



REPORT TO

REGULAR BOARD

PARENT VOICE SURVEY RESULTS 2018

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August 15, 2018	August 23, 2018	Click here to enter a date.
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INFORMATION REPORT		

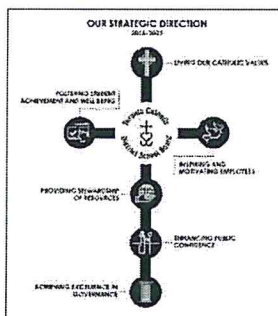
Vision:

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.



Rory McGuckin
Director of Education

D. Koenig
Associate Director
of Academic Affairs

T. Robins
Acting Associate Director
of Planning and Facilities

L. Noronha
Executive Superintendent
of Business Services and
Chief Financial Officer

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.

PARENT/GUARDIAN VOICE SURVEY RESULTS – July 3, 2018

EMERGING THEMES**A. Nurturing Our Catholic Community**

1. My child's school promotes Catholic values and practices – 92% agreement
2. My child talks to me about the Ontario Catholic School Graduate Expectations learned at school – 45% agreement (*Note: Perhaps not a good question to consider, will be need to be revised*)
3. I feel my child is growing in faith and how to live it. – 87% agreement
4. My child's school is working closely with the parish – 73% agreement
20. There is a strong connection between school, home and parish. – 71% agreement

Monitor

There is evidence that nurturing our Catholic community is strong, however, improvements are needed in making connections with the parish.

B. School Climate

5. My child enjoys attending school. – 89% agreement
6. My child's school is a welcoming place in which to learn. – 89% agreement
7. I feel welcomed in my child's school. – 88% agreement
8. My child feels safe at school. – 89% agreement
9. My child's school is responsive to the needs of children from all cultural backgrounds and abilities. – 77% agreement

On Target

There is evidence that parents/guardians feel that there is a positive school climate where students and parents feel welcomed, inclusive and students feel safe.

C. Supporting Learning

10. There are high expectations for students to achieve in literacy, numeracy and all other subjects. – 81% agreement
11. My child's learning needs are met at school. – 78% agreement
12. My child's school provides useful information to me regarding his/her achievement and well-being. – 79% agreement
13. The school engages my child in activities that support learning in literacy and numeracy including assessments such as Education Quality and Accountability Office (EQAO). – 81% agreement
14. The school engages my child in activities that support learning in all other subject areas. – 80% agreement
15. My child's school promotes practices that support spiritual, social, physical and mental well-being. – 84% agreement
16. I have seen evidence of classroom strategies that support my child's learning (e.g., learning goals and success criteria). – 71% agreement
17. My child has access to books, learning materials and other resources to support learning. – 85% agreement

18. My child has access to technology that supports learning (e.g., computers, laptops, chrome books, tablets, software, applications, etc.). – 72% agreement

On Target

There is evidence that parents/guardians feel their child is supported in school with high expectations, and meeting student academic, spiritual, social, physical and mental well-being.

Monitor

Perhaps some improvement regarding evident classroom strategies and access to technology.

D. Communication

19. My child's school provides parents with information regarding evaluation and assessment practices. – 77% agreement

23. My child's school talks to me about factors that affect my child's education. – 68% agreement

24. Our school regularly provides communications in a variety of formats (newsletters, twitter, email, website, SynreVoice in secondary schools, etc.) – 88% agreement

25. I know about the Board's communications to parents available through the TCDSB website (e.g., the Director's Voice, Highlights from the Board, and Committee Meetings.) – 67% agreement

26. My child's school provides adequate notification about school events and activities. – 86% agreement

27. Translations of materials are available for parents whose first language is not English. – 34% agreement; 58% don't know (Consider adding an option to this question, "I do not need translation from English")

28. Open and timely communication occurs between parents and the school. – 80% agreement

Monitor

There is evidence that some improvements could be made in communication with parents/guardians, in particular with regards to school communication on factors that affect their child's education and assessment practices, as well as, as an awareness of how the Board communicates to parents/guardians.

E. Parent involvement

21. There are opportunities for parents to attend information sessions and get involved in the life of the school. – 88% agreement

22. I know about the Catholic School Parent Council (CSPC) at the school. – 87% agreement

29. At my child's school, parents have the opportunity to provide feedback and input. – 73% agreement

On Target

There is evidence that parental involvement is positive, there could be some small improvements in ensuring that parents/guardians have the opportunity to provide feedback and input at their child's school.

