



Aspen Student Health Partnership



CLASSROOM TEACHER
SURVEY RESULTS



2009 - 2010

YEAR 11

August 2010

Prepared by GWM Consulting Ltd.

Table 1. Results* of ASHP Classroom Teacher Survey for Total Group (N= 211)

Northern Gateway School Division No. 10 (N = 67)
 Pembina Hills Regional Division No. 7 (N = 42)
 Evergreen Catholic Sep. Regional Division No. 2 (N = 3)

Northlands School Division (N = 5)
 Grande Yellowhead School Div. No. 35 (N = 38)
 Living Waters Catholic Reg. Div. No. 42 (N = 11)
 Aspen View School Div. No. 19 (N = 45)

Part 1.

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1	For each of my students with a special health need, an adequate plan is in place to provide student health services.	40	130	24	5	1
		85%		15%		
2	It is easy to refer students for student health services.	58	115	26	4	1
		85%		15%		
3	Student health services are provided within a reasonable time after a referral.	40	113	42	11	4
		74%		26%		
4	The student health services that my students need are available.	44	113	38	11	3
		76%		24%		
5	The student health services have improved my students' abilities to be successful at learning.	45	127	24	6	1
		85%		15%		

Part 2.

Did your student(s) require more than one health service? No = 56, Yes = 141						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.	27	83	28	3	2
		78%		22%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers.			
		Number	Percentage	
	All	100%	39	20
	Most	75%-99%	88	44
	Some	50%-74%	44	22
	Few	1%-49%	26	13
	None	0%	1	1

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=	1	4	8	7	8	28	46	50	31	19	Satisfaction Rating: Average = 7.2
	1	2	3	4	5	6	7	8	9	10	
	Low					High					

* Results reported in percentage of disagreement/agreement.

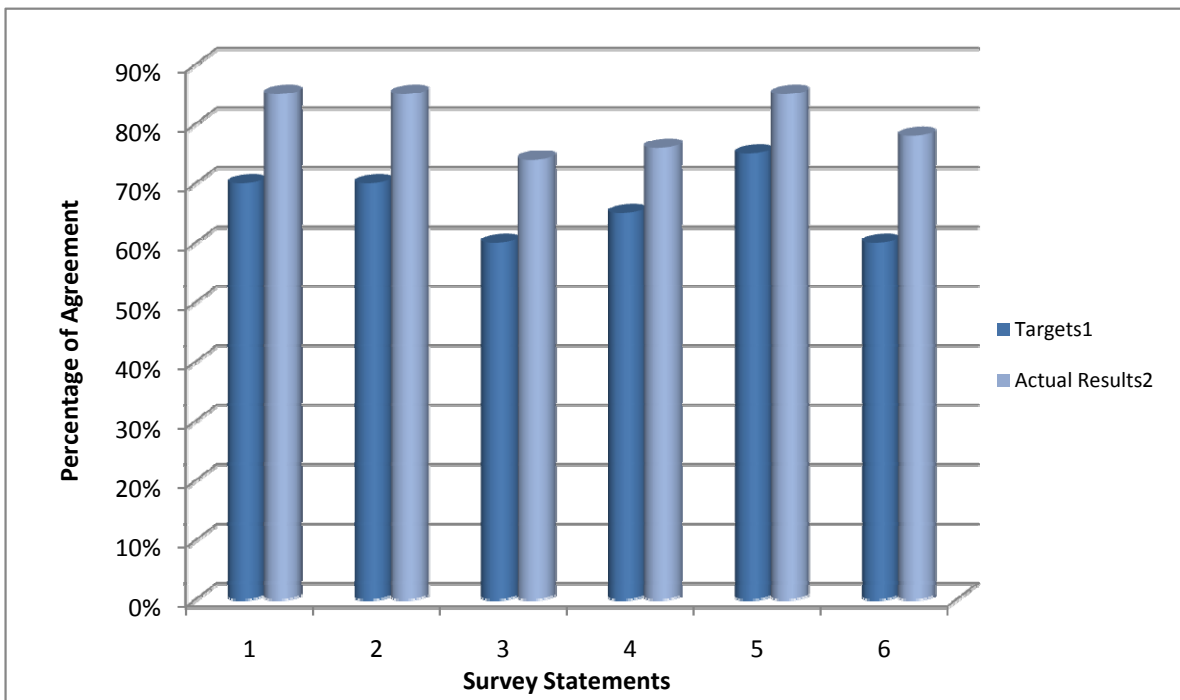
** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 2: Comparison of Targets Established by Partners with Actual Year 11 Results (2009-2010)

