

**YEAR 2001 SATISFACTION WITH EDUCATION IN ALBERTA:
PUBLIC/ADULT LEARNER SURVEY – FINAL (Mar. 22, 2001)**

Hello, my name is _____ from Criterion Research, an opinion research firm. We are conducting a survey on behalf of Alberta Learning. Please be assured that we are not trying to sell you anything. We are just interested in your opinions. Responses to this survey will be reported on an aggregate basis only; individual identities and responses are confidential.

For the purposes of this survey, may I please speak to the person in your household who is 17 years of age or older and has had the most recent birthday (would that be yourself)?

- 1 Yes
2 No **ARRANGE CALLBACK / REINTRODUCE IF NECESSARY**

PAT RESPONSE (If unsure of what Alberta Learning is): Alberta Learning is a new Alberta government department, formed in May 1999. Alberta Learning was formed from the former departments of Alberta Education (which had responsibility for Kindergarten to Grade 12) and Alberta Advanced Education and Career Development (which had responsibility for post-secondary and adult learning).

IF QUOTA FOR PUBLIC SURVEY (N=2000) IS FULL, SKIP TO SECTION B

Contact Name/Phone Number:

If you have any questions or concerns about this research project, please do not hesitate to call Pat Ehman at Alberta Learning in Edmonton (780) 427 – 3583.

OTHERS CONTINUE

SECTION A

Note: Structure CATI so that half the respondents answer version #1 of Q.#1.a and half answer version #2 (n=2000; 1,000 respondents answer each version of Q.#1.a.

- 1a(v1) Thinking about Alberta's learning system as a whole - that is, including elementary, junior and senior high schools, and post-secondary institutions - would you strongly agree, agree, disagree or strongly disagree that Alberta's learning system is **affordable**?
- 1a(v2) Thinking about Alberta's learning system as a whole - that is, including elementary, junior and senior high schools, and post-secondary institutions - would you strongly agree, agree, disagree or strongly disagree that Alberta's learning system is **within the means of most Albertans**?
- 1 Strongly Agree
2 Agree

3 Disagree

4 Strongly disagree

(DO NOT READ) 5 Don't Know/Not Applicable

1.b For what reason did you give that rating?

Now, I'd like to ask you some questions specifically about elementary, junior and senior high school education in Alberta.

2. Overall, how satisfied are you with the quality of education that students in elementary, junior and senior high schools are receiving in your community? Are you... **(ROTATE AND READ)**

1 Very satisfied

2 Satisfied

3 Dissatisfied

4 Very Dissatisfied

(DO NOT READ) 5 Don't Know/Not Applicable

3. How satisfied are you with the responsiveness of the education system to your needs and expectations? Are you... (ROTATE AND READ)

1 Very satisfied

2 Satisfied

3 Dissatisfied

4 Very dissatisfied

(DO NOT READ) 5 Don't Know/Not Applicable

4a. Thinking about what is being taught in school, would you strongly agree, agree, disagree or strongly disagree that students are learning what they need to know?

1 Strongly Agree

2 Agree

3 Disagree

4 Strongly disagree

(DO NOT READ) 5 Don't Know/Not Applicable

4b. Would you strongly agree, agree, disagree or strongly disagree that the curriculum focuses on what students need to learn in each of the following areas... (ROTATE AND READ)

a. Reading

1 Strongly agree

2 Agree

3 Disagree

4 Strongly disagree

(DO NOT READ) 9 Don't Know/Not Applicable

b. Writing

c. Mathematics

d. Technology Skills

- e. Science
 - f. Social Studies
5. Overall, do you feel the learning expectations of students are ...**ROTATE AND READ**
- 1 Too high
 - 2 About right
 - 3 Too low
 - (DO NOT READ) 4 Don't Know/Not Applicable

The next few questions are about **information you receive** about Alberta's elementary, junior and senior high schools.

6. Thinking about how you get information about Alberta's elementary, junior and senior high schools, which sources of information have you found to be most useful?
- | | | |
|-----------------------|-----------------------------|--------------------------------|
| 1 - Television | 5 - Teachers | 9 - The School |
| 2 - Radio | 6 - My Children | 10 - School Board |
| 3 - Newspaper | 7 - Government publications | 11 - Other (Specify |
| 4 - School Newsletter | 8 - Other Parents | 12 - Don't Know/Not Applicable |
7. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the **access you have to information** about ... **(ROTATE AND READ LIST)**
- a. How money is spent in schools in your community
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - (DO NOT READ) 5 Don't Know/Not Applicable
 - b. How money is spent by your local school board
 - c. How money is spent by the provincial government on elementary, junior and senior high schools
8. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with the **information you receive** about ... **(READ LIST)**
- a. How money is spent in schools in your community
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - (DO NOT READ) 9 Don't Know/Not Applicable
 - b. How money is spent by your local school board
 - c. How money is spent by the provincial government on elementary, junior and senior high schools

9. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with information about overall student achievement from ... (ROTATE AND READ)
- a. Your school district
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - b. The provincial government
10. To what extent have you been **involved in the decision making process** with any schools in your community (ROTATE AND READ)
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all
- (DO NOT READ) 5 Don't Know/Not Applicable
11. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with **the opportunity to be involved in decisions** at schools in your community?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
- (DO NOT READ) 5 Don't Know/Not Applicable
12. Are you very satisfied, satisfied, dissatisfied or very dissatisfied **with your actual involvement** in decisions at schools in your community?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
- (DO NOT READ) 5 Don't Know/Not Applicable

Note: Structure CATI so that half the respondents answer version #1 of Q.#13 and half answer version #2 (n=2000; 1,000 answer each version of Q.#13).

13(v.1) How satisfied are you that **you** are receiving value for money that is spent in schools in your community? Are you ...

13(v.2) How satisfied are you that **taxpayers** are receiving value for money that is spent in schools in your community? Are you ...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 5 Don't Know/Not Applicable

Now I'd like you to think about recent high school graduates in Alberta.

- 14a. Would you strongly agree, agree, disagree or strongly disagree that high school graduates in Alberta are prepared to enter post-secondary education and training?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 5 Don't Know/Not Applicable
- 14b. Would you strongly agree, agree, disagree or strongly disagree that high school graduates in Alberta have ease of access to lifelong learning?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 5 Don't Know/Not Applicable
15. Would you strongly agree, agree, disagree or strongly disagree that high school graduates in Alberta are being taught the rights and responsibilities of citizenship?
- 1 Strongly Agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 6 Don't Know/Not Applicable

SECTION B: ADULT LEARNERS

The following questions concern your opinion or personal experiences of the existing adult learning system, or any formal adult learning you might have taken in Alberta. Your responses will assist Alberta Learning in improving the adult learning system to serve Albertans more effectively and efficiently in the future.

16. How satisfied are you with the overall quality of learning programs in Alberta's adult learning system? Are you ...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - (DO NOT READ) 5 Don't Know
17. Have you taken any education or training **in the past 12 months** in Alberta?
(**PAT RESPONSE:** You may have taken the education or training for adults at your place of work, as an apprentice, by correspondence, or in classes at an Alberta college, university, technical institute, community group or school.)
- 1 Yes GO TO QU. 19
 - 2 No CONTINUE
- 18a. What would you say is the **MAIN** reason you have not taken any education or training in the past 12 months? (**DO NOT READ LIST. ACCEPT ONE ANSWER ONLY.**)
- 1 Not available locally
 - 2 Don't have the pre-requisites
 - 3 Marks not high enough
 - 4 Don't have the time
 - 5 Family obligations
 - 6 Physical barriers
 - 7 Not interested
 - 8 Not necessary
 - 9 Costs too much
 - 10 Age (retired)
 - 11 Other reason (SPECIFY) _____

IF QU.18a=9, CONTINUE ;OTHERS, GO TO SECTION C

- 18b. Have you **ever** taken any education or training in Alberta's adult learning system?
- 1 Yes
 - 2 No (If 18b=No, go to 18d).

- 18c. Did you apply for government sponsored financial aid?
- 1 Yes
- 2 No **GO TO SECTION C, GENERAL PUBLIC**

- 18d. Did you receive this financial assistance?
- 1 Yes
- 2 No

GO TO SECTION C, GENERAL PUBLIC

19. Which of the following types of education or training have you taken? (ROTATE AND READ LIST. MULTIPLE RESPONSE)

	<u>Yes</u>	<u>No</u>
a. Upgrading classes	1	2
b. Training on the job	1	2
c. Job-related courses	1	2
d. University/public college/technical institute	1	2
e. Self-interest courses	1	2
f. Other (SPECIFY) _____	1	2

20. Where did you take the education or training? (DO NOT READ; ACCEPT MULTIPLE RESPONSES)

	<u>Yes</u>	<u>No</u>
a. University	1	2
b. Public college	1	2
c. Private college	1	2
d. Private university college	1	2
e. Vocational college	1	2
f. Private vocational school	1	2
g. Technical institute	1	2
h. High school	1	2
i. Community	1	2
j. Church	1	2
k. Private company	1	2
l. At work	1	2
m. Other Mention (SPECIFY) _____	1	2

