

Measuring Ontario School Board Performance to
Ontario Common Public Service Standards
and the
Ontario Public Service Accessible Customer Service Policy

February 15 to March 30, 2019

Generated for
Horizon Educational Consulting

1. Ontario Public Service Standards require a response time of one business day for voice mail messages and two business days for email messages. Do school and school board personnel respond to messages within these time frames?

Total votes: 111

1. ■ Never

27 votes, 24.32% of total votes

2. ■ Rarely

20 votes, 18.02% of total votes

3. ■ Sometimes

23 votes, 20.72% of total votes, Score: 0

4. ■ Often

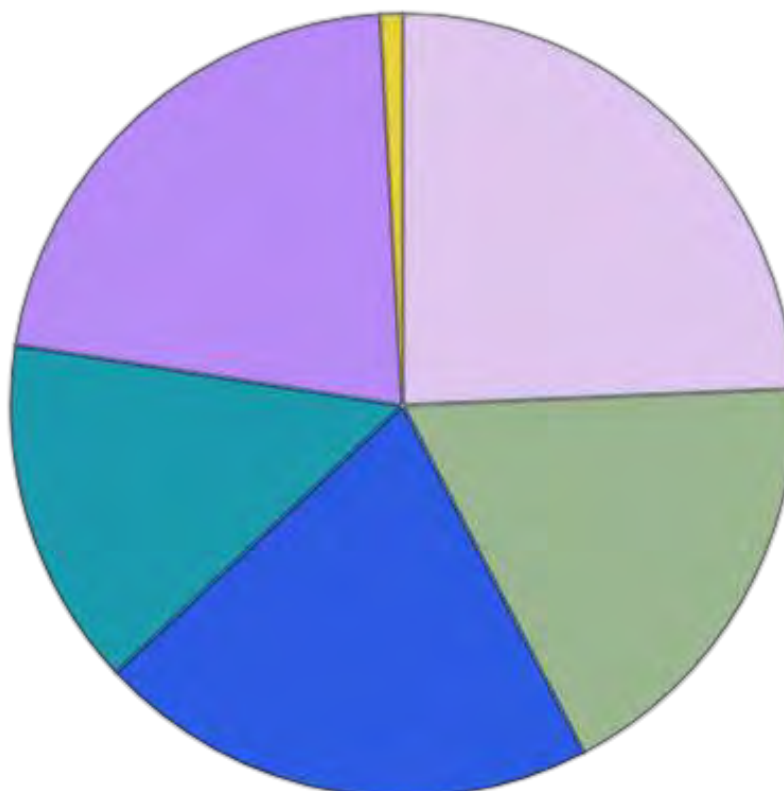
16 votes, 14.41% of total votes, Score: 0

5. ■ Always

24 votes, 21.62% of total votes, Score: 0

6. ■ N / A

1 vote, 0.9% of total votes, Score: 1



2. Does the school or school board elicit feedback on the resolution of an inquiry for information and action taken?

Total votes: 94

1. ■ Never

14 votes, 14.89% of total votes

2. ■ Rarely

27 votes, 28.72% of total votes

3. ■ Sometimes

25 votes, 26.6% of total votes, Score: 0

4. ■ Often

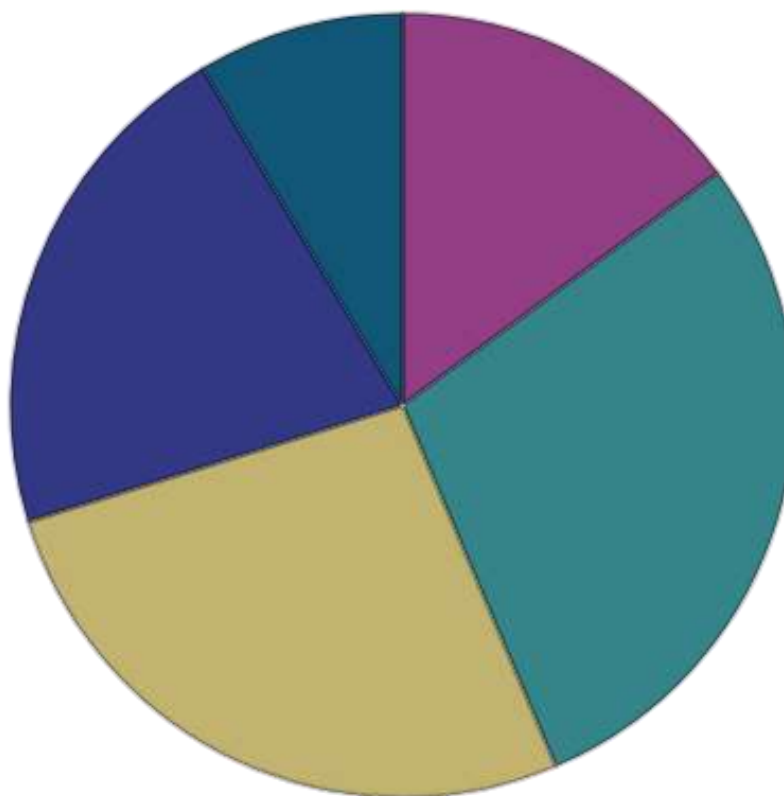
20 votes, 21.28% of total votes, Score: 0

