

YEAR 2008/09 SATISFACTION WITH EDUCATION IN ALBERTA PARENT SURVEY

I-1 Hello, my name is _____ and I am calling from CCI Research on behalf of Alberta Education. We are conducting a survey that annually gathers opinions of parents on the education system in Alberta to find out possible areas that can be improved or looked into further.

May I speak to a person in this household who is a parent or guardian of a child in the Alberta K-12 school system.

- | | |
|--------------------------|------------------------------|
| 1. YES, SPEAKING | GO TO I- 2 |
| 2. YES, I'LL GO GET THEM | RE-READ INTRODUCTION |
| 3. NO, NOT AVAILABLE | RECORD CALL BACK INFORMATION |

If more information is requested by person who answers telephone read section below.

1. If unsure of what Alberta Education is:

Alberta Education is the Alberta government department that oversees Alberta's education system. The department is responsible for basic learning, including Kindergarten to Grade 12.

2. If respondent is questioning the survey and the validity of it:

We can provide you with a contact name and phone number if you would like. You can contact Jim Peck of Alberta Education at (780) 422-1963 if you would like to know more about the survey. There is toll-free access to this number within Alberta if you dial 310-0000 first.

3. If respondent wants to know who we are:

We are calling from CCI Research, a survey research firm. We have been contracted by Alberta Education to conduct this survey to gather opinions on the education system in Alberta.

4. If respondent wants to know why we are calling from CCI Research:

We are a Canadian company that conducts research for the government and education across the country. We have been contracted by Alberta Education to conduct this survey.

5. If respondent wants to know how we know they have a child in the school system or how we got their phone number:

The Alberta Education Student Information System indicates that you have a child in the K-12 school system. CCI Research has received random samples of contact information from Alberta Education. We do not receive any information other than contact information about the survey participants. We are bound to manage all information in accordance with the *Freedom of Information and Protection of Privacy Act* and our contractual obligations to Alberta Education.

6. If respondent states that they have recently completed a survey questionnaire from Alberta Education:

Alberta Education is currently conducting two separate surveys. The paper survey questionnaire you filled out is part of a new survey that collects information about elementary, junior high and high schools in Alberta. This telephone survey collects information about Alberta's education system on a provincial level. In the future, Alberta Education will be working with school jurisdictions to coordinate

these activities for greater efficiency and effectiveness. Thank you for your patience. Would you still like to continue?

I-2 Are you willing to participate in this survey with me? It will take only few minutes to complete the survey.

[Interviewer Prompt: If asked: This survey could take approximately 10 – 15 minutes of your time.]

- | | |
|-------------|-------------------------------|
| 1, YES | Go to I-3 |
| 2. NO-LATER | RECORD CALL BACK INFORMATION |
| 3. NO-NEVER | OKAY. THANK YOU FOR YOUR TIME |

I-3 Please remember your answers are completely confidential and will be grouped together with others for reporting purposes. You are free to refuse to answer any question at any time.

Please note, this call may be monitored or recorded for quality assurance purposes.

Demographic Questions
[To be completed by 800 Respondents (All)]

A. Gender **(DO NOT ASK)**

- 1 Male
- 2 Female

B. Are there any children in this household who are attending elementary, junior or senior high school in Alberta?

- 1 Yes
- 2 No **(Thank and Terminate)**
- 8 Refused **(Thank and terminate)**

C. Are you the parent or guardian of these children?

- 1 Yes
- 2 No **(Ask to speak to person – arrange call back if necessary)**
- 8 Refused **(Thank and terminate)**

D1. Do you have any children in...**(READ LIST, Multiple responses)**

Yes No

- | | | | |
|---|---|-----------------------|------------------------|
| 1 | 2 | D1a. Kindergarten/ECS | D2a. If yes, how many? |
| 1 | 2 | D1b. Grades 1 to 6 | D2b. If yes, how many? |

- 1 2 D1c. Grades 7 to 9 D2c. If yes, how many?
1 2 D1d. Grades 10 to 12 D2d. If yes, how many?
Refused (continue)

**IF MORE THAN ONE "YES" IN D1 AND/OR D2 a,b,c or d>1, GO TO D3
ALL OTHERS, GO TO E**

D3. For the purposes of this survey, out of the children you have attending school, we would like you to select the child with the most recent birthday. [Interviewer prompt: Most recent is child with the last birthday.] What grade is this child in?

- 1 Kindergarten/ECS
2 Grades 1 to 6
3 Grades 7 to 9
4 Grades 10 to 12
8 Refused (continue)

E. Is this child in ... **(READ LIST)**

- 1 A public school
2 A Roman Catholic separate school
3 A Protestant separate school
4 Other (SPECIFY) _____
(e.g., home study / Charter school / Francophone school)
8 Refused (continue)

F. Is this child a ... **(READ LIST)**

- 1 Male
2 Female
8 Refused (continue)

**SECTION A
[To be completed by 800 Respondents (All)]**

We would now like to talk to you about your opinions on the education **THIS** child is receiving.

