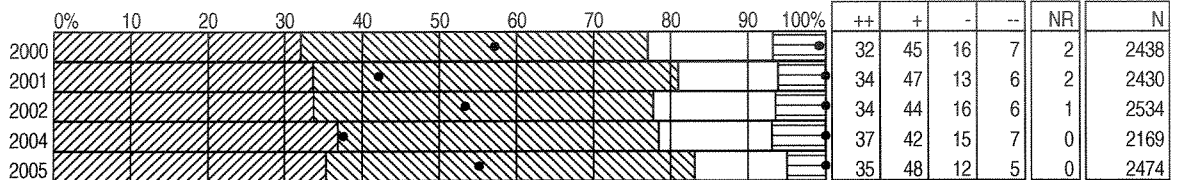
BY QUESTION

10-12 STUDENTS  
DISTRICT TOTAL

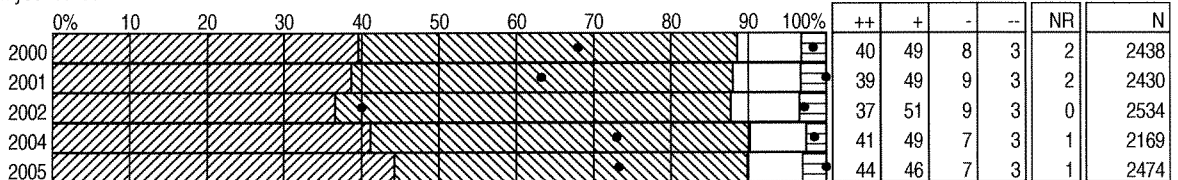
21) Is there a staff member you can talk to if you have a problem?



22) Is your school clean?



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



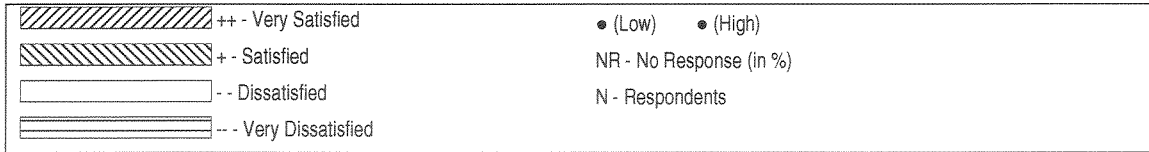
\* Surveys not conducted in 2003  
 \* 2004 results do not include Grade 10 students  
 \* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

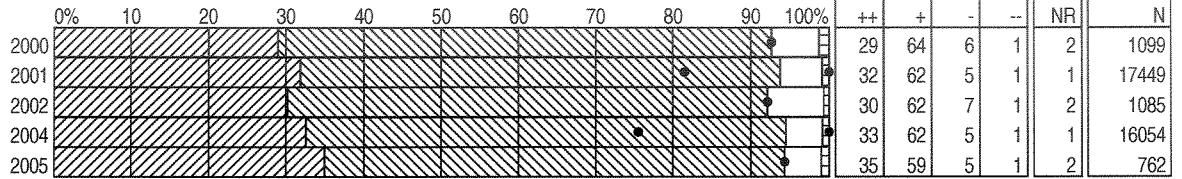
BY QUESTION

PARENTS  
DISTRICT TOTAL

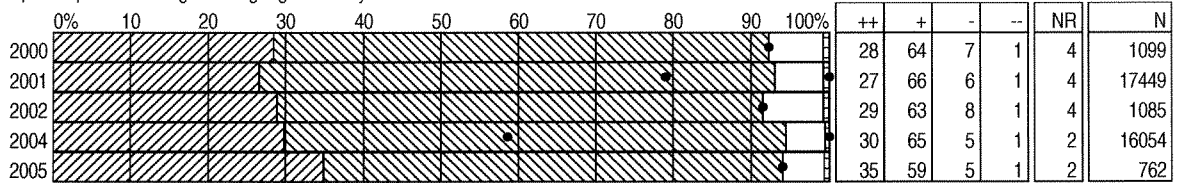


Note: Graph percentages are based on committed responses

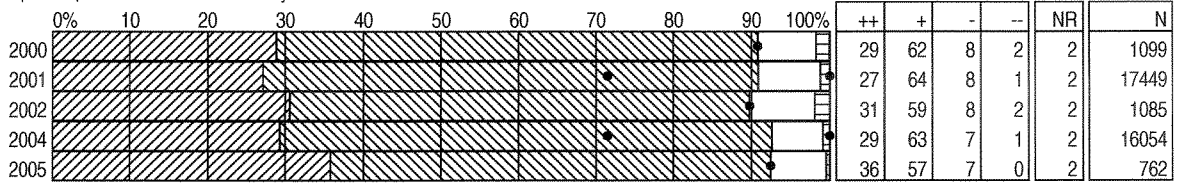
1) How satisfied are you with the overall quality of education that your child is receiving at school?



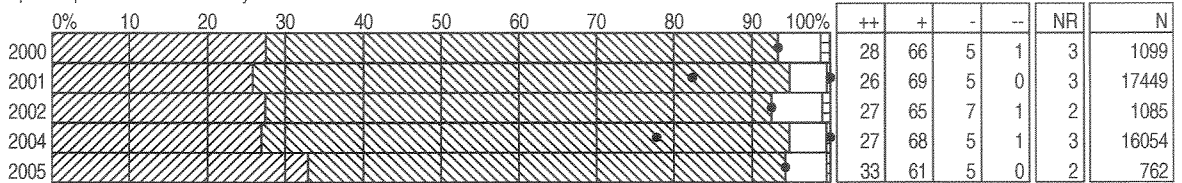
2a) How satisfied are you with the emphasis placed on English Language Arts at your child's school?



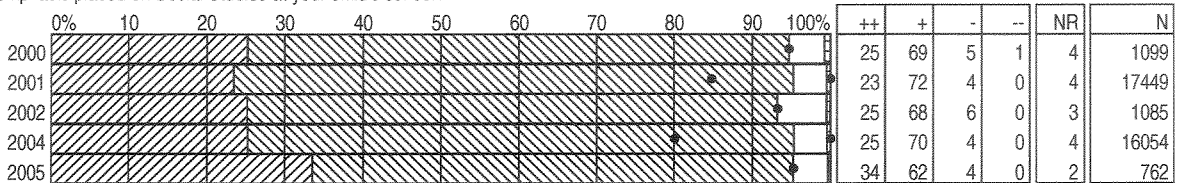
2b) How satisfied are you with the emphasis placed on Mathematics at your child's school?



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?



\* 2004 results do not include Grades 4, 7, 10

\* Results weighted



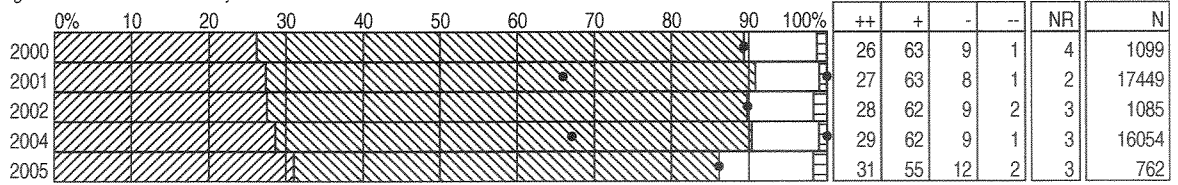
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

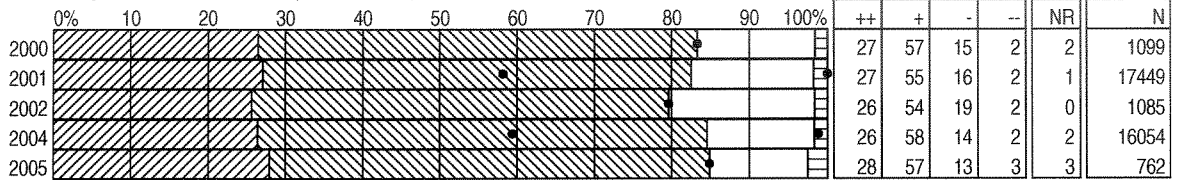
BY QUESTION

PARENTS  
DISTRICT TOTAL

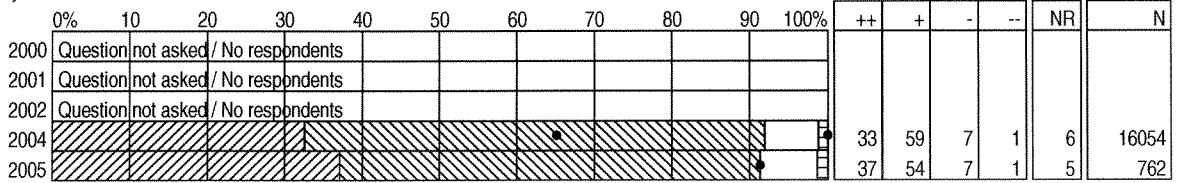
3) How satisfied are you with the programs/courses available in your child's school?



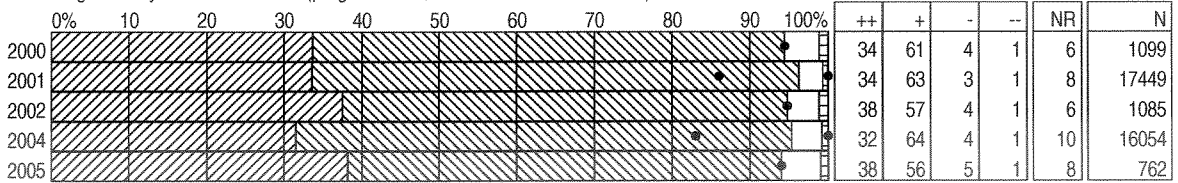
4) How satisfied are you that you receive enough information about what your child is expected to learn?



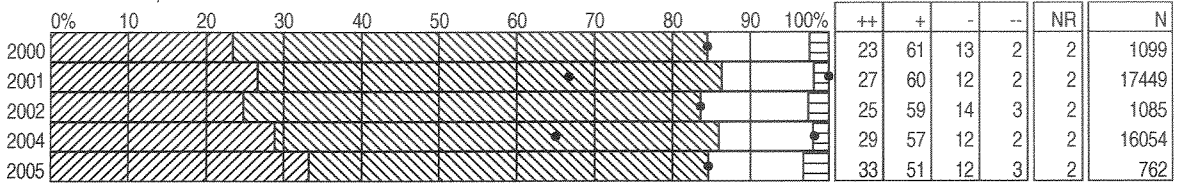
5) How satisfied are you that staff in your child's school work as a team?



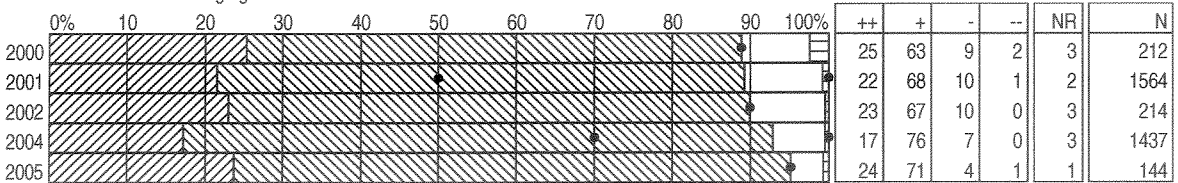
6) How satisfied are you with the non-teaching staff at your child's school? (program aides, office staff, custodians, etc.)



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?



\* 2004 results do not include Grades 4, 7, 10

\* Results weighted

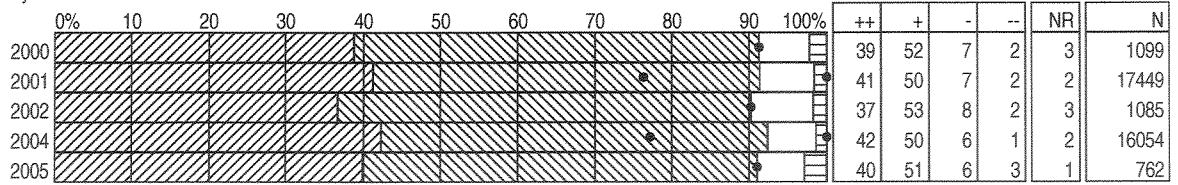
# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

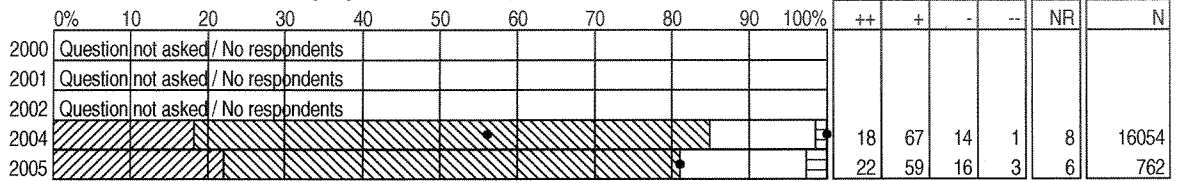
BY QUESTION

PARENTS  
DISTRICT TOTAL

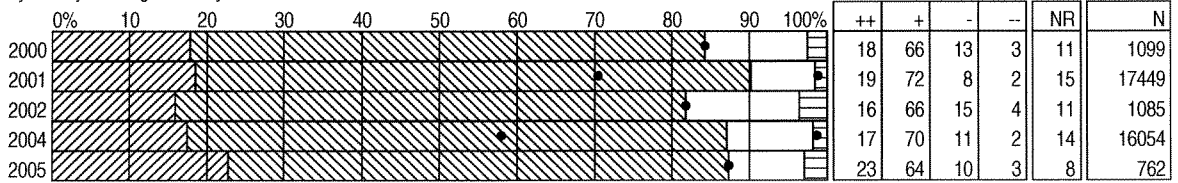
9) Overall, how satisfied are you with your child's teachers?



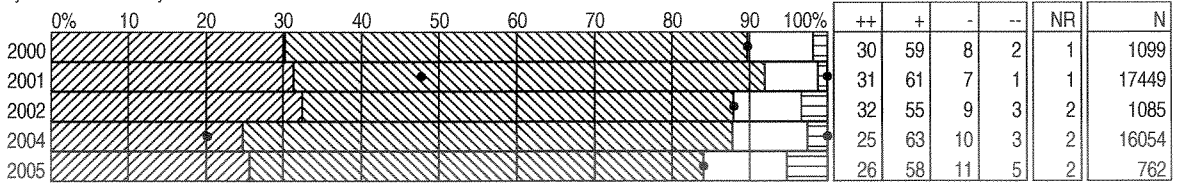
10) How satisfied are you with the information shared about the school's ongoing professional development?



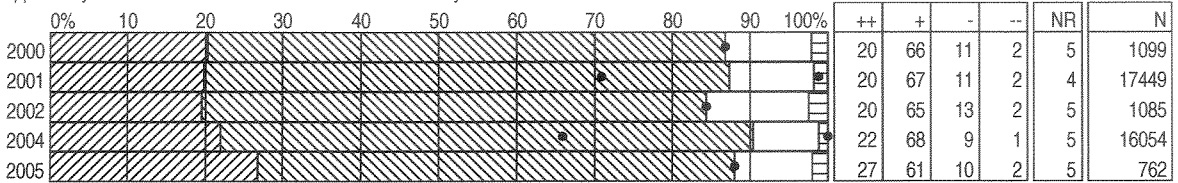
11) How satisfied are you with the way money is being used in your child's school?



