

**YEAR 2002/03 SATISFACTION WITH EDUCATION IN ALBERTA:
PUBLIC/ADULT LEARNER SURVEY
V1.1**

Hello, my name is _____ and I am calling from R.A Malatest & Associates Ltd. on behalf of Alberta Learning. The survey we are conducting annually gathers opinions on the education system in Alberta. The study will be used to provide information with respect to satisfaction with Alberta's learning system, and to identify possible areas for improvement or further investigation.

*****If more information is requested by person who answers telephone read section below.*****

The information being collected is for research purposes only and will only be reported on an aggregate basis. All personal data gathered in this study, such as individual responses, will be kept strictly confidential. Only the aggregate research findings and report will be released. For the purposes of this survey, may I please speak to the person in your household who is 18 years of age or older and has had the most recent birthday (would that be you)?

1. Yes, speaking (**Proceed**)
2. Yes, I'll get him/her (**Re-read introduction**)
3. No, not available (**Schedule call back**)

PAT RESPONSE (If unsure of what Alberta Learning is): Alberta Learning is the Alberta government department that oversees Alberta's learning system. The department is responsible for basis learning, including Kindergarten to Grade 12, and post-secondary and adult learning.

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

SECTION A

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

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

2. How satisfied are you with the responsiveness of the education system to your needs and expectations? Are you...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very Dissatisfied
 - 9 Don't Know/Not Applicable
- 3a. 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
 - 9 Don't Know/Not Applicable
- 3b. 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) (Read list)**
- a. Reading
 - 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 9 Don't Know/Not Applicable
 - b. Writing
 - c. Mathematics
 - d. Technology Skills
 - e. Science
 - f. Social Studies
4. Overall, do you feel the learning expectations placed on students are ...**(ROTATE) (Read list)**
- 1 Too high
 - 2 About right
 - 3 Too low
 - 9 Don't Know/Not Applicable

5. Thinking about Alberta's learning system as a whole - that is, including elementary, junior and senior high schools, apprenticeship and post-secondary institutions - Overall, how satisfied are you with the **quality of the learning system**? Are you...

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

6. Again, thinking about Alberta's learning system as a whole - that is, including elementary, junior and senior high schools, apprenticeship and post-secondary institutions - how satisfied are you that **Albertans are able to access the education and training they want** within Alberta's learning system? Are you...

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

7. Again, thinking about Alberta's learning system as a whole - 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
- 9 Don't Know/Not Applicable

For what reason did you give that rating?

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

8. Thinking about how you get information about Alberta's elementary, junior and senior high schools, which one source of information have you found to be the **MOST USEFUL? (Do not read. Check one response only)**

- | | | |
|-----------------------------|-------------------|-----------------|
| 1 - Television | 2 - Radio | 3 - Newspaper |
| 4 - School Newsletter | 5 - Teachers | 6 - My children |
| 7 - Government Publications | 8 - Other parents | 9 - The School |
| 10 - School Board | 11 - Internet | 12 - Relatives |
| 13 - Friends | 14 - Other | |
- (Specify): _____
- 99 - Don't Know/Not Applicable

- b. Do you have a second useful source? **(Use check list, one response only)**
- c. Finally, do you have a third useful source? **(Use check list, one response only)**

9. The next few questions are about your access to information. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with... **(ROTATE) (Read list)**

- a. The **access you have to information** about how money is spent in schools in your community
- | | |
|---|---------------------------|
| 1 | Very satisfied |
| 2 | Satisfied |
| 3 | Dissatisfied |
| 4 | Very Dissatisfied |
| 9 | Don't Know/Not Applicable |
- b. The **access you have to information** about how money is spent by your local school board
- c. The **access you have to information** about how money is spent by the provincial government on elementary, junior and senior high schools

10. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with ... **(READ LIST)**
- a. The **actual information you receive** about how money is spent in schools in your community
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very Dissatisfied
 - 9 Don't Know/Not Applicable
 - b. The **actual information you receive** about how money is spent by your local school board
 - c. The **actual information you receive** about how money is spent by the provincial government on elementary, junior and senior high schools
11. Are you very satisfied, satisfied, dissatisfied or very dissatisfied with information about overall student achievement from ... **(ROTATE) (Read list)**
- a. Your school district
 - 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very Dissatisfied
 - 9 Don't Know/Not Applicable
 - b. The provincial government
12. To what extent have you been **involved in the decision making process** with any schools in your community **(Read list)**
- 1 A lot
 - 2 Some
 - 3 Very little
 - 4 Not at all
 - 9 Don't Know/Not Applicable

13. 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
 - 9 Don't Know/Not Applicable
14. 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
 - 9 Don't Know/Not Applicable
15. How satisfied are you that **you** 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
 - 9 Don't Know/Not Applicable

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

- 16a. 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
 - 9 Don't Know/Not Applicable

- 16b. Would you strongly agree, agree, disagree or strongly disagree with the following statement. High school graduates in Alberta have access to the education and training they want throughout their lifetime?
- 1 Strongly agree
 - 2 Agree
 - 3 Disagree
 - 4 Strongly disagree
 - 9 Don't Know/Not Applicable
17. How satisfied are you that high school graduates in Alberta are well prepared for citizenship?
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very Dissatisfied
 - 9 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.

18. 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
 - 9 Don't Know/Not Applicable

18b. Would you strongly agree, agree, disagree or strongly disagree with the following statement. All learners in Alberta (including adult learners) have access to the education and training they want throughout their lifetime?

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 9 Don't Know/Not Applicable

19. 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 Q21)**
- 2 No **(CONTINUE)**

20a. 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 Retired/Senior
- 2 Working/self-employed
- 3 Not required by job/no need
- 4 Lack of time
- 5 Costs too much
- 6 Lack of access
- 7 Just relocated to Alberta/away for an extended period
- 8 No reason/no response
- 9 Not applicable
- 10 Other reason (SPECIFY)_____

IF QU.20a=5, CONTINUE; OTHERS, GO TO SECTION C

20b. Have you **ever** taken any education or training in Alberta's adult learning system?

- 1 Yes
- 2 No **(GO TO SECTION C)**

20c. Did you apply for government sponsored financial aid?

- 1 Yes
- 2 No **(GO TO SECTION C)**

20d. Did you receive this financial assistance?

- 1 Yes
- 2 No

GO TO SECTION C, GENERAL PUBLIC

21. Were you a ...(**Read**)

- 1 Full-time student (taking 3 or more courses in a term)
- 2 Part-time student (taking less than 3 courses in a term)

- 9 Don't Know/Not Applicable

22. Which of the following types of education or training have you taken? (**ROTATE**)
(**Read list, Multiple responses**)

	<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

23. Where did you take the education or training? (**Do not read, 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 (Specify)	1	2

24. 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 (**Specify**) _____

25a. How satisfied are you with your education or training? Are you.....

- | | | |
|---|---------------------------|-------------------|
| 1 | Very satisfied | GO TO Q25b |
| 2 | Satisfied | GO TO Q25b |
| 3 | Dissatisfied | GO TO Q25c |
| 4 | Very dissatisfied | GO TO Q25c |
| 9 | Don't Know/Not Applicable | GO TO Q26 |

25b. 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
- 6 Good instructors
- 7 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 (**Specify**) _____

GO TO Q26

25c. What is the MAIN reason you say that? (**Do not read list. Accept one answer only**)

- 1 Never got a job
- 2 Too expensive
- 3 Poor instructors
- 4 Too short
- 5 Too long
- 6 Didn't learn anything new
- 7 Information was not relevant
- 8 Poor facilities (parking, etc)
- 9 Scheduling issues
- 10 Did not meet my expectations
- 11 Too fast-paced
- 12 Other (**Specify**) _____

26. Would you take the education or training again?

- 1 Yes
- 2 No

26b. Do not probe for comment but record if any given.

27a. How satisfied are you that **you are able to access the education and training you want** within Alberta's learning system? Are you...

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

27b. For what reason did you give that rating?

