



REPORT TO

**STUDENT ACHIEVEMENT AND
WELL BEING, CATHOLIC
EDUCATION AND HUMAN
RESOURCES COMMITTEE**

ANNUAL PARENT/GUARDIAN VOICE SURVEY 2020

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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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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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 the 2020 *Annual Parent/Guardian Voice Survey* are compared to the data collected in the past two years.

The *Annual Parent/Guardian Voice Survey* was administered online at the beginning of June 2020.

The Research Department has provided a Thematic Summary based on emerging themes in the overall *Annual Parent/Guardian 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 provides information about the *Annual Parent/Guardian Voice Survey* administered online to parents and guardians of TCDSB students in June 2020.

C. BACKGROUND

1. **May-June 2018** – The *Annual Parent/Guardian Voice Survey* was first administered, and 2615 parents completed the survey.
2. **April 2019** – The 2018 *Annual Parent/Guardian Voice Survey* was reviewed based on feedback provided the previous year, and a final copy of the 2019 *Annual Parent/Guardian 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.
3. **May-June 2019** – The *Annual Parent/Guardian Voice Survey* for 2019 was administered both online and on paper, and in total, 3405 parents completed the survey.

4. **June 2020** – The *Annual Parent/Guardian Voice Survey* for 2020 was administered online between June 1st and 12th, and 6266 parents completed the survey. When completing the survey, parents were asked to think about the school year from September 2019 to March 13, 2020.
5. **June 2020.** Parents were invited to provide feedback about their children's experiences doing school work at home since the March Break. *The Learning During the COVID-19 Pandemic Parent/Guardian Voice Survey* was available June 15 to June 26th.

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Research Department reviewed the results from the *2020 Annual Parent/Guardian Voice Survey* and discussed the results with the Director. Salient results include:
 - a. Participation in the *Annual Parent/Guardian Voice Survey* has increased greatly. Total respondents in 2020 is 6266. This represents an *increase of 2861* completed surveys compared with 3405 respondents in 2019.
 - b. Variable distribution of respondents across Trustee Wards:

Ward	Frequency	Percent
1	219	3.5%
2	652	10.4%
3	386	6.2%
4	715	11.4%
5	986	15.7%
6	292	4.7%
7	461	7.4%
8	431	6.9%
9	353	5.6%
10	342	5.5%
11	819	13.1%
12	546	8.7%
Unknown	64	1.0%

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% of Respondents Strongly Agree/Agree
 - b. Monitor – 50% - 74% of Respondents Strongly Agree/Agree
 - c. Action Required – below 50% of Respondents Strongly Agree/Agree
4. Overall, almost all of the 2020 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. The data in Appendix A and Appendix B indicate many positive results (over 75%) as well as improvements over time.
 - There is evidence that nurturing our Catholic community is strong. There is evidence of improvement in making connections with the parish. There is also improvement in students' awareness of Ontario Catholic School Graduate Expectations, and more awareness is needed.
 - 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.
 - 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. There are improvements in the areas of evident classroom strategies and student access to technology that supports learning.

- There is evidence that parental involvement is positive. There is evidence of improvements in ensuring that parents/guardians have the opportunity to provide feedback and input at their child's school.
 - There is evidence that there are improvements in the overall communication with parents/guardians. The vast majority of parents indicate that they are comfortable communicating with their child's school in English. Continued work needs to be done so that all parents who need translation are aware of the Board's translation services and can receive translations as requested.
5. The final section of the survey assessed service excellence and public confidence with respect to the Board's designated executives. The 2020 *Annual Parent/Guardian Voice Survey* results indicate improvements in the following areas, relative to the 2019 results:
- i. Responding to parent/guardian contacts in a timely manner (2 business days)
 - ii. Addressing issues or concerns in a professional manner
 - iii. Resolving the matter
6. 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 2021 *Annual Parent/Guardian Survey* results will be presented at the Regular Board meeting in August 2021.

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.