



Parent/Guardian Voice Survey 2018

Dear Parent/Guardian,

We are inviting you to provide feedback about your child's school and overall satisfaction with the Toronto Catholic District School Board (TCDSB) by answering the following survey questions. We will use the information to tell us about those areas we are doing well and those areas where we need to improve. The survey will be available between May 14 to May 25, 2018, and should only take about 15 minutes to complete.

Please complete a survey for only one child per school. If you have children in more than one school, you are welcome to complete one survey per school.

All data will be confidential and anonymous. Responses will be summarized and reported at the board level. Thank you.

a) School name: [grid of boxes for text entry]

b) My child is in grade: [radio buttons for JK-Grade 3, Grade 4-6, Grade 7-8, Grade 9-12]

c) How many children do you have attending this school? [radio buttons for 1, 2, 3, 4, 5, 5 or more]

Looking at your child's school as a whole, how much do you agree or disagree with the following?

Table with 5 columns: Question, Strongly Agree, Agree, Disagree, Strongly Disagree, Don't Know. Rows include sections: LIVING OUR CATHOLIC VALUES (4 items), WELCOMING SCHOOL ENVIRONMENT (5 items), STUDENT ACHIEVEMENT AND WELL-BEING (10 items), HOME, SCHOOL, PARISH AND COMMUNITY PARTNERSHIPS (3 items).

HOME, SCHOOL, PARISH AND COMMUNITY PARTNERSHIPS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
23. My child's school talks to me about factors that affect my child's education.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Our school regularly provides communications in a variety of formats (newsletters, twitter, email, website, SynreVoice in secondary schools, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I know about the Board's communications to parents available through the TCDSB website (e.g., the <i>Director's Voice</i> , <i>Highlights from the Board</i> , and Committee Meetings).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SERVICE EXCELLENCE**

26. My child's school provides adequate notification about school events and activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Translations of materials are available for parents whose first language is not English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Open and timely communication occurs between parents and the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. At my child's school, parents have the opportunity to provide feedback and input.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Do you know the name of the Superintendent of your child's school?  Yes  No  Never needed to know

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.).

Yes  No  I have not attended

32. In the past year, have you contacted the school Superintendent to ask any questions and/or present concerns?  Yes  No  
[If you answered NO, skip to question 33]

i. If you answered "yes", were you contacted in a timely manner? (2 business days)  Yes  No

ii. Through your communication, were your questions and/or concerns addressed in a professional manner?

Yes  No  The issue/concern was not addressed

iii. Was the matter resolved?  Yes  No

33. In the past year have you had any communication with other members of the Senior team:		i. If you answered "YES", were you contacted in a timely manner? (2 business days)	ii. Through your communication, were your questions and/or concerns addressed in a professional manner?	iii. Was the matter resolved?			
a) Director of Education	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No
b) Associate Director of Education, Academic Affairs	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No
c) Associate Director of Planning and Facilities	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No
d) Chief Financial Officer	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No
e) Legal Counsel	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No
f) Other Superintendents (Business Services, Equity & Indigenous Education, Facilities & Operations, Human Resources, Planning, Curriculum & Learning, Student Success, Special Education, Safe Schools)	<input type="radio"/> Yes <input type="radio"/> No				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The issue/concern was not addressed	<input type="radio"/> Yes <input type="radio"/> No

34. Please include any additional comments below: