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REPORT TO

REGULAR BOARD

ANNUAL PARENT/GUARDIAN VOICE SURVEY 2021

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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July 14, 2021	August 19, 2021	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.



Brendan Browne, PhD
Director of Education

D. Boyce
Associate Director of
Facilities, Business and
Community Development

R. Putnam
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 2021 *Annual Parent/Guardian Voice Survey* are compared to the data collected in the past three years.

The *Annual Parent/Guardian Voice Survey* was administered online at the beginning of June 2021.

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 for 2021 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 2021.
2. Much of the data collected on the *Annual Parent/Guardian Voice Survey* informs the Toronto Catholic District School Board's (TCDSB's) Multi-Year Strategic Plan (MYSP).

C. BACKGROUND

1. The *Annual Parent/Guardian Voice Survey* was first administered in June 2018, and 2,615 parents completed the survey. Since 2018, the *Annual Parent/Guardian Voice Survey* has been administered each spring.
2. In June 2021, the *Annual Parent/Guardian Voice Survey* for 2021 was administered online and 7,276 parents/guardians completed the survey. When completing the survey, parents/guardians were asked to think about the 2020-2021 school year (i.e., September 2020 to June 2021).

3. Annual participation numbers are shown below.

<i>Year</i>	<i>Total Responses</i>
2018	2,615
2019	3,405
2020	6,266
2021	7,276

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Research Department reviewed the results from the *2021 Annual Parent/Guardian Voice Survey*. Salient results include:
 - a. Participation in the *Annual Parent/Guardian Voice Survey* has increased greatly over the years. The total number of respondents in 2021 is 7,276.
 - b. There was variable distribution of respondents across Trustee Wards (a range of 4% to 13%)
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% or more 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 2021 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. With the COVID-19 pandemic, there is evidence that the connections between home, school and parish has been somewhat difficult.
 - Parents/guardians feel that there is a positive school climate where students and parents feel welcomed, inclusive and students feel safe.
 - Parents/guardians feel their child is supported in school with high expectations, learning needs meeting being met and meeting student academic, spiritual, social, physical and mental well-being. Parents agree they have seen evidence of classroom strategies and their children's access to resources to support learning.
 - There are improvements in overall communication with parents/guardians. Continued efforts are needed to make parents aware of the availability of translations if they are not comfortable communicating in English.
 - Parental involvement is generally positive. An area for continued improvement is in parent/guardian involvement with CSPC at their child's school.
5. The final section of the survey assessed service excellence and public confidence with respect to the Board's designated executives. The 2021 *Annual Parent/Guardian Voice Survey* results indicate improvements in the following areas, relative to the 2020 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 all the evidence 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 2022 *Annual Parent/Guardian Survey* results will be presented at the Regular Board meeting in August 2022.

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.