



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

Presented to Board of Trustees 04 May, 2011

By Emilie Keane, Associate Superintendent

Resource Personnel: Schollie Research and Consulting and

REPORTING PERIOD: September 2010 – April 2011

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 January and 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:

- Goal 1: High quality learning opportunities for all,
- Goal 2: Excellent learner outcomes achieved by students, and
- Goal 4: Responsive and responsible services and operations.

In 2009-2010, Alberta Education added a goal *Success for First Nations, Métis and Inuit Students*. 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. No changes were made to this year's survey questions in an effort to maintain consistency with the information gathered.

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.

2010-2011 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	
	# of surveys returned	Parkland Division	# of surveys returned	Parkland Division	# of surveys returned	Parkland Division	# of surveys returned	Parkland Division	# of surveys returned	Parkland Division
Survey Response Rates	n=669	24%	n=134	14%	n=1,218	90%	n=1,159	73%	n=811	78%

SATISFACTION LEVELS RELATED TO GOAL 1: High quality learning opportunities for all.										
	Parents with students in Grades 2, 5, 8, 11		Grade 3 and 6 Students		Grade 9 and 12 Students		Staff			
	School Result	Parkland Result	School Result	Parkland Result	School Result	Parkland Result	School Result	Parkland Result		
Overall quality of education / I like my school (gr. 3/6)		90%		92%		83%		98%		
School Characterized by dignity, respect, and caring		87%		95%		86%		87%		
Dignity & Respect				91%		78%				
Friends at school				98%		97%				
Safe environment:		88%		93%		87%		89%		
Building				96%		93%				
Classroom				87%						
Grounds		80%		87%						
Students are treated fairly		91%		93%		80%		96%		
Satisfaction with the variety of program choices available		84%				79%		95%		
Teachers use computer technologies to help learn		89%		95%		86%		90%		
Technology improves student learning				92%		83%				
The School/Teachers provide help and support		87%		96%		83%				
Process to respond to needs of at-risk students								83%		
Parents satisfaction with access to special needs services ¹		71%								
Parents satisfaction with timeliness of special needs services ¹		72%								
Students with special needs are meeting their IPP goals ¹		76%						88%		
Responsive Programming / Curriculum		88%						89%		

Overview of Achievements and Areas of Improvement

Grade 3 and 6 Students:

- Most 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 “when I get my work back from teachers, I know how to improve my work” and “when I am doing well, my teachers let me know” both increased by 3% from last year.
- Agreement with “I feel safe on the playground” increased by 5% to a five year high of 87%.
- Agreement that “in my school, children and adults show respect for each other” increased by 4% to a five year high of 91%.

Grade 9 and 12 Students:

- The majority of results are consistent with last year (within 1-2%).
- After decreasing last year, agreement that “I know how well I am doing in my school work” improved by 3% to 86%.
- Agreement with “my school offers a variety of courses” decreased by 5% from last year to 79%.

Parents:

- Parent survey results improved from last year on 18 questions, declined for 17 questions, and stayed the same for the remaining 5 questions.
- The most notable decrease is grade 11 parent satisfaction with “the information and assistance provided to your child for career planning” which decreased by 14% from last year to 54% this year. Prior to 2010, this question was addressed to parents of students in grades 8 and 11, therefore it is a little more challenging to compare to previous years.
- Unlike grade 3-6 students who noted an improvement regarding playground safety, parents’ satisfaction with “the safety of the school grounds” decreased by 5% from last year to 80% this year. However, at 80% it is still the second highest result in the past five years.
- Parent satisfaction regarding computer technologies has increased:
 - Satisfaction with “the school’s efforts to improve your child’s computer technology skills” improved to 88% - a five year high.
 - Satisfaction with “the way computer technologies are used by your child’s teachers to enhance learning” improved to 89% - a five year high.

Staff:

- The majority of staff results are down this year from last year (results decreased on 32 questions, increased on 5 questions, and stayed the same on the remaining 6 questions). Most results only decreased by 1-5%, and are still in-line with 2008-2009 results.
- The most significant decrease (15%) occurred with satisfaction that “your school or work site is clean and well maintained”. Results for this question decreased from last year at 18 different schools/work sites.
- Satisfaction that “there is effective communication at your school/work site” declined by 7% from last year to a five year low of 79% this year.

Special Education Services:

- All special education services decreased between 3% and 11% from last year except Question 3 regarding parental involvement in the development of the IPPs.
- While most of the results declined from last year, some are relatively consistent with previous years (2007-2009).
- Satisfaction regarding the involvement of additional specialists or community agencies if required, decreased by 7% from last year to 65% this year – a five year low.
- Satisfaction with “the planning supports in place to assist your child in moving from one school or program to another” declined by 8% from last year to a five year low of 65%.