**PARENT/GUARDIAN VOICE
Summary of Results**

N = 2615

Responses received:

	Frequency	Percent
Electronically	2153	82.3
On paper	462	17.7

Area

	Frequency	Percent
1	226	8.6
2	532	20.3
3	371	14.2
4	376	14.4
5	266	10.2
6	438	16.7
7	200	7.6
8	184	7.0
No response	22	0.8

My child is in grade:

	Frequency	Percent
JK – Grade 3	1106	42.3
Grade 4 – 6	633	24.2
Grade 7-8	381	14.6
Grade 9-12	468	17.9
No response	27	1.0

How many children do you have attending this school?

	Frequency	Percent
1	1628	62.3
2	779	29.8
3	129	4.9
4	16	0.6
5	1	0.0
5 or more	0	0.0
No response	62	2.4

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No response
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1. My child's school promotes Catholic values and practices.	1215 46.5%	1197 45.8%	94 3.6%	56 2.1%	40 1.5%	13 0.5%
2. My child talks to me about the Ontario Catholic School Graduate Expectations learned at school.	335 12.8%	833 31.9%	687 26.3%	324 12.4%	403 15.4%	33 1.3%
3. I feel my child is growing in faith and how to live it.	851 32.5%	1427 54.6%	175 6.7%	73 2.8%	71 2.7%	18 0.7%
4. My child's school is working closely with the parish.	794 30.4%	1123 42.9%	216 8.3%	72 2.8%	394 15.1%	16 0.6%
5. My child enjoys attending school.	1267 48.5%	1066 40.8%	158 6.0%	95 3.6%	5 0.2%	24 0.9%
6. My child's school is a welcoming place in which to learn.	1215 46.5%	1110 42.4%	157 6.0%	90 3.4%	26 1.0%	17 0.7%
7. I feel welcomed in my child's school.	1235 47.2%	1067 40.8%	160 6.1%	92 3.5%	36 1.4%	25 1.0%
8. My child feels safe at school.	1147 43.9%	1168 44.7%	161 6.2%	79 3.0%	30 1.1%	30 1.1%
9. My child's school is responsive to the needs of children from all cultural backgrounds and abilities.	952 36.4%	1069 40.9%	160 6.1%	104 4.0%	308 11.8%	22 0.8%
10. There are high expectations for students to achieve in literacy, numeracy and all other subjects.	859 32.8%	1271 48.6%	259 9.9%	96 3.7%	106 4.1%	24 0.9%
11. My child's learning needs are met at school.	737 28.2%	1297 49.6%	365 14.0%	141 5.4%	44 1.7%	31 1.2%
12. My child's school provides useful information to me regarding his/her achievement and well-being.	800 30.6%	1274 48.7%	351 13.4%	114 4.4%	35 1.3%	41 1.6%
13. The school engages my child in activities that support learning in literacy and numeracy including assessments such as Education Quality Accountability Office (EQAO).	819 31.3%	1306 49.9%	153 5.9%	74 2.8%	224 8.6%	39 1.5%
14. The school engages my child in activities that support learning in all other subject areas.	762 29.1%	1317 50.4%	258 9.9%	90 3.4%	142 5.4%	46 1.8%
15. My child's school promotes practices that support spiritual, social, physical and mental well-being.	862 33.0%	1322 50.6%	194 7.4%	91 3.5%	108 4.1%	38 1.5%
16. I have seen evidence of classroom strategies that support my child's learning (e.g., example: learning goals; success criteria).	741 28.3%	1108 42.4%	369 14.1%	133 5.1%	227 8.7%	37 1.4%
17. My child has access to books, learning materials and other resources to support learning.	912 34.9%	1299 49.7%	188 7.2%	81 3.1%	98 3.7%	37 1.4%
18. My child has access to technology that supports learning (e.g., computers, laptops, chrome books, tablets, software, applications, etc.)	648 24.8%	1227 46.9%	301 11.5%	121 4.6%	277 10.6%	41 1.6%
19. My child's school provides parents with information regarding evaluation and assessment practices.	715 27.3%	1286 49.2%	355 13.6%	131 5.0%	87 3.3%	41 1.6%

