



REPORT TO

REGULAR BOARD

PARENT VOICE SURVEY RESULTS 2018

Please use the "New Revised Standard Version Catholic Edition" from <https://www.biblegateway.com/> for Bible quotes.

Created, Draft	First Tabling	Review
August 15, 2018	August 23, 2018	Click here to enter a date.

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INFORMATION REPORT

Vision:

At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:

The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.

We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.



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Executive Superintendent
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A. EXECUTIVE SUMMARY

The Board's Executive Compensation Ad Hoc Committee determined that one measure of the organization's commitment to strengthening public confidence and service excellence was through a stakeholder survey administered to all parents of TCDSB students.

The results of this survey would gather baseline data from which a corporate goal would be established for all of the board's designated executives.

The Parent Voice survey was administered between May 14-May 25, 2018, however, paper versions of the survey were received and assessed by members of the Research team until June 28, 2018. The results have been used to produce a meaningful and measureable corporate goal for all executives.

The Research Department has provided a Thematic Summary based on emerging themes in the overall Parent Voice Survey in **Appendix A**, and has provided the overall survey summary in **Appendix B**.

The cumulative staff time required to prepare this report was 8 hours

B. PURPOSE

1. This report will provide information about the Parent Voice survey administered to parents of TCDSB students in May-June 2018.

C. BACKGROUND

1. **March 6, 2018** – The Executive Compensation Ad Hoc Committee (“the Committee”) adopted the concept of using a parent survey to assess confidence in the TCDSB and its commitment to service excellence.
2. **April 23, 2018** – The Committee provided input into the DRAFT Parent Survey to be used to gather baseline data and inform the corporate goal for 2018-2019.

3. **June 3, 2018** – The Director met with the Research team to review the results of the Parent Voice Survey. Many paper surveys were still being received so the final survey results were made available on July 3, 2018.
4. The executive team reviewed the survey results in order to set corporate goals.

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Research Department has reviewed the results from the Parent Voice Survey and has discussed with the Director, who in turn, discussed with the Senior Executive team. Salient results include:
 - a. Total respondents = 2615, with 2159 online respondents and approximately 456 paper survey submissions.
 - b. Equitable distributions across Trustee wards as reported by the Research Department.
2. Questions were grouped into the following six (6) themes:
 - i. Nurturing Our Catholic Community
 - ii. School Climate
 - iii. Supporting Learning
 - iv. Communication
 - v. Parental Involvement
 - vi. Contact with TCDSB designated executives
3. The assessment of survey questions followed the similar assessment strategy used for the Board Learning Improvement Plan results:
 - a. On Target – 75% Strongly Agree/Agree
 - b. Monitor – 50-74% Strongly Agree/Agree
 - c. Action Required – below 50% Strongly Agree/Agree
4. Overall, most of the survey questions indicate that the TCDSB is on target with a large majority of key indicators of public confidence and service excellence across all of the themes.
5. There are some areas that require monitoring in the 2018-2019 school year, including:

- i. Improving connections between the home, school and parish;
 - ii. Stronger communication to parents about strategies being implemented to support the child's learning and factors that affect the learning;
 - iii. Improved access to technology to support learning;
 - iv. Improved central communications to TCDSB parent stakeholders;
 - v. Document/letter translations for parents who require this service;
 - vi. Opportunities for increased parent input and feedback to schools
6. While two areas require action by board staff, Research staff feel that the wording of the actual survey questions may have led to this result:
 - i. *My child talks to me about the Ontario Catholic School Graduate Expectations*
 - This question implies that students of all ages are speaking with parents about the graduate expectations
 - Research staff recommend revising the wording to “*My child is aware of...*”
 - ii. *Translations of materials are available for parents whose first language is not English*
 - This question indicated that 58% of parents did not know that this service was available, which could be true for a large number of parents whose first language is English and would not require this service
 - Staff will work with school principals to make those parents whose first language is not English aware of the services available to them
7. The final section of the survey was used to assist in developing a corporate goal of improved communication with parents by the board's designated executives. Similar to the other goals, there is room of improvement in the following areas:
 - i. Responding to parent contacts in a timely manner (2 business days)
 - ii. Addressing issues or concerns in a professional manner
 - iii. Resolving the matter
8. The same Parent Voice Survey (with very minor modifications) will be administered to parents in May 2019, and the data will be compared with the data contained in this report to assess improved performance.

E. CONCLUDING STATEMENT

This report is for the consideration of the Board.