Survey Statements	Targets ¹	Actual Results ²	Achieved	
			Yes	No
1 For each of my students with a special health need, an adequate plan is in place to provide student health services.	70%	85%	✓	
2 It is easy to refer students for student health services.	70%	85%	✓	
3 Student health services are provided within a reasonable time after a referral.	60%	74%	✓	
4 The student health services that my students need are available.	65%	76%	✓	
5 The student health services have improved my students' abilities to be successful at learning.	75%	85%	✓	
6 For my students who need more than one student health service, the various services are well coordinated.	60%	78%	✓	

¹ Targets: Established by partners and reported in Service Plan
² Results: By percentage of agreement

Figure 1: Comparison of Targets Established by Partners with Actual Results of Teacher Survey



Northen Gateway School Division No. 10

Table 3. Classroom Teacher Survey Results* (N = 67)

Part 1

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1	For each of my students with a special health need, an adequate plan is in place to provide student health services.	13	43	3	1	1
		93%		7%		
2	It is easy to refer students for student health services.	16	38	10	1	3
		83%		17%		
3	Student health services are provided within a reasonable time after a referral.	11	43	9	3	4
		82%		18%		
4	The student health services that my students need are available.	13	41	9	2	3
		83%		17%		
5	The student health services have improved my students' abilities to be successful at learning.	10	46	7	1	2
		88%		12%		

Part 2.

Did your student(s) require more than one health service? No = 21, Yes = 42						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.	5	30	6	1	3
		83%		17%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers.																			
			Number	Percentage																
	All	100%	13	21																
	Most	75%-99%	29	48																
	Some	50%-74%	14	23																
	Few	1%-49%	5	8																
	None	0%	0	0																
2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:																			
	f=			1	2	2	7	15	19	15	3									
		1	2	3	4	5	6	7	8	9	10									
		Low										High								
										Satisfaction Rating: Average = 7.6										

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 4. Classroom Teacher Survey Results* (N = 42)

Part 1.

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1	For each of my students with a special health need, an adequate plan is in place to provide student health services.	4	27	8	1	1
		78%		22%		
2	It is easy to refer students for student health services.	4	26	10	2	3
		71%		29%		
3	Student health services are provided within a reasonable time after a referral.	2	18	18	3	6
		49%		51%		
4	The student health services that my students need are available.	2	25	11	2	5
		67%		33%		
5	The student health services have improved my students' abilities to be successful at learning.	7	23	8	1	2
		77%		23%		

Part 2.

Did your student(s) require more than one health service? No = 13, Yes = 27						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.	2	17	6	2	4
		70%		30%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers:			
		Number	Percentage	
	All	100%	1	2
	Most	75%-99%	20	49
	Some	50%-74%	12	29
	Few	1%-49%	8	20
	None	0%		

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=		2	3	1	5	6	10	8	3	1	Satisfaction Rating: Average = 6.4
	1	2	3	4	5	6	7	8	9	10	
	Low									High	

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Evergreen Catholic Separate Regional Division No. 2

Table 5. Classroom Teacher Survey Results* (N = 3)

Part 1.

Survey Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1 For each of my students with a special health need, an adequate plan is in place to provide student health services.		3			1
	100%				
2 It is easy to refer students for student health services.	1	2			1
	100%				
3 Student health services are provided within a reasonable time after a referral.	1	2			1
	100%				
4 The student health services that my students need are available.	1	1		1	2
	67%		33%		
5 The student health services have improved my students' abilities to be successful at learning.	1	2			1
	100%				

Part 2.

