

YEAR 2008/09 SATISFACTION WITH EDUCATION IN ALBERTA TEACHERS SURVEY

I – 1 Hello, my name is _____. May I speak with _____ (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 I am 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 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 |

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.

4. If respondent wants to know how we got their name:

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.

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

Alberta Education is currently conducting two separate surveys. The on-line 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–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 teacher and for the school in which you are teaching.

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

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

1. How satisfied are you with the quality of education students at your school are receiving?
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 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. 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 at your school find school work interesting
 - b. Students at your school find school work challenging
 - c. Students at your school clearly understand what they are expected to learn at school
 - d. Students are encouraged at your school to be involved in activities that help the community
 - e. Students are encouraged at your school to try their best
 - f. Students at your school follow the rules
 - g. Students at your school help each other when they can
 - h. Students at your school respect each other
 - i. Students treat each other well at your school
 - j. Students are safe at your school
 - k. Students are safe on the way to and from your school
 - l. Teachers at your school care about their students
 - m. Students are treated fairly by adults at your school
 - n. Students at your school volunteer for activities that help others
 - o. Students at your school respect the diversity among people
 - p. Students at your school are encouraged to participate in school services, such as attending special events or helping in the library
 - q. Students at your school are encouraged to get involved in global issues, such as the environment, world hunger, disaster relief
 - r. Students at your school take responsibility for their actions

- 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
7. How satisfied are you with the variety of subjects available to students at your school? 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 at your school 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 at your school 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 that students at your school 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
11. How satisfied are you that students at your school demonstrate attitudes and behaviours to be successful at work when they leave school? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 5 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
12. How satisfied are you with the quality of teaching at your school? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
13. 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 of your school effectively supports and facilitates teaching and learning?
 - b. The leadership of your jurisdiction effectively supports and facilitates teaching and learning?
 - c. The leadership at the provincial level effectively supports and facilitates teaching and learning?
14. How satisfied are you that *YOUR* input into the education of students is considered by your 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 *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? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
17. How familiar are you with the resources that are available to students with special education needs? Are you . . .
- 1 Very familiar
 - 2 Somewhat familiar

- 3 Not very familiar
- 4 Not at all familiar
- 8 Refused
- 9 Don't Know/Not Applicable

18.a. Did you graduate from a Bachelor of Education Program in Alberta in the year 2006?
[Interviewer Note: We are asking if the teacher has graduated two years earlier]

- 1 Yes (Go To Next Question)
- 2 No (Skip Next Question, Go to next section)
- 8 Refused (Skip Next Question, Go to next section)
- 9 Don't Know/Not Applicable (Skip Next Question, go to next question)

18.b. Would you strongly agree, agree, disagree or strongly disagree that your teacher education program has prepared you adequately to meet the teaching quality standard for initial certification?

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

SECTION B

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

19. 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

20. How satisfied are you that students at your school are taught the knowledge, skills and attitudes necessary for learning throughout their lifetime? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable

Now I would like you to think about high school students in Alberta.

21. How satisfied are you that high school students demonstrate the knowledge, skills and attitudes necessary for learning throughout their lifetime? **(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.)** Are you... **(READ LIST)**

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

22. 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 at your school arrive ready to learn
 - b. Students can easily access programs and services at school to get help with school work
 - c. Students can get help at your school with problems that are not related to school work
 - d. When students need it, teachers at your school are available to help them
 - e. Your school provides the learning resources, such as text books, software, audio and video materials, that meet student needs
 - f. At your school, students receive the individual attention they require from teachers

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 at your school
- b. the effectiveness of programs and services for students at your school
- c. the efficiency of programs and services for students at your school

24. How satisfied or dissatisfied are you that students at your school 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. Support 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

25. To what extent are parents or guardians involved in decisions about their children's education? *Would you say...* **(READ LIST)**

- 1 A lot
- 2 Some
- 3 Very little
- 5 Not at all
- 8 Refused
- 9 Don't Know/Not Applicable

26. How satisfied are you with the opportunity for parents or guardians 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
27. To what extent are parents or guardians involved in decisions at your 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
28. How satisfied are you with the opportunity for parents or guardians to be involved in decisions at your school? Are you... **(READ LIST)**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 8 Refused
 - 9 Don't Know/Not Applicable
29. How satisfied are you that the input of parents or guardians into decisions at your 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

30. Would you strongly agree, agree, disagree or strongly disagree that the school council in your school is fulfilling their advisory role?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 8 Refused
 - 9 Don't Know/Not Applicable

SECTION C
[To be Completed by 400 Respondents]

31. 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. At your school, teachers help students achieve learning expectations
 - b. At your school, teachers help students achieve high standards
 - c. There is mutual respect between teachers and students at your school
 - d. There is mutual trust between teachers and students at your school
32. 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

33. 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

34. Thinking back over the past three years, to what extent do you agree or disagree that professional development opportunities made available through the jurisdiction have:

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

- a. Effectively addressed your professional development needs?
- b. Contributed significantly to your on-going professional development?
- c. Been focused on the priorities of the jurisdiction?

35. Would you strongly agree, agree, disagree or strongly disagree with the following statements?

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

- a. Your jurisdiction uses on-going evaluation to improve student learning?
- b. Your school uses on-going evaluation to improve student learning?

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

36. Would you strongly agree, agree, disagree or strongly disagree with the following statements?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 5 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 students regardless of where they live?

Alberta Education is interested in your opinions about the physical resources of your school. The next few questions will be about the school buildings, grounds and equipment.

37. 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 your school meet the learning needs of students
 - b. The facilities at your school meet the program delivery needs of teachers
 - c. Your school has enough space to meet the learning needs of students
 - d. Your school has enough space to meet the program delivery needs of teachers
 - e. The equipment at your school meets the learning needs of students
 - f. The equipment at your school meets the program delivery needs of teachers
 - g. Your school building is well-maintained
 - h. Your school building meets your 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.