

# 2003/04 SATISFACTION SURVEY

TECHNICAL REPORT

Ministry of Education

Information Department

# TABLE OF CONTENTS

Part 1 – Overview	1
Part 2 – Changes Made to the 2003/04 Satisfaction Survey	1
Part 3 – Response Rates	2
Part 4 – Technical Characteristics	3
4.1 – Reliability	3
4.2 – Validity	4
4.3 – Item Mean Scores	4
4.4 – Overall Item Means	7
Appendix I. Instructions	8
Appendix II. Survey Instruments	11
Appendix III. Item Analyses	18

#### Part 1 – Overview

The British Columbia Ministry of Education established the Provincial Satisfaction Survey as part of ongoing efforts to make the education system more accountable, and to increase the existing information that districts and schools use to evaluate and improve their performance. The Satisfaction Surveys were designed to provide schools, districts, and the public with measures of student, parent, and staff satisfaction in areas such as achievement, human and social development, and safety.

Seven questionnaires were finalized for the 2003/04 provincial satisfaction survey – one for each respondent group including grades 3, 4, 7, 10, 12, parents and staff; copies of the final questionnaires can be found in Appendix II (Appendix I contains the instructions to administrators of the survey). Results of the satisfaction surveys were reported on three levels: the provincial, district, and school levels (complete reports can be found on the Ministry of Education website at <a href="https://www.bced.gov.bc.ca/sat\_survey/">www.bced.gov.bc.ca/sat\_survey/</a>).

The purpose of this report is to document the technical characteristics of the 2003/04 Provincial Satisfaction Survey.

### Part 2 – Changes Made to the 2003/04 Satisfaction Survey

Four questions on the student surveys and three questions on the parent survey relating to human and social development were removed:

- o The questions examined leadership, caring for the environment, learning about other cultures, and getting along with others.
- A new instrument examining students' attitudes and awareness of citizenship and social responsibility has been developed, and the concepts are covered in that instrument.

An additional question related to self-esteem was removed from the student and staff questionnaires:

- o "Can you do just about anything you really set your mind to/Can students at your school do just about anything they really set their mind to?"
- o The question tended to be broadly interpreted by respondents, when its intent was to measure self-esteem. It was not well received in the field and the data from this question are of doubtful value.

One new question related to the area of safety was added to all surveys:

- o "Do you know how your school expects children to behave/Do you know what your school's expectations are for student behavior?" (Students)
- o "Does your child's school provide clear expectations for student behavior in the school?" (Parents)
- "Does your school provide clear expectations for student behavior in the school?"
   (Staff)

Two new questions related to healthy living and participation in extra-curricular activities were added to the student and parent questionnaires:

- o "At school, are you/is your child learning about healthy food and exercise/learning about how to stay healthy?"
- o "At school, do you/does your child participate in activities outside of class hours (e.g. clubs, dance, sports teams, music)?"

One new question related to the development of literacy skills was added to the staff survey instrument:

o "Are you satisfied with the development of students' reading and writing skills at your school?"

One question on the parent survey related to reporting was reworded:

- o "Does your school tell you how your child is doing?" was reworded to read:
- o "Does your child's report card provide clear information about his/her progress?"

### **Part 3 – Response Rates**

In total, 404,310 individual surveys were distributed and 214,630 surveys were completed, returned, and included in the analysis. Provincial participation rates<sup>1</sup> ranged from 13% for secondary parents to 90% for grade 3/4<sup>2</sup> students (see Table 1). The average participation rate across all respondent groups for the province was 53%.

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<sup>&</sup>lt;sup>1</sup> Participation rates are based on public standard and non-standard schools and, therefore, differ slightly from those published in the provincial report.

<sup>&</sup>lt;sup>2</sup> Data for grades three and four were combined for most analyses.

Table 1: Survey Response Rates

Respondent Group	Number Distributed	Number Received	Participation Rates
Grade 3/4	43,534	39,266	90%
Grade 7	45,310	40,426	89%
Grade 10	48,251	35,926	74%
Grade 12	45,762	28,498	62%
Elementary Parents	88,916	49,061	55%
Secondary Parents	96,115	12,852	13%
Staff	36,422	8,601	24%
TOTAL	404,310	214,630	53%

#### **Part 4 – Technical Characteristics**

#### 4.1 – Reliability

The internal consistency of questionnaires or tests is an index of the extent to which the items *hold together* in the sense that if a participant responds in one way to a particular item, they would also tend to respond similarly to other items in the instrument. Internal consistency, or reliability, can be estimated by determining the correlations among survey responses (see Table 3). The conventional index of reliability is termed alpha ( $\alpha$ ) and can vary in value from a minimum of 0.0 to a maximum of 1.0.

Table 3: Internal Consistency Estimates<sup>a</sup> for Survey Questionnaires

		,	£
Respondent Group	α	$N_{respondents}$	$N_{items}$
Grade 3/4	0.79	36,032	17
Grade 7	0.86	37,348	18
Grade 10	0.88	32,974	21
Grade 12	0.87	26,362	21
Elementary Parents	0.89	41,404	23
Secondary Parents	0.91	10,576	25
Staff	0.93	6,659	24

<sup>a</sup>Cronbach's alpha - α

In classical test theory, it is characteristic that alpha is related to the number of items in an instrument, and this is the case with these data with the 17-item Grade 3/4 instruments having slightly lower alphas than the lengthier questionnaires.

### 4.2 - Validity

A principal components analysis (PCA) was used to determine whether the survey instruments could be empirically identified as measuring a common "satisfaction" factor. The unrotated PCA resulted in fairly significant dominant factors with a significant proportion of the variance (24.94% to 38.80%) accounted for by a single factor (see Table 5). The scree plots revealed a single dominant factor in all cases. Additionally, most or all of the items in each of the surveys loaded significantly on factor one, providing some evidence that they are measuring a single construct.<sup>3</sup>

Table 5: Principal Components Analysis (Unrotated Solution)

	% Variation Accounted by Factor One
Grade 3/4 Students	24.94%
Grade 7 Students	31.63%
Grade 10 Students	31.51%
<b>Grade 12 Students</b>	31.12%
<b>Elementary Parents</b>	34.52%
<b>Secondary Parents</b>	35.29%
Staff	38.80%

#### 4.3 – Item Mean Scores

The questionnaires were analyzed using conventional item analysis and the results are summarized in this section. The full output of the analysis for each item by respondent group is provided in Appendix III.