5. ■ Always

8 votes, 8.51% of total votes, Score: 0

6. ■ N / A

0 vote, 0% of total votes, Score: 1



3. Is there a wait time to access and implement requested accommodations for a student?

Total votes: 91

1. ■ Never

9 votes, 9.89% of total votes

2. ■ Rarely

9 votes, 9.89% of total votes

3. ■ Sometimes

17 votes, 18.68% of total votes, Score: 0

4. ■ Often

25 votes, 27.47% of total votes, Score: 0

5. ■ Always

28 votes, 30.77% of total votes, Score: 0

6. ■ N / A

3 votes, 3.3% of total votes, Score: 1



4. Is there an authentic intent to service a student with a disability at the school level (feeling welcome, inclusive language used by staff, timeliness of support, data tracking, suggestions implemented)?

Total votes: 84

1. ■ Never

9 votes, 10.71% of total votes

2. ■ Rarely

11 votes, 13.1% of total votes

3. ■ Sometimes

27 votes, 32.14% of total votes, Score: 0

4. ■ Often

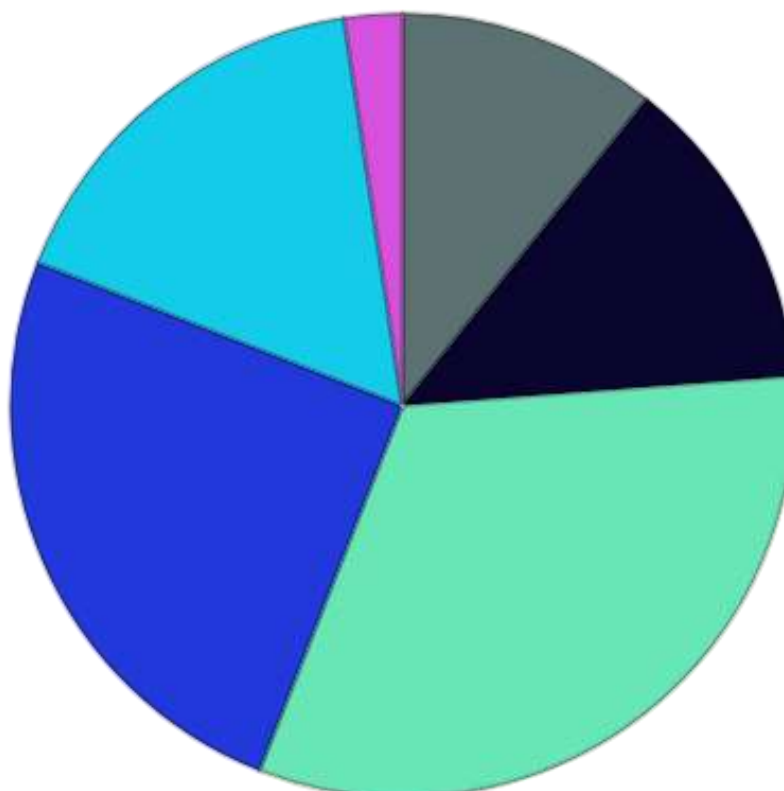
21 votes, 25% of total votes, Score: 0

5. ■ Always

14 votes, 16.67% of total votes, Score: 0

6. ■ N / A

2 votes, 2.38% of total votes, Score: 1



5. Are school board services to students with special needs (programs, supports, assessments) clearly disclosed by staff, with information provided for follow-up reference?

