



**DIVISIONAL SATISFACTION SURVEY
PARKLAND SCHOOL DIVISION No. 70
Progress Report**

*Presented to Board of Trustees 20 April, 2010
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REPORTING PERIOD: September 2009 – April 2010

BACKGROUND

High standards for education are a top priority for Parkland School Division No 70 (PSD), thus resources are deployed in a manner that best supports our critical work to improve educational opportunities for our students and learning organization. In February of each year Parkland School Division conducts a satisfaction survey to assess progress toward achieving the goals outlined in the Three-Year Education Plan. The three identified goals in the survey are: high quality learning opportunities for all, excellent learner outcomes achieved by students, and responsive and responsible services and operations. Alberta Education added a goal *Success for First Nations, Métis and Inuit students* in the 2009-2010 school year. Currently, there are no survey questions that correspond with this new goal as we are gathering data through other sources. Schollie Research & Consulting administer surveys to a grade specific sample of parents and students, and to all staff.

Questions regarding transportation were removed this year and replaced with a more comprehensive transportation survey administered by PSD Transportation Department, see appendix A. This change was made to ensure that all Parkland families accessing transportation services were surveyed regarding our transportation services. Additionally, only parents of grade 11 students were asked career preparation questions. During our review of survey results with principals/staff (spring 2009) staff noted that most of the career preparation work with students begins in grade 9.

Surveys were conducted with the following groups:

- Students in grades 3, 6, 9, and 12
- Parents of students in grades 2, 5, 8, and 11
- Parents of students receiving special education services
- Teaching, Support and Division Office staff

The jurisdiction's target for all questions is an 85% or higher level of satisfaction from respondents.

2009-2010 Survey Results

The following tables show satisfaction results in relation to the jurisdiction's goals. The percentages listed represent the percent of respondents who indicated "strongly agree" or "agree" on the student survey, or the number of respondents who indicated "very satisfied" or "satisfied" on all other surveys. Blank areas of the table indicate that a result is not available because the question was not asked to that group.

SATISFACTION SURVEY RESPONSE RATES										
	Parents with students in Grades 2, 5, 8, 11		Special Education Parents		Grade 3 and 6 Students		Grade 9 and 12 Students		Staff	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
Survey Response Rates	21%	21%	18%	14%	89%	90%	63%	67%	75%	67%

SATISFACTION LEVELS RELATED TO GOAL 1: <i>High quality learning opportunities for all.</i>										
	Parents with students in Grades 2, 5, 8, 11		Grade 3 and 6 Students		Grade 9 and 12 Students		Staff			
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
Overall quality of education / I like my school (gr. 3/6)	88%	90%	90%	92%	87%	83%	98%	97%		
School Characterized by dignity, respect, and caring	85%	85%	95%	96%	88%	86%	91%	88%		
Dignity & Respect			88%	87%	79%	80%				
Friends at school			97%	97%	97%	96%				
Safe environment:	87%	91%	93%	93%	89%	88%	92%	94%		
Building			95%	95%	93%	92%				
Classroom			83%	82%						
Grounds			85%	N/A	82%	75%				
Bus	85%	N/A	82%		75%					
Students are treated fairly	88%	90%	91%	92%	84%	80%	97%	97%		
Satisfaction with the variety of program choices available	84%	88%			82%	84%	92%	97%		
Teachers use computer technologies to help learn	85%	87%	94%	96%	86%	86%	91%	90%		
Technology improves student learning			92%	92%	81%	81%				
The School/Teachers provide help and support	87%	86%	95%	96%	84%	84%				
Process to respond to needs of at-risk students							84%	85%		
Parents satisfaction with access to special needs services ¹	80%	82%								
Parents satisfaction with timeliness of special needs services ¹	76%	82%								
Students with special needs are meeting their IPP goals ¹	76%	82%					90%	89%		
Early/Middle years focus is meeting students' needs	84%	84%					78%	89%		

SATISFACTION LEVELS RELATED TO GOAL 2: *Excellent Learner Outcomes Achieved by Students.*

	Parents with students in Grades 2, 5, 8, 11		Grade 3 and 6 Students		Grade 9 and 12 Students		Staff	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
Students are prepared for world of work	71%	74%			76%	72%	86%	91%
Students are prepared for post-secondary studies	69%	79%			84%	80%		
Students have information re: next steps in learning programs	85%	86%			85%	84%		
Satisfaction with career planning assistance	62%	68%			74%	66%		
Students are being prepared to be good citizens	91%	91%	93%	95%	76%	76%	91%	95%
Students know how they should behave			98%	98%	97%	97%		
Satisfaction with progress and achievement of your child	87%	87%						

