

Media Release

UCDSB Family Feedback Survey: Majority Supportive of Staff Efforts and School COVID-19 Precautions in Place

January 14, 2021 – From November 30 until December 9, the [Upper Canada District School Board](#) (UCDSB) surveyed UCDSB parents and guardians seeking feedback about the school year, specifically regarding the student program experience and COVID-19 precautions in place within our schools.

The survey received feedback from 5,170 parents/guardians from across all UCDSB schools and learning models, providing representation of 20% of UCDSB students.

Overall, the majority of respondents, across all learning models, are supportive and appreciative of staff efforts in both the classroom and online. Seventy-nine per cent of respondents with students in the in-person & synchronous models (K-12) agree/strongly agree their child is getting what they need to be successful, while 63 per cent in the asynchronous digital and 67 per cent of those in the asynchronous non-digital models reported the same.

Respondents also had the opportunity to provide feedback about improving the student experience. Common suggestions include: more access to school staff for remote learners, improved communication between parents/guardians and teachers/school, increased supports for student well-being, as well as more virtual field trips and school spirit days.

Other key survey findings include:

- 80 per cent of respondents agree/strongly agree their school has taken appropriate precautions to prevent or limit possible exposures to COVID-19.
- 75 per cent of respondents say their child enjoys school or is interested/excited about school most of the time.
- 30 per cent of respondents with students in the asynchronous digital model and 27 per cent asynchronous non-digital disagree/strongly disagree their child is getting what they need to be successful.

“The feedback we received from our families is truly valued as it gives us insight into what we are doing well and where we can improve. The fact that the majority of respondents felt that their child is receiving what they need to be successful is positive and motivating news for our entire school district. We recognize there are areas that need our attention and we have already turned our attention to seeing where we can improve the learning experience for our students,” says Stephen Sliwa, Director of Education.

The UCDSB is assessing feedback from respondents with students in the asynchronous learning model – a form of independent study - to determine how the learning experience can be improved, including providing clarity on delivery of instruction and improved materials. In addition, the UCDSB is working with staff to find ways to further connect with students who are learning remotely and encourage more interaction between synchronous students and their peers. Staff will continue to check-in on student well-being and assist students and parents with managing expectations and workloads.

Additionally, the school board, in partnership with the Student Senate, will conduct a secondary student survey by the end of February for direct student feedback.