

# What do we do with your feedback?



Annually, we diligently incorporate insights gathered from stakeholder engagement surveys, forums and other interactions. Reflecting on the period from 2019 to 2023, here's an overview of the significant improvements the Division has implemented to better serve you, our valued stakeholders.

## Parental Feedback

### Challenges with Transportation

- ✗ Long ride times, high transportation costs, and challenges in receiving timely bus status updates during winter months.



### Challenges Regarding Student Behaviour and Citizenship

- ✗ Need for enhanced supports to ensure a focused and inclusive learning environment for all students.



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## The Outcome

### Transportation Improvements

- ✓ Increase in the number of transportation routes to effectively decrease ride times.
- ✓ Bus Status App for real-time updates.
- ✓ Significant Reduction in Transportation Fees for the 2023/2024 school year:
  1. Eligible Riders: Fees reduced from \$259.00 in 2022/2023 to \$130.00 in 2023/2024.
  2. Pre-K and Kindergarten Riders: Fees lowered from \$150.00 in 2022/2023 to \$75.00 in 2023/2024.
  3. Choice Riders: Fees decreased from \$345.00 in 2022/2023 to \$276.00 in 2023/2024.

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### Increase in Supports

- ✓ Creation of the Behaviour Lead Team.
- ✓ Staff have been trained in Therapeutic Crisis Intervention, equipping them with effective methods to assist children in managing and resolving challenges.
- ✓ Schools now have access to:
  - Mental Health and Wellness Coaches
  - Learning Support Leads
  - Mindful Mentors
  - Child and Youth Care Workers

## Desire for More Resources

- ✗ Need for mental health support, technology, and teacher supports.



## Desire for More Hands-On Learning

- ✗ Requests for experiential learning opportunities.



## Communication Gaps

- ✗ Need for communication between Division and parents.
- ✗ Desire for more information on daily activities and strategic direction.



## Resource Enhancement

- ✓ CASA Mental Health classrooms available to junior and high school students.
- ✓ HYPE and SHINE organizations for student and family support.
- ✓ Student-device ratio of 6:10; 60% classrooms with smartboards.
- ✓ Enhanced wifi with more access points and supernet upgrade.
- ✓ Reduced number of split classes.
- ✓ 300% increase in number of Social Workers on staff.
- ✓ Increased availability of Counsellors in all schools.

## Expansion of Experiential Learning

- ✓ STEAM Academies introduced in Gibbons School, Sturgeon Heights School, and Four Winds Public School.
- ✓ Makerspace in Elementary Schools.
- ✓ First Division in Alberta to partner with NAIT and offer Dual Credit courses such as Welding 1000.
- ✓ Outdoor classrooms and kindergartens in multiple schools.

## Enhanced Communication Channels

- ✓ Updated websites with calendars, blogs, and current information.
- ✓ Regular newsletters from the Division and schools.
- ✓ School Messenger announcements for urgent information.
- ✓ Active social media presence (Facebook, Instagram, TikTok, X).
- ✓ Display of Division Mission, Vision and Values in all schools.