21. What was the **MAIN** reason for taking the education or training?
(DO NOT READ LIST. ACCEPT ONE ANSWER ONLY).

- 1 To get a job
- 2 To change a career
- 3 To improve earnings
- 4 To improve knowledge
- 5 To improve skills
- 6 For recreational/leisure interest
- 7 Because of interest in the subject
- 8 For self-development/improvement
- 9 To improve career/career opportunities
- 10 For community/volunteer involvement
- 11 Required by employer
- 12 To complete or advance a degree
- 13 Other Mention (SPECIFY)_____

22a. How satisfied are you with your education or training? Are you (ROTATE AND READ)

- 1 Very satisfied **GO TO Q. 22b**
- 2 Satisfied **GO TO Q. 22b**
- 3 Dissatisfied GO TO Q.22c
- 4 Very dissatisfied GO TO Q.22c
- DO NOT READ 5 Don't Know/Not Applicable GO TO Q.23

22b. What is the **MAIN** reason you say that? (DO NOT READ LIST. ACCEPT ONE ANSWER ONLY).

- 1 Got a job
- 2 Got a promotion
- 3 Made me more effective in current job
- 4 Made me more knowledgeable/skilled (employability)
- 5 Made me more confident
- 5 Good instructors
- 6 Good facilities
- 8 Small class size
- 9 Low tuition
- 10 Led me to become more involved in the community
- 11 Increased recreational/leisure skills/knowledge
- 12 No reason
- 13 Other Mention (SPECIFY)_____

GO TO QU.23

(DO NOT READ) 5 Don't Know GO TO QU.26

26b. What is the MAIN reason you say that? (**DO NOT READ LIST. ACCEPT ONE ANSWER ONLY.**)

- 1 Individuals do not have enough technical expertise
- 2 Individuals have poor life skills
- 3 Individuals have poor literacy skills
- 4 Poor program quality
- 5 Incorrect items being taught
- 6 Instructors are inadequate
- 7 Instructors are out of touch (i.e., they are not teaching what is applicable in the real world)
- 8 Other Mention (**SPECIFY**) _____

27. How satisfied are you that adults taking education or training are getting an appropriate combination of skills and knowledge to prepare them for the rights and responsibilities of citizenship? Are you ...(**ROTATE AND READ**)

- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
- (**DO NOT READ**) 5 Don't Know

28. How satisfied are you that adults taking education or training are getting an appropriate combination of skills and knowledge to prepare them for lifelong learning? Are you ...(**ROTATE AND READ**)

- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
- (**DO NOT READ**) 5 Don't Know

29. Which of the following MOST STRONGLY influenced your opinion on the adult learning system? (**READ LIST. ACCEPT ONE ANSWER ONLY.**)

- 1 Media (TV, newspapers, radio, etc.)
- 2 Personal experience
- 3 Family/Friends' experience
- 4 Public relations campaign
- 5 Government forums
- 6 Politicians
- 7 Brochures/Calendars
- 8 Something else (**SPECIFY**) _____

GO TO SECTION D (DEMOGRAPHICS)

SECTION C (PUBLIC – NOT ADULT LEARNERS)

Alberta Learning is still interested in your opinions about Alberta’s adult learning system.

30a. How satisfied are you that adults taking education or training are getting an appropriate combination of skills and knowledge to prepare them for the workforce? Are you...(ROTATE AND READ)

- 1 Very satisfied GO TO QU.31a
- 2 Satisfied GO TO QU.31a
- 2 Dissatisfied
- 3 Very dissatisfied
- (DO NOT READ) 5 Don't Know GO TO QU.31a

30b. What is the MAIN reason you say that? (DO NOT READ LIST. ACCEPT ONE ANSWER ONLY.)

- 1 Individuals do not have enough technical expertise
- 2 Individuals have poor life skills
- 3 Individuals have poor literacy skills
- 4 Poor program quality
- 5 Incorrect items being taught
- 6 Instructors are inadequate (skills, number of, etc)
- 7 Institutions are out of touch
- 8 Other Mention (SPECIFY)_____

31. How satisfied are you that adults taking education or training are getting an appropriate combination of skills and knowledge to prepare them for the rights and responsibilities of citizenship? Are you ...(ROTATE AND READ)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- (DO NOT READ) 5 Don't Know

32. How satisfied are you that adults taking education or training are getting an appropriate combination of skills and knowledge to prepare them for lifelong learning? Are you ...(ROTATE AND READ)

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- (DO NOT READ) 5 Don't Know

Note: Structure CATI so that half the respondents answer version #1 of Q.#33 and half answer version #2 (n=2000; 1,000 answer each version of Q.#33).