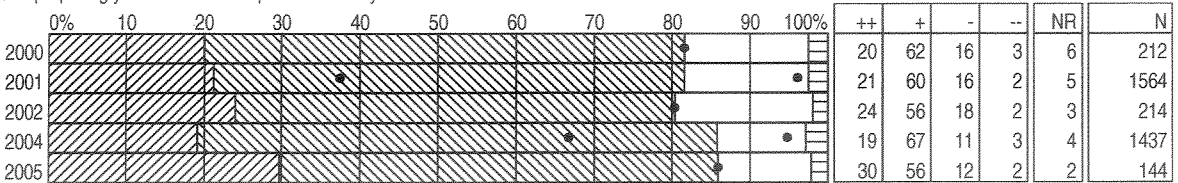
12) How satisfied are you with the physical condition of your child's school?



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?



\* 2004 results do not include Grades 4, 7, 10

\* Results weighted

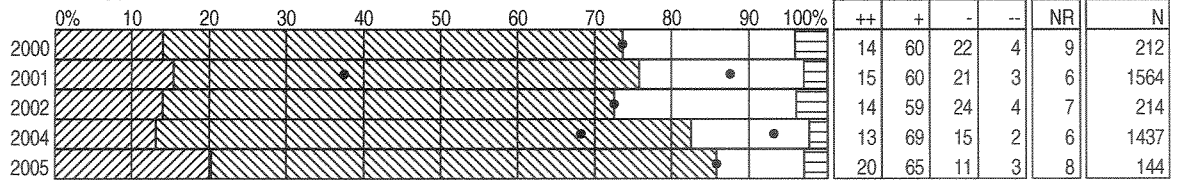
# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

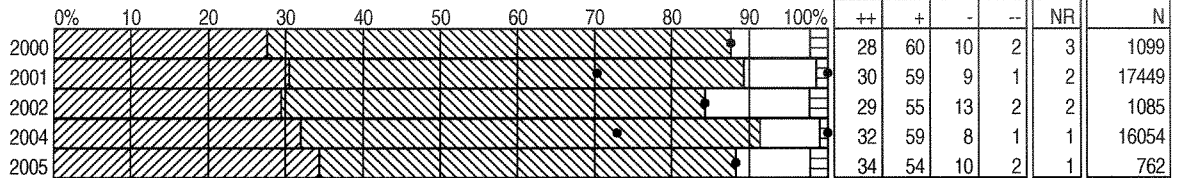
BY QUESTION

PARENTS  
DISTRICT TOTAL

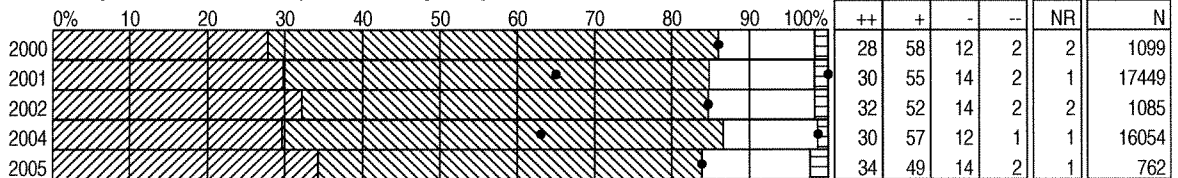
15) How satisfied are you that school is preparing your child to enter the world of work?



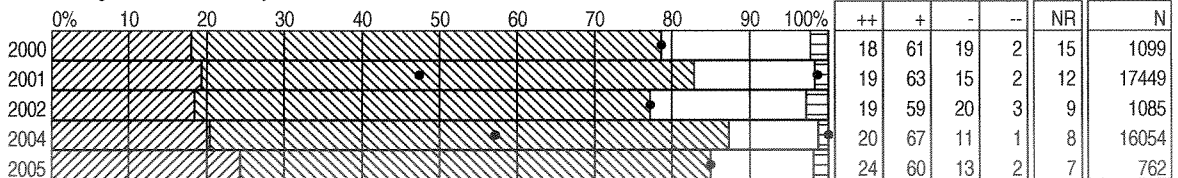
16) How satisfied are you with the usefulness of the information you receive in your child's report card?



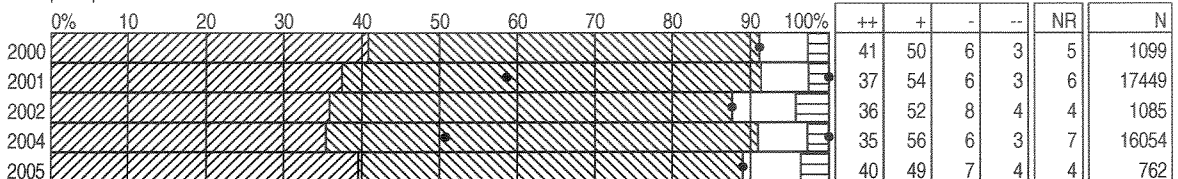
17) How satisfied are you that you receive enough information about how your child is progressing?



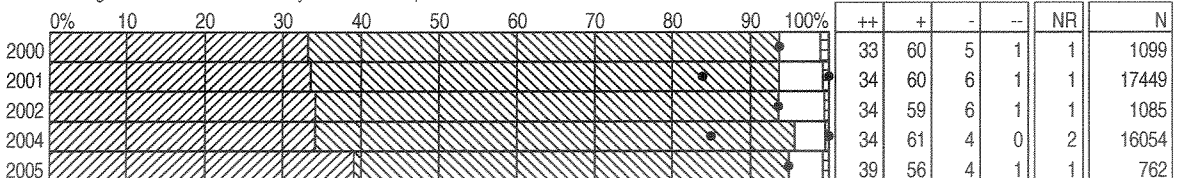
18) How satisfied are you that you receive enough information about your school's student achievement results?



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?



\* 2004 results do not include Grades 4, 7, 10

\* Results weighted

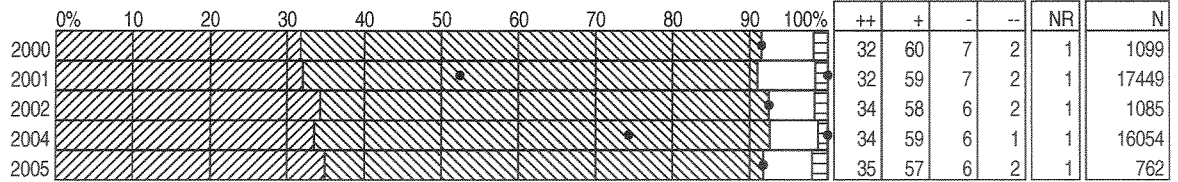
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

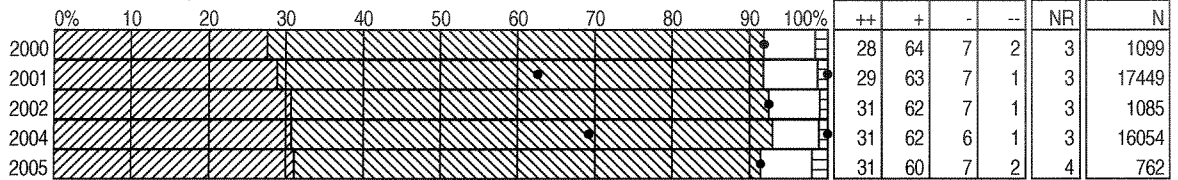
BY QUESTION

PARENTS  
DISTRICT TOTAL

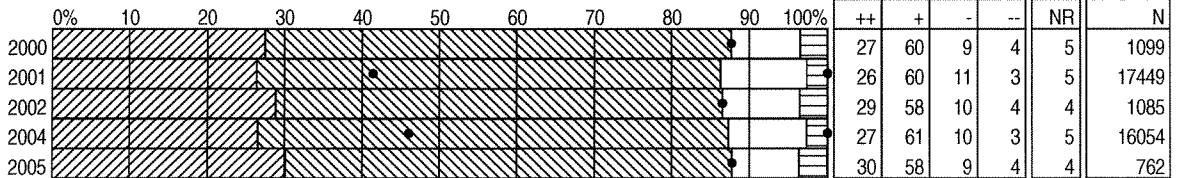
21a) How satisfied are you that your child is safe in the school?



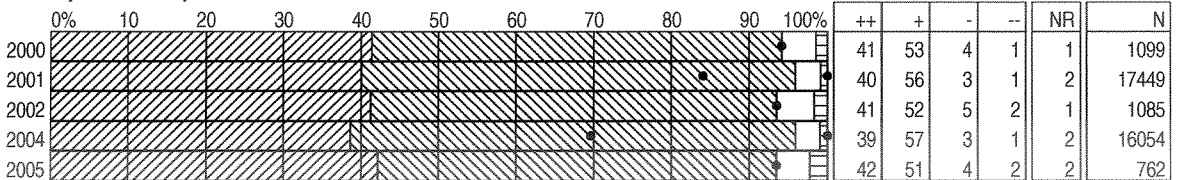
21b) How satisfied are you that your child is safe on the way to and from school?



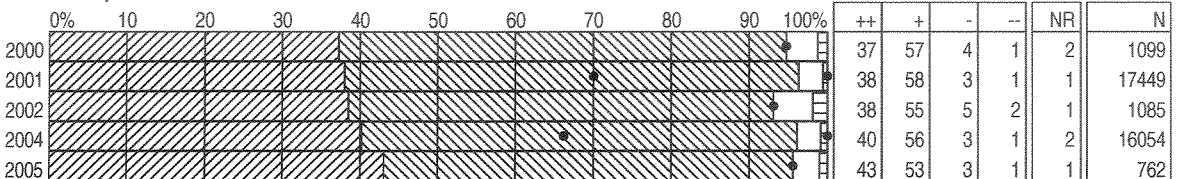
22) How satisfied are you with the way discipline is handled in the school?



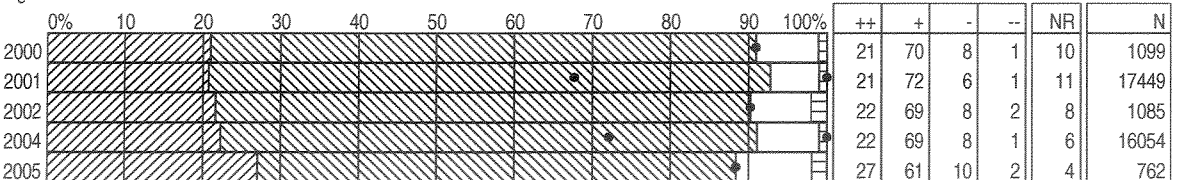
23) How satisfied are you with the welcome you receive at your child's school?



24) How satisfied are you with the cleanliness of your child's school?



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



\* 2004 results do not include Grades 4, 7, 10

\* Results weighted

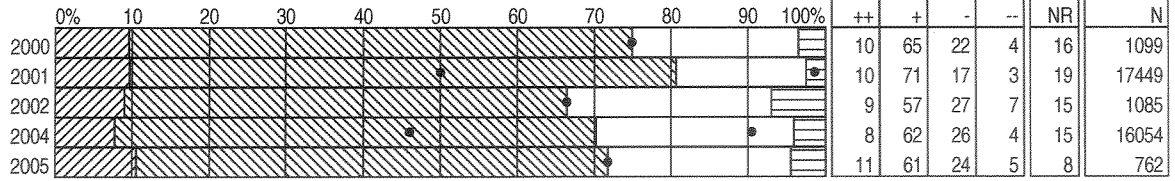
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

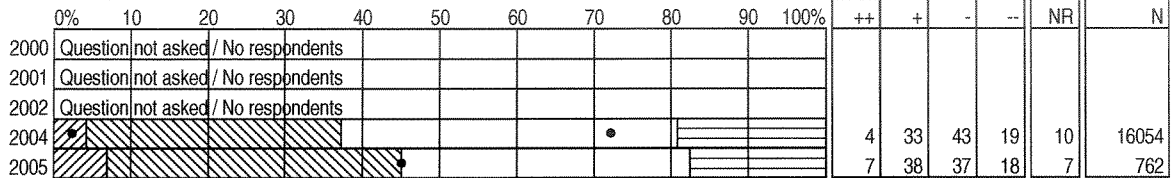
BY QUESTION

PARENTS  
DISTRICT TOTAL

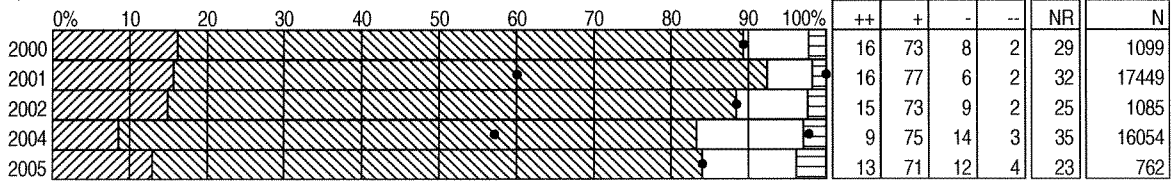
26) How satisfied are you with the way money is being used in Edmonton Public Schools?



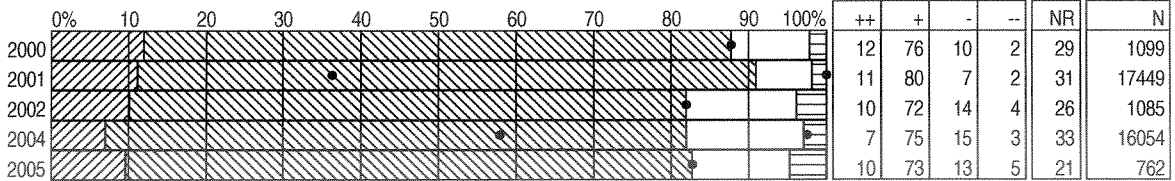
27) How satisfied are you with the level of funding that is provided for public education?