Tables 6, 7, and 8 list the item mean scores for each respondent group. The item mean score is the average value of all responses made to that particular item. The maximum value is 5; the respondent interprets this as representing a positive view of satisfaction. The closer the item mean score is to 5, the more positive the response tendency for that group. A value of 3 could be considered as the midpoint of the scale.

<sup>&</sup>lt;sup>3</sup> For a more detailed description of the measures used to assess validity, please refer to the 2002 Satisfaction Survey Technical Report, which can be found at <a href="https://www.bced.gov.bc.ca/sat\_survey">www.bced.gov.bc.ca/sat\_survey</a>.

Table 6: Item Mean Scores - Student Questionnaires

	Mean Score				
Item <sup>a</sup>	Grade 3/4	Grade 7	Grade 10	Grade 12	
1. Do you like school?	3.98	3.45	3.10	3.21	
2. Do you like what you are learning?	4.00	3.46	3.25	3.32	
3. Do you try your best at school?	4.60	4.21	3.77	3.75	
4. Do staff treat all students fairly?	4.21	3.69	3.28	3.35	
5. Do teachers help with homework?	4.36	4.31	3.85	3.91	
6. Are you learning good health habits?	3.53	3.35	2.92	2.54	
7. Are you getting better at reading?	4.50	4.06	3.46	3.36	
8. Are you getting better at writing?	4.28	4.05	3.62	3.63	
9. Are you getting better at math?	4.39	4.04	3.51	3.18	
10. Do you use computers?	4.24	3.73	3.01	2.92	
11. Do you get exercise?	4.41	4.35	3.84	2.66	
12. Do you learn to respect differences?	4.55	4.37	4.23	4.28	
13. Do you participate in outside activities?	3.75	3.74	3.03	2.99	
14. Do you feel safe at school?	4.43	4.14	3.83	4.03	
15. Are you bullied, teased, or picked on? b	4.07	4.10	4.18	4.35	
16. Know expectations for student behavior?	4.55	4.32	3.83	3.88	
17. Do teachers care about you?	4.60	4.06	3.23	3.39	
18. Satisfied with program choices?	N/A	N/A	3.33	3.27	
19. Know the school's goals for learning? b	N/A	3.88	3.04	2.87	
20. Satisfied with work preparation?	N/A	N/A	3.41	3.08	
21. Satisfied with post-sec preparation?	N/A	N/A	3.60	3.42	

a. Items are paraphrased. See Appendix II for complete survey questionnaires.
b. This item was reverse-scaled in that a score of 5 means At no time, a score of 1 means All of the time.

Table 7: Item Mean Scores - Parent Questionnaires

	Mear	Score
Item <sup>a</sup>	<b>Elementary Parents</b>	Secondary Parents
1. Satisfied with child's learning?	4.01	3.81
2. Do staff treat all students fairly?	4.05	3.75
3. Do teachers help with homework?	4.12	3.77
4. Child learning good health habits?	3.78	3.35
5. Satisfied with reading skills?	4.00	3.77
6. Satisfied with writing skills?	3.77	3.63
7. Satisfied with math skills?	3.86	3.57
8. Does your child use computers at school?	3.74	3.54
9. Does your child get exercise at school?	4.20	3.53
10. Child learns to respect differences?	4.02	3.75
11. Child participates in outside activities?	3.34	3.12
12. Does your child feel safe at school?	4.34	4.13
13. Is your child bullied, teased, picked on? <sup>b</sup>	4.01	4.21
14. Are expectations for behavior clear?	4.34	4.07
15. Consistent enforcement of rules?	4.07	3.75
16. Do teachers care about your child?	4.29	3.76
17. Do you feel welcome at the school?	4.43	4.07
18. Satisfied with report cards?	4.24	3.89
19. Involved in decisions that affect child?	3.45	3.15
20. Involved in school planning activities?	3.70	3.31
21. Do you volunteer at your child's school?	2.60	2.00
22. Satisfied with program choices?	3.86	3.65
23. Know the schools' goals for learning?	3.53	3.10
24. Satisfied with work preparation?	N/A	3.33
25. Satisfied with post-sec preparation?	N/A	3.51

a. Items are paraphrased. See Appendix II for complete survey questionnaires.
b. This item was reverse-scaled in that a score of 5 means At no time, a score of 1 means All of the time.

Table 8: Item Mean Scores – Staff Questionnaires

Item <sup>a</sup>	Mean Score
1. Are you satisfied with student learning?	3.79
2. Satisfied with students' reading and writing skills?	3.74
3. Satisfied with use of computers?	3.74
4. Satisfied with human and social development?	3.86
5. Do you expect your students to do well?	4.48
6. Do your students learn to respect differences?	4.70
7. Is your school a safe place to work and learn?	4.52
8. Are rules consistently enforced?	4.12
9. Do you care about your students?	4.63
10. Do you work hard for good relations with parents?	4.41
11. Does your school have a positive climate?	4.39
12. School have a welcoming physical condition?	4.15
13. Provide regular and systematic evaluations?	4.51
14. Parents involved in decisions that affect their child?	4.06
15. Parents involved in school planning activities?	4.28
16. Opportunities for parents to volunteer?	4.41
17. Do you have opportunities to provide input?	4.01
18. Use assessment information in instruction?	4.10
19. Collaborate to plan lessons?	3.87
20. Opportunities for ongoing prof. development?	4.28
21. Satisfaction with program choices?	4.09
22. Do you strive to improve your teaching?	4.36
23. School has clear and focused goals?	4.41

a. Items are paraphrased. See Appendix II for complete survey questionnaires.

