

Appendix A – Survey Instrument

YEAR 2013-14 STAKEHOLDER SATISFACTION WITH EDUCATION IN ALBERTA SCHOOL BOARD TRUSTEE SURVEY

I – 1 Hello, my name is _____.

May I please speak with _____ (INSERT SCHOOL BOARD TRUSTEE'S NAME)

- | | |
|--------------------------|------------------------------|
| 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 |

I – 2 Hello, my name is _____ I'm calling from CCI Research on behalf of Alberta Education. We are conducting a survey that annually gathers opinions on the education system in Alberta.

We are looking for information about the level of satisfaction with Alberta's education system, and to find out possible areas that can be improved or looked into further.

Are you willing to participate in this survey with me? It will take only a few minutes of your time.
[Interviewer Prompt: If asked: This survey could take approximately 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 |

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

1. 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.

2. 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.

3. If respondent wants to know why we are calling from Ontario:

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

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. Also remember, while answering the questions please provide your opinions based on your role as a school board member.

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

SECTION A
[To be completed by 350 Respondents]

1. How satisfied are you with the quality of education students are receiving in your jurisdiction? 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 schools in your jurisdiction 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

- 3B. In your experience over the last three years, have the following improved, stayed the same, or declined at schools in your jurisdiction?
 - 1 Improved
 - 2 Stayed the same
 - 3 Declined
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - a. The school learning environment
 - b. Engagement of students in school
[Interviewer prompt if needed: The involvement of students in their studies and school activities.]
 - c. Information about student achievement

- d. Communication of plans for school improvement
 - e. The accountability of school to parents
[Interviewer prompt if needed: How responsible the school is in providing accurate information on student progress and school activities, as well as accepting input from parents.]
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. 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. Students in your jurisdiction find school work interesting
 - b. Students in your jurisdiction find school work challenging
 - c. Students in your jurisdiction clearly understand what they are expected to learn at school
 - d. Students in your jurisdiction are safe at school
 - e. Students in your jurisdiction are safe on the way to and from school
 - f. Teachers in your jurisdiction care about their students
 - g. Students in your jurisdiction are treated fairly by adults at their schools
 - h. Students in your jurisdiction treat each other well at school
6. Would you strongly agree, agree, disagree or strongly disagree that the curriculum focuses on what students need to learn in each of the following areas... **(ROTATE) (READ LIST)**
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused

- 9 Don't Know/Not Applicable
- a. Reading
 - b. Writing
 - c. Mathematics
 - d. Science
 - e. Social studies
- 6a. Would you strongly agree, agree, disagree or strongly disagree 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. Students in your jurisdiction are getting better at reading
 - b. Students in your jurisdiction are getting better at writing
 - c. Students in your jurisdiction are getting better at mathematics
 - d. Students in your jurisdiction are getting better at science
7. How satisfied are you with the variety of subjects available to students in your jurisdiction?
Are you . . . (READ LIST)
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
8. How satisfied are you with the opportunities students in your jurisdiction have to learn about the following topics?
- 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

9. How satisfied are you with the opportunities students in your jurisdiction have to participate in physical education? Are you ...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
10. How satisfied are you with the quality of teaching at schools in your jurisdiction? Are you...
(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 the leadership at the provincial level effectively supports and facilitates teaching and learning?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
12. How satisfied are you that *YOUR* input into the education of students is considered by Alberta Education? 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 that students in your jurisdiction are taught 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
14. How satisfied are you that students in your jurisdiction 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
15. How satisfied are you that Alberta's education system is contributing to students' 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 well-being
 - e. Spiritual awareness
16. 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. Students in your jurisdiction arrive at school ready to learn
- b. Students in your jurisdiction are encouraged at school to be involved in activities that help the community
- c. Students in your jurisdiction are encouraged at school to try their best
- d. Students in your jurisdiction follow the rules
- e. Students in your jurisdiction help each other when they can
- f. Students in your jurisdiction respect each other
- g. Students can easily access programs and services at school to get help with school work
- h. Students in your jurisdiction can get help at school with problems that are not related to school work
- i. When students need it, teachers in your jurisdiction are available to help them
- j. Students receive the individual attention they require from teachers
- k. Schools provide the learning resources, such as text books, software, audio and video materials, that meet student needs
- l. Students in your jurisdiction are encouraged to express their opinions and engage in an exchange of ideas
- m. Students in your jurisdiction are encouraged to take part in classroom discussions and activities
- n. Students in your jurisdiction are recognized for the positive things they do at school

17 To what extent do you agree with each of the following statements?

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

- a. Schools in your jurisdiction promote physical activity, health and wellness
[Interviewer prompt if needed: An example for promotion of health is encouraging good nutrition; an example for promotion of wellness is encouraging positive social relationships]
- b. Students in your jurisdiction are learning about how to stay healthy
[Interviewer prompt if needed: Examples for learning about how to stay healthy are: to get plenty of sleep, eat nutritious foods, get plenty of exercise, and reduce stress]
- c. Students in your jurisdiction have healthy food choices in the cafeteria, canteen, vending machines, and at classroom and school events

18. How satisfied or dissatisfied are you that students in your jurisdiction can access the following services in a timely manner at school when needed:

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied

- 4 Very dissatisfied
- 8 Refused
- 9 Don't Know/Not Applicable
- a. Academic counselling
 - b. Career counselling
 - c. School Library services
 - d. Supports for students with special needs
 - e. Student assessment services for students with learning difficulties
 - f. Services (beyond regular instruction) that help students to read and write
- 19 Would you strongly agree, agree, disagree or strongly disagree that recent Bachelor of Education graduates are well prepared to meet their responsibilities as teachers?
- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 8 Refused
- 9 Don't Know/Not Applicable
- 20 Thinking back over the past three years, to what extent do you agree or disagree that professional development opportunities made available to teachers in your jurisdiction have
- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 8 Refused
- 9 Don't Know/Not Applicable
- a. Effectively addressed the professional development needs of teachers?
 - b. Contributed significantly to the on-going professional development of teachers?
 - c. Been focused on the priorities of the jurisdiction?
- 21 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.)
- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 8 Refused
- 9 Don't Know/Not Applicable

- a. The facilities at schools in your jurisdiction meet the learning needs of students
- b. The facilities at schools in your jurisdiction meet the program delivery needs of teachers
- c. The schools in your jurisdiction have enough space to meet the learning needs of students
- d. The schools in your jurisdiction have enough space to meet the program delivery needs of teachers
- e. The equipment at schools in your jurisdiction meets the learning needs of students
- f. The equipment at schools in your jurisdiction meets the program delivery needs of teachers
- g. The gym, playground, and other facilities such as sports fields and fitness areas at schools in your jurisdiction meet the daily physical activity needs of students

SECTION B
[To be Completed by 175 Respondents]

- 22 Would you strongly agree, agree, disagree, or strongly disagree that the education students receive in kindergarten to grade 9 adequately prepares them to succeed in high school in the following subject areas:

(ROTATE) (Read List)

- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Language Arts
 - b. Mathematics
 - c. Science
 - d. Social Studies

- 23 Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following:
(**Interviewer prompt:** programs and services such as counselling or speech therapy)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 8 Refused
- 9 Don't Know/Not Applicable

- a. the accessibility of programs and services for students in your jurisdiction
- b. the effectiveness of programs and services for students in your jurisdiction
- c. the efficiency of programs and services for students in your jurisdiction

24 Do students in your school jurisdiction have **access** to the school library information and services.....?

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

- a. Before class hours
- b. During classes
- c. After school

25 Do students in your school jurisdiction have on-line access to the school library information and services from a personal computer after school hours?

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

26 To what extent does the school library in your school jurisdiction **contribute** to students' learning success? *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

27 To what extent are parents or guardians in your jurisdiction involved in decisions about their children's education? *Would you say...*

- 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 for parents or guardians in your jurisdiction to be involved in decisions about their children'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 parents or guardians involved in decisions at schools in your jurisdiction? Would you say...
- 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 for parents or guardians to be involved in decisions at schools in your jurisdiction? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable
- 31 How satisfied are you that the input of parents or guardians into decisions at schools in your jurisdiction is considered? Are you... **(READ LIST)**
- 1 Very satisfied
2 Satisfied
3 Dissatisfied
4 Very dissatisfied
8 Refused
9 Don't Know/Not Applicable

- 32 How satisfied are you that the input of parents or guardians 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
- 33 And finally, how satisfied are you that the public is receiving value for money spent in schools in your jurisdiction?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable

SECTION C
[To be Completed by 175 Respondents]

- 34 Would you strongly agree, agree, disagree or strongly disagree that the school councils in your jurisdiction are fulfilling their advisory role?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- 35 Would you strongly agree, agree, disagree or strongly disagree with the following statements: **(ROTATE) (READ LIST)** In your jurisdiction:
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable

- a. Teachers help students achieve learning expectations
- b. Teachers help students achieve high standards

36 To what extent do you agree with each of the following statements related to technology in student learning?

- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
- a. Students in your jurisdiction have computer skills (such as using word processing, or creating spreadsheets and charts) necessary to support their studies
 - b. Students in your jurisdiction have skills to create multimedia presentations (with sound, pictures, video) for their projects/assignments
 - c. Students in your jurisdiction have sufficient access to computers at schools to do their school work
 - d. Students in your jurisdiction are prevented from accessing inappropriate material on the internet at school
 - e. Students in your jurisdiction use technology such as desktop computers, laptops and tablets to complete their tests, assignments or quizzes
 - f. Students in your jurisdiction use the internet to do research on assignment topics
 - g. Educational technology (such as desktop computers, laptops, tablets, e-readers, smartphones, smart boards and projectors) can help accommodate different learning styles of students
 - h. Educational technology (such as desktop computers, laptops, tablets, e-readers, smartphones, smart boards and projectors) can encourage student interest in learning
 - i. Students in your jurisdiction use technology (such as the internet, cell phones, smartphones and social media) responsibly, meaning safely, knowledgeably and appropriately by protecting privacy

37 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

38 And finally, 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 uses research and consultation with Albertans to guide policy decisions?
 - b. Alberta Education uses on-going evaluation of the education system to improve student learning?
 - c. Alberta's education system ensures access to quality education to all students regardless of where they live?
 - d. Alberta's education system is accountable to the public?
 - e. Alberta's education system communicates effectively with the public?

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.