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



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



\* 2004 results do not include Grades 4, 7, 10

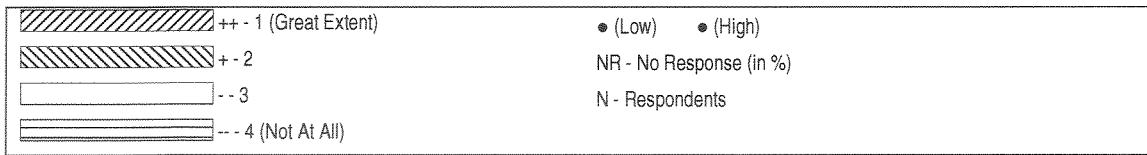
\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

SCHOOL STAFF

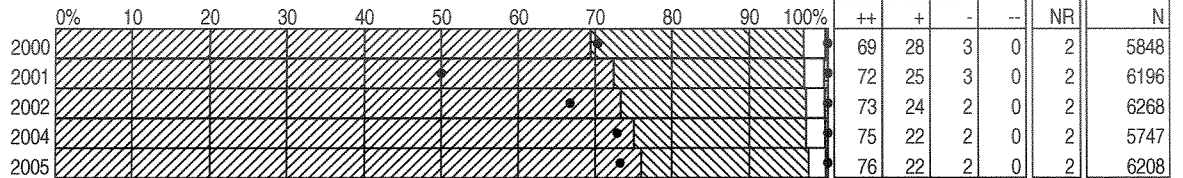
BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

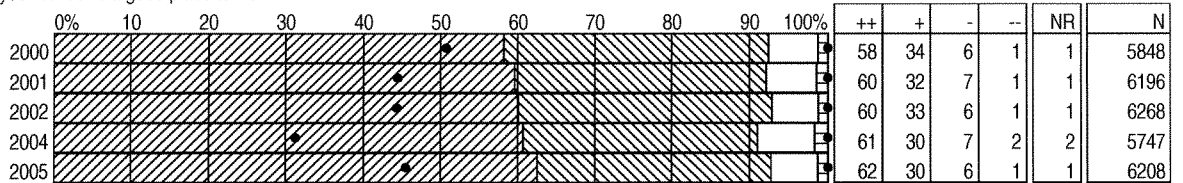


Note: Graph percentages are based on committed responses

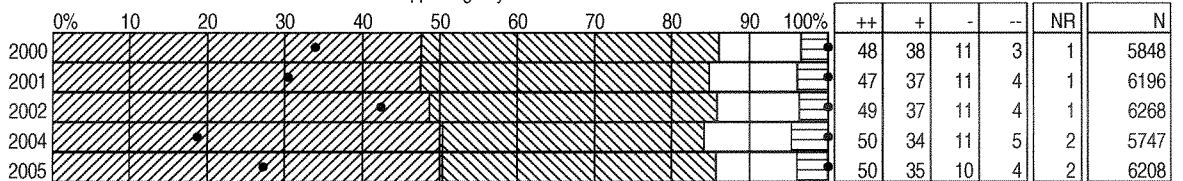
1) To what extent is your school focused on student achievement?



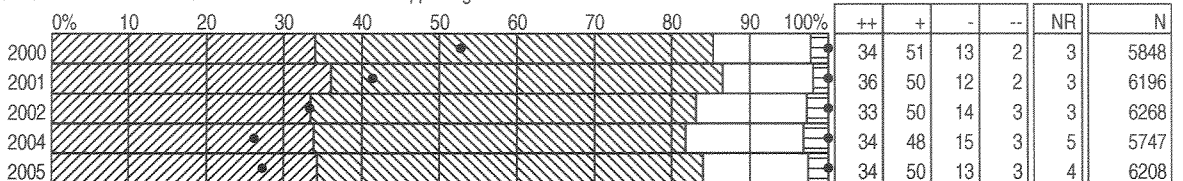
2) To what extent do you feel that your school is a good place to work?



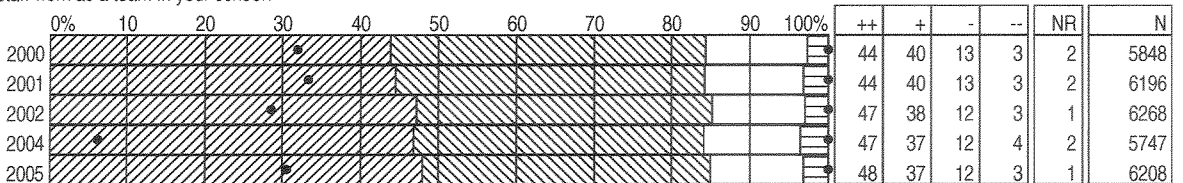
3a) To what extent are you satisfied with the information that is shared about what is happening at your school?



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

\* Note: Surveys not conducted in 2003

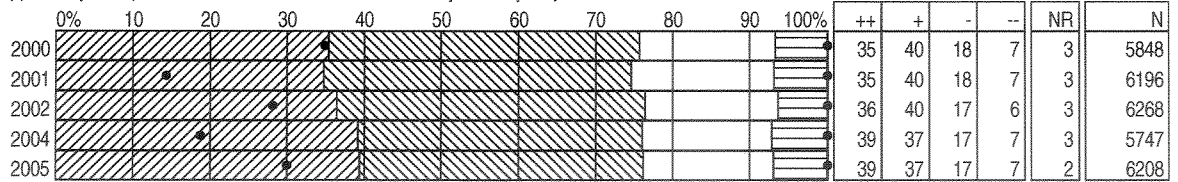
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

SCHOOL STAFF

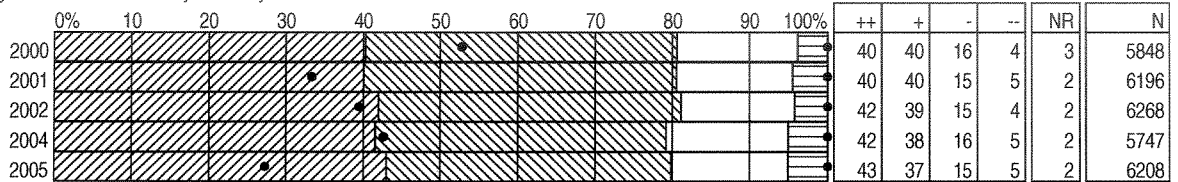
BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

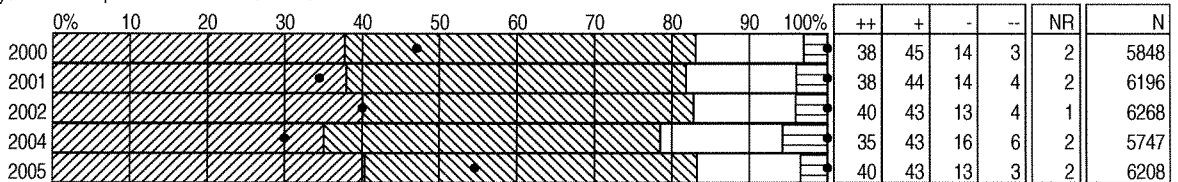
5) To what extent do you have an opportunity for input into school level decisions that affect you and your job?



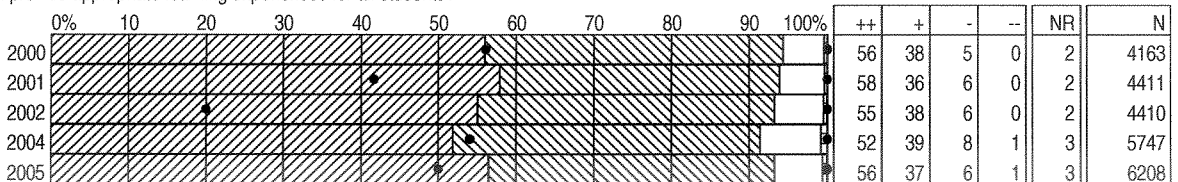
6) To what extent do you get recognition for the work that you do in your school?



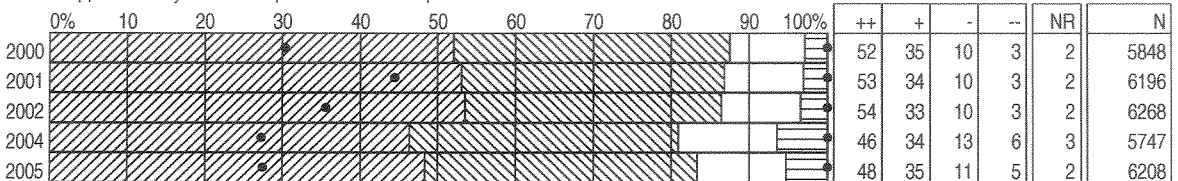
7) To what extent do you feel that your work responsibilities are reasonable?



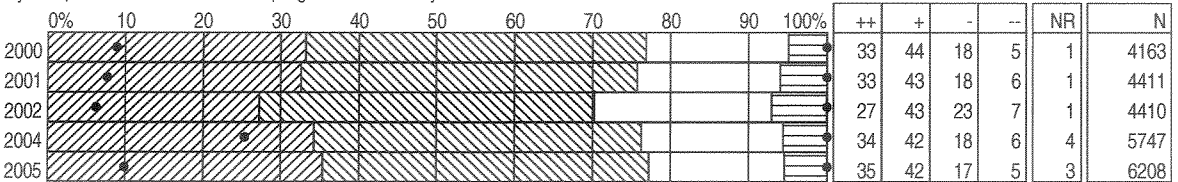
8) To what extent does your school provide appropriate learning experiences for all students?



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

\* Note: Surveys not conducted in 2003

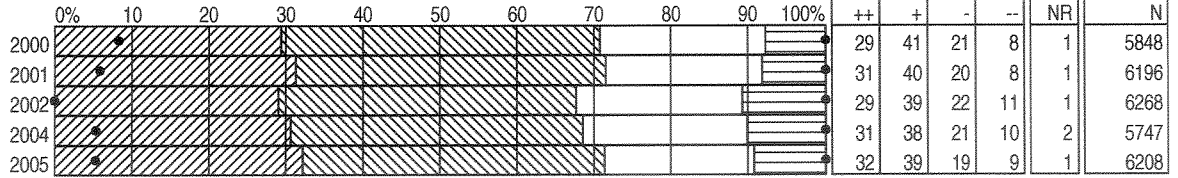
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

BY QUESTION

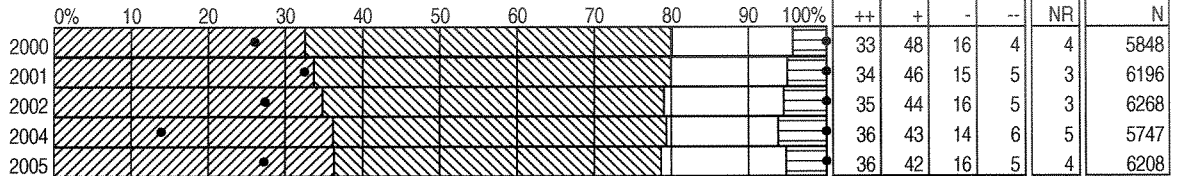
SCHOOL STAFF  
DISTRICT TOTAL

SCHOOL STAFF

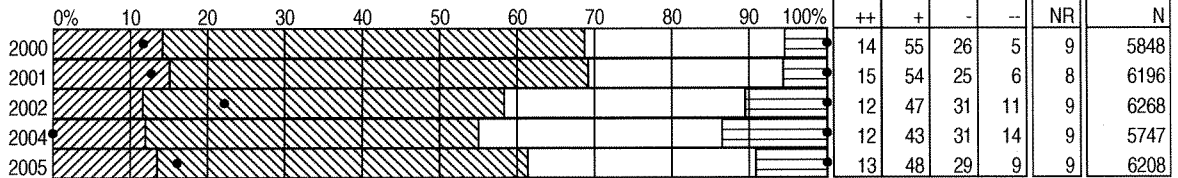
11) To what extent are you satisfied with the physical condition of your school?



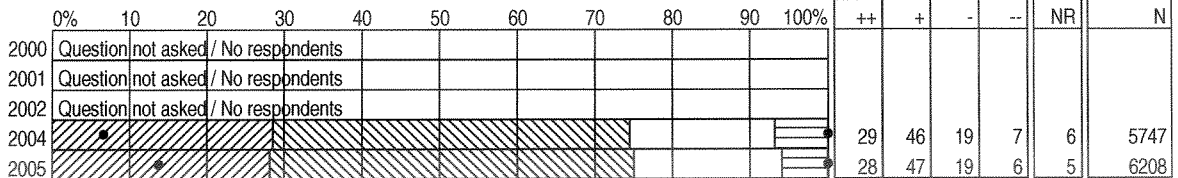
12a) To what extent are you satisfied with the way money is being used in your school?



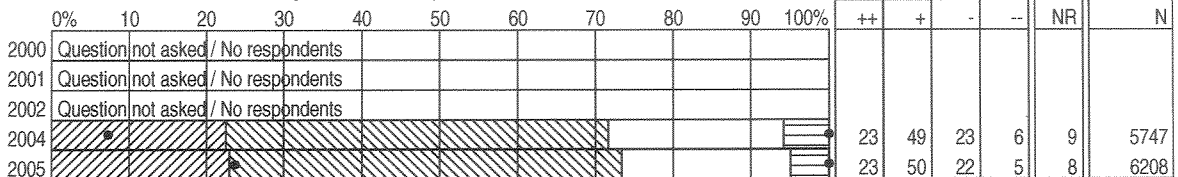
12b) To what extent are you satisfied with the way money is being used in the district?



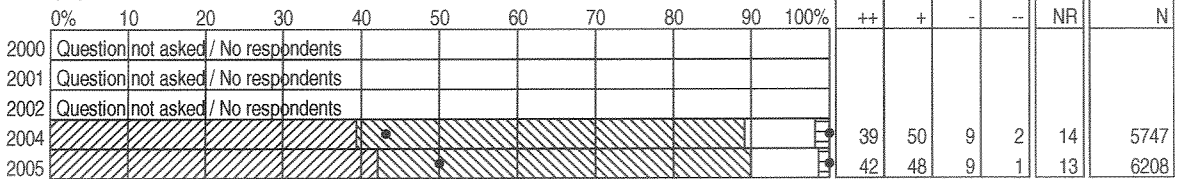
13a) To what extent are you satisfied with the level of involvement of parents?



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

\* Note: Surveys not conducted in 2003



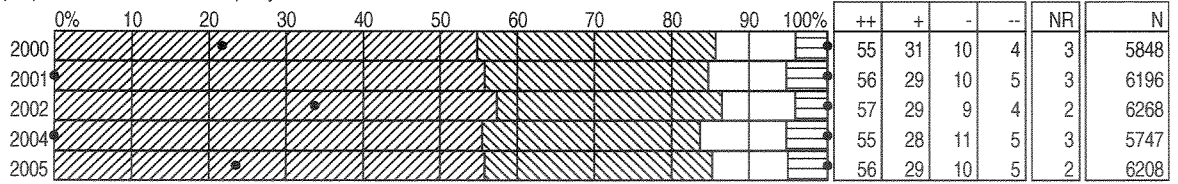
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

SCHOOL STAFF

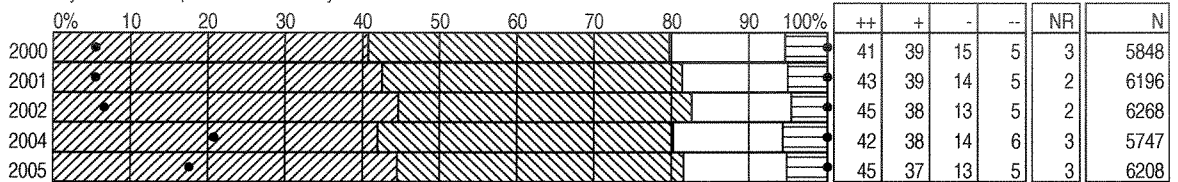
BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

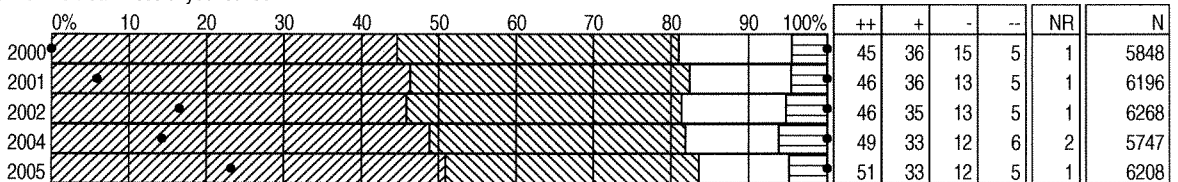
15) To what extent does your principal provide effective leadership in your school?