### 4.4 – Overall Item Means

The overall item means on each questionnaire ranged from 3.3991 to 4.2605 out of a possible 5. Table 2 presents the overall item means across all items on each survey instrument.

Table 2: Overall Item Mean by Survey

Respondent Group	Mean
Grade 3/4	4.2605
Grade 7	3.9614
Grade 10	3.4918
Grade 12	3.3991
Elementary Parents	3.9005
Secondary Parents	3.5795
Staff	4.2294

### **Appendix I. Instructions**

#### 2004 Satisfaction Survey: General Instructions for Schools

The Satisfaction Survey is for students in grade 4, 7, 10, and 12, their parents, and staff. Schools with no Grade 4 students will administer the survey to Grade 3 students, their parents, and staff. Please encourage the fullest possible participation in the survey." Your local PAC can help you achieve this goal.

#### A. Electronic Administration (January 12 to February 27, 2004):

- The Ministry has contracted the services of A. Willock Information Systems (AWIS) to provide an electronic survey system to schools. If your district/school opted for electronic surveying, your district office should have received administration instructions from AWIS.
- Randomly generated logon PINs (personal identification numbers) for survey participants, should have been provided to you by your district as well.
- Students, parents, and staff can complete the survey by going to the website (www.bced.gov.bc.ca/sat\_survey/) and logging on with the PIN provided.
- It is recommended that students complete the survey in a computer lab. Staff and parents can complete surveys on their own time. Please see the administration manual provided by AWIS for more detail.
- In the interest of confidentiality, someone other than students' regular teacher should administer surveys (for example, a lab instructor).
- Students should not collaborate with others or discuss their responses during survey administration.

#### B. Paper-based Administration (January 26 to February 13, 2004):

If your school is completing paper surveys, **please keep the box** the survey materials came in. You will need to package and return the completed surveys to BC Mail Plus using the courier return waybill that was supplied to you with the survey materials. If you are short of paper surveys, **please photocopy** as required. Do not staple or attach anything to the paper survey forms, as this will disrupt the scanning process. *Please return paper surveys by February 20, 2004.* 

#### Parent Surveys:

- Parent surveys are to be sent home with students in Grades 4, 7, 10, and 12.
- Schools with no Grade 4 students will send the survey home with Grade 3 students.
- Parents must complete the survey and return it to the school by February 13, 2004.
- Translations for parents are available in 14 languages on the Internet at: www.bced.gov.bc.ca/sat survey/

#### Student Surveys:

- Surveys are to be completed by all Grade 4, 7, 10, and 12 students. Schools with no Grade 4 students will administer the survey to Grade 3 students.
- It should take approximately 5 to 10 minutes for students to complete the survey. Students should not collaborate with others or discuss their responses during administration of the survey.
- Survey questions may need to be read to the Grade 3 or 4 students (and higher grades at the discretion of administrators).
- In the interest of confidentiality, someone other than students' regular teacher should administer the surveys. At a minimum a student should collect the completed surveys.

#### Staff Surveys:

- Please ask each staff member to complete the survey.
- Please ask CUPE and BCTF staff to return their surveys to a staff representative.
- The staff representative may wish to seal the returned surveys in a manila envelope and place it in the return box provided (this is the same box to be used for parent and student surveys).

For more information about the Satisfaction Survey, please visit our website at www.bced.gov.bc.ca/sat\_survey. If you have any questions or need assistance, please contact:

A. Willock Information Systems	Debbie Willock: 1-866-558-5339 (toll free); dwillock@awinfosys.com
(E-survey technical support)	
	Alex Mann: 250-356-2581; alex.mann@gems2.gov.bc.ca
Ministry of Education	Marie Ann Maruca: 250-356-1103; marieann.maruca@gems5.gov.bc.ca
	Nancy Walt: 250-356-0519; nancy.walt@gems4.gov.bc.ca

#### **Instructions for Administering Surveys with Students**

The Satisfaction Surveys consist of 19 to 23 questions, depending on the grade level. The surveys take about 5 to 10 minutes to complete. Thank you for helping your students to complete these surveys.

In the interest of confidentiality, someone other than students' regular teachers should administer the surveys. For paper surveys, a student representative could collect the completed surveys and give them to a staff member to return to the box in the office. During the survey administration, students should not collaborate or discuss their responses with other students.

Instructions for Students in Grade 3 and 4 (and higher at the discretion of school staff):

For paper surveys, please ensure each student has a pencil. Students should use pencils so they can easily change a response. A ruler or straight edge may help them to align each question with the correct response dots.

For either electronic or paper surveys, you may decide to read each question out loud to students while they follow along and select their answers on the survey. After each question, please check that everyone is in the right place. Review the rating scale as often as necessary.

#### **Example Script:**

Can anyone tell me what a survey is? A survey is a group of questions to find out what you think. It's NOT like a test because there are no right or wrong answers. When answering this survey, I want you to look only at your own paper. The best answer is how YOU feel. It is really important that you think about the questions and give honest answers.

Now I would like you to look at the survey. Let's talk about the choices you have. To the right of each question you'll see a set of dots that you can fill in to answer each question. Look for the sets of words "All of the time", "Many times", "Some times", "Few times", and "At no time" at the top of the survey. Do you see them? The answer dots are lined up underneath each set of words.

There is also a shaded bar with each set of words. Above "All of the time" is a fully shaded bar, sort of like a full glass of juice. This would be the response you would choose for something that you have done every day at school this year. As you move from left to right, the bar becomes emptier, so that the bar above "At no time" is completely empty. This is the answer you would choose for something you have never done at school this year. When you answer a question, you shade in **one** of the dots beside that question.

Let's think of an example. How about "Do you eat carrots?" Well, I don't eat carrots every day (so I wouldn't choose "All of the time"), but I might eat carrots, either in a salad or cooked, every other week. I usually have some carrots in the fridge. So I would choose the dot to the right of the question for "Some times".

