

Appendix A – Survey Instrument

YEAR 2009/10 SATISFACTION WITH EDUCATION IN ALBERTA PARENTS OF CHILDREN WITH SEVERE SPECIAL NEEDS 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.

For this survey, we are asking a random sample of parents and guardians of children with special needs about their satisfaction with their children's programs during the 2009-2010 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 special needs 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 Dianne McConnell of Alberta Education at (780) 422-6544 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 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.

5. If respondent wants to know how we know that they have a child with special needs 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.

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 special needs. Are you willing to participate in this survey with me? It will take only few minutes of your time.

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

A. Gender (**Do not ask**)

- 1 Male
- 2 Female

1. Is your child with special needs in (**Read list**) (**Note: If the parent indicates more than one child with special needs in school, ask parent to answer the remaining questions for the child with the most recent birthday**)

- 1 Kindergarten/Early Childhood Services
- 2 Grades 1 to 6
- 3 Grades 7 to 9
- 4 Grades 10 to 12
- 5 Ungraded/congregated/cluster/segregated setting (**Do not read as original response set, provide as option if child does not fit in to other categories**)
- 8 Refused
- 9 Don't Know/Not Applicable

2. How satisfied are you with the quality of education your child is receiving at school? Are you...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 8 Refused
- 9 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 ...

- 1 Very satisfied
- 2 Satisfied

- 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 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?
- 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 ...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 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?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 5 Child is not on an IPP **(Go to 7)**
 - 8 Refused
 - 9 Don't Know/Not Applicable
- 5.1. 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 LIST)**
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all

- 5 Child is not on an IPP (**Go to 7**)
 - 8 Refused
 - 9 Don't Know/Not Applicable
6. Overall, how satisfied are you with the goals identified in your child's IPP? Are you...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 5 Child is not on an IPP
 - 8 Refused
 - 9 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? (**READ LIST**)
- a. Your child needs services to be able to attend school.
 - 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable
 - b. Your child receives the support services he/she needs to be successful in school.
 - c. You had an opportunity to be involved in the decisions regarding the support services implemented 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 between referral for services and service received 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 in her/his school? Are you ...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused

9 Don't Know/Not Applicable

9. Student health services are provided to children with special needs to help them participate fully in education programs. These student health services may include speech-language therapy, physical therapy, occupational therapy, nursing, respiratory therapy and supports such as counselling or family-school liaison to address emotional and/or behavioural concerns. In the past year, has your child received one or more of these student health services?

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

10. Thinking about your child's program, would you strongly agree, agree, disagree or strongly disagree that your child's program focuses on what he/she needs to know in each of the following areas... **(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. 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)

11. 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. Your child arrives at school ready to learn
 - b. Your child finds school work interesting
 - c. Your child finds school work challenging
 - d. Your child clearly understands what he or she is expected to learn at school
 - e. Your child is encouraged at school to try his or her best
 - f. Students at your child's school follow the rules
12. 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. Students at your child's school help each other when they can
 - b. Students at your child's school respect each other
 - c. Your child is safe at school
 - 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
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 ... (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
14. 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

15. 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 uses on-going evaluation to improve student learning?
- 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:
(**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

17. 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
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?
- 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?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 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 LIST)
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all
 - 8 Refused
 - 9 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 LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused

9 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 LIST)**

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 8 Refused
- 9 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 LIST)**

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

24. 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 highest priority of the education system in Alberta is the success of the student?
- 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 students regardless of where they live?

25. 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

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.