

**YEAR 2021-22 SATISFACTION WITH EDUCATION IN ALBERTA  
PARENTS OF STUDENTS WITH SEVERE DISABILITIES SURVEY INSTRUMENT**

**I-1** Hello, my name is \_\_\_\_\_ and I am calling on behalf of Alberta Education from ..... We are conducting a study 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.

For this survey, we are asking a random sample of parents and guardians of children with disabilities or that require additional support about their satisfaction with their children's programs during the 2021-2022 school year.

Your household was included as part of this random sample, and we would like to speak to a parent or guardian of a child with disabilities in the Alberta Early Childhood Services (**READ TEXT IN BRACKETS:** ECS) to Grade 12 school system. Would that be you?

- |   |                                      |
|---|--------------------------------------|
| 1 YES, SPEAKING                                 | GO TO I-2                            |
| 2 YES, I'LL GO GET THEM                         | GO TO I-1a                           |
| 3 NO, NOT AVAILABLE                             | RECORD CALL BACK<br>INFORMATION      |
| 4 NO, REFUSED                                   | CODE REFUSAL                         |
| 5 NO CHILD WITH DIABILITIES IN<br>SCHOOL SYSTEM | THANK YOU VERY MUCH FOR<br>YOUR TIME |

**I-1a** Hello, my name is \_\_\_\_\_ and I am calling on behalf of Alberta Education from ..... We are conducting a study 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.

For this survey, we are asking a random sample of parents and guardians of children with disabilities or that require additional support about their satisfaction with their children's programs during the 2021-2022 school year.

Your household was included as part of this random sample, and we would like to speak to a parent or guardian of a child with disabilities in the Alberta ECS to Grade 12 school system. Would that be you?

- |                     |                                 |
|---------------------|---------------------------------|
| 1 YES, SPEAKING     | GO TO I-2                       |
| 2 NO, NOT AVAILABLE | RECORD CALL BACK<br>INFORMATION |
| 3 NO, REFUSED       | CODE REFUSAL                    |

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 ECS to Grade 12.

2. If the 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 ..... of Alberta Education at ..... 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 the respondent wants to know who we are:

We are calling from ....., 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 the respondent wants to know why we are calling from .....

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

5. If the respondent wants to know how we know that they have a child with disabilities or how we got their phone number:

The Alberta Education student information system indicates that you have a child in the ECS to Grade 12 school system. .... 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. Last day for callbacks is .....

7. Approximate survey length is 15 minutes.

8. If the respondent wants access to the study results:

A summary report of last year's survey results is available on the Alberta Education website:

<https://www.alberta.ca/education-provincial-satisfaction-surveys.aspx>

Results from this year's surveys will be made available in the fall.

**I-2** The data we are collecting will be used to provide the Alberta Government with information about how to improve the way services are provided to children with disabilities.

Are you willing to participate in this survey with me? It will take approximately 15 minutes to complete.

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

**I-3**

Alberta Education recognizes that COVID-19 has resulted in an unprecedented school year and that this may impact your responses to the survey. The Ministry thanks teachers, parents, guardians, and students for their diligence as everyone works through the challenges of learning in a COVID-19 environment. Your experiences and opinions given throughout this survey will help the Ministry understand how well key aspects of the school system have worked during this school year.

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.

This call may be monitored or recorded for quality assurance purposes.

A What gender do **you** identify with? Would that be male, female, another, or would you prefer not to disclose? **(DO NOT READ ITEMS)**

- 1 Male
- 2 Female
- 3 Another (please specify, .....)
- 4 Prefer not to disclose

1. What grade is your child with a disability in?  
**[INTERVIEWER PROMPT** if the parent indicates more than one child with a disability in school say: Please answer the questions for the child with the most recent birthday. What grade is this child in?]

**[INTERVIEWER PROMPT:** Most recent is child with the last birthday.]

- 1 Early Childhood Services (ECS)
- 2 Kindergarten
- 3 1
- 4 2
- 5 3
- 6 4
- 7 5
- 8 6
- 9 7
- 10 8
- 11 9
- 12 10
- 13 11
- 14 12
- 15 Ungraded/congregated/cluster/seggregated setting [Do not read as original response set, provide as option if child does not fit in to other categories]
- 98 Refused
- 99 Don't Know/Not Applicable

1A. Is this child in ...? **(READ ITEMS)**

- 1 A public school
- 2 A Roman Catholic separate school
- 3 A private school
- 4 A Francophone school
- 5 Another type of school such as a Charter School or Home Schooled (SPECIFY):  
\_\_\_\_\_
- 8 [DO NOT READ] Refused (continue)

1B. What gender identity does your child identify with? Would that be male, female, another, or would you prefer not to disclose? **(DO NOT READ ITEMS)**

- 1 Male
- 2 Female
- 3 Another (please specify, .....)
- 3 Prefer not to disclose

1C. In the context of the COVID-19 pandemic, how is your child CURRENTLY attending school...? **(READ ITEMS)**

1. In person, i.e., in a regular school classroom
2. Remotely from home due to COVID-19,
3. Both in person at school, and remotely from home whenever there is an outbreak at the school.
4. Doing an online program, but not due to COVID-19
5. Other (e.g., home school) please specify: .....