- If you eat carrots every day, what dot would you fill in? (All of the time)
- If you eat carrots a few times a week, what dot would you fill in? (Many times)
- If you eat carrots a few times a month, what dot would you fill in? (Some times)
- If you eat carrots a few times a year, what dot would you fill in? (Few times)
- If you never eat carrots, what dot would you fill in? (At no time)

Please think about this school year only when you answer the questions, and fill in only one answer for each question. Do you have any questions?

So now we are ready. Let's begin.

#### **Instructions for Parents**

Dear Parent or Guardian:

### Re: 2004 Provincial Satisfaction Survey

The *Provincial Satisfaction Survey* provides schools, school districts, and the Ministry of Education with information to improve student achievement. Last year, 57% of elementary parents and 16% of secondary parents participated in the survey. This year we hope to increase parent participation. Your participation is important because the information collected will help schools, school districts, and the Ministry of Education set goals and priorities for future school years.

The Ministry of Education is surveying:

- students in Grades 4\*, 7, 10, and 12
- parents of students in these grades
- staff

Please fill out **one** survey for **each** of your children in Grades 4\*, 7, 10, and 12. Seal the survey in the envelope provided, and return it to your child's school **NO LATER THAN February 13, 2004.** 

The survey is available in other languages on the Internet at: www.bced.gov.bc.ca/sat survey

Thank you for participating in the 2004 Provincial Satisfaction Survey. If you have questions or need further assistance, please contact your child's school.

<sup>\*</sup> Grade 3 students and their parents will complete the survey if the school does not have a Grade 4 class.

# **Appendix II. Survey Instruments**

<ul> <li>With a pencil (do not use ink), fill in the circle that matches your answer.</li> <li>If you make a mistake, please erase it completely and fill in the correct circle.</li> </ul>	All of the time	Many times	Some-times	Few	At no time	
1. Do you like school?	0	0	0	0	0	3
2. Do you like what you are learning at school?	0	0	0	0	0	4
3. Do you try to do your best at school?	0	0	0	0	0	6
4. Do adults in the school treat all students fairly?	0	0	0	0	0	N1
5. Do your teachers help you with your schoolwork when you need it?	0	0	0	0	0	8
6. At school, are you learning about healthy food and exercise?	0	0	0	0	0	N4
7. Are you getting better at reading?	0	0	0	0	0	9
8. Are you getting better at writing sentences or stories?	0	0	0	0	0	10
9. Are you getting better at math?	0	0	0	0	0	11
10. At school, are you getting better at using computers?	0	0	0	0	0	12
11. At school, do you get exercise (for example, physical activity or sports)?	0	0	0	0	0	13
12. At school, do you respect people who are different from you (for example, think, act, or look different)?	0	0	0	0	0	18
13. At school, do you participate in activities outside of class hours (for example, clubs, dance, sports teams, music)?	0	0	0	0	0	N5
14. Do you feel safe at school?	0	0	0	0	0	22
15. At school, are you bullied, teased, or picked on?	0	0	0	0	0	21
16. Do you know how your school expects students to behave?	0	0	0	0	0	N6
17. Do your teachers care about you?	0	0	0	0	0	26
18. Are you a boy or a girl?	0 I	Воу		O Girl		44
19. Are you of Aboriginal ancestry (First Nations, Inuit, Métis)?	0 \	Yes		O No		N3

 $<sup>\</sup>ensuremath{\textcircled{\sc o}}$  Thank you for sharing your views!  $\ensuremath{\textcircled{\sc o}}$ 

that: • If yo	n a pencil (do not use ink), fill in the circle matches your answer. but make a mistake, please erase it completely and in the correct circle.	All of the time	Many times	Sometimes	Few times	At no time	
1.	Do you like school?	0	0	0	0	0	3
2.	Do you like what you are learning at school?	0	0	0	0	0	4
3.	Do you try to do your best at school?	0	0	0	0	0	6
4.	Do adults in the school treat all students fairly?	0	0	0	0	0	N1
5.	Do your teachers help you with your schoolwork when you need it?	0	0	0	0	0	8
6.	At school, are you learning about healthy food and exercise?	0	0	0	0	0	N4
7.	Are you getting better at reading?	0	0	0	0	0	9
8.	Are you getting better at writing sentences or stories?	0	0	0	0	0	10
9.	Are you getting better at math?	0	0	0	0	0	11
10.	At school, are you getting better at using computers?	0	0	0	0	0	12
11.	At school, do you get exercise (for example, physical activity or sports)?	0	0	0	0	0	13
12.	At school, do you respect people who are different from you (for example, think, act, or look different)?	0	0	0	0	0	18
13.	At school, do you participate in activities outside of class hours (for example, clubs, dance, sports teams, music)?	0	0	0	0	0	N5
14.	Do you feel safe at school?	0	0	0	0	0	22
15.	At school, are you bullied, teased, or picked on?	0	0	0	0	0	21
16.	Do you know how your school expects students to behave?	0	0	0	0	0	N6
17.	Do your teachers care about you?	0	0	0	0	0	26
18.	Are you a boy or a girl?	0 ]	Boy		O Girl		44
19.	Are you of Aboriginal ancestry (First Nations, Inuit, Métis)?	0 '	Yes		O No		N3

 $<sup>\</sup>ensuremath{\textcircled{\sc o}}$  Thank you for sharing your views!  $\ensuremath{\textcircled{\sc o}}$ 