Total votes: 81

1. ■ Never

19 votes, 23.46% of total votes

2. ■ Rarely

22 votes, 27.16% of total votes

3. ■ Sometimes

16 votes, 19.75% of total votes, Score: 0

4. ■ Often

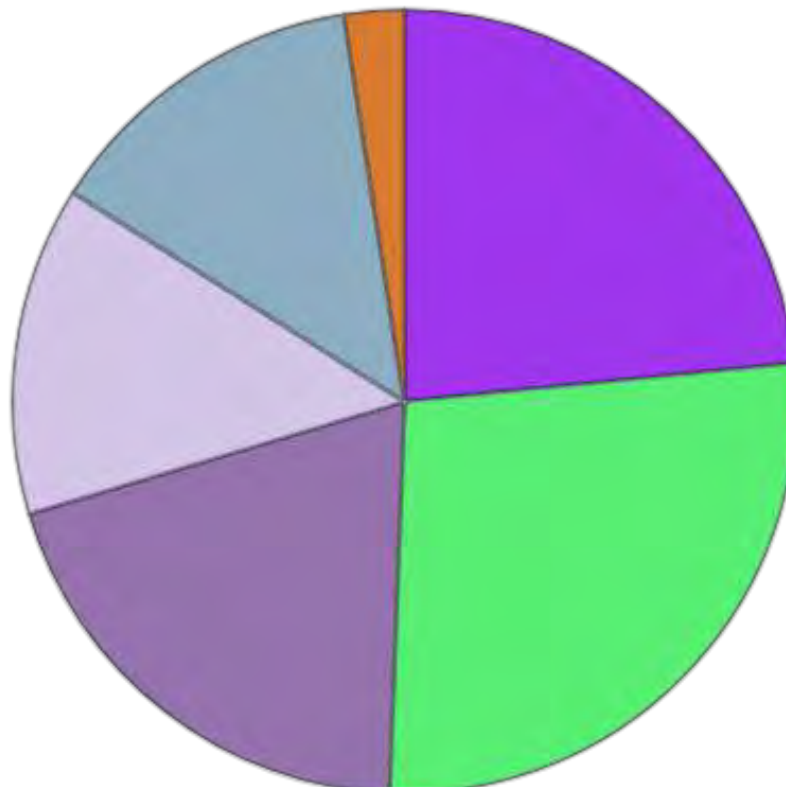
11 votes, 13.58% of total votes, Score: 0

5. ■ Always

11 votes, 13.58% of total votes, Score: 0

6. ■ N / A

2 votes, 2.47% of total votes, Score: 1



6. Are assistive devices and/or other supportive equipment readily available until a student receives their own based on a recommendation from a professional report?

Total votes: 82

1. ■ Never

18 votes, 21.95% of total votes

2. ■ Rarely

22 votes, 26.83% of total votes

3. ■ Sometimes

15 votes, 18.29% of total votes, Score: 0

4. ■ Often

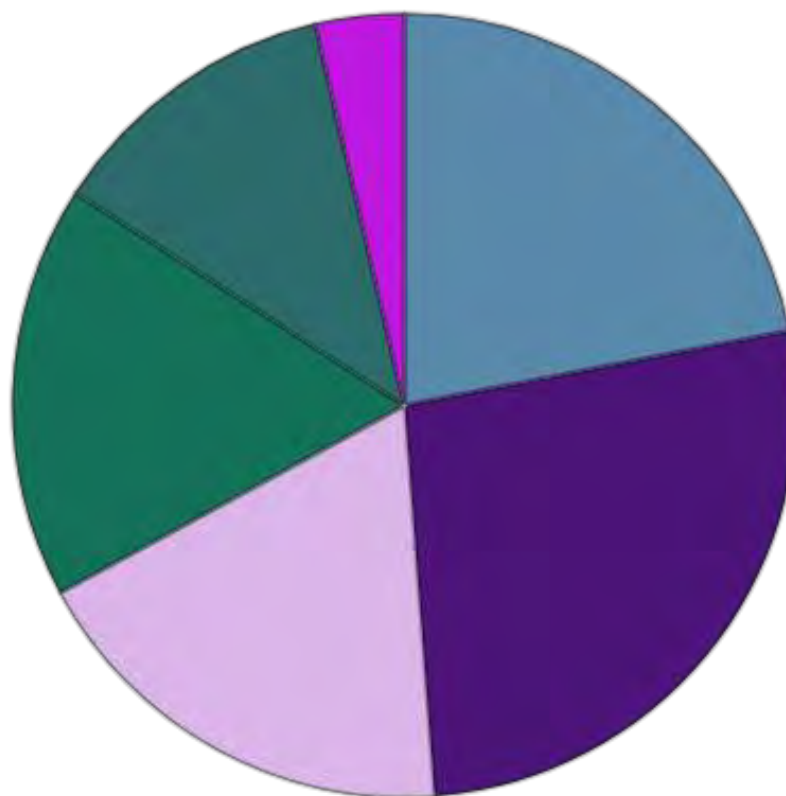
14 votes, 17.07% of total votes, Score: 0

5. ■ Always

10 votes, 12.2% of total votes, Score: 0

6. ■ N / A

3 votes, 3.66% of total votes, Score: 1



7. Do school and school board staff process requests for assistive devices and/ or supportive equipment within a specified time frame?