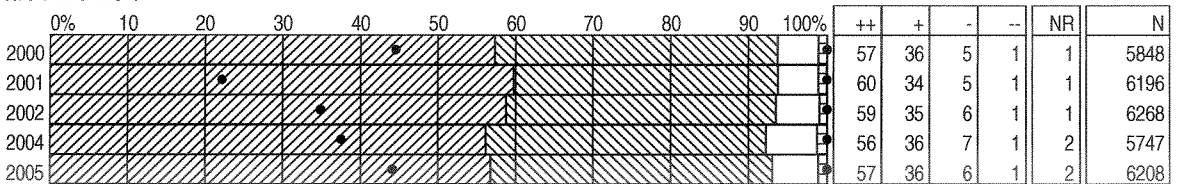
16) To what extent are you satisfied with way student discipline is handled at your school?



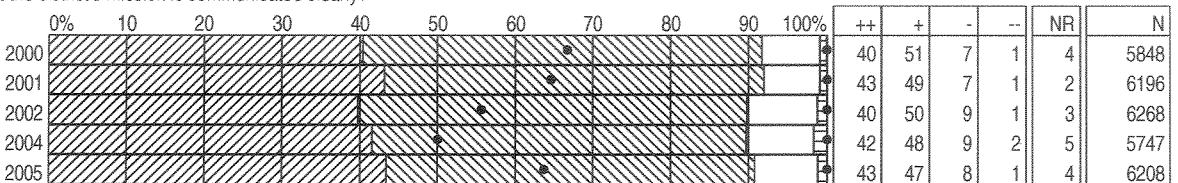
17) To what extent are you satisfied with the cleanliness of your school?



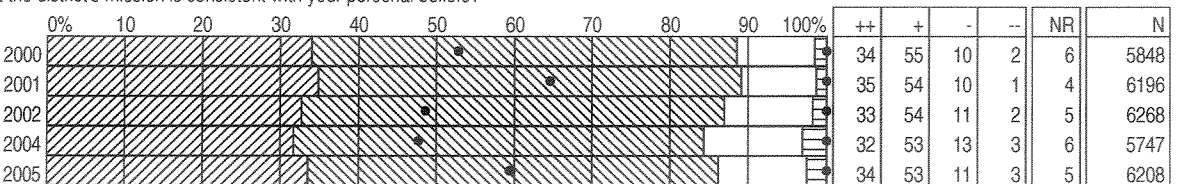
18) To what extent is your school a safe environment?



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

\* Note: Surveys not conducted in 2003

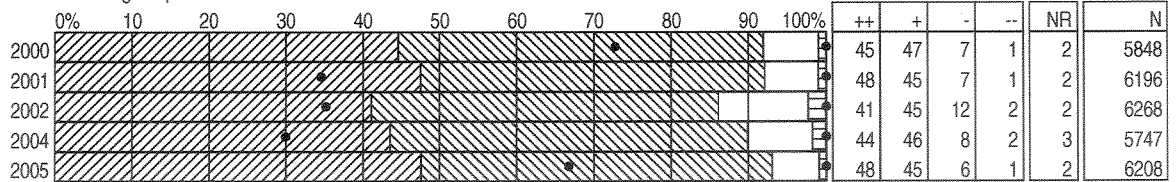
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

SCHOOL STAFF

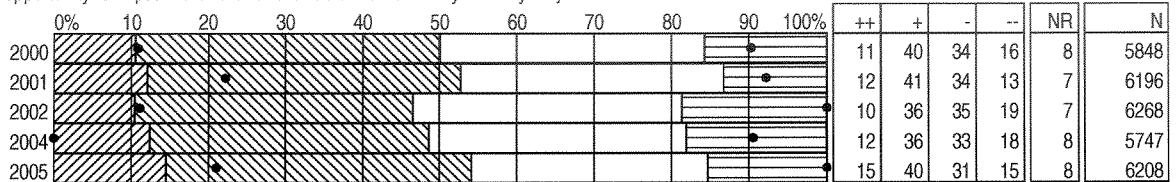
BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

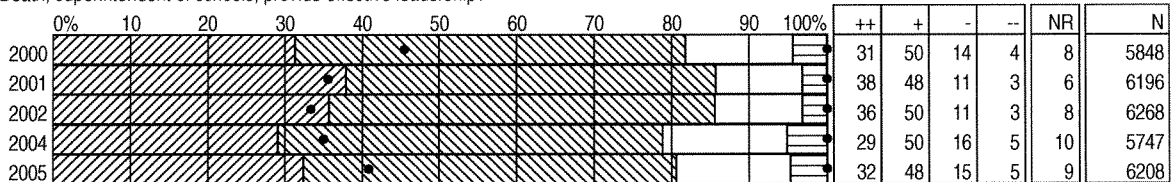
20) To what extent do you feel that the district is a good place to work?



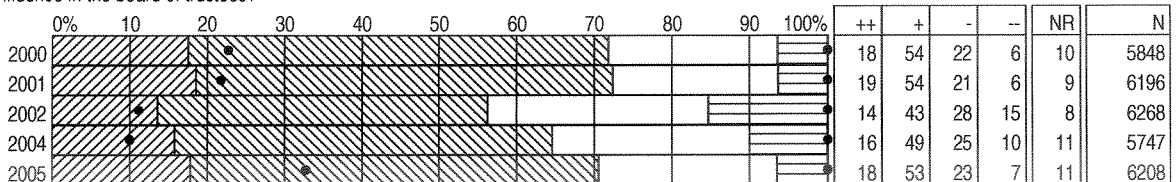
21) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



22) To what extent does Angus McBeath, superintendent of schools, provide effective leadership?



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



\* Results weighted

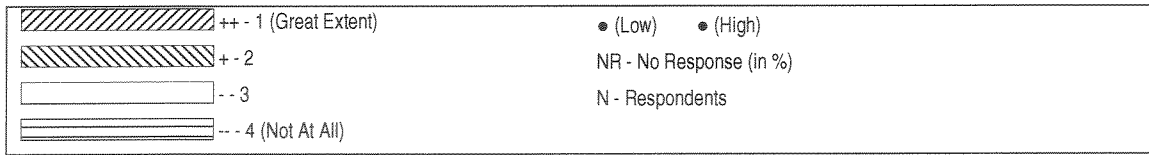
\* Note: Surveys not conducted in 2003

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

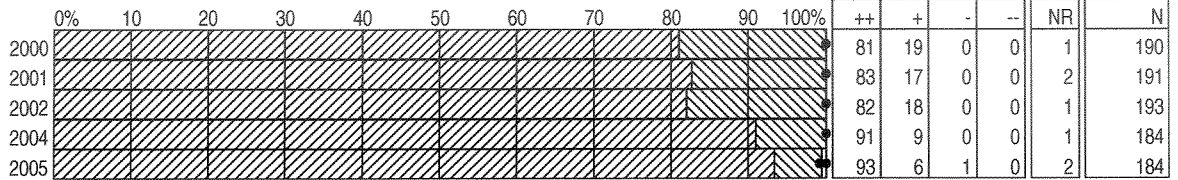
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

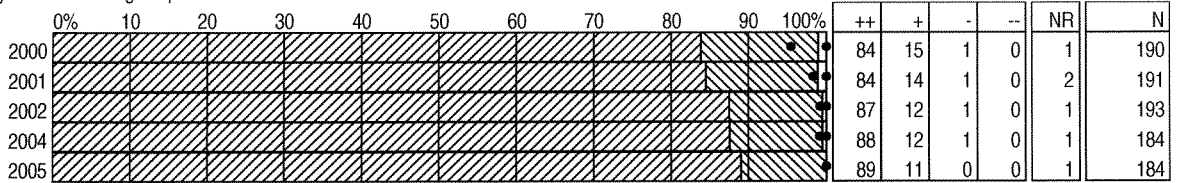


Note: Graph percentages are based on committed responses

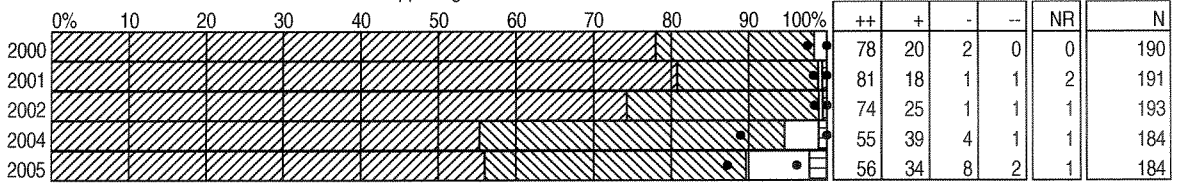
1) To what extent is your school focused on student achievement?



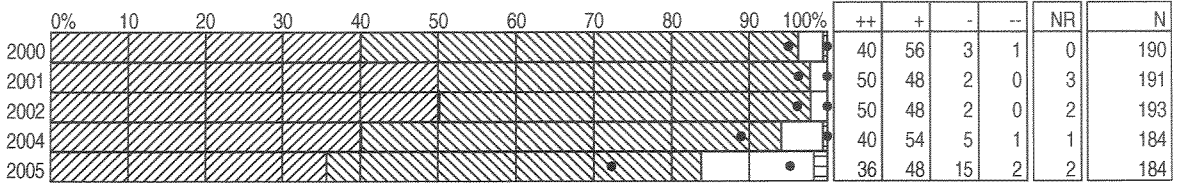
2) To what extent do you feel that your school is a good place to work?



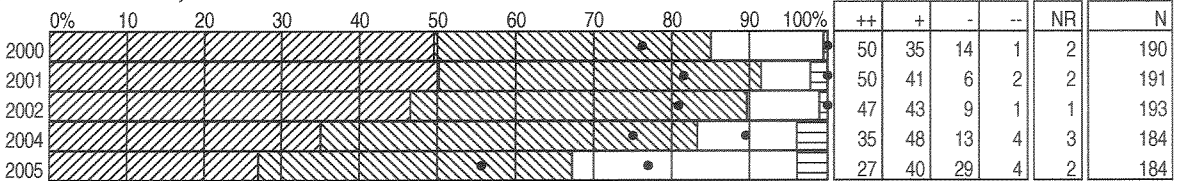
3) To what extent are you satisfied with the information that is shared about what is happening in the district?



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

\* Note: Surveys not administered in 2003

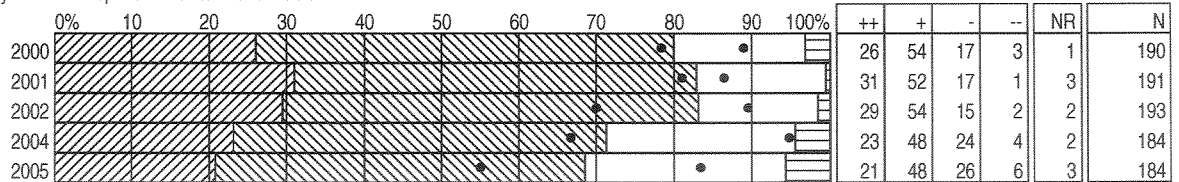
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

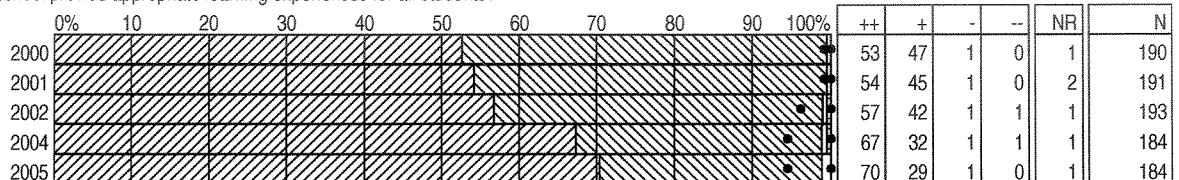
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

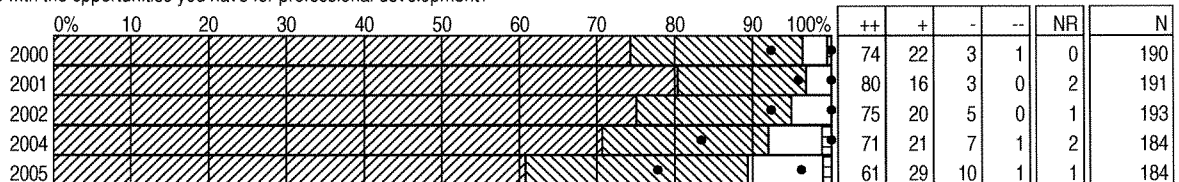
6) To what extent do you feel that your work responsibilities are reasonable?



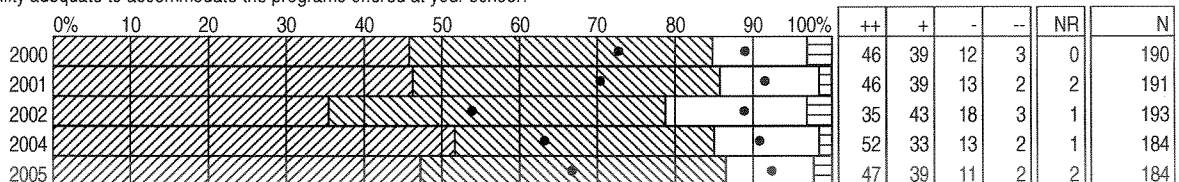
7) To what extent do staff in your school provide appropriate learning experiences for all students?



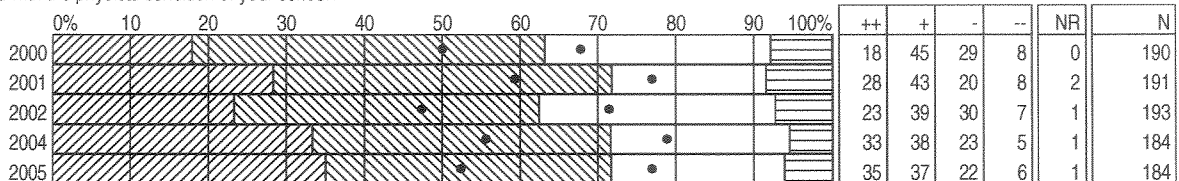
8) To what extent are you satisfied with the opportunities you have for professional development?



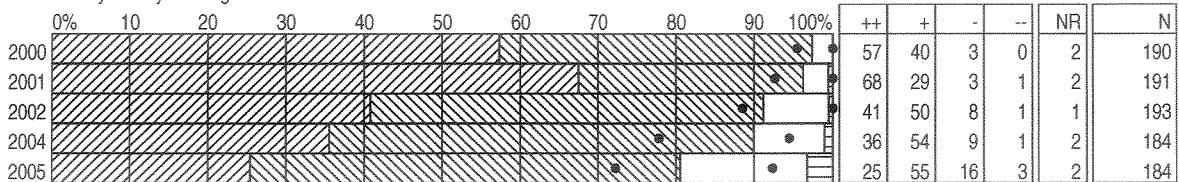
9) To what extent is the school facility adequate to accommodate the programs offered at your school?