<ul> <li>With a pencil (do not use ink), fill in the cir that matches your answer.</li> <li>If you make a mistake, please erase it comp fill in the correct circle.</li> </ul>		All of the time	Many times	Some- times	Few times	At no time	
1. Do you like school?		0	0	0	0	0	3
2. Do you like what you are learning at s	school?	0	0	0	0	0	4
3. Do you try to do your best at school?		0	0	0	0	0	6
4. Do adults in the school treat all studer	nts fairly?	0	0	0	0	0	N1
5. Do your teachers help you with your s when you need it?	schoolwork	0	0	0	0	0	8
6. At school, are you learning about how healthy?	to stay	0	0	0	0	0	N4
7. Are you getting better at reading?		0	0	0	0	0	9
8. Are you getting better at writing?		0	0	0	0	0	10
9. Are you getting better at math?		0	0	0	0	0	11
10. At school, are you getting better at usi computers?	ing	0	0	0	0	0	12
11. At school, do you get exercise (for examples physical activity or sports)?	ample,	0	0	0	0	0	13
12. At school, do you respect people who different from you (for example, think look different)?	x, act, or	0	0	0	0	0	18
13. At school, do you participate in activit outside of class hours (for example, cl dance, sports teams, music)?		0	0	0	0	0	N5
14. Do you feel safe at school?		0	0	0	0	0	22
15. At school, are you bullied, teased, or p	oicked on?	0	0	0	0	0	21
16. Do you know how your school expect to behave?	ts students	0	0	0	0	0	N6
17. Do your teachers care about you?		0	0	0	0	0	26
18. Are you aware of the school goals for improving student learning?	, , ,	0	0	0	0	0	41
19. Are you a boy or a girl?		20. ○ Boy	7		O Girl		44
21. Are you of Aboriginal ancestry (First Inuit, Métis)?	Nations,	22. O Yes			O No		N3

<sup>©</sup> Thank you for sharing your views! ©

	With a pencil (do not use ink), fill in the circle ● * that matches your answer.	All of		Como	Faur	A4 ma	
	If you make a mistake, please erase it completely and fill in the correct circle.	All of the time	Many times	Some- times	Few times	At no time	
1.	Do you like school?	0	0	0	0	0	3
2.	Are you satisfied with what you are learning at school?	0	0	0	0	0	4
3.	Do you try to do your best at school?	0	0	0	0	0	6
4.	Does staff treat all students fairly at school?	0	0	0	0	0	N1
5.	Do your teachers help you with your schoolwork when you need it?	0	0	0	0	0	8
6.	At school, are you learning about how to stay healthy?	0	0	0	0	0	N4
7.	Are you getting better at reading?	0	0	0	0	0	9
8.	Are you getting better at writing?	0	0	0	0	0	10
9.	Are you getting better at mathematics?	0	0	0	0	0	11
	At school, are you getting better at using computers?	0	0	0	0	0	12
	At school, do you get exercise (for example, physical activity or sports)?	0	0	0	0	0	13
12.	At school, do you respect people who are different from you (for example, think, act, or look different)?	0	0	0	0	0	18
13.	At school, do you participate in activities outside of class hours (for example, clubs, dance, sports teams, music)?	0	0	0	0	0	N5
14.	Do you feel safe at school?	0	0	0	0	0	22
15.	At school, are you bullied, teased, or picked on?	0	0	0	0	0	21
16.	Do you know what your school's expectations are for student behaviour?	0	0	0	0	0	N6
17.	Do your teachers care about you?	0	0	0	0	0	26
	Are you satisfied with the program choices available to you at school?	0	0	0	0	0	39
19.	Are you aware of the school goals for improving student learning?	0	0	0	0	0	41
20.	Are you satisfied that school is preparing you for a job in the future?	0	0	0	0	0	42
21.	Are you satisfied that school is preparing you for post-secondary education (for example, college, university, trade school)?	0	0	0	0	0	43
22.	Are you male or female?	0 ]	Male		O Femal	le	44
23.	Are you of Aboriginal ancestry (First Nations, Inuit, Métis)?	0 '	O Yes O No				N3

<sup>⊕</sup> Thank you for sharing your views! ⊕

•	With a pencil (do not use ink), fill in the circle that matches your answer.  If you make a mistake, please erase it completely and fill in the correct circle.	All of the time	Many times	Som time	-	Few times	At no time	
1.	Do you like school?	0	0			0		3
2.	Are you satisfied with what you are learning at school?	0	0	0		0	0	4
3.	Do you try to do your best at school?	0	0	0		0	0	6
4.	Does staff treat all students fairly at school?	0	0	0		0	0	N1
5.	Do your teachers help you with your schoolwork when you need it?	0	0	0		0	0	8
6.	At school, are you learning about how to stay healthy?	0	0	0		0	0	N4
7.	Are you getting better at reading?	0	0	0		0	0	9
8.	Are you getting better at writing?	0	0	0		0	0	10
9.	Are you getting better at mathematics?	0	0	0		0	0	11
10.	At school, are you getting better at using computers?	0	0	0		0	0	12
11.	At school, do you get exercise (for example, physical activity or sports)?	0	0	0		0	0	13
12.	At school, do you respect people who are different from you (for example, think, act, or look different)?	0	0	0		0	0	18
13.	At school, do you participate in activities outside of class hours (for example, clubs, dance, sports teams, music)?	0	0	0		0	0	N5
14.	Do you feel safe at school?	0	0	0		0	0	22
15.	At school, are you bullied, teased, or picked on?	0	0	0		0	0	21
16.	Do you know what your school's expectations are for student behaviour?	0	0	0		0	0	N6
17.	Do your teachers care about you?	0	0	0		0	0	26
18.	Are you satisfied with the program choices available to you at school?	0	0	0		0	0	39
19.	Are you aware of the school goals for improving student learning?	0	0	0		0	0	41
20.	Are you satisfied that school is preparing you for a job in the future?	0	0	0		0	0	42
	Are you satisfied that school is preparing you for post-secondary education (for example, college, university, trade school)?	0	0	0		0	0	43
22.	Are you male or female?	0 1	Male			O Fema	le	44
23.	Are you of Aboriginal ancestry (First Nations, Inuit,	0 '	Yes			O No		N3

 $<sup>\</sup>odot$  Thank you for sharing your views!  $\odot$ 

### PARENT SURVEY

With a black or blue pen, please fill in the circle ● that corresponds to your answer.