28 a. Would you strongly agree, agree, disagree or strongly disagree that Alberta's learning system **is within your means?**

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 9 Don't Know/Not Applicable

28b. For what reason did you give that rating?

29. How satisfied are you that learners are receiving value for money that is spent on adult learning institutions in your community? Are you ...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 9 Don't Know

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...

- 1 Very satisfied **GO TO Q31**
- 2 Satisfied **GO TO Q31**
- 3 Dissatisfied
- 4 Very dissatisfied
- 9 Don't Know **GO TO Q31**

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
- 7 Instructors are out of touch (i.e., they are not teaching what is applicable in the real world)
- 8 Other (**Specify**) _____

31. How satisfied are you that adults taking education or training are being well prepared for citizenship? Are you...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 9 **Don't Know**

32. How satisfied are you that adults taking education or training are being taught an appropriate combination of skills and knowledge to prepare them for learning throughout their lifetime? Are you...

- 1 Very satisfied
- 2 Satisfied
- 3 Dissatisfied
- 4 Very dissatisfied
- 9 Don't Know

- 33a. Thinking about how you get information about Alberta's adult learning system, which one source of information have you found to be the MOST USEFUL?

(Do not read. Check one response only)

- | | | |
|---|-----------------------------|---------------|
| 1- Television | 2 - Radio | 3 - Newspaper |
| 4 - Educational institution publications/brochures/calendars experience | | 5 Personal |
| 6 - Relatives | 7 - Government Publications | 8 - Internet |
| 9 - Friends | 10 Other | |
| (Specify): _____ | | |
| 99 - Don't Know/Not Applicable | | |

- b. Do you have a second useful source? **(Use check list, one response only)**
- c. Finally, do you have a third useful source? **(Use check list, one response only)**

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.

- 34a. 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...

- | | | |
|---|-------------------|------------------|
| 1 | Very satisfied | GO TO Q35 |
| 2 | Satisfied | GO TO Q35 |
| 3 | Dissatisfied | |
| 4 | Very dissatisfied | |
| 9 | Don't Know | GO TO Q35 |

- 34b. 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 (Specify) _____ |

35. How satisfied are you that adults taking education or training are being well prepared for citizenship? Are you ...
- 1 Very satisfied
 - 2 Satisfied**
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 9 Don't Know
36. How satisfied are you that adults taking education or training are being taught an appropriate combination of skills and knowledge to prepare them for learning throughout their lifetime? Are you...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 9 Don't Know
37. How satisfied are you that **you** are receiving value for money that is spent on adult learning institutions in your community? Are you ...
- 1 Very satisfied
 - 2 Satisfied
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 9 Don't Know
- 38a. How satisfied are you that most adults are able to access the education or training they want? Are you ...
- 1 Very satisfied **GO TO Q39**
 - 2 Satisfied **GO TO Q39**
 - 3 Dissatisfied
 - 4 Very dissatisfied
 - 9 Don't Know/Not Applicable **GO TO Q39**

38b. 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 while
- 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 (**Specify**)_____

39. 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 (**Specify**)_____

40a. Thinking about how you get information about Alberta's adult learning system, which one source of information have you found to be the MOST USEFUL?
(**Do not read. Check one response only**)

- | | | |
|--|-----------------------------|---------------|
| 1- Television | 2 - Radio | 3 - Newspaper |
| 4 - Educational institution publications/brochures/calendars
experience | | 5 - Personal |
| 6 - Relatives | 7 - Government Publications | 8 - Internet |
| 9 - Family
(Specify):_____ | 10 - | Other |

b. Do you have a second useful source? (**Use check list, one response only**)

c. Finally, do you have a third useful source? (**Use check list, one response only**)

41. 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 QD**
 - 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
 - 3 25 – 34 years
 - 4 35 – 44 years
 - 5 45-54 years
 - 6 55 – 64 years
 - 7 65 and over
 - 99 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 your present 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 Retired
 - 6 Home-maker
 - 7 On leave (maternity/disability)
 - 8 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

We've reached the end of the survey. On behalf of Alberta Learning, I'd like to thank you very much for your time and cooperation.