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

\* Note: Surveys not administered in 2003

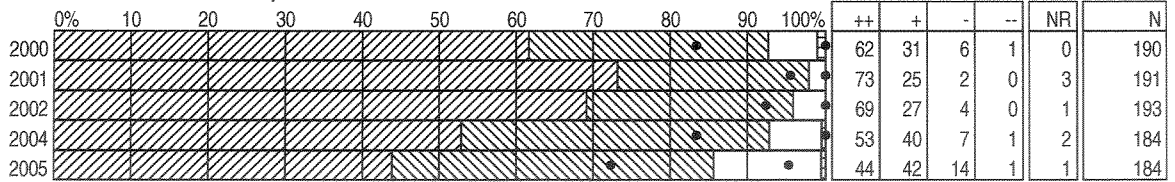
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

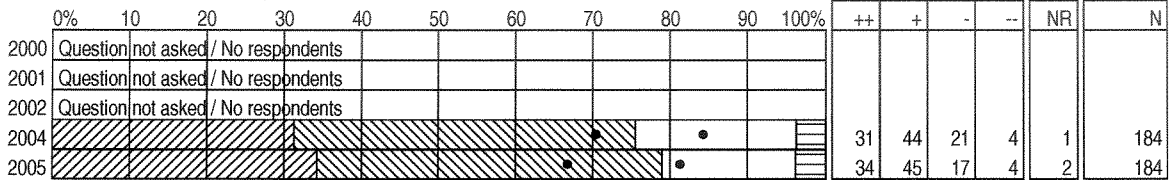
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

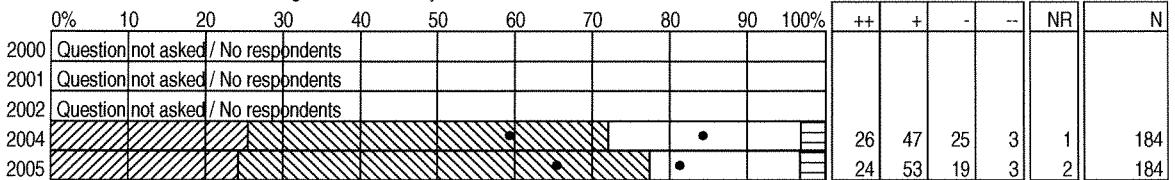
12) To what extent are you satisfied with the financial information that you receive?



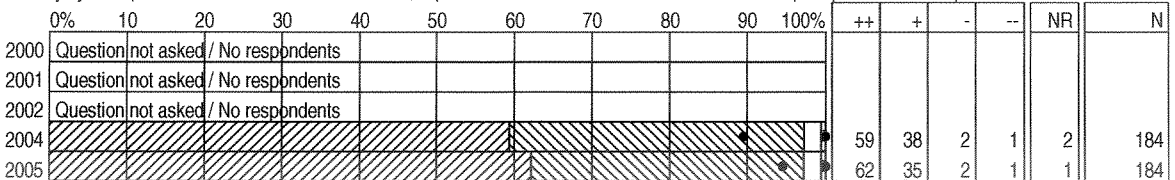
13a) To what extent are you satisfied with the level of involvement of parents?



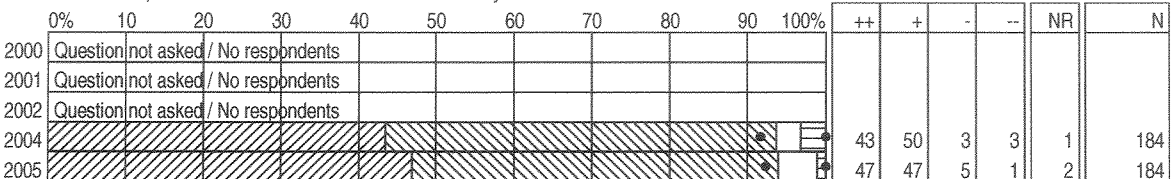
13b) To what extent are you satisfied with the level of involvement of the general community?



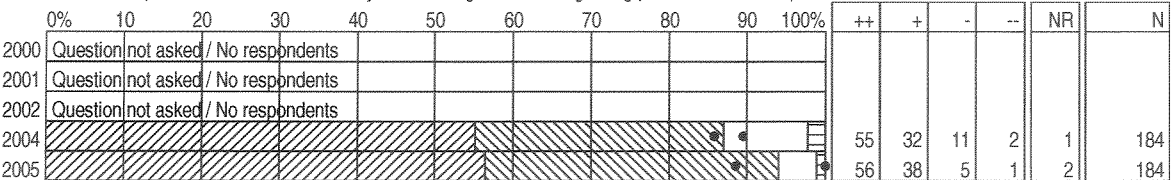
14) To what extent does your accountability system (HLATS, Alberta Achievement Tests, Diploma exams, interim school based measures) shape instructional practice?



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

\* Note: Surveys not administered in 2003

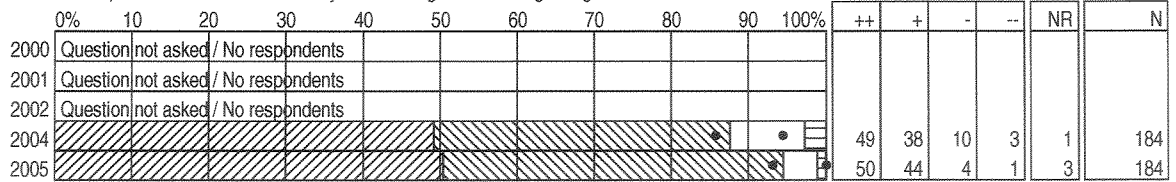
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

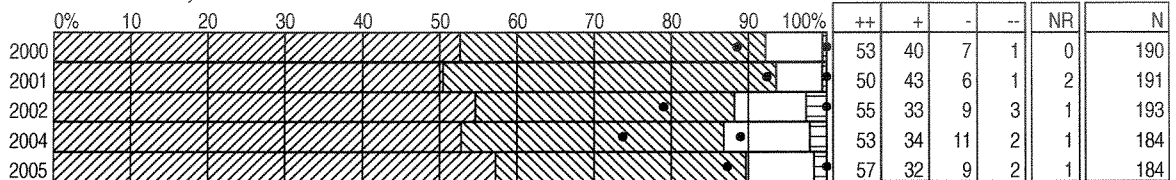
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

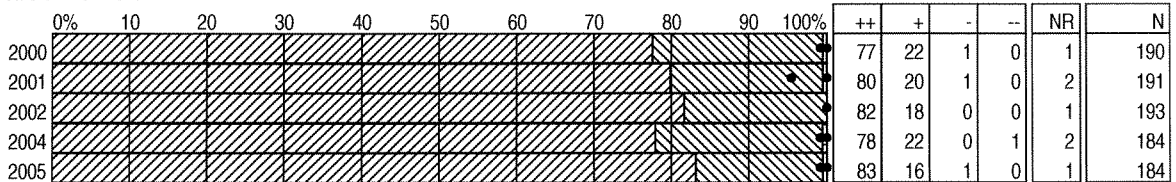
17) To what extent the data gathered from time spent in the classroom assist you in making decisions regarding the allocation of resources?



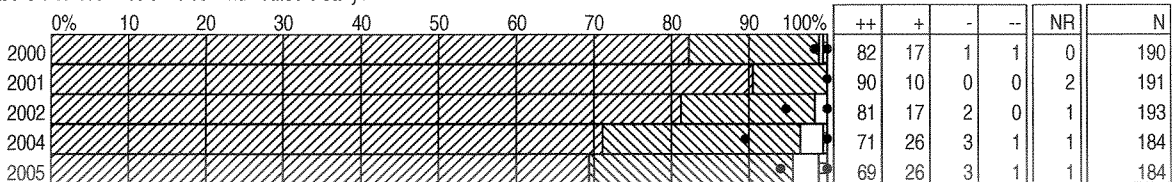
18) To what extent are you satisfied with the cleanliness of your school?



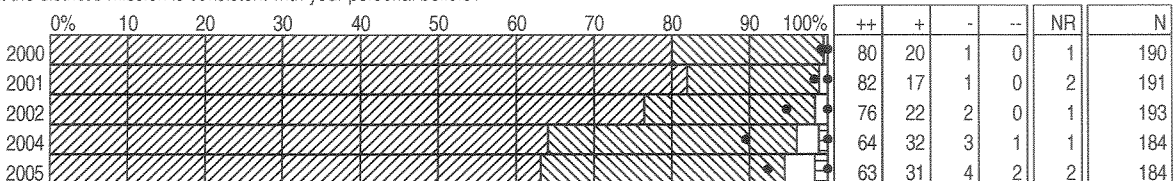
19) To what extent is your school a safe environment?



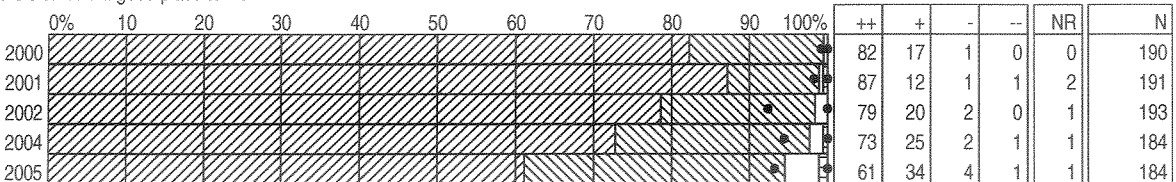
20a) To what extent do you feel that the district's mission is communicated clearly?



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

\* Note: Surveys not administered in 2003

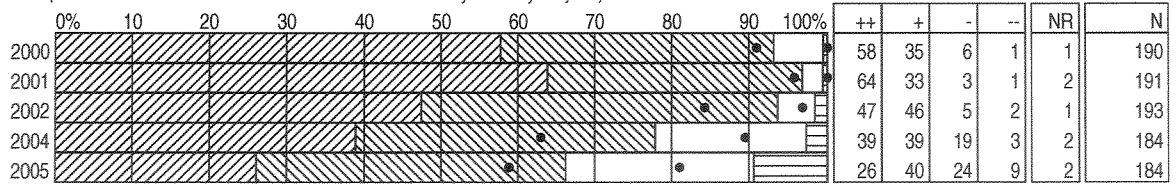
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

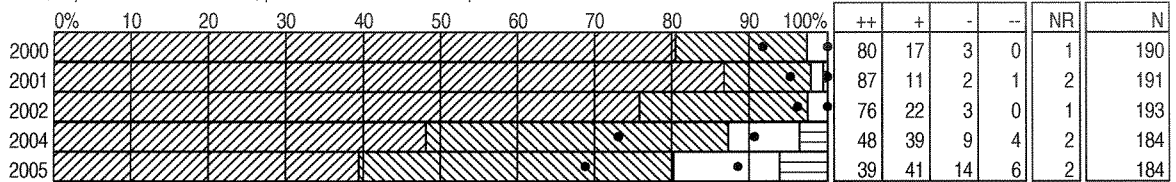
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

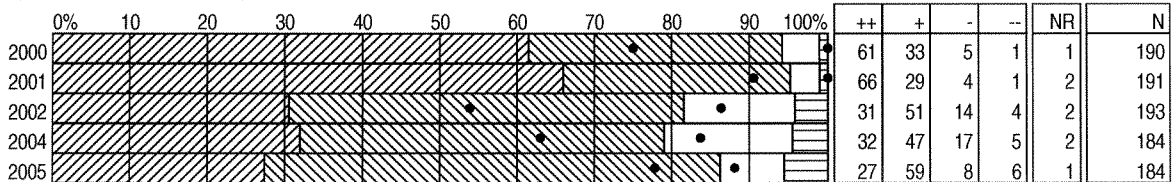
22) To what extent do you have an opportunity for input into district level decisions?  
(1999 Do you as an individual have adequate influence over district level decisions that affect you and your job?)



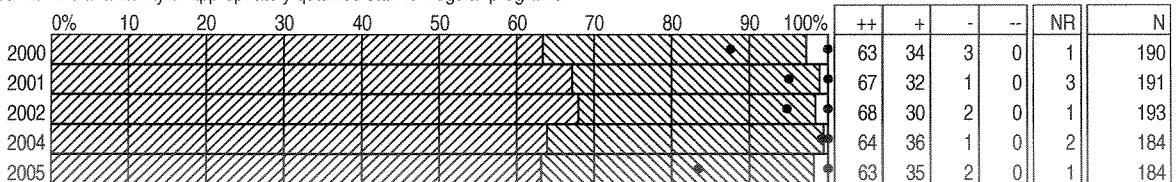
23) To what extent does Angus McBeath, superintendent of schools, provide effective leadership in the district?



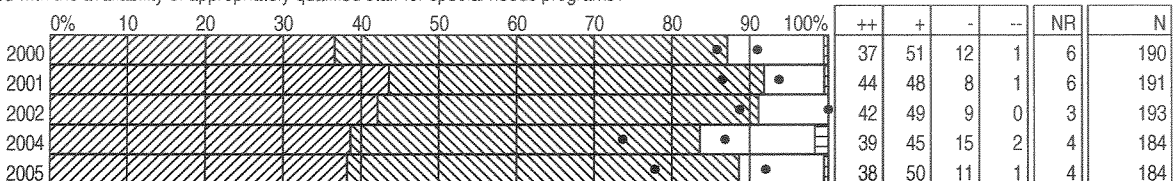
24) To what extent do you have confidence in the board of trustees?



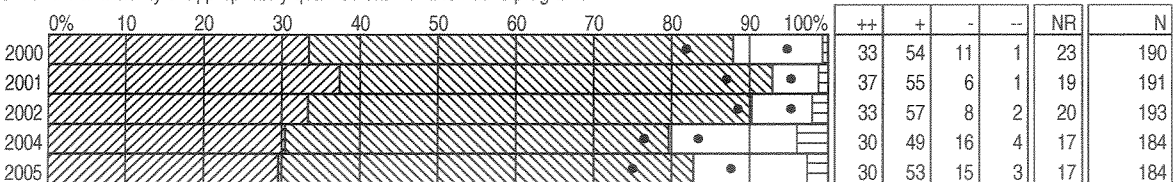
25a) To what extent are you satisfied with the availability of appropriately qualified staff for regular programs?



25b) To what extent are you satisfied with the availability of appropriately qualified staff for special needs programs?



25c) To what extent are you satisfied with the availability of appropriately qualified staff for alternative programs?