1.	Your child is in: Grade 3 O Grade 4 O Grade 7	O Gra	de 10 O	Gra	de 12 O		
		All of the time	Many times	Some- times	Few times	At no time	
2.	Are you satisfied with what your child is learning at school?	0	0	0	0	0	4
3.	Are you satisfied that staff treat all students fairly at school?	0	0	0	0	0	N
4.	Do your child's teachers help with schoolwork when needed?	0	0	0	0	0	8
5.	At school, is your child learning about how to stay healthy?	0	0	0	0	0	N4
6.	Are you satisfied with the development of your child's reading skills at school?	0	0	0	0	0	9
7.	Are you satisfied with the development of your child's writing skills at school?	0	0	0	0	0	10
8.	Are you satisfied with the development of your child's mathematics skills at school?	0	0	0	0	0	11
9.	Are you satisfied with the development of your child's computer skills at school?	0	0	0	0	0	12
10.	At school, does your child get exercise (for example, physical activity or sports)?	0	0	0	0	0	13
11.	Are personal differences respected at your child's school?	0	0	0	0	0	18
12.	At school, does your child participate in activities outside of regular class hours (e.g., clubs, dance, sports teams, music)?	0	0	0	0	0	N:
13.	Does your child feel safe at school?	0	0	0	0	0	22
14.	Is your child bullied, teased, or picked on at school?	0	0	0	0	0	21
15.	Does your child's school provide clear expectations for student behaviour in the school?	0	0	0	0	0	Ne
16.	Are the rules related to behaviour enforced consistently at your child's school?	0	0	0	0	0	24
17.	Do teachers care about your child?	0	0	0	0	0	26
18.	Do you feel welcome at your child's school?	0	0	0	0	0	27
19.	Does your child's report card provide clear information about his/her progress?	0	0	0	0	0	31
20.	Are you included in decisions made at the school that affect your child's education?	0	0	0	0	0	32
21.	Are you given the opportunity to be involved in the school planning activities (for example, goal setting, safe school planning, school improvement)?	0	0	0	0	0	33
22.	Do you volunteer at your child's school?	0	0	0	0	0	34
23.	Are you satisfied with the program choices at your child's school?	0	0	0	0	0	39
24.	Are you aware of the school goals for improving student learning?	0	0	0	0	0	41
Q2	5/Q26 are for parents whose child is in Gr. 10 or 12.						ĺ
25.	Are you satisfied that school is preparing your child for a job in the future?	0	0	0	0	0	42
26.	Are you satisfied that school is preparing your child for post-secondary education?	0	0	0	0	0	43
27.	Are you of Aboriginal ancestry (First Nations, Inuit, Métis)?	0	Yes		0 N	0	N.

## SCHOOL STAFF SURVEY

With a black or blue pen, please fill in the circle • that corresponds to your answer. Some questions do not apply to some categories of staff. Please leave blank any questions that do not apply.

Please fill in the circle(s) beside your occupation(s):	○ Teacher	O Principal or Vice-Principal	O Teacher assistant	O Non-enrolling professional (e.g., first nations support worker, school psychologist)	O Support staff (e.g., secretary, custodian)
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		All of the time	Many times	Some- times	Few times	At no time	
1.	Are you satisfied with the academic performance of the students at your school?	0	0	0	0	0	4
2.	Are you satisfied with the development of students' reading and writing skills at your school?	0	0	0	0	0	N7
3.	Are you satisfied with the development of students' computer skills at your school?	0	0	0	0	0	12
4.	Are you satisfied with the human and social development of students at this school?	0	0	0	0	0	17
5.	At your school, are all students expected to do well?	0	0	0	0	0	7
6.	Does your school welcome and include all students?	0	0	0	0	0	18
7.	Is your school a safe place to work and learn?	0	0	0	0	0	23
8.	Does your school provide clear expectations for student behaviour in the school?	0	0	0	0	0	N6
9.	Are the rules related to behaviour enforced consistently at your school?	0	0	0	0	0	24
10.	Do staff members care about students' well-being and academic success?	0	0	0	0	0	26
11.	In your school, do staff members work hard to maintain good relations with parents?	s o	0	0	0	0	28
12.	Does your school have a positive climate?	0	0	0	0	0	29
13.	Is the physical condition of the school welcoming?	0	0	0	0	0	30
14.	Is students' progress regularly and systematically assessed and evaluated?	0	0	0	0	0	31
15.	Are parents involved in decisions at the school that affect their child?	0	0	0	0	0	32
16.	Does your school welcome the input of parents in school-planning activities?	0	0	0	0	0	33
17.	Does your school welcome the participation of parents (for example, volunteering)?	0	0	0	0	0	34
18.	Do you have opportunities for input in school decision-making?	0	0	0	0	0	35
19.	Is assessment information used to plan for instruction?	0	0	0	0	0	36
20.	Do teachers collaborate to plan for instruction?	0	0	0	0	0	37
21.	Is professional development ongoing at this school?	0	0	0	0	0	38
22.	Does your school provide programs to meet all students' needs?	0	0	0	0	0	39
23.	Do teachers strive to improve the quality of instruction?	0	0	0	0	0	40
24.	Are you aware of the school goals for improving student learning?	0	0	0	0	0	41

# **Appendix III. Item Analyses**

# **Grade 3/4 Student Survey**

**Survey Statistics** 

Average Mean	Alpha	Items	N Cases
4 2605	79	17	36 032

item Descriptive Statistics	i i	i		i	
Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Do you like school?	39185	3.9840	.98275	.966	.601
Satisfaction with learning at school	39115	4.0037	.92146	.849	.605
Trying ones best at school	38978	4.5960	.66017	.436	.426
Do adults in the school treat all students fairly?	38983	4.2149	.95130	.905	.555
Teachers help with schoolwork when needed	39013	4.3603	.89021	.792	.511
Learning about good health habits	38937	3.5277	1.20255	1.446	.484
Satisfaction with reading development	38968	4.5016	.82394	.679	.495
Satisfaction with writing development	38955	4.2761	.88549	.784	.526
Satisfaction with mathematics development	38905	4.3947	.89672	.804	.480
Student use of computers	38755	4.2435	1.09041	1.189	.428
Students get physical exercise	38948	4.4148	.81994	.672	.467
Learning to respect personal differences	38888	4.5477	.74683	.558	.456
Participation in activities outside of class time	38861	3.7494	1.34721	1.815	.396
Feeling of safety at school	38837	4.4255	.91777	.842	.544
Bullied, teased, or picked on at school	38684	4.0659	1.18036	1.393	.295
School expectations for student behaviour	38699	4.5451	.79980	.640	.462
Teachers caring about students	38621	4.5974	.78563	.617	.559