Did your student(s) require more than one health service? No = 1, Yes = 2						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.		1	1		3
		50%		50%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service			
		Number	Percentage	
	All	100%		
	Most	75%-99%	2	100
	Some	50%-74%		
	Few	1%-49%		
	None	0%		

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=						1		2			Satisfaction Rating: Average = 7.3
	1	2	3	4	5	6	7	8	9	10	
	Low					High					

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 6. Calling Lake School*

(N = 5)

Part 1.

Survey Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1 For each of my students with a special health need, an adequate plan is in place to provide student health services.	1	4			1
	100%				
2 It is easy to refer students for student health services.	1	3	1		2
	80%		20%		
3 Student health services are provided within a reasonable time after a referral.		3	1	1	3
	60%		40%		
4 The student health services that my students need are available.	1	3	1		2
	80%		20%		
5 The student health services have improved my students' abilities to be successful at learning.		4			1
	100%				

Part 2.

Did your student(s) require more than one health service? No = 1, Yes = 4						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.		1	3		4
		25%		75%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers:			
		Number	Percentage	
	All	100%		
	Most	75%-99%	2	40
	Some	50%-74%	1	20
	Few	1%-49%	2	40
	None	0%		

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=			1			1	2	1			
	1	2	3	4	5	6	7	8	9	10	
	Low					High					
	Satisfaction Rating: Average = 6.2										

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 7. Classroom Teacher Survey Results* (N = 38)

Part 1.

Survey Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1 For each of my students with a special health need, an adequate plan is in place to provide student health services.	15	23			1
	100%				
2 It is easy to refer students for student health services.	20	16	1		2
	97%		3%		
3 Student health services are provided within a reasonable time after a referral.	20	14	2		3
	94%		6%		
4 The student health services that my students need are available.	19	13	5		5
	87%		13%		
5 The student health services have improved my students' abilities to be successful at learning.	22	13	2	1	4
	92%		8%		

Part 2.

Did your student(s) require more than one health service? No = 4, Yes = 30						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.	17	12	1		2
		97%		3%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service			
		Number	Percentage	
	All	100%	18	51
	Most	75%-99%	12	34
	Some	50%-74%	3	9
	Few	1%-49%	2	6
	None	0%		

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=				2		2	3	8	6	15	Satisfaction Rating: Average = 8.6
	1	2	3	4	5	6	7	8	9	10	
	Low					High					

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 8. Classroom Teacher Survey Results*

(N = 11)

Part 1.

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1	For each of my students with a special health need, an adequate plan is in place to provide student health services.	1	6	2	2	3
		64%		36%		
2	It is easy to refer students for student health services.	3	5	2	1	2
		73%		27%		
3	Student health services are provided within a reasonable time after a referral.	1	7	1	2	2
		73%		27%		
4	The student health services that my students need are available.	3	4	1	3	3
		64%		36%		
5	The student health services have improved my students' abilities to be successful at learning.		6	4	1	4
		55%		45%		

Part 2.

Did your student(s) require more than one health service? No = 4, Yes = 6						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.		5	1		1
		83%		17%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers:			
		Number	Percentage	
	All	100%	2	20
	Most	75%-99%	4	40
	Some	50%-74%	2	20
	Few	1%-49%	1	10
	None	0%	1	10

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=	1		1	1		1	2	3	2		Satisfaction Rating: Average = 6.4
	1	2	3	4	5	6	7	8	9	10	
	Low					High					

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Table 9. Classroom Teacher Survey Results* (N = 45)

Part 1.

Survey Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	Ranking**
1 For each of my students with a special health need, an adequate plan is in place to provide student health services.	6	24	11	1	3
	71%		29%		
2 It is easy to refer students for student health services.	13	25	2		1
	95%		5%		
3 Student health services are provided within a reasonable time after a referral.	5	26	11	2	3
	71%		29%		
4 The student health services that my students need are available.	5	26	11	3	4
	69%		31%		
5 The student health services have improved my students' abilities to be successful at learning.	5	33	3	2	2
	88%		12%		

Part 2.

Did your student(s) require more than one health service? No = 12, Yes = 30						
If you answered YES, please complete the following question.						
6	For my students who need more than one student health service, the various services are well coordinated.	3	17	10		5
		67%		33%		

Part 3.