SATISFACTION LEVELS RELATED TO GOAL 4: *Responsive and Responsible Services and Operations.*

	Parents with students in Grades 2, 5, 8, 11		Grade 3 and 6 Students		Grade 9 and 12 Students		Staff	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
Satisfaction with opportunity for involvement in decision making	86%	88%					86%	84%
School's effort to involve parents in child's learning experiences	85%	84%					97%	97%
Satisfaction with involvement of special needs specialists ¹	77%	72%						
Satisfaction with quality of special education services overall ¹	75%	76%						
School Council has meaningful role							90%	94%
Teachers are available discuss child's education	92%	94%						
School always works to improve the quality of education offered	88%	88%					97%	98%
Way school informs about progress & achievement	85%	86%	92%	94%	86%	83%	99%	98%
Satisfaction with communications from the school/Division	87%	88%					83%	92%
Satisfaction that educational dollars are well spent in school	78%	81%						
Access to Professional Development activities							91%	89%
Quality of professional development activities							91%	89%

OVERVIEW OF ACHIEVEMENTS AND AREAS FOR IMPROVEMENT

Grade 3 and 6 Students

- Results are relatively consistent with last year (within 1-2%) and the majority of results either increased or stayed the same as last year.
- Agreement with “My school is clean” improved by 3% to 90% this year – the highest result in the past 5 years.

Grade 9 and 12 Students

- While results decreased from last year on 15 out of 27 questions, most are still comparable to previous years. Last year, 14 of 28 questions reached 5 year highs.
- Similar to Grade 3 and 6 students, agreement that “My school is clean” improved by 5 % from last year to 84 % and is at a 5 year high. It is also a 10% increase over 5 years ago.
- Agreement with “I know how well I am doing in my school” decreased by 3% from last year to 83% which is the lowest result over the past 5 years.

Parents

- Most parent results are quite consistent with 2009 results (within 1-2%); however there are a few results worth pointing out.
 - Satisfaction with “the adequacy of the school facilities” improved 4% from last year to 83% this year – a 5 year high.
 - Satisfaction with “safety of the school” improved to 91% - the highest result in the past 5 years.
 - Similarly, satisfaction with the “safety of the school grounds” improved to 85% this year – another 5 year high.
- Satisfaction with “the effectiveness of the School Board” improved again this year to 76% - a 10% increase from 2 years ago.
- After peaking at 60% satisfaction last year, parent satisfaction with “Alberta Education’s funding of Parkland School Division” decreased by 9% to 51% this year.
- Satisfaction with “the choice of programs available in the school system” also reached a 5 year high at 88%.

Staff

- Staff results have some notable increases this year – particularly with questions regarding their relationship with Parkland School Division.
- Satisfaction with “the overall communication between the Division office and your school/work site” improved by 9% from last year to a 5 year high of 92%.
- Satisfaction with “the recognition you receive at the jurisdiction level for your contributions” increased by 11% from last year to 79% this year – another 5 year high.
- Staff satisfaction that “the Board of Trustees is decisive in setting directions” increased 13% from last year – also a 5 year high.
- Staff satisfaction that “the Board of Trustees provides support/is helpful” also increased by 9% from last year to 73% this year – the highest result over the past 5 years.
- Satisfaction that “Parkland School Division is a good place to work” improved by 7% from last year to 93% this year – another 5 year high.
- Staff satisfaction with “the quality of learning resources available to students (e.g. library and classroom materials, computers, textbooks)” increased by 5% this year to 87% - a 5 year high and 15% increase over 5 years ago.
- Similar to parents, staff satisfaction with “the choice of programs offered to students in the school system” also reached a 5 year high at 97%.

- Similar to parents, staff satisfaction with “Alberta Education’s funding of Parkland School Division” has decreased from last year by 8% to 44%.

Special Education Services

- Special education services results improved from last year on 8 of the 11 questions.
- The biggest decline from last year was satisfaction “with your involvement in the development of your child’s Individual Program Plan” which decreased 8% from last year to 77% this year.

CONCLUSION

Among all surveyed groups, there is significant satisfaction in relation to Goal One: *High quality learning opportunities for all*.

There is significant satisfaction among grades 3 and 6 students and staff in relation to Goal Two: *Excellent learner outcomes achieved by students*. A continued focus is needed to increase satisfaction levels among grades 9 and 12 students and the parent group in the area of preparing students for post Kindergarten – Grade 12 education.

In relation to Goal Four: *Responsive and responsible services and operations*, there is significant satisfaction among both student groups and the staff group. A continued focus is needed to increase satisfaction levels from the parent group in the area of special education.

Parkland School Division is proud of these survey results and celebrates the hard work and dedication demonstrated by staff and students and will continue to provide many opportunities for our students to be successful.