## **Grade 7 Student Survey**

Survey Statistics

Average Mean	Alpha	Items	N Cases
3.9614	.86	18	37,348

item Descriptive Statistics								
Item	N	Mean	Std. Deviation	Variance	Item- Scale R			
Do you like school?	40375	3.4474	.96678	.935	.626			
Satisfaction with learning at school	40309	3.4600	.89842	.807	.643			
Trying ones best at school	40136	4.2071	.79632	.634	.500			
Do adults in the school treat all students fairly?	40136	3.6879	1.09178	1.192	.617			
Teachers help with schoolwork when needed	40277	4.3118	.88745	.788	.591			
Learning about good health habits	40157	3.3529	1.12260	1.260	.538			
Satisfaction with reading development	40236	4.0555	1.05654	1.116	.619			
Satisfaction with writing development	40210	4.0533	.97518	.951	.632			
Satisfaction with mathematics development	40152	4.0385	1.03002	1.061	.542			
Student use of computers	40054	3.7293	1.32529	1.756	.491			
Students get physical exercise	40224	4.3537	.83852	.703	.499			
Learning to respect personal differences	40195	4.3693	.80156	.642	.468			
Participation in activities outside of class time	40112	3.7403	1.30988	1.716	.393			
Feeling of safety at school	40109	4.1392	1.02396	1.049	.606			
Bullied, teased, or picked on at school	40021	4.1045	1.13880	1.297	.263			
School expectations for student behaviour	39937	4.3219	.89195	.796	.573			
Teachers caring about students	39976	4.0604	1.05949	1.123	.676			
Clear and focused goals for student learning at school	39722	3.8847	1.12428	1.264	.614			

## **Grade 10 Student Survey**

Survey Statistics

Average Mean	Alpha	Items	N Cases
3.4918	.88	21	32,974

Item Descriptive Statistics	1			ı	
Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Do you like school?	35863	3.1031	.93920	.882	.572
Satisfaction with learning at school	35813	3.2476	.89772	.806	.627
Trying ones best at school	35667	3.7653	.92739	.860	.493
Do adults in the school treat all students fairly?	35714	3.2789	1.06444	1.133	.599
Teachers help with schoolwork when needed	35822	3.8517	.97780	.956	.593
Learning about good health habits	35779	2.9230	1.10059	1.211	.539
Satisfaction with reading development	35752	3.4585	1.19180	1.420	.607
Satisfaction with writing development	35718	3.6193	1.07200	1.149	.629
Satisfaction with mathematics development	35667	3.5126	1.17387	1.378	.538
Student use of computers	35636	3.0134	1.37361	1.887	.472
Students get physical exercise	35724	3.8444	1.07986	1.166	.463
Learning to respect personal differences	35724	4.2314	.94297	.889	.461
Participation in activities outside of class time	35705	3.0349	1.47600	2.179	.379
Feeling of safety at school	35624	3.8251	1.12443	1.264	.540
Bullied, teased, or picked on at school	35599	4.1804	1.10776	1.227	.241
School expectations for student behaviour	35600	3.8335	1.10737	1.226	.565
Teachers caring about students	35541	3.2338	1.09788	1.205	.677
Satisfaction with program choices at school	35542	3.3338	1.12285	1.261	.613
Clear and focused goals for student learning at school	35616	3.0391	1.21523	1.477	.609
School preparation of students for future jobs	35611	3.4063	1.17667	1.385	.648
School preparation of students for post-secondary education	35529	3.6032	1.10280	1.216	.661

## **Grade 12 Student Survey**

Survey Statistics

Average Mean	Alpha	Items	N Cases
3.3991	.87	21	26,362

item Descriptive Statistics	l I	ı	Std.	 	ltom
Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Do you like school?	28440	3.2051	.92275	.851	.591
Satisfaction with learning at school	28413	3.3207	.88534	.784	.650
Trying ones best at school	28303	3.7456	.94084	.885	.469
Do adults in the school treat all students fairly?	28324	3.3543	1.03499	1.071	.595
Teachers help with schoolwork when needed	28417	3.9082	.93225	.869	.589
Learning about good health habits	28391	2.5383	1.06925	1.143	.542
Satisfaction with reading development	28350	3.3630	1.16904	1.367	.603
Satisfaction with writing development	28354	3.6347	1.04064	1.083	.610
Satisfaction with mathematics development	28284	3.1770	1.28075	1.640	.506
Student use of computers	28289	2.9189	1.33901	1.793	.472
Students get physical exercise	28336	2.6648	1.39097	1.935	.393
Learning to respect personal differences	28347	4.2751	.94927	.901	.451
Participation in activities outside of class time	28351	2.9948	1.44239	2.081	.403
Feeling of safety at school	28241	4.0271	1.06075	1.125	.515
Bullied, teased, or picked on at school	28230	4.3541	1.02023	1.041	.215
School expectations for student behaviour	28276	3.8838	1.08011	1.167	.556
Teachers caring about students	28248	3.3893	1.03197	1.065	.672
Satisfaction with program choices at school	28244	3.2728	1.12821	1.273	.605
Clear and focused goals for student learning at school	28300	2.8717	1.20231	1.446	.610
School preparation of students for future jobs	28258	3.0813	1.19234	1.422	.668
School preparation of students for post-secondary education	28225	3.4165	1.11323	1.239	.669