1Ci. **(If response to 1C is option 2, i.e., “remotely from home due to COVID-19”)** When learning remotely from home, is your child learning ...? **(READ ITEMS)**

1. Online on a personal computer/or laptop/or chrome book
2. At home using study materials, but not online (e.g., workbooks or other study materials)
3. Other, please specify.....

2. How satisfied are you with the quality of education your child is receiving? Are you...? **(READ SCALE)**

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied

- 8 [DO NOT READ] Refused  
9 [DO NOT READ] Don't Know/Not Applicable
- 3A. Overall, how satisfied are you that the school provides a program that meets the needs of your child? Are you ...? **(READ SCALE)**
- 1 Very satisfied  
2 Satisfied  
3 Dissatisfied  
4 Very dissatisfied  
8 [DO NOT READ] Refused  
9 [DO NOT READ] Don't Know/Not Applicable
- 3B. In your opinion, has the quality of education at your child's school improved, stayed the same, or declined in the past three years? **(Ask only to parents of students in Grades 1 – 12, i.e., eliminate parents of students in ECS; ask if Q1 = 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14) (DO NOT READ SCALE)**
- 1 Improved  
2 Stayed the same  
3 Declined  
8 Refused  
9 Don't Know/Not Applicable
4. Overall, how satisfied are you with your child's progress in school this year? Are you ...? **(READ SCALE)**
- 1 Very satisfied  
2 Satisfied  
3 Dissatisfied  
4 Very dissatisfied  
8 [DO NOT READ] Refused  
9 [DO NOT READ] Don't Know/Not Applicable
5. Thinking of your child's Individualized Program Plan (IPP), would you strongly agree, agree, disagree or strongly disagree that you were meaningfully involved in the development of the IPP? **(DO NOT READ SCALE)**
- 1 Strongly agree  
2 Agree  
3 Disagree  
4 Strongly disagree  
5 Child is not on an IPP **(Go to 7a)**

- 8 Refused
- 9 Don't Know/Not Applicable
- 5A. Thinking of your child's Individualized Program Plan (IPP), to what extent ARE YOU INVOLVED in the development of the IPP? Would you say...? **(READ SCALE)**
- 1 A lot
- 2 Some
- 3 Very little
- 4 Not at all
- 8 [DO NOT READ] Refused
- 9 [DO NOT READ] Don't Know/Not Applicable
6. Overall, how satisfied are you with the goals identified in your child's IPP? Are you...? **(READ SCALE)**
- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 8 [DO NOT READ] Refused
- 9 [DO NOT READ] Don't Know/Not Applicable
7. Thinking about the services that support your child in school, would you strongly agree, agree, disagree or strongly disagree with the following statements? **(REPEAT SCALE IF NECESSARY)**
- a. Your child needs services from their school.
- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 8 [DO NOT READ] Refused
- 9 [DO NOT READ] Don't Know/Not Applicable
- b. Your child receives the support services they need to be successful.
- c. You had an opportunity to be involved in the decisions regarding the support services for your child.
- d. It was easy to access services for your child.
- e. The types of services your child receives are appropriate for your child.
- f. Services for your child were arranged quickly.
- g. The time taken for my child to receive services was reasonable
- h. The people providing services spend the right amount of time with your child.
- i. The people providing services to your child work well together.
- j. Your child is benefiting from the services being provided.

8. Overall, how satisfied are you with the support services your child is receiving from their school? Are you ...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
9. Thinking about your child's program, would you strongly agree, agree, disagree or strongly disagree that your child's program focuses on what they need to know in each of the following areas? **(REPEAT SCALE IF NECESSARY)**
- a. Reading
    - 1 Strongly agree
    - 2 Agree
    - 3 Disagree
    - 4 Strongly disagree
    - 8 [DO NOT READ] Refused
    - 9 [DO NOT READ] Don't Know/Not Applicable
  - b. Writing
  - c. Mathematics
  - d. Social and/or adaptive skills, including classroom behaviour
  - e. Life skills (Interviewer Prompt: e.g., domestic and family life skills; personal and social development; leisure and recreation; citizenship and community involvement; and career development)
  - f. Communication – receptive and expressive language
  - g. Gross motor development (Interviewer Prompt: e.g., walking, dancing, gymnastics, showing rhythm, sitting, standing)
  - h. Fine motor control (Interviewer Prompt: e.g., cutting, pasting, holding a pen or a pencil, writing and printing, throwing and catching a ball)
10. Would you strongly agree, agree, disagree or strongly disagree with each of the following statements? **(REPEAT SCALE IF NECESSARY)**
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable

- a. Your child is getting better at reading
  - b. Your child is getting better at writing
  - c. Your child is getting better at mathematics
  - d. Your child is improving their computer skills
11. To what extent do you agree with each of the following statements? **(READ SCALE, REPEAT IF NECESSARY)**
- a. Your child arrives at school or begins remote learning ready to learn
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. Your child finds school work interesting
  - c. Your child finds school work challenging
  - d. Your child clearly understands what they are expected to learn
  - e. Your child is encouraged to try their best
  - f. Children/students at your child's school follow the rules
12. To what extent do you agree with each of the following statements? **(READ SCALE, REPEAT IF NECESSARY)**
- a. Children/students at your child's school help each other when they can
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. Children/students at your child's school respect each other
  - c. Your child is safe at school or during remote learning
  - d. Your child is safe on the way to and from school
  - e. Teachers care about your child
  - f. Your child is treated fairly by adults at school
  - g. There is mutual respect between teachers and students at your child's school
  - h. There is mutual trust between teachers and students at your child's school
  - i. There is mutual respect between teachers and parents/guardians at your child's school
  - j. Your child has opportunities to work together on projects with their classmates
- 12B. Would you strongly agree, agree, disagree or strongly disagree with the following statements? **(REPEAT SCALE IF NECESSARY)**
- 1 Strongly agree
  - 2 Agree



- 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- a. Your child is able to learn in a way that best suits their learning style
  - b. Your child gets the support they need to be successful in school
  - c. You get support from the school to help your child succeed
  - d. The school engages you in a way that helps your child succeed
13. 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 ... **(REPEAT SCALE IF NECESSARY)**
- a. Have specialized knowledge and skills
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. Apply their specialized knowledge and skills using reasoned judgment
  - c. Provide a very valuable service to society
14. How satisfied are you with the quality of teaching at your child's school? Are you...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
15. Would you strongly agree, agree, disagree or strongly disagree with the following statements? **(REPEAT SCALE IF NECESSARY)**
- a. Your child's school uses on-going evaluation to improve student learning
- 1 Strongly agree
  - 2 Agree

- 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. The leadership at your child's school effectively supports and facilitates teaching and learning
16. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following?  
**(REPEAT SCALE IF NECESSARY)**
- a. The facilities at your child's school  
(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 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. The equipment at your child's school  
(Interviewer prompt: Examples for equipment are: computer equipment, audio visual equipment, laboratory equipment, shop equipment, sports equipment, and musical equipment.)
17. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the following?  
**(REPEAT SCALE IF NECESSARY)**
- 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 [DO NOT READ] Refused
  - 9 [DO NOT READ] 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

18. Would you strongly agree, agree, disagree or strongly disagree that your child's school provides the learning resources, such as text books, software, audio and video materials, that meet the needs of your child? **(DO NOT READ SCALE)**
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 Refused
  - 9 Don't Know/Not Applicable
19. Are you very satisfied, satisfied, dissatisfied or very dissatisfied that you are receiving value for money that is spent in your child's school? **(DO NOT READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 Refused
  - 9 Don't Know/Not Applicable
- 19B. Would you strongly agree, agree, disagree or strongly disagree that the education system in Alberta is appropriately funded? **(DO NOT READ SCALE)**
- 1 Strongly agree
  - 2 Agree
  - 4 Disagree
  - 5 Strongly disagree
  - 8 Refused
  - 9 Don't Know/Not Applicable
20. To what extent are you involved in decisions at your child's school? Would you say...? **(READ SCALE)**
- 1 A lot
  - 2 Some
  - 3 Very little
  - 4 Not at all
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable

21. How satisfied are you with the opportunity to be involved in decisions at your child's school? Are you...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
22. How satisfied are you that your input into decisions at your child's school is considered? Are you...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
23. How satisfied are you that your input into the education of students is considered by the school board of your jurisdiction? Are you...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
24. How satisfied are you that your input into the education of students is considered by Alberta Education? Are you...? **(READ SCALE)**
- 1 Very satisfied
  - 2 Satisfied
  - 3 Dissatisfied
  - 4 Very dissatisfied
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable

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

25. Would you strongly agree, agree, disagree or strongly disagree with the following statements? **(REPEAT SCALE IF NECESSARY)**
- a. The highest priority of the education system in Alberta is the success of children/students
- 1 Strongly agree
  - 2 Agree
  - 3 Disagree
  - 4 Strongly disagree
  - 8 [DO NOT READ] Refused
  - 9 [DO NOT READ] Don't Know/Not Applicable
- b. Alberta's education system is accountable to the public
  - c. Alberta's education system communicates effectively with the public
  - d. Alberta's education system ensures access to quality education to all children/students regardless of where they live

Comment – **(DO NOT ASK)** Enter any additional comments respondent wants to share.

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- 9 [DO NOT READ] No comment

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.