1. How satisfied are you with the quality of education your child is receiving at school? Are you ... **(READ LIST)**

- 1 Very satisfied
2 Satisfied
3 Dissatisfied

- 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
2. In your opinion, has the quality of education at your child's school improved, stayed the same, or declined in the past three years?
- 1 Improved
 - 2 Stayed the same
 - 3 Declined
 - 8 Refused
 - 9 Don't Know/Not Applicable
3. In your opinion, has the quality of the Alberta K to 12 system improved, stayed the same, or declined in the past three years?
- 1 Improved
 - 2 Stayed the same
 - 3 Declined
 - 8 Refused
 - 9 Don't Know/Not Applicable
4. Would you strongly agree, agree, disagree or strongly disagree with the following statement?
- a. The highest priority of Alberta's education system is the success of the student
 - 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
5. Would you strongly agree, agree, disagree or strongly disagree with the following statements?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused

9 Don't Know/Not Applicable

- a. The leadership at your child's school effectively supports and facilitates teaching and learning
 - b. The leadership at your child's school jurisdiction effectively supports and facilitates teaching and learning
 - c. The leadership at the provincial level effectively supports and facilitates teaching and learning
6. Would you strongly agree, agree, disagree or strongly disagree that the curriculum focuses on what your child needs to learn in each of the following areas... **(ROTATE) (READ LIST)**
- a. Reading
 - 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - b. Writing
 - c. Mathematics
 - d. Science
 - e. Social studies
7. To what extent do you agree with each of the following statements: **(ROTATE) (Read List)**
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - a. Your child finds school work interesting
 - b. Your child finds school work challenging
 - c. Your child clearly understands what he or she is expected to learn at school
 - d. Your child is encouraged at school to be involved in activities that help the community
 - e. Your child is encouraged at school to try his or her best
 - f. Students at your child's school follow the rules
 - g. Students at your child's school help each other when they can
 - h. Students at your child's school respect each other
 - i. Students treat each other well at your child's school
 - j. Your child is safe at school
 - k. Your child is safe on the way to and from school
 - l. Teachers care about your child
 - m. Your child is treated fairly by adults at school

- n. Students at your child's school volunteer for activities that help others
 - o. Students at your child's school respect the diversity among people
 - p. Students at your child's school are encouraged to participate in school services such as attending special events or helping in the library
 - q. Students at your child's school are encouraged to get involved in global issues, such as the environment, world hunger, disaster relief
 - r. Students at your child's school take responsibility for their actions
8. How satisfied are you with the variety of subjects available to your child at school? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
9. How satisfied are you with the opportunities your child has to learn about the following topics at school?
- READ LIST & Rotate
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Music
 - b. Drama
 - c. Art
 - d. Computers
 - e. Health
 - f. Another language
 - g. Career education
10. How satisfied are you with the opportunities your child has to participate in physical education at school? **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied

- 8 Refused
9 Don't Know/Not Applicable
11. How satisfied are you that your child is taught attitudes and behaviours to be successful at work when he or she leaves school? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable
12. How satisfied are you that high school students demonstrate attitudes and behaviours to be successful at work when they leave school? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable
13. How satisfied are you with the quality of teaching at your child's school? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable
14. How satisfied are you that your input into decisions at your child's school is considered? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable

15. How satisfied are you that your input into the education of students is considered by the school board of your jurisdiction? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
16. How satisfied are you that your input into the education of students is considered by Alberta Education? **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
17. Do you think that your child's school should be teaching a lot more math and science, less math and science, or do you think that things are fine as they are?
- 1 More math and science
 - 2 Less math and science
 - 3 Things are fine as is
 - 8 Refused
 - 9 Don't know/Not Applicable
18. To what extent do you agree with the following statements: **(ROTATE) (Read List)**
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Your child's teachers are able to make learning math interesting
 - b. Your child's teachers are able to make learning science interesting

19. How satisfied are you with the development of your child's mathematics skills at your child's school? Are you...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
20. How satisfied are you with the development of your child's science skills at your child's school? Are you...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
21. In your opinion, how much is school helping your child improve his or her computer skills?
Would you say... (READ LIST)
- 1 Very little
 - 2 Some
 - 3 A lot
 - 8 Refused
 - 9 Don't Know/Not Applicable
22. Would you strongly agree, agree, disagree or strongly disagree that your child is progressing well in learning to use another language?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 5 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable

23. Are you very satisfied, satisfied, dissatisfied or very dissatisfied that you are receiving value for money that is spent in your child's school?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable

SECTION B

[To be Completed by 400 Respondents, Remainder Go To Section C]

24. How satisfied are you that Alberta's education system is contributing to your child's development of: **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Intellectual skills
 - b. Social skills
 - c. Physical abilities
 - d. Emotional wellbeing
 - e. Spiritual awareness
25. How satisfied are you that your child is taught the knowledge, skills and attitudes necessary for learning throughout his or her lifetime? Are you... **(READ LIST)**
(Interviewer prompt: Students who are prepared for learning throughout their lifetime demonstrate literacy, numeracy, computer skills, motivation to learn, adaptability, self confidence and the ability to access learning opportunities.)
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable

26. How satisfied are you that high school students demonstrate the knowledge, skills and attitudes necessary for learning throughout their lifetime? Are you... **(READ LIST)**
(Interviewer prompt: Students who are prepared for learning throughout their lifetime demonstrate literacy, numeracy, computer skills, motivation to learn, adaptability, self confidence and the ability to access learning opportunities.)
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
27. To what extent are you involved in decisions about your child's education? *Would you say...* **(READ LIST)**
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all
 - 8 Refused
 - 9 Don't Know/Not Applicable
28. How satisfied are you with the opportunity to be involved in decisions about your child's education? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
29. To what extent are you involved in decisions at your child's school? *Would you say...* **(READ LIST)**
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all
 - 8 Refused

- 9 Don't Know/Not Applicable
30. How satisfied are you with the opportunity to be involved in decisions at your child's school? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
31. Are you familiar with the school council in your child's school?
- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't Know/Not Applicable
- IF YES, PROCEED. IF NO, GO TO Q36**
32. Does the school council influence decisions made at your child's school?
- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't Know/Not Applicable
33. Do you strongly agree, agree, disagree or strongly disagree that the school council in your child's school is fulfilling their advisory role? **(READ LIST)**
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly Disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
34. Do you strongly agree, agree, disagree or strongly disagree that the school council is an effective way of being involved in your child's school? **(READ LIST)**
- 1 Strongly agree

- 2 Agree
- 3 Disagree
- 4 Strongly Disagree
- 8 Refused
- 9 Don't Know/Not Applicable

35. Are you a member of a school council?

- 1 Yes
- 2 No
- 8 Refused
- 9 Don't Know/Not Applicable

36. To what extent do you agree with each of the following statements. **(Read List)**

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 8 Refused
- 9 Don't Know/Not Applicable

- a. There is mutual respect between teachers and students at your child's school
- b. There is mutual trust between teachers and students at your child's school

37. Thinking about your child's teachers, would you strongly agree, agree, disagree or strongly disagree with each of the following statements. *My child's teachers...* **(ROTATE) (READ LIST) all**

- a. Help students achieve learning expectations
 - 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable

- b. Help students achieve high standards

38. Thinking about THE TEACHING PROFESSION IN GENERAL, would you strongly agree, agree, disagree or strongly disagree with each of the following statements. *The teaching profession requires teachers to ... (ROTATE) (READ LIST)*
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Have specialized knowledge and skills
 - b. Apply their specialized knowledge and skills using reasoned judgment
 - c. Provide a very valuable service to society

SECTION C
[To be Completed by 400 Respondents]

39. To what extent do you agree with each of the following statements. *(Read List)*
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 5 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Your child arrives at school ready to learn
 - b. Your child can easily access programs and services to get help with school work
 - c. Your child can get help at school with problems that are not related to school work
 - d. When your child needs it, teachers at your child's school are available to help him or her
40. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following:
(Interviewer prompt: programs and services such as counselling or speech therapy)
- a. the accessibility of programs and services for students at your child's school
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable

- b. the effectiveness of programs and services for students at your child's school
 - c. the efficiency of programs and services for students at your child's school
41. Would you strongly agree, agree, disagree or strongly disagree with the following statements?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Your child's school provides the learning resources, such as text books, software, audio and video materials, that meet the needs of your child
 - b. Your child receives the individual attention he or she requires from teachers
42. Would you strongly agree, agree, disagree or strongly disagree that you get the information you need to access programs and services that meet your child's learning needs?
(Interviewer: Prompt if needed: programs and services such as counselling or speech therapy)
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
43. How satisfied or dissatisfied are you that your child can access the following services in a timely manner at school when needed:
- a. Academic counselling
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - b. Career counselling
 - c. School Library services
 - d. Services (beyond regular instruction) that help your child to read and write

44. Has your child received special support at school to meet his or her unique needs?
- 1 Yes
 - 2 No (SKIP TO Q.46)
 - 8 Refused
 - 9 Don't Know/Not Applicable
45. How satisfied or dissatisfied are you with the special support your child has received at school?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
46. Would you strongly agree, agree, disagree or strongly disagree that your child's school is committed to on-going evaluation to improve student learning?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable

The next few questions will be about Alberta's education system as a whole, which includes elementary, junior, and senior high schools.

47. Would you strongly agree, agree, disagree or strongly disagree with the following statements?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Alberta's education system is accountable to the public
 - b. Alberta's education system communicates effectively with the public

- c Alberta's education system ensures access to quality education to all student regardless of where they live
48. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following:
(Interviewer prompt: Facilities are things like science labs, computer labs, art rooms and construction fabrication shops.)
- a. The facilities at your child's school
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - b. The equipment at your child's school
49. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following:
- a. Your child's school has enough space to meet your child's learning needs
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - b. Your child's school building is well-maintained
 - c. Your child's school building meets your child's physical needs

We've reached the end of the survey. On behalf of Alberta Education, I'd like to thank you very much for your time and cooperation.