\* Results weighted

\* Note: Surveys not administered in 2003

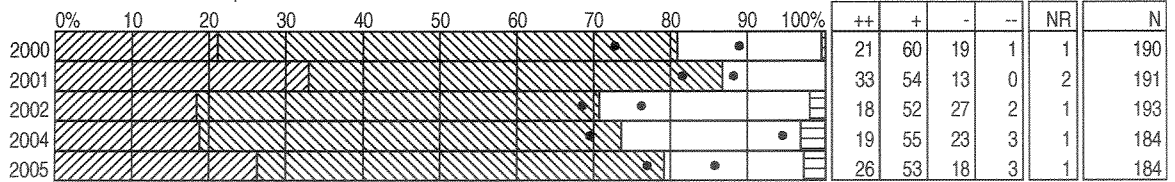
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

BY QUESTIONS

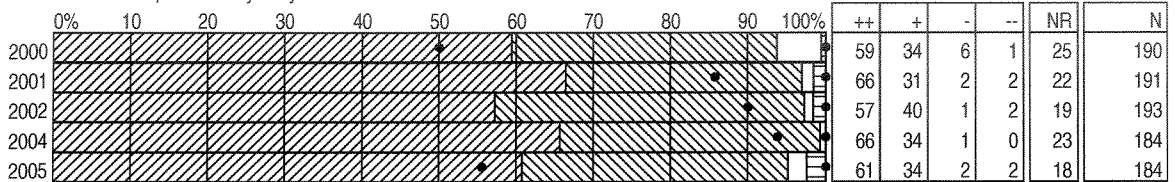
PRINCIPALS

PRINCIPALS  
DISTRICT TOTAL

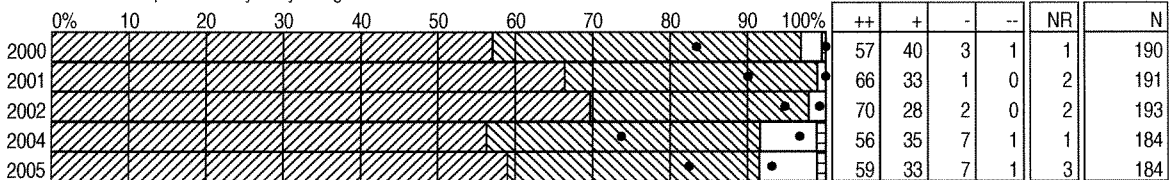
26) To what extent are you satisfied with the accommodation of special needs students in the district?



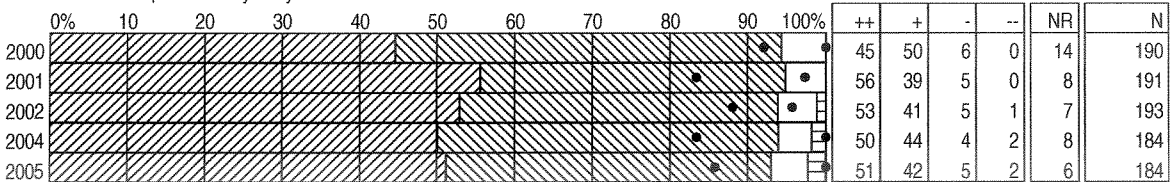
27a) To what extent are you satisfied with the services provided to you by Bennett Centre?



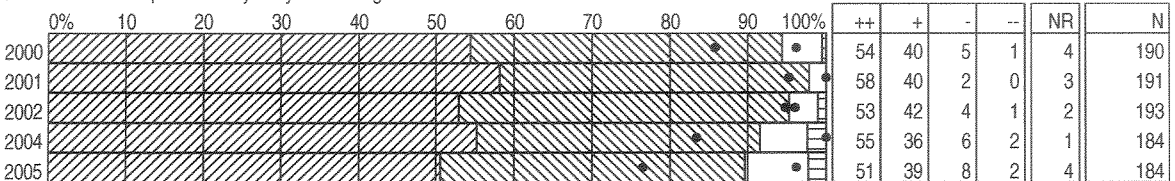
27b) To what extent are you satisfied with the services provided to you by Budget Services?



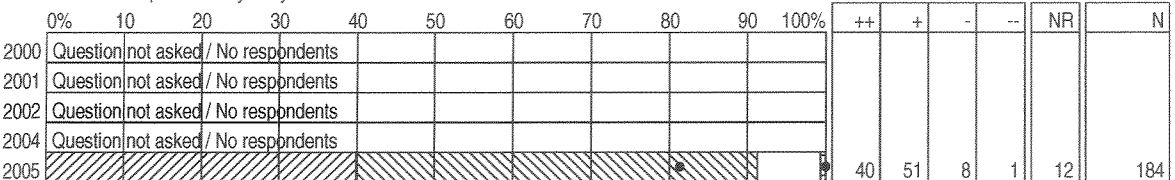
27c) To what extent are you satisfied with the services provided to you by Communications?



27d) To what extent are you satisfied with the services provided to you by Consulting Services?



27e) To what extent are you satisfied with the services provided to you by Curriculum?



\* Results weighted

\* Note: Surveys not administered in 2003



## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

27f) To what extent are you satisfied with the services provided to you by Facilities Services?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												27	57	13	3	7	190
2001												40	44	14	1	7	191
2002												30	51	18	1	5	193
2004												31	47	20	2	6	184
2005												25	52	19	4	3	184

27g) To what extent are you satisfied with the services provided to you by Financial Services (including Purchasing)?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												42	51	7	0	2	190
2001												58	41	1	0	3	191
2002												53	42	5	0	4	193
2004												47	45	7	1	2	184
2005												39	56	4	1	4	184

27h) To what extent are you satisfied with the services provided to you by Information Technology Services?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												39	49	11	2	2	190
2001												51	41	7	1	5	191
2002												45	43	9	3	3	193
2004												45	42	8	5	2	184
2005												45	44	9	2	2	184

27i) To what extent are you satisfied with the services provided to you by Internal Audit?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N	
2000	Question not asked / No respondents																	
2001	Question not asked / No respondents																	
2002	Question not asked / No respondents																	
2004												47	48	4	1	15	184	
2005												46	51	3	0	19	184	

27j) To what extent are you satisfied with the services provided to you by International Programs? (Eligibility 55 students)

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N	
2000	Question not asked / No respondents																	
2001	Question not asked / No respondents																	
2002	Question not asked / No respondents																	
2004	Question not asked / No respondents																	
2005												48	47	4	1	57	184	

27k) To what extent are you satisfied with the services provided to you by Leadership Services?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												77	21	2	1	1	190
2001												87	11	2	0	4	191
2002												84	15	1	1	3	193
2004												69	24	5	2	1	184
2005												74	23	3	0	2	184

\* Results weighted

\* Note: Surveys not administered in 2003

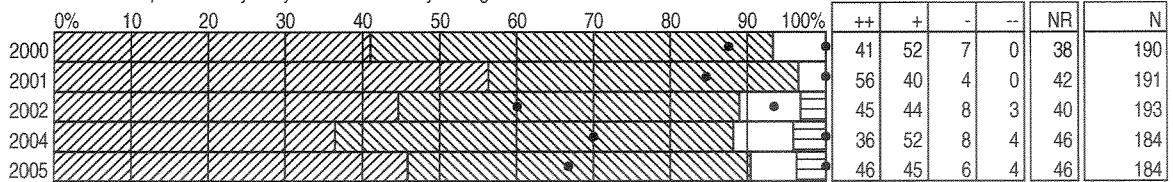
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

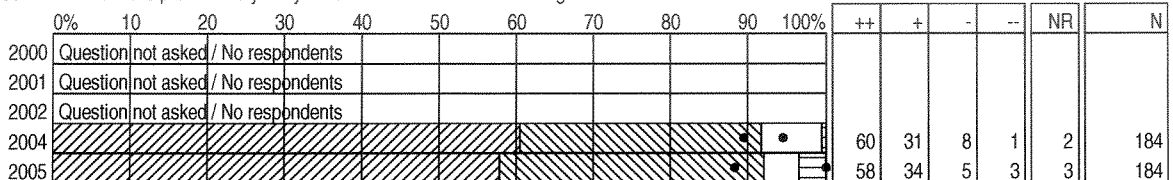
BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

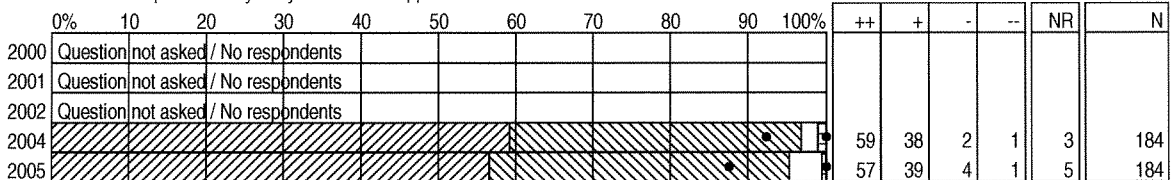
27l) To what extent are you satisfied with the services provided to you by Metro Community College?



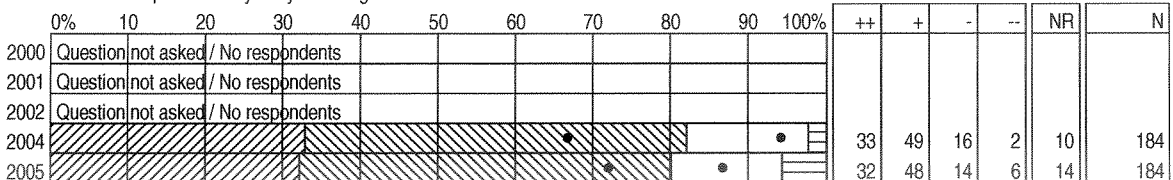
27m) To what extent are you satisfied with the services provided to you by Personnel Recruitment & Staffing Services?



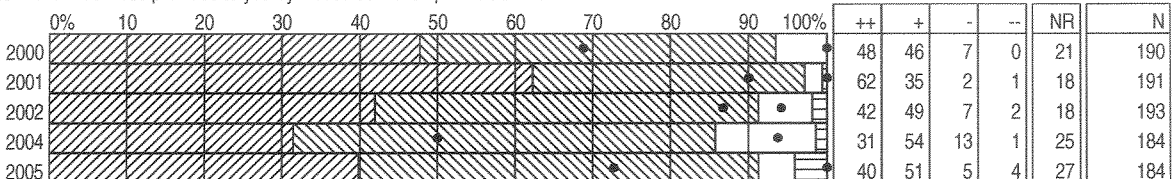
27n) To what extent are you satisfied with the services provided to you by Personnel Support Services?



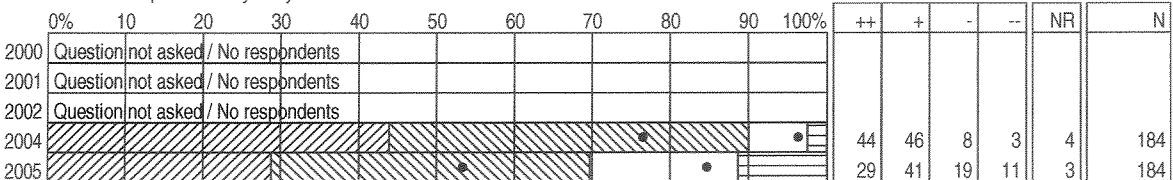
27o) To what extent are you satisfied with the services provided to you by Planning?



27p) To what extent are you satisfied with the services provided to you by Resource Development Services?



27q) To what extent are you satisfied with the services provided to you by Student Achievement Services?



\* Results weighted

\* Note: Surveys not administered in 2003

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

BY QUESTIONS

PRINCIPALS  
DISTRICT TOTAL

27r) To what extent are you satisfied with the services provided to you by Student Assessment?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N		
2000	Question not asked / No respondents																		
2001	Question not asked / No respondents																		
2002	Question not asked / No respondents																		
2004												52	41	6	2	2	184		
2005												56	38	4	2	3	184		

27s) To what extent are you satisfied with the services provided to you by Student Information?

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												53	45	2	0	5	190
2001												68	30	2	0	6	191
2002												60	37	3	0	6	193
2004												55	43	2	1	8	184
2005												54	42	4	1	7	184

27t) To what extent are you satisfied with the services provided to you by Student Transportation??

	0%	10	20	30	40	50	60	70	80	90	100%	++	+	-	--	NR	N
2000												45	51	4	0	11	190
2001												51	40	8	1	8	191
2002												32	49	12	6	8	193
2004												28	51	18	3	11	184
2005												28	50	15	6	7	184

\* Results weighted

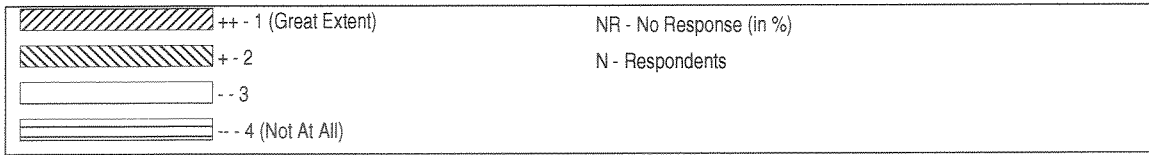
\* Note: Surveys not administered in 2003

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

CENTRAL SERVICES

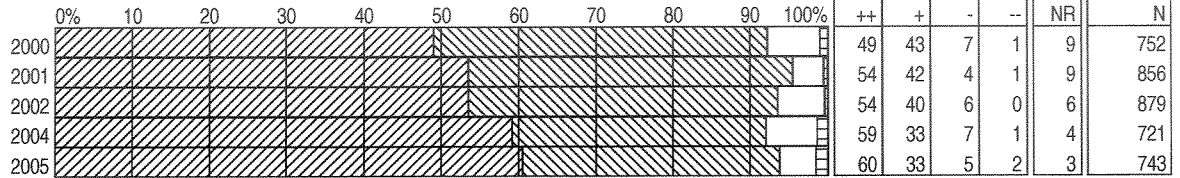
MULTI-YEAR QUESTIONS BY LEVEL

CENTRAL SERVICES STAFF  
DISTRICT TOTAL

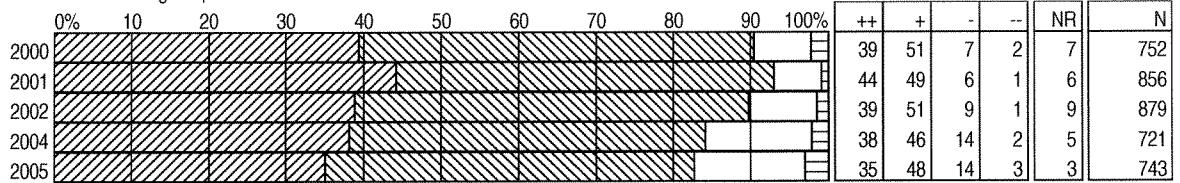


Note: Graph percentages are based on committed responses

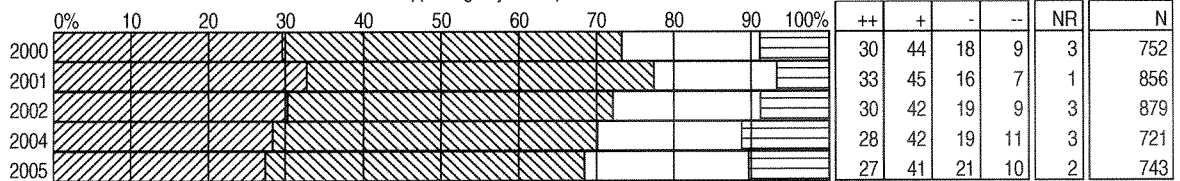
1) To what extent is the district focused on student achievement?