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No response
20. There is a strong connection between the school, home and parish.	641 24.5%	1218 46.6%	360 13.8%	119 4.6%	250 9.6%	27 1.0%
21. There are opportunities for parents to attend information sessions and get involved in the life of the school.	902 34.5%	1391 53.2%	150 5.7%	63 2.4%	88 3.4%	21 0.8%
22. I know about the Catholic School Parent Council (CSPC) at the school.	883 33.8%	1382 52.8%	131 5.0%	41 1.6%	157 6.0%	21 0.8%
23. My child's school talks to me about factors that affect my child's education.	574 22.0%	1197 45.8%	500 19.1%	146 5.6%	159 6.1%	39 1.5%
24. Our school regularly provides communications in a variety of formats (newsletters, twitter, email, website, SynreVoice in secondary schools, etc.)	1100 42.1%	1204 46.0%	168 6.4%	81 3.1%	30 1.1%	32 1.2%
25. I know about the Board's communications to parents available through the TCDSB website (e.g., the Director's Voice, Highlights from the Board, and Committee Meetings).	560 21.4%	1192 45.6%	380 14.5%	120 4.6%	316 12.1%	47 1.8%
26. My child's school provides adequate notification about school events and activities.	1013 38.7%	1229 47.0%	244 9.3%	100 3.8%	8 0.3%	21 0.8%
27. Translations of materials are available for parents whose first language is not English.	324 12.4%	558 21.3%	121 4.6%	64 2.4%	1515 57.9%	33 1.3%
28. Open and timely communication occurs between parents and the school.	760 29.1%	1327 50.7%	310 11.9%	139 5.3%	53 2.0%	26 1.0%
29. At my child's school, parents have the opportunity to provide feedback and input.	709 27.1%	1194 45.7%	304 11.6%	143 5.5%	230 8.8%	35 1.3%

30. Do you know the name of the Superintendent of your child's school?

	Frequency	Percent
Yes	1204	46.0
No	962	36.8
Never needed to know	409	15.6
No response	40	1.5

31. In the past year, have you had the opportunity to see or meet the Superintendent of your child's school? (E.g., visiting classrooms, or at a school event such as, school Mass, community barbecue, CSPC meeting, curriculum night, school production/concert, etc.)

	Frequency	Percent
Yes	692	26.5
No	1493	57.1
I have not attended	378	14.5
No response	52	2.0

32. In the past year, have you contacted the school Superintendent to ask any questions and/or present concerns?		32i. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=324)		32ii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=324)			32iii. Was the matter resolved? (n=324)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
324 12.4%	2215 84.7%	196 60.5%	120 37.0%	189 58.3%	50 15.4%	78 24.1%	144 44.4%	166 51.2%

33a. In the past year have you had any communication with other members of the Senior team: Director of Education		33ai. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=107)		33aii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=107)			33aiii. Was the matter resolved? (n=107)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
107 4.1%	2359 90.2%	66 61.7%	33 30.8%	59 55.1%	16 15.0%	21 19.6%	52 48.6%	43 40.2%

33b. In the past year have you had any communication with other members of the Senior team: Associate Director of Education, Academic Affairs		33bi. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=34)		33bii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=34)			33biii. Was the matter resolved? (n=34)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
34 1.3%	2370 90.6%	21 61.8%	7 20.6%	21 61.8%	7 20.6%	1 2.9%	19 55.9%	8 23.5%

33c. In the past year have you had any communication with other members of the Senior team: Associate Director of Planning and Facilities		33ci. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=48)		33cii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=48)			33ciii. Was the matter resolved? (n=48)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
48 1.8%	2360 90.2%	26 54.2%	17 35.4%	28 58.3%	8 16.7%	8 16.7%	26 54.2%	18 37.5%

33d. In the past year have you had any communication with other members of the Senior team: Chief Financial Officer		33di. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=13)		33dii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=13)			33diii. Was the matter resolved? (n=13)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
13 0.5%	2397 91.7%	10 76.9%	1 7.7%	9 69.2%	2 15.4%	1 7.7%	8 61.5%	3 23.1%

33e. In the past year have you had any communication with other members of the Senior team: Legal Counsel		33ei. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=26)		33eii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=26)			33eiii. Was the matter resolved? (n=26)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
26 1.0%	2377 90.9%	16 61.5%	6 23.1%	16 61.5%	2 7.7%	3 11.5%	16 61.5%	4 15.4%

33f. In the past year have you had any communication with other members of the Senior team: Other Superintendents		33fi. If you answered "yes", were you contacted in a timely manner? (2 business days) (n=146)		33fii. Through your communication, were your questions and/or concerns addressed in a professional manner? (n=146)			33fiii. Was the matter resolved? (n=146)	
Yes	No	Yes	No	Yes	No	Issue/Concern not addressed	Yes	No
146 5.6%	2255 86.2%	104 71.2%	34 23.3%	98 67.1%	17 11.6%	21 14.4%	95 65.1%	42 28.8%