Total votes: 81

1. ■ Never

12 votes, 14.81% of total votes

2. ■ Rarely

18 votes, 22.22% of total votes

3. ■ Sometimes

21 votes, 25.93% of total votes, Score: 0

4. ■ Often

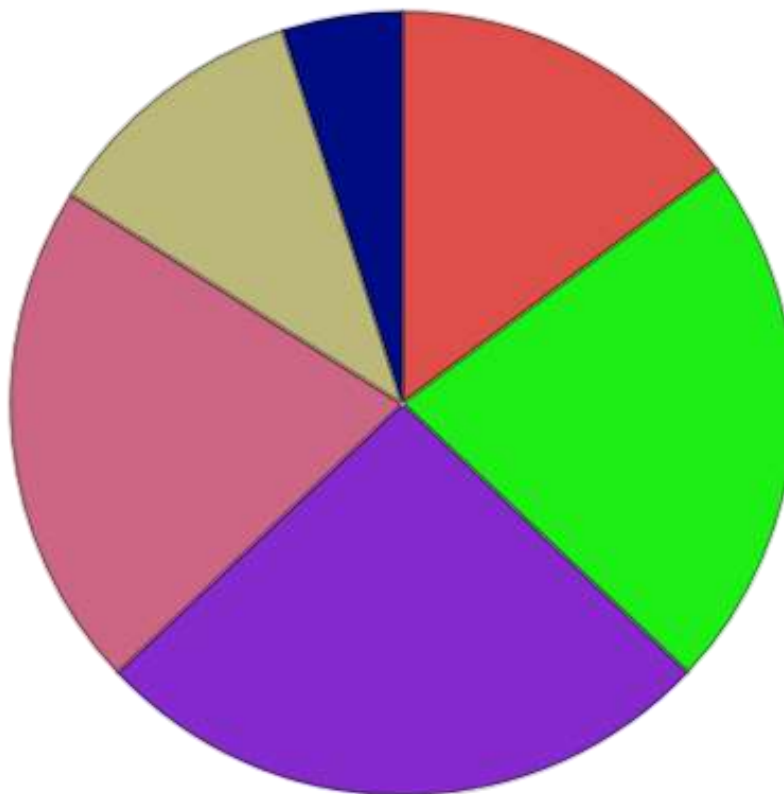
17 votes, 20.99% of total votes, Score: 0