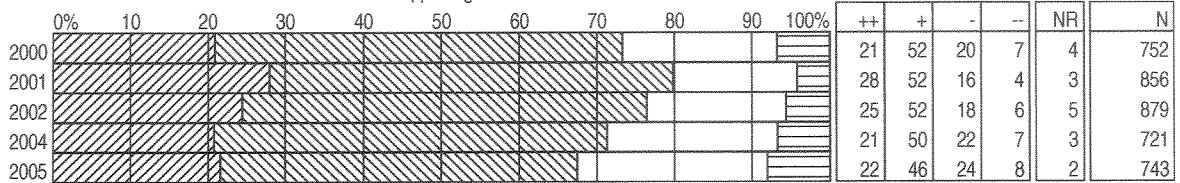
2) To what extent do you feel that central services is a good place to work?



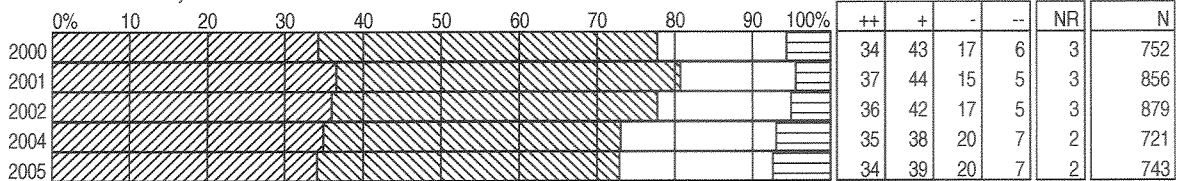
3a) To what extent are you satisfied with the information that is shared about what is happening in your department?



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

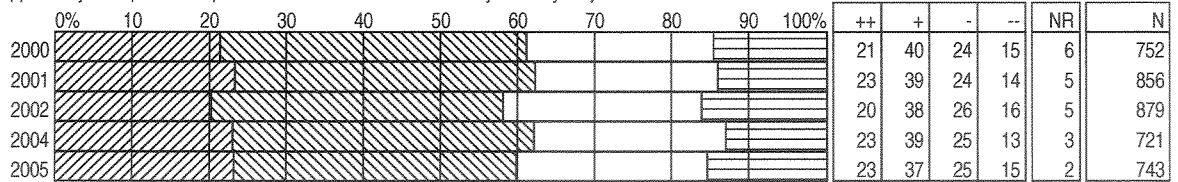
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

CENTRAL SERVICES

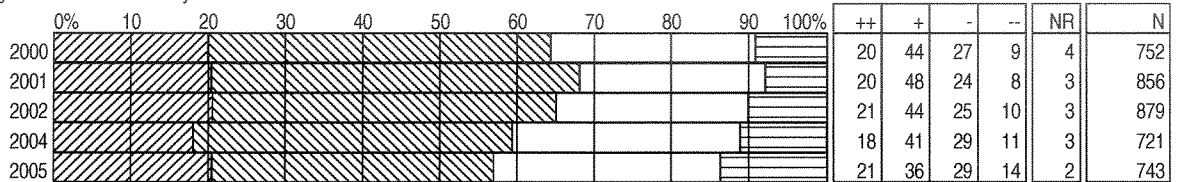
MULTI-YEAR QUESTIONS BY LEVEL

CENTRAL SERVICES STAFF  
DISTRICT TOTAL

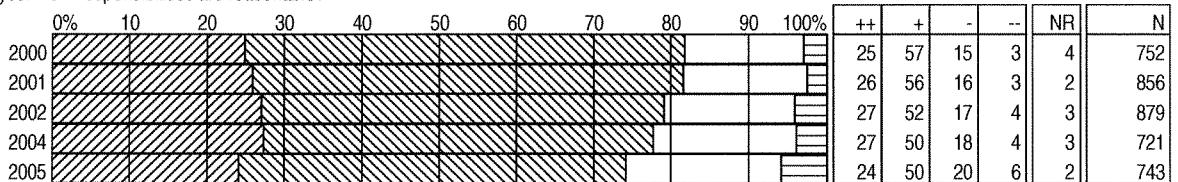
5) To what extent do you have an opportunity for input into department level decisions that affect you and your job?



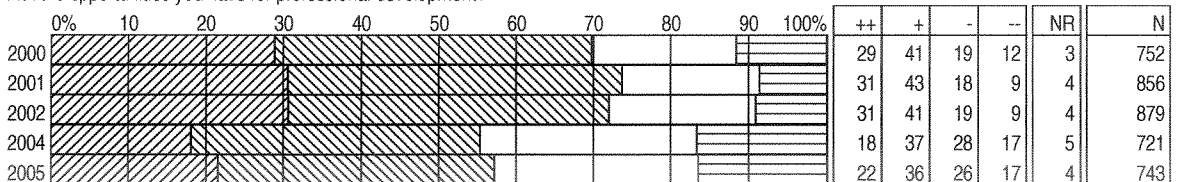
6) To what extent do you get recognition for the work that you do for Edmonton Public Schools?



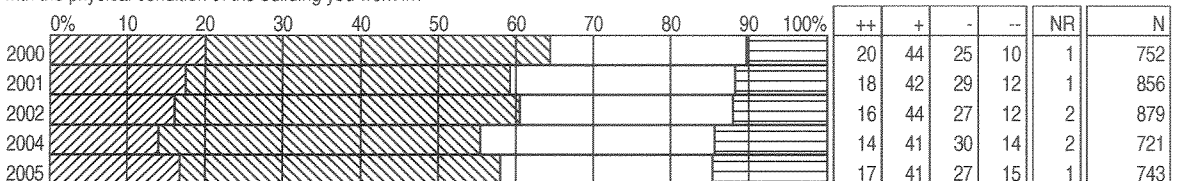
7) To what extent do you feel that your work responsibilities are reasonable?



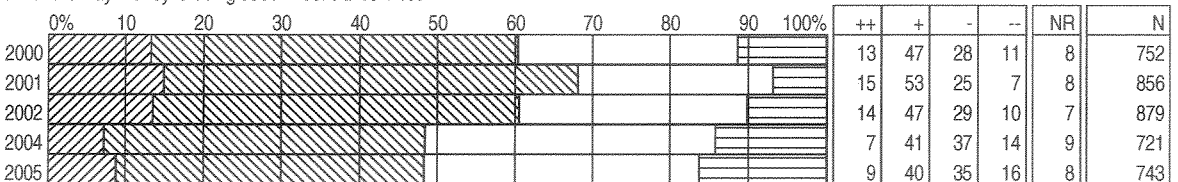
8) To what extent are you satisfied with the opportunities you have for professional development?



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



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



\* Results weighted

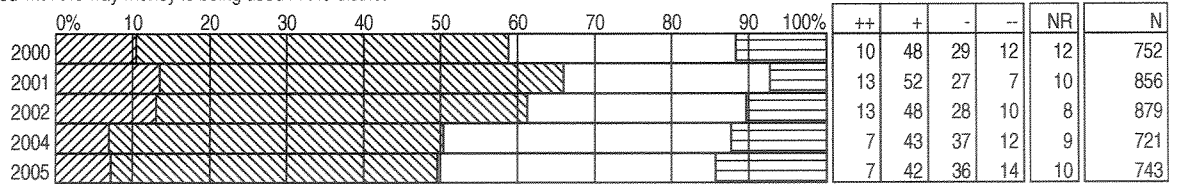
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

CENTRAL SERVICES

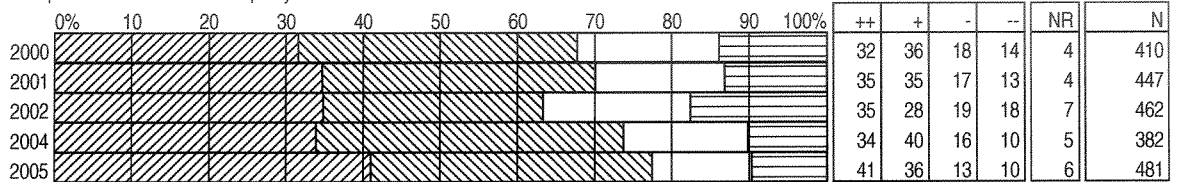
MULTI-YEAR QUESTIONS BY LEVEL

CENTRAL SERVICES STAFF  
DISTRICT TOTAL

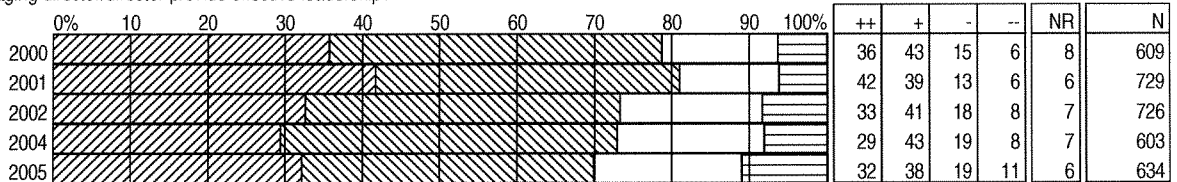
10b) To what extent are you satisfied with the way money is being used in the district?



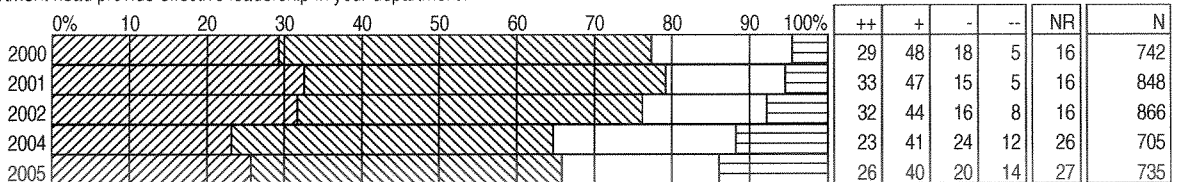
11) To what extent does your supervisor provide effective leadership in your work unit?



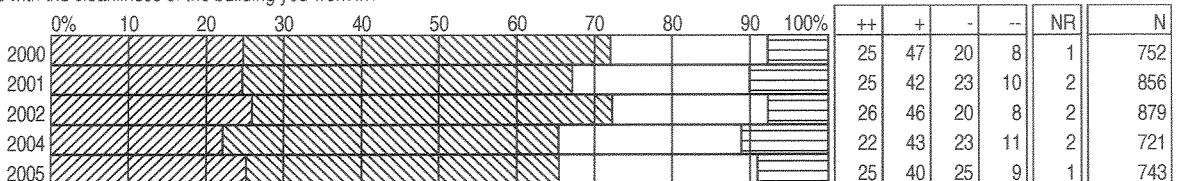
12) To what extent does your managing director/director provide effective leadership?



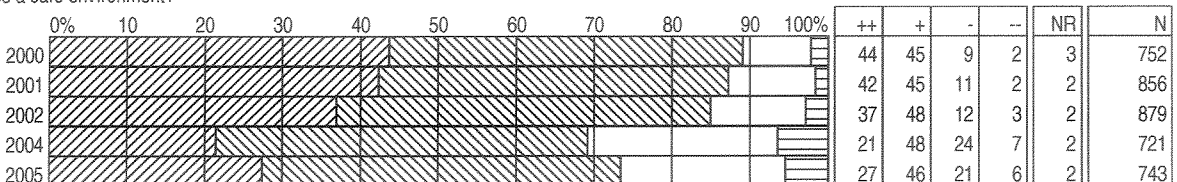
13) To what extent does your department head provide effective leadership in your department?



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



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



\* Results weighted

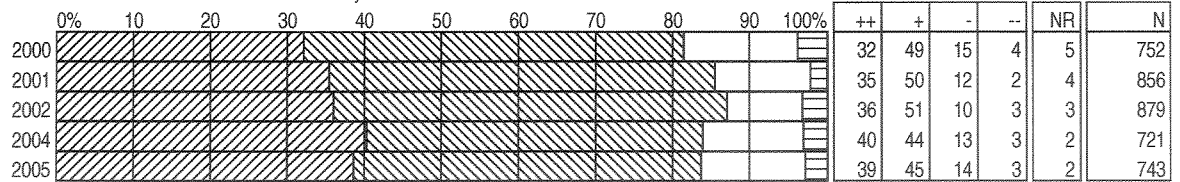
## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

CENTRAL SERVICES

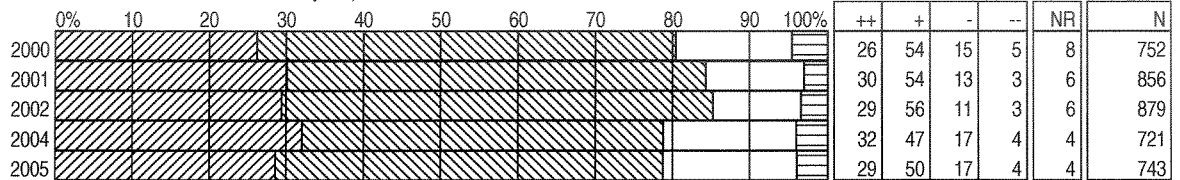
MULTI-YEAR QUESTIONS BY LEVEL

CENTRAL SERVICES STAFF  
DISTRICT TOTAL

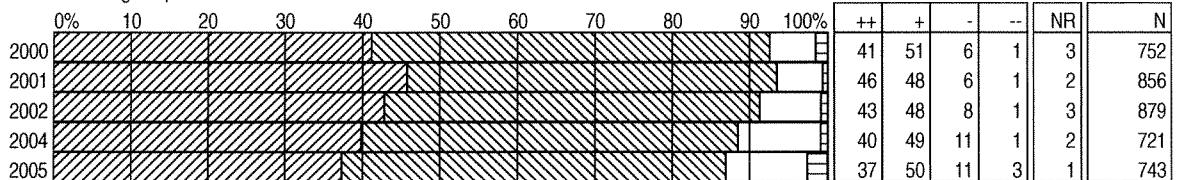
16a) To what extent do you feel that the district's mission is communicated clearly?



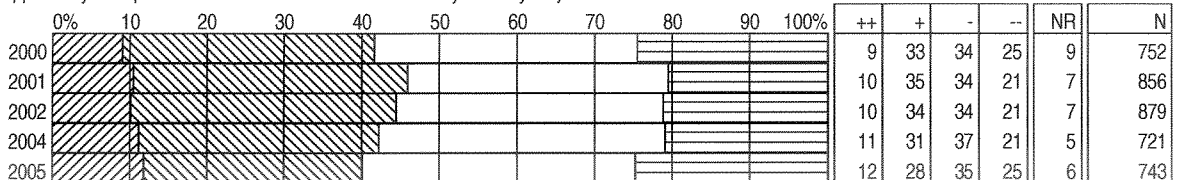
16b) To what extent do you feel that the district's mission is consistent with your personal beliefs?



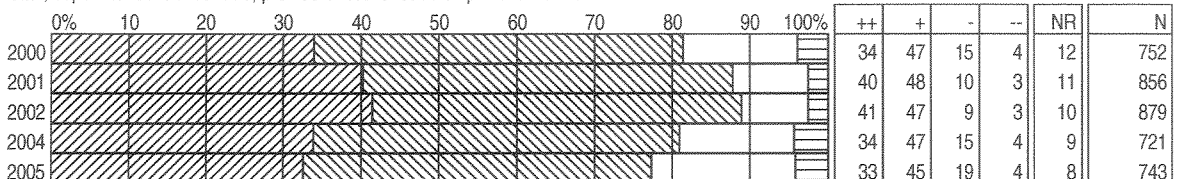
17) To what extent do you feel that the district is a good place to work?