1	Estimate the percentage of students who benefitted from the recommendations made by service providers:			
		Number	Percentage	
	All	100%	5	11
	Most	75%-99%	19	43
	Some	50%-74%	12	27
	Few	1%-49%	8	19
	None	0%		

2	Overall, I would rank my satisfaction with the quality of the service(s) on a 10-point scale as follows:										
f=		2	2	1	1	10	14	9	5		Satisfaction Rating: Average = 6.9
	1	2	3	4	5	6	7	8	9	10	
	Low					High					

* Results reported in percentage of disagreement/agreement.

** Satisfaction Ranking: e.g. 1 = highest satisfaction out of 6 items.

Teacher Comments

A. Northern Gateway School Division

- The OT service is very sporadic and haphazard. It takes too long for assessments to be completed and kids do not receive enough support. Many kids are not getting OT services they need. (f = 14)
- I am very satisfied with speech and behaviour support services being provided. (f=9)
- The health providers that I have interacted with have been professional and helpful. (f =4)
- Thank you for all you to help students be successful. (f = 3)
- Please simplify the referral forms for parents. There is too much writing required. (f =2)
- I would like to see specific OT recommendations for students rather than a photocopied list of strategies as most are difficult to implement into a regular classroom and each child has unique needs.
- We have a very good FSL in J.H.
- I found it really hard to complete this evaluation because there was little or no communication between the Health Service and teacher.
- My frustration is with the apparent lack of inter-agency cooperation and the apparent lack of residential treatment options. Children are falling through the cracks.
- Please simplify the referral forms for parents. There is too much writing required. (f =2)
- Good access to speech via video-conferencing.
- I would like to see the Health Services provide the materials which are required for the video-conferences.
- I would like the service plan for treatment to be written into our IPP format.
- I wish this survey was not lumped together i.e. all health services.
- Please explain to teachers how it is determined which students are seen by Khan or Aspen.
- I am very dissatisfied with services provided by Behaviour Specialist - it is very hit and miss with rare/infrequent feedback.
- Behaviour Specialists seem to judge students very quickly after only seeing them once or twice.
- OT treatment is usually a one-time visit. There is no follow-up visit and support is limited.

B. Pembina Hills Schools

- It was unclear of what the role of the behaviour specialist was supposed to be doing in our school. There was little support from this person. I know that this person was supposed to be a part of the IPP process but the teacher ended up putting in the goals and following up all year long.
- This year I have not used these services. When I have in the past, I am usually happy. Access to OT has been a concern to everyone.
- We seem to have lots of trouble getting support from _ (mental health provider)_ in a timely fashion. Other services were better though, thus the mixed reflection of my answers.
- The low 'marks' on this survey reflect the fact that we did not have a Speech Pathologist.
- Generally, the services provided by our SLP are timely. OT not too bad, but service regarding student assessment was very slow to complete - in some cases paperwork has been lost.
- At our school this year we found it quite frustrating especially at the beginning of this year because we did not have an SLP. Things are getting better now that we have some. I have questions about when it is appropriate to refer a student for special services. Are there guidelines as to what signs we should be looking for in a student who might require special services?
- My students received an excellent service in speech and occupational therapy, but not in emotional needs. We need to give more support for students with emotional and behavioural problems. Nothing is really in place in our school. Thanks.
- In this school there are many students with severe behavioural and emotional needs.
- I did not need much help this year but felt it was not consistent and therefore we did not get as much benefit from your programs. I look forward to better teamwork next year. Thanks.

- Suggestions for a behaviour specialist in a school:
 - ♦ can do testing such as BASC
 - ♦ can work well with others
 - ♦ understands the role in the school
 - ♦ participates in case conferences with other staff to work collaboratively in the best interest of the students
 - ♦ does not work in the school in a teaching capacity.
- Due to location, health services are difficult to access for many teachers, parents and students. There is little to no transportation available. Referrals are slow and many workers already have a heavy case load, and/or, cannot take on new clients, thus leaving many students unattended. Admin and mental health services lack communication and coordination; designation of time to integrate school policy and behavioural plans limited by scheduling. Service plans need to be coordinated by a team so no overlap occurs, thereby delaying or confusing the process for services. Staff need to be given proper amount of time during school hours to complete workload and/or be given flex time when meetings occur with parents 2 or 3 times per week, after school or in evening, which can sometimes be for an hour or more. Appreciation and recognition are vital to all teachers and mental health worker providers.
- Within these criteria I had only S.G. - he wrote a superior letter to help us get funding for a student and C.K.H., she provides great consultation services and specific recommendations. All 'her kids' have made great progress. L.A. and J.G. are amazing and provide expert services. Make sure these people know how much we need and value them.