- 33v.1 How satisfied are you that **you** are receiving value for money that is spent on adult learning institutions in your community? Are you ...(ROTATE AND READ)
- 33v.2. How satisfied are you that **taxpayers** are receiving value for money that is spent on adult learning institutions in your community? Are you ...(ROTATE AND READ)
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - (DO NOT READ) 5 Don't Know
- 34a. How satisfied are you that most adults are able to access the education or training they want? Are you ...(ROTATE AND READ)
- 1 Very satisfied GO TO QU.36
 - 2 Satisfied GO TO QU.36
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - (DO NOT READ) 5 Don't Know/Not Applicable GO TO QU.36
- 34b. What is the MAIN reason you say that? (DO NOT READ LIST. ACCEPT ONE ANSWER ONLY.)
- 1 Training costs are more than what is considered worth
 - 2 Geographic problem
 - 3 Entrance requirements too high (Quotas)
 - 4 Lack of information on careers
 - 5 Loans to those in need are insufficient
 - 6 Student grants are insufficient (employer support/scholarships/bursaries, etc.)
 - 7 Debt load to be incurred is too high
 - 8 Lack of available courses
 - 9 Lack of flexibility (courses not offered at the right time)
 - 10 Other Mention (SPECIFY)_____
35. If the Alberta adult learning system had additional resources, how do you think these resources should be invested? (DO NOT READ LIST. ACCEPT ONE ANSWER ONLY).
- 1 Reduce tuition
 - 2 Increase student financial aid
 - 3 Improve the quality of education or training
 - 4 Increase access to education or training
 - 5 Improve the skills of the workforce
 - 6 Upgrade the buildings/equipment

7 Other Mention (SPECIFY) _____

36. Which of the following MOST STRONGLY influenced your opinion on the adult learning system? (READ LIST. ACCEPT ONE ANSWER ONLY.)

- | | |
|--|------------------------|
| 1. Media (TV, newspapers, radio, etc.) | 5. Government forums |
| 2. Personal experience | 6. Politicians |
| 3. Family/Friends' experience | 7. Brochures/Calendars |
| 4. Public relations campaign | |
| 8. Something else (SPECIFY) _____ | |

37. Do you have any additional comments?

SECTION D – DEMOGRAPHICS (ADULT LEARNERS)

Finally, I have some questions that will help us better understand the data.

- A. Record Gender (DO NOT ASK)
- 1 Male
 - 2 Female
- B. Including children and adults, how many dependents do you have?
- 1 None GO TO QU.D
 - 2 One
 - 3 Two
 - 4 Three
 - 5 More than three
- C. Are there any children in this household who are attending elementary, junior or senior high school in Alberta?
- 1 Yes
 - 2 No
- D. Which of the following categories best describes your age?
- 1 17 - 19 years
 - 2 20 – 24 years
 - 1 25 – 34 years
 - 2 35 – 44 years
 - 3 45-54 years
 - 4 55 – 64 years
 - 5 65 and over
- DO NOT READ
- 6 Refused
- E. What is your marital status?
- 1 Single
 - 2 Married/Common law
 - 3 Widowed
 - 4 Divorced
 - 5 Separated
- F. What gross personal income category do you fall into? (READ LIST)
- 1 Less than \$15,000
 - 2 \$15,000 - \$24,999
 - 3 \$25,000-\$34,999
 - 4 \$35,000 - \$49,999
 - 5 \$50,000 and over

G. Which of the following BEST describes you **MAIN** employment status?

- 1 Employed full-time (30 or more hours per week)
- 2 Employed part-time (less than 30 hours per week)
- 3 Unemployed
- 4 Self-employed
- 5 Student
- 6 Retired
- 7 Home-maker
- 8 On leave (maternity/disability)
- 9 Other (SPECIFY) _____

H. What level of education have you attained? (READ LIST. ACCEPT MULTIPLE ANSWERS.)

- 1 Less than high school
- 2 Some high school
- 3 High school graduate
- 4 Some post-secondary (college/technical/vocational)
- 5 Completed post-secondary (college/technical/vocational)
- 6 Some university
- 7 Completed university (bachelors degree)
- 8 Completed graduate studies

This completes our survey. On behalf of Alberta Learning, we would like to thank you for your cooperation!

I. Note geographic location division

- | | | |
|----------------|-------------------|------------------|
| 1. Edmonton | 5. Jasper | 9. Medicine Hat |
| 2. Calgary | 6. Fort McMurray | 10. Red Deer |
| 3. Banff | 7. Grande Prairie | 11. Lloydminster |
| 4. Lake Louise | 8. Lethbridge | |
12. Rural North (St. Paul, Westlock, Barrhead, Morinville, Slave Lake, Vegreville, and Lac La Biche)
13. Rural Central (Rocky Mountain House, Sundre, Innisfail, Stettler, Lacombe, Wetaskiwin, Drumheller, Wainwright)
14. Rural South (Brooks, Claresholm, Fort MacLeod, Cardston, Taber, High River)