5. ■ Always

9 votes, 11.11% of total votes, Score: 0

6. ■ N / A

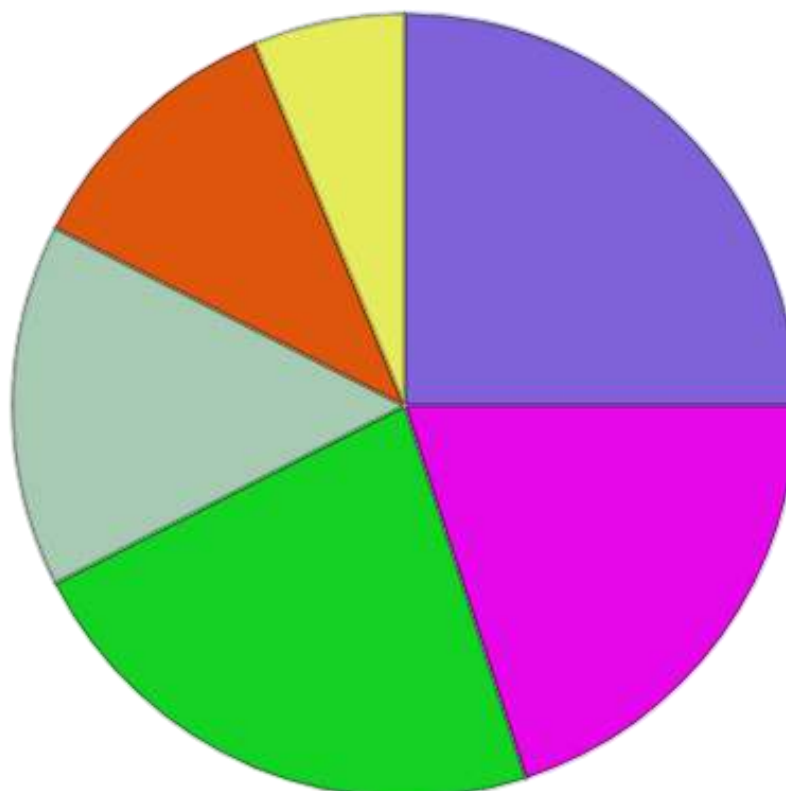
4 votes, 4.94% of total votes, Score: 1



8. Is a complaint process or dispute resolution process available as a quality assurance measure for special education support services at the school or school board level?

Total votes: 80

- 1. ■ Never
20 votes, 25% of total votes
- 2. ■ Rarely
16 votes, 20% of total votes
- 3. ■ Sometimes
18 votes, 22.5% of total votes, Score: 0
- 4. ■ Often
12 votes, 15% of total votes, Score: 0
- 5. ■ Always
9 votes, 11.25% of total votes, Score: 0
- 6. ■ N / A
5 votes, 6.25% of total votes, Score: 1



9. Is there evidence of a mechanism at the school or school board level to measure disclosure, responsiveness and accuracy of communication and information provision?

Total votes: 79

1. ■ Never

24 votes, 30.38% of total votes

2. ■ Rarely

19 votes, 24.05% of total votes

3. ■ Sometimes

17 votes, 21.52% of total votes, Score: 0

4. ■ Often

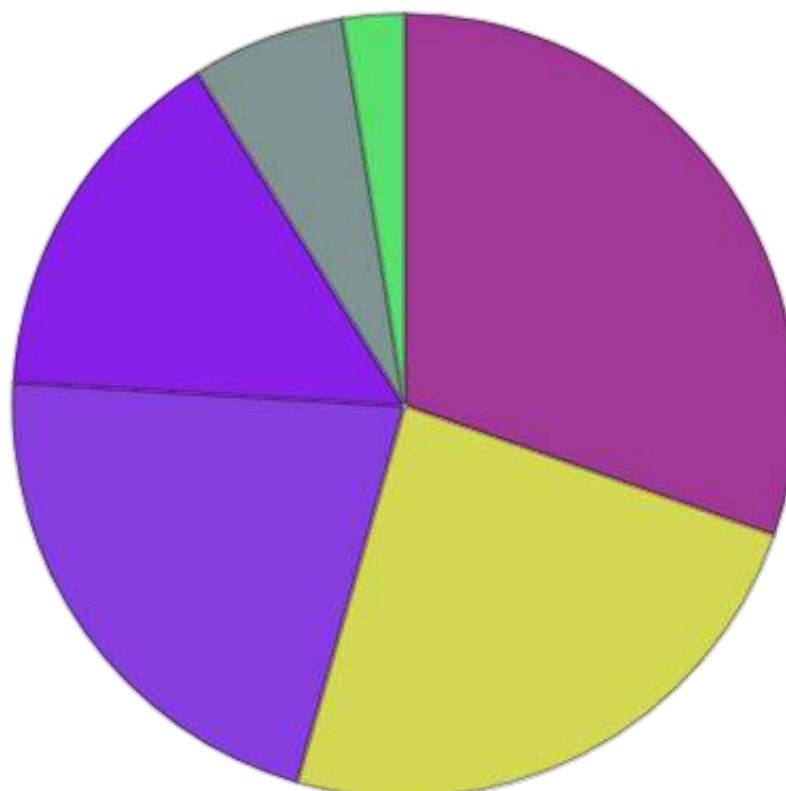
12 votes, 15.19% of total votes, Score: 0

5. ■ Always

5 votes, 6.33% of total votes, Score: 0

6. ■ N / A

2 votes, 2.53% of total votes, Score: 1



10. Overall do schools and school boards operate with a client services approach to educating students and responding to parents or the public (staff knowledge, training and attitudes compliant with disability legislation and human rights)?

Total votes: 79

1. ■ Never

22 votes, 27.85% of total votes

2. ■ Rarely

16 votes, 20.25% of total votes

3. ■ Sometimes

18 votes, 22.78% of total votes, Score: 0

4. ■ Often

14 votes, 17.72% of total votes, Score: 0

5. ■ Always

8 votes, 10.13% of total votes, Score: 0

6. ■ N / A

1 vote, 1.27% of total votes, Score: 1