C. Evergreen Catholic Schools - Westlock

- There needs to be a specific plan with goals set out for each service as well as who will be implementing the plan. There didn't seem to be follow-up for OT service.
- One special needs student requires speech therapy but it is not available because he is 14 years old.

D. Northlands School Division - Calling Lake

- B.B. also communicates with me via email for scheduling meetings. This helps to avoid clashes with YAP activities.
- SLP service were greatly improved this year - actually available. They were consistent and helpful. We have no OT services.

E. Grande Yellowhead School Division - Edson

- J.H. and R.S. (FSLW) are absolute treasures to our students and school. They make inroads with difficult student situations and are always available at a moment's notice. I hope we never lose them. They are very discreet and professional. (f =9)
- b) The Family School Liaison program is very valuable. I would like an FSLW in our school on a full-time basis. (f =4)
- Services needed for grades 1 to 9:
 - Speech - yearly
 - OT - weekly
 - PT - weekly
 - Eye exams - Grades 1 and 2
 - Mental Health
- There needs to be more education about the health services available. Also, what is being done for students who are transitioning out of the school system into the workforce, post-secondary etc.? Who follows-up?
- Too many students need extra services. Services are not always available. Workers are overworked and often do not have enough time to do an adequate job of each case. Coordination of services is difficult when all are over-stressed.

F. Living Waters Catholic Regional Division No.

- The services available to students are great and they have a very positive impact on the students. However, for students who are not already registered to receive services, it is hard to schedule them in because counselling spaces are already full.
- The wait time is too long.
- Speech services should be offered above grade 3. Some students need to meet with counsellors/therapists more often. Once every two weeks is not enough. More feedback from sessions would be beneficial for teachers.
- I am a school liaison worker. Thus I also make referrals to other services. Some are not available in our community and travel/time off is a burden for families. Also, the families have to agree to services and that is not easy to encourage families as they are afraid of interference in their lives. We also need more Mental Health Workers and psychiatric/psychological services, person-to-person and more frequent, to get to know the family. Resources I have utilized for my families are Children's Services, EDDAC, ADDAC, Mental Health, private mental health, lots of liaison with pschoed staff, Family First Program and police programs.
- It is very difficult to get any assistance for my students with needs. There needs to be more coordination with health workers. I need to actually speak to the person involved with the student. Going through the 'middle man' is not effective.
- We have never been able to access an OT or physical therapist - not even to come out and do an assessment on the child. The only service I have been able to access is our community school liaison and she is fantastic. For any emotional or behavioural issues we get our best service from Edmonton - ESSI.
- Mental Health is difficult also. A child misses his session or their parents don't take responsibility and the file is closed.

G. Aspen View School Division

- The service personnel (Speech and Behaviour) are overworked and understaffed. (f =8)
- Terrific response to Behaviour Specialist requests. (f =3)
- I feel that our service providers are stretched to the limit and the progress students make cannot be judged by the quality of their work. They need more help, workers, time, etc.
- Quality is sufficient. However, quantity of guidance and counselling is insufficient in relation to behaviour
- Services are good but time between appointments is too long.
- Services for speech have improved this year. There is no OT in our district and the services for behaviour are very limited as well. (f = 3). ERECS has provided services for my severe student this year.
- Our speech services are amazing from the service provider to the E.A. who executes the program.
- Behavioural consultant at the school to observe students would be beneficial so that the teacher can get practical, specific strategies to assist individual students with their behavioural needs.
- There needs to be more communication between the teacher and the professionals/support personnel.
- We are not aware of service plans made by Speech, OT or Counselling.
- In truth, my answers are guesses. The students leave the classroom to see someone and they return to the classroom. That is the extent of my knowledge about the services.
- I have always felt if I need help for my students it is provided. Thank you.