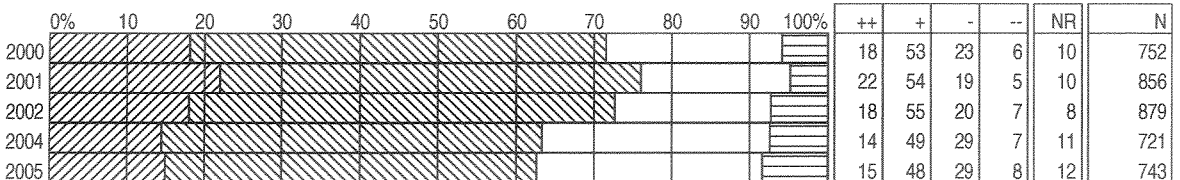
18) To what extent do you have an opportunity for input into district level decisions that affect you and your job?



19) To what extent does Angus McBeath, superintendent of schools, provide effective leadership in the district?



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



\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 2-6

BY QUESTION

2-6 STUDENTS  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	Incr/Decr	Note
6) Students follow classroom rules	77	78	76	72	76	4	
7) Students follow school rules	82	82	80	78	82	4	
13) School is clean	91	90	89	88	90	2	
14) Like being in school	92	92	90	89	91	2	
1) Find school work interesting	90	90	88	87	88	1	
2) Report card is helpful to you	93	94	93	92	93	1	
5) Know the school rules	98	98	97	97	98	1	
8) Feel safe in school	95	95	94	94	95	1	
9) Feel safe during recess time	90	91	90	89	90	1	
11) Principal is a good leader	96	95	93	94	95	1	
12) People in the office are helpful	96	97	95	95	96	1	
3) Teacher expects you to do your best	98	98	98	98	98	0	
4) Teacher helps you when needed	96	95	96	95	95	0	
10) Feel safe on the way to and from school	91	92	92	91	91	0	

\* Surveys not conducted in 2003

\* 2004 results do not include Grade 4 students

\* Results weighted



## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 7-9

BY QUESTION

7-9 STUDENTS  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	INCR/DECR	Note:
1) Find school work interesting	78	79	78	72	77	5	
10b) Most students respect school property	75	77	77	75	79	4	
16) Confidence in your principal	82	82	79	76	80	4	
18) Staff to talk to when you have a problem	74	77	77	75	79	4	
19) Is your school clean	81	82	79	77	81	4	
5) Information from report card helpful	79	80	78	76	79	3	
6) Teacher helps you when needed	87	88	88	86	89	3	
9b) Students follow rules out of classroom	59	61	61	58	61	3	
10a) Most students respect other students	78	80	79	76	79	3	
13) Opportunity for say in school decisions	75	79	78	76	79	3	
9a) Students follow rules when in classroom	75	76	77	74	76	2	
10c) Most students respect school staff	85	87	87	86	88	2	
17) People in the office are helpful	83	86	85	82	84	2	
20) Satisfied with your school	84	85	84	82	84	2	
2) Are you expected to do your best	98	98	98	97	98	1	
4) Clear on what you are expected to learn	90	92	91	89	90	1	
11) Feel safe in your school	89	90	91	89	90	1	
3) Are your classes challenging	86	87	86	84	84	0	
7) Receive help planning high school program	86	89	86	87	87	0	
8) Know how you are expected to behave	97	98	97	97	97	0	
12) Feel safe on the way to and from school	92	93	93	92	92	0	
15) Recognition for accomplishments	90	91	89	90	90	0	
14) Opportunity for extracurricular activities	92	93	90	92	91	-1	

\* Surveys not conducted in 2003

\* 2004 results do not include Grade 7 students

\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

STUDENTS GRADES 10-12

BY QUESTION

10-12 STUDENTS  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	Incr/Decr	Note
16) Opportunity for say in school decisions	71	73	75	71	78	7	
22) Is your school clean	77	81	78	78	83	5	
12a) Students follow rules when in classroom	82	83	82	82	86	4	
13a) Most students respect other students	82	83	81	81	85	4	
13b) Most students respect school property	73	73	72	73	77	4	
20) People in the office are helpful	80	80	79	81	85	4	
1) Find school work interesting	78	78	78	79	82	3	
5) Information from report card helpful	66	68	68	70	73	3	
6) Teacher helps you when needed	88	86	86	88	91	3	
9) Help for career planning	69	69	73	74	77	3	
12b) Students follow rules out of classroom	63	65	63	63	66	3	
13c) Most students respect school staff	85	86	85	86	89	3	
17) Opportunity for extracurricular activities	94	89	87	87	90	3	
19) Confidence in your principal	81	80	80	80	83	3	
4) Clear on what you are expected to learn	89	90	90	91	93	2	
7) Enough variety of courses available	86	84	86	86	88	2	
8) Help for further education planning	81	80	83	82	84	2	
11) Know how you are expected to behave	97	97	97	97	98	1	
21) Staff to talk to when you have a problem	75	77	76	79	80	1	
2) Are you expected to do your best	96	96	97	97	97	0	
10) Feel prepared to enter world of work	69	70	71	75	75	0	
18) Recognition for accomplishments	89	87	86	87	87	0	
23) Satisfied with your school	89	88	88	90	90	0	
3) Are your classes challenging	91	91	91	91	90	-1	
14) Feel safe in school	92	92	92	93	92	-1	
15) Feel safe on the way to and from school	94	95	93	93	92	-1	

\* Surveys not conducted in 2003

\* 2004 results do not include Grade 10 students

\* Results weighted

# DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

K-12 DISTRICT PARENTS

BY QUESTION

PARENTS  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	Incr/Decr	Note
27) Level of funding for public education				37	45	8	
15) World of work preparation	74	76	73	82	86	4	
8) School work is challenging	89	89	90	93	95	2	
26) The way money is used in EPS	75	81	66	70	72	2	
4) Enough info on learning expectations	83	82	80	84	85	1	
22) Way discipline is handled in school	88	86	86	87	88	1	
28) Satisfied with Superintendent of Schools	89	92	88	83	84	1	
29) Satisfied with board of trustees	88	91	82	82	83	1	
1) Satisfied with overall quality of education	93	94	92	94	94	0	
2a) Emphasis placed on English Language Arts	92	93	91	94	94	0	
2d) Emphasis placed on Social Studies	95	95	93	95	95	0	
11) The way money is being used in school	84	90	82	87	87	0	
14) Post-secondary education preparation	82	82	80	86	86	0	
24) Cleanliness of your child's school	95	96	93	96	96	0	
2b) Emphasis placed on Mathematics	91	91	90	93	92	-1	
2c) Emphasis placed on Science	93	95	92	95	94	-1	
5) Satisfied school staff work as a team				92	91	-1	
6) Satisfied with non-teaching school staff	94	96	95	95	94	-1	
7) Child receives help needed to succeed	84	86	83	86	85	-1	
9) Satisfied with teachers	91	91	90	92	91	-1	
20) Enough info on behaviour expectations	94	94	94	96	95	-1	
21a) Satisfied child is safe in school	91	91	92	93	92	-1	
13) Involvement in school decisions	87	87	84	90	88	-2	
18) Enough info about achievement results	79	83	77	87	85	-2	
19) Satisfied with the school principal	91	91	88	91	89	-2	
21b) Satisfied child is safe to and from school	92	92	92	93	91	-2	
16) Usefulness of report card information	88	89	84	91	88	-3	
17) Enough info on student progress	86	85	85	87	84	-3	
23) Welcome received at school	94	96	93	96	93	-3	
25) Programs/courses available EPS	91	93	90	91	88	-3	
3) Programs/courses available	89	91	90	90	86	-4	
10) Enough info on sch'l's professional development				85	81	-4	
12) Physical condition of your child's school	90	92	88	88	84	-4	

\* 2004 results do not include Grades 4, 7, 10

\* Results weighted

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

SCHOOL STAFF

BY QUESTION

SCHOOL STAFF  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	Incr/Decr	Note
12b) How money is used in the district	69	69	58	55	61	6	
23) Confidence in the board of trustees	72	72	56	65	71	6	
7) Work responsibilities are reasonable	83	82	83	78	83	5	
21) Input into district level decisions	50	53	47	49	54	5	
20) District is a good place to work	92	92	86	90	93	3	
2) School is a good place to work	92	92	93	91	93	2	
3a) Satisfied with info on school happenings	86	85	86	84	86	2	
3b) Satisfied with info on district happenings	85	86	83	82	84	2	
8) School provides appropriate learning experiences	94	94	93	91	93	2	
9) Opportunities for professional development	87	87	86	81	83	2	
11) Satisfied with physical condition of school	71	72	68	69	71	2	
17) Satisfied with cleanliness of school	81	82	81	82	84	2	
19b) District's mission consistent with own	89	89	87	84	86	2	
22) Angus McBeath provides effective leadership	82	86	86	79	81	2	
1) School focused on student achievement	97	97	97	97	98	1	
4) Staff work as a team in your school	84	84	85	84	85	1	
6) Get recognition for the work you do	81	80	81	79	80	1	
10) School facility adequate for programs offered	77	76	70	76	77	1	
13a) Level of parental involvement				74	75	1	
13b) Level of general community involvement				72	73	1	
14) Accountability system shapes instructional practice				89	90	1	
15) Principal provides effective leadership	86	85	86	84	85	1	
16) Satisfied with way student discipline is handled	80	81	83	80	81	1	
18) School is a safe environment	94	94	93	92	93	1	
19a) District's mission communicated clearly	92	92	90	90	91	1	
5) Input into school level decisions	76	75	76	76	76	0	
12a) How money is used in your school	80	80	79	79	79	0	

\* Results weighted

\* Note: Surveys not conducted in 2003

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

PRINCIPALS

BY QUESTION

DISTRICT PRINCIPALS

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	INCR/DECR	Note
16) Time in classroom assists professional development decisions				87	94	7	
17) Time in classroom assists allocation of resources decisions				88	95	7	
24) Confidence in the board of trustees	94	95	81	79	86	7	
13b) Level of general community involvement				72	77	5	
25b) Availability of staff for special needs programs	87	92	91	84	89	5	
26) Accommodation of special needs students	81	87	71	74	79	5	
27p) Services provided by Resource Development Services	93	97	91	86	91	5	
13a) Level of parental involvement				75	79	4	
27k) Services provided by Leadership Services	97	98	99	93	97	4	
18) Satisfied with cleanliness of school	92	94	88	87	90	3	
25c) Availability of staff for alternative programs	88	93	90	80	83	3	
27g) Services provided by Financial Services (including Purchasing)	93	99	95	92	95	3	
27h) Services provided by Information Technology Services	88	92	88	87	89	2	
27i) Services provided by Internal Audit				95	97	2	
27l) Services provided by Metro Community College	93	96	89	88	90	2	
2) School is a good place to work	99	99	99	99	100	1	
9) School facility adequate for programs offered	85	86	79	85	86	1	
27r) Services provided by Student Assessment				93	94	1	
7) Staff provide appropriate learning experiences	99	99	99	99	99	0	
10) Satisfied with physical condition of school	63	72	62	72	72	0	
14) Accountability system shapes instructional practice				97	97	0	
15) Time in classroom enhances instruction in school				94	94	0	
19) School is a safe environment	99	99	100	99	99	0	
27m) Services provided by Personnel Recruitment & Staffing Services				92	92	0	
1) School focused on student achievement	100	100	100	100	99	-1	
20a) District's mission communicated clearly	99	100	98	97	96	-1	
20b) District's mission consistent with own	99	99	98	96	95	-1	
25a) Availability of staff for regular programs	97	99	98	99	98	-1	
27b) Services provided by Budget Services	97	99	98	92	91	-1	
27c) Services provided by Communications	94	95	94	94	93	-1	
27d) Services provided by Consulting Services	94	98	95	91	90	-1	
27f) Services provided by Facilities Services	84	85	81	78	77	-1	
27t) Services provided by Student Transportation	96	91	81	79	78	-1	
6) Work responsibilities are reasonable	80	83	83	71	69	-2	
27n) Services provided by Personnel Support Services?				97	95	-2	
27o) Services provided by Planning				82	80	-2	
27s) Services provided by Student Information	98	98	97	98	96	-2	
8) Opportunities for professional development	96	97	95	92	89	-3	
21) District is a good place to work	99	99	98	98	95	-3	
27a) services provided by Bennett Centre	94	97	97	99	95	-4	
3) Satisfied with info on district happenings	98	99	99	95	90	-5	
12) Financial information received	93	98	96	93	86	-7	
23) Angus McBeath provides effective leadership	97	98	97	87	80	-7	
4) Staff work as a team in the district	96	98	98	94	84	-10	
11) How money is used in the district	97	96	91	90	80	-10	
22) Input into district level decisions	93	97	94	78	66	-12	
5) Get recognition for the work you do	85	91	90	83	67	-16	
27q) Services provided by Student Achievement Services				90	70	-20	
27e) Services provided by Curriculum					91		
27j) Services provided by International Programs? (Eligibility 55 students)					95		

\* Results weighted

\* Note: Surveys not administered in 2003

## DISTRICT SATISFACTION SURVEY RESULTS 2000-2005

CENTRAL SERVICES STAFF

BY QUESTION TABULAR

CENTRAL SERVICES STAFF  
DISTRICT TOTAL

Sorted by Incr/Decr

QUESTION	2000	2001	2002	2004	2005	Incr/Decr	Note
15) Workplace is a safe environment	89	87	85	69	73	4	
9) Satisfied with physical condition of building at work	64	59	60	55	58	3	
11) Supervisor provides effective leadership	68	70	63	74	77	3	
1) District focused on student achievement	92	95	94	92	94	2	
8) Opportunities for professional development	70	74	72	55	57	2	
13) Department head provides effective leadership	77	79	76	65	66	1	
4) Staff work as a team in your work unit	78	81	78	73	73	0	
10a) How money is used in central services	60	68	60	48	48	0	
10b) How money is used in the district	59	66	61	50	50	0	
14) Cleanliness of building at work	72	67	72	65	65	0	
16a) District's mission communicated clearly	81	85	87	84	84	0	
16b) District's mission consistent with own	80	84	85	79	79	0	
20) Do you have confidence in the board of trustees?	72	76	73	63	63	0	
2) Central services is a good place to work	90	93	90	84	83	-1	
17) District is a good place to work	93	93	91	88	87	-1	
3a) Satisfied with info on department happenings	73	77	72	70	68	-2	
5) Input into department level decisions	61	62	58	62	60	-2	
6) Get recognition for the work you do	64	68	65	59	57	-2	
18) Input into district level decisions	42	46	44	42	40	-2	
12) Managing director/director provides effective leadership	79	81	73	73	70	-3	
3b) Satisfied with info on district happenings	73	80	76	71	67	-4	
7) Work responsibilities are reasonable	82	82	79	78	74	-4	
19) Angus McBeath provides effective leadership	81	88	89	81	77	-4	

\* Results weighted