



REPORT TO

REGULAR BOARD

PARENT VOICE SURVEY RESULTS 2019

Do not ignore the discourse of the aged, for they themselves learned from their parents; from them you learn how to understand and to give an answer when the need arises. Sirach 8:9

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Rory McGuckin, Director of Education
 Marina Vanayan, Sr. Coordinator Research Department

INFORMATION REPORT

Vision:

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

Mission:

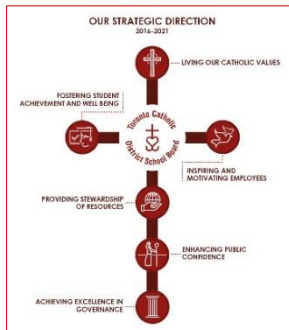
The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.

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

L. Noronha
 Associate Director of Facilities,
 Business and Community
 Development, and
 Chief Financial Officer



A. EXECUTIVE SUMMARY

One measure of the organization's commitment to strengthening public confidence and service excellence is informed by a stakeholder survey administered to all parents of TCDSB students.

The results of this survey will be compared to the baseline data collected in the *2018 Parent Voice Survey*.

The Parent Voice survey was administered in May and June, 2019, however paper versions of the survey were received and assessed by members of the Research team until June 28, 2019.

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 2019.

C. BACKGROUND

1. **April 2019** – The *2018 Parent Voice Survey* was reviewed based on feedback provided the previous year, and a final copy of the *2019 Parent Voice Survey* was completed. Two questions were amended for greater clarity of understanding by parents in order to assess confidence in the TCDSB and its commitment to service excellence. These included wording on the Ontario Catholic School Graduate Expectations, and availability of translated material for parents.
2. **May-June 2019** – The *2019 Parent Voice Survey* was administered, and 3405 parents completed the survey.

3. **July 16, 2019** – The Research Department provided the Director with the survey results to assist with preparation of the report.

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Research Department has reviewed the results from the *2019 Parent Voice Survey* and has discussed the results with the Director. Salient results include:
 - a. Total respondents = 3405, with 3043 online respondents and 362 paper survey submissions. This represents an **increase of 790 (23%)** completed surveys compared with 2615 respondents in 2018.
 - b. Equitable distributions **across** Trustee Wards, as reported by the Research Department.
2. Questions were grouped into the following six (6) themes:
 - A. Nurturing Our Catholic Community
 - B. School Climate
 - C. Supporting Learning
 - D. Communication
 - E. Parental Involvement
 - F. 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, almost all of the 2019 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. Arising out of the *2018 Parent Voice Survey* results, it was determined that some areas required monitoring in the 2018-2019 school year, including:
 - i. Improving connections between the home, school and parish;

- Improvement in schools working more closely with the local parish (Q.4);
 - Consistent connection between home, school and parish (Q.20)
- ii. Stronger communication to parents about strategies being implemented to support the child's learning and factors that affect the learning;
- Improvement in communicating strategies used to support learning. (Q. 16)
- iii. Improved access to technology to support learning;
- Results consistent with 2018. (Q. 18)
- iv. Improved central communications to TCDSB parent stakeholders;
- Improvement in central communications to parents. (Q. 25)
- v. Document/letter translations for parents who require this service;
- Question modified to improve understanding of need for translated materials for those parents' uncomfortable with receiving documents in English. (Q.29)
- vi. Opportunities for increased parent input and feedback to schools
- Slight improvement in parents having the opportunity to provide feedback and input. (Q. 28)
6. In regards, one of the modified survey questions (Q. 2) the result improved.

In 2018, the survey question was worded: *My child talks to me about the Ontario Catholic School Graduate Expectations*, and the question implied that students of all ages are speaking with parents about the graduate expectations. This led to a result of 43%.

In 2019, the revised survey question read: *My child is **aware of** the Ontario Catholic School Graduate Expectations*. This revision provided the result of 62%. While this result is an improvement, more focus needs to be applied in schools to focus on the OCSGE.

7. In regards the second modified survey question (Q. 29), the result improved.

In 2018, the survey question was worded: *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. Senior staff pledged to Staff will work with school principals to make those parents whose first language is not English aware of the services available to them.

In 2019, the survey question was revised and split into two parts:

a. *Are you comfortable communicating with your child's school in the English language?*

In regards #a, 98% of respondents indicated comfort in communicating with school staff in English.

b. *If NO, are translations of school communications available to you?*

Forty-five (45) respondents indicated that they were not comfortable using English. While 33% of respondents indicated translation was available, 29% indicated translations were not available, and a further 29% indicated they did not know if translations were available.

More work needs to be done in this area so that parents are more aware of the Board's translation services and can receive translations as requested.

8. The final section of the survey assessed service excellence and public confidence with respect to the Board's designated executives. The 2019 Parent Voice Survey results indicate modest improvements in the following areas, relative to the 2018 results:
 - 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
9. The Senior team will review the results to determine new strategies to improve results.

E. METRICS AND ACCOUNTABILITY

1. Members of the executive team will monitor the results pertaining to specific portfolios.
2. The 2020 Parent Survey results will be presented at the Regular Board meeting in August 2020.

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.