# **Elementary Parent Survey**

Survey Statistics

Average Mean	Alpha	Items	N Cases
3.9005	.89	23	41,404

Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Satisfaction with learning at school	48664	4.0130	.72411	.524	.654
Do adults in the school treat all students fairly?	48665	4.0492	.84857	.720	.632
Teachers help with schoolwork when needed	48486	4.1173	.86302	.745	.630
Learning about good health habits	48226	3.7766	.94974	.902	.559
Satisfaction with reading development	48769	3.9953	.96498	.931	.618
Satisfaction with writing development	48779	3.7666	.98782	.976	.640
Satisfaction with mathematics development	48804	3.8564	.96142	.924	.617
Student use of computers	48375	3.7378	1.04450	1.091	.553
Students get physical exercise	48755	4.1964	.82138	.675	.530
Learning to respect personal differences	47998	4.0243	.89068	.793	.648
Participation in activities outside of class time	48657	3.3400	1.34144	1.799	.365
Feeling of safety at school	48559	4.3414	.78595	.618	.575
Bullied, teased, or picked on at school	48458	4.0085	1.07031	1.146	.304
School expectations for student behaviour	48544	4.3366	.80241	.644	.593
Consistent enforcement of behaviour rules	47896	4.0706	.88899	.790	.625
Teachers caring about students	48534	4.2874	.79770	.636	.703
Parents feeling of welcome at school	48580	4.4291	.80919	.655	.640
Satisfaction with report cards	48573	4.2386	.85118	.725	.613
Parent involvement in decisions at the school that affect their child	48221	3.4473	1.17836	1.389	.574
Parents given opportunity to be involved in the school-planning activities	48347	3.7001	1.18884	1.413	.527
Parent volunteering at school	48565	2.5964	1.22695	1.505	.210
Satisfaction with program choices at school	48095	3.8613	.87292	.762	.670
Clear and focused goals for student learning at school	48280	3.5310	1.16484	1.357	.591

# **Secondary Parent Survey**

Survey Statistics			
Average Mean	Alpha	Items	N Cases
3.5795	.91	25	10,576

Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Satisfaction with learning at school	12767	3.8078	.77534	.601	.684
Do adults in the school treat all students fairly?	12738	3.7452	.89580	.802	.648
Teachers help with schoolwork when needed	12724	3.7700	.92334	.853	.633
Learning about good health habits	12582	3.3490	1.04172	1.085	.568
Satisfaction with reading development	12719	3.7714	1.03852	1.079	.617
Satisfaction with writing development	12751	3.6298	1.04835	1.099	.627
Satisfaction with mathematics development	12708	3.5667	1.09803	1.206	.594
Student use of computers	12598	3.5447	1.12080	1.256	.532
Students get physical exercise	12711	3.5255	1.25164	1.567	.405
Learning to respect personal differences	12542	3.7453	.92690	.859	.651
Participation in activities outside of class time	12736	3.1178	1.39547	1.947	.393
Feeling of safety at school	12684	4.1299	.89704	.805	.574
Bullied, teased, or picked on at school	12656	4.2100	1.02831	1.057	.277
School expectations for student behaviour	12693	4.0723	.91988	.846	.589
Consistent enforcement of behaviour rules	12487	3.7490	.96310	.928	.620
Teachers caring about students	12673	3.7555	.92398	.854	.716
Parents feeling of welcome at school	12689	4.0708	.97738	.955	.665
Satisfaction with report cards	12703	3.8914	.97795	.956	.609
Parent involvement in decisions at the school that affect their child	12638	3.1481	1.20656	1.456	.594
Parents given opportunity to be involved in the school-planning activities	12617	3.3055	1.25210	1.568	.543
Parent volunteering at school	12689	1.9976	1.14244	1.305	.255
Satisfaction with program choices at school	12609	3.6479	.99205	.984	.633
Clear and focused goals for student learning at school	12596	3.0958	1.24827	1.558	.585
School preparation of students for future jobs	12581	3.3264	1.13465	1.287	.696
School preparation of students for post- secondary education	12575	3.5136	1.11661	1.247	.717

# Staff Survey

N Cases
6,659

Item Descriptive Statistics	1	ı	ı		
Item	N	Mean	Std. Deviation	Variance	Item- Scale R
Satisfaction with learning at school	7979	3.7946	.63415	.402	.540
Staff satisfaction with student development of reading & writing skills	7913	3.7409	.69547	.484	.579
Student use of computers	7754	3.7405	.86522	.749	.394
Satisfaction with human and social development of students	8230	3.8574	.74982	.562	.635
Expectation that students do well	8336	4.4821	.71469	.511	.635
Learning to respect personal differences	8446	4.7046	.55401	.307	.603
School a safe place to work and learn	8486	4.5243	.64578	.417	.631
School expectations for student behaviour	8460	4.4255	.80474	.648	.688
Consistent enforcement of behaviour rules	8433	4.1229	.87547	.766	.707
Teachers caring about students	8458	4.6292	.56933	.324	.669
Staff members work hard to maintain good relations with parents	8324	4.4053	.66570	.443	.665
Positive school climate	8481	4.3917	.72333	.523	.729
Welcoming physical condition of school	8461	4.1549	.92444	.855	.513
Regular and systematic student evaluation	8033	4.5135	.62573	.392	.628
Parent involvement in decisions at the school that affect their child	8134	4.0601	.71790	.515	.620
Parents given opportunity to be involved in the school-planning activities	8137	4.2781	.72932	.532	.624
Parent volunteering at school	8260	4.4088	.77420	.599	.589
Opportunities for input in school decision-making	8304	4.0084	.95417	.910	.596
Use of assessment information to plan for instruction	7619	4.1038	.74823	.560	.691
Teacher collaboration to plan for instruction	7778	3.8699	.78467	.616	.591
Ongoing professional development at this school	8188	4.2802	.78128	.610	.624
Satisfaction with program choices at school	8137	4.0877	.75513	.570	.649
Continual striving to improve quality of instruction	8021	4.3619	.67076	.450	.658
Clear and focused goals for student learning at school	8063	4.4088	.81938	.671	.578