Shared Solutions: A Guide to Preventing and Resolving Conflicts

In early October, 2007, all school boards, school authorities and provincial and demonstration schools received copies of *Shared Solutions: A Guide to Preventing and Resolving Conflicts Regarding Programs and Services for Students With Special Education Needs.*

This resource guide was developed to help parents, educators and students with special education needs work together to prevent conflicts, resolve them quickly and allow students to develop their full potential and succeed in school.

A series of professional development sessions based on the content of the resource guide were held in October and November 2007.

The following survey is designed to assess the impact of the resource guide on effective communication, positive school climate, conflict prevention and conflict resolution in your school board. This survey should be completed by a Supervisory Officer in special education,or their designate, in consultation with other board staff.

The following are a few tips that will make the completion of the survey easier.
a) Please review the *pdf* version of the survey instrument before beginning the survey. However, please complete the survey on-line, to ensure that your comments are received.
b) All questions, except "Your Comments," are mandatory.
c) The bar at the top of the screen indicates the percentage of the survey instrument that you have competed.
d) You will have an opportunity to provide any additional comments at the end of the survey.
e) You can exit the survey … by clicking on "Exit Survey" in the upper, right-hand corner … and return as many times as you want … as long as you have not clicked on "Completed Survey."

Contact Information

Please provide contact information.

NOTE: "Under Board/Authority/School," please enter the full name of your:
(a) District School Board,
(b) School Authority or
(c) Provincial School
in full, *without* abbreviations.

Throughout the survey the term "board" will mean "board/authority/school."

Name:

Board/Authority/School:

e-mail Address:

Phone Number:

Effective Communication

In your opinion, what has the overall impact of *Shared Solutions* been on improving effective communication between students, parents and educators regarding programs and services for students with special education needs?

- ʃɳ Extremely Positive
- ʃɳ Positive
- ʃɳ Difficult to Determine
- ʃɳ Somewhat Negative
- ʃɳ Negative

Effective Communication II

Which of the following stakeholder groups have indicated an increase in effective communication at your school board following the release of *Shared Solutions*? Please check as many boxes as appropriate.

- Students
- Parents
- Educators
- Administrators
- Other Board Staff
- SEACs
- Community Groups
- Other Stakeholders (please specify)

Effective Communications III

Has your school board undertaken initiatives to ensure effective communication between students, parents and educators following the release of *Shared Solutions*?

- j͗n Yes
- j͗n No

Effective Communications Techniques Used

What types of initiatives has your school board undertaken to ensure effective communication between students, parents and educators following the release of *Shared Solutions*? Please check as many boxes as appropriate.

- ⊜ Common messaging for parents and educators about special education programs and services

- ⊜ Training and professional development on communication skills for educators

- ⊜ School Board Communication Guide

- ⊜ Initiatives in place prior to *Shared Solutions* (please specify)

Effective Communications/School-wide

In your opinion, what has the overall impact of *Shared Solutions* been on improving effective communication between students, parents and educators in schools overall?

- jn Extremely Positive

- jn Positive

- jn Difficult to Determine

- jn Somewhat Negative

- jn Negative

Positive School Climate

In your opinion, has *Shared Solutions* contributed to creating and sustaining positive school climates in your school board?

- j̊n̊ Strongly Agree
- j̊n̊ Agree
- j̊n̊ Difficult to Determine
- j̊n̊ Disagree
- j̊n̊ Strongly Disagree

Conflict Prevention

In your opinion, has *Shared Solutions* contributed to preventing conflict regarding programs and services for students with special education needs in your school board?

- ʝ Strongly Agree

- ʝ Agree

- ʝ Difficult to Determine

- ʝ Disagree

- ʝ Strongly Disagree

Conflict Prevention II

Which of the following stakeholder group have indicated an increase in conflict prevention activities at your school board following the release of *Shared Solutions*? Please check as many boxes as appropriate.

- Students
- Parents
- Educators
- Administrators
- Other Board Staff
- SEACs
- Community Groups
- Other Stakeholder Groups (please specify)

What indicators demonstrate that conflicts are being prevented? Please check as many boxes as appropriate.

- Fewer phone calls/emails from parents to the board office
- Educator reports
- SEAC reports
- Other (please specify)

Conflict Prevention III

Has your school board undertaken initiatives to prevent conflict following the release of *Shared Solutions*?

- Yes
- No

Conflict Prevention Techniques Used

What types of initiatives has your school board undertaken to prevent conflict following the release of *Shared Solutions*? Please check as many boxes as appropriate.

- Use of "Strategies for use Before, During and After a Meeting" from *Shared Solutions*

- Use of "Principles of Successful Conflict Prevention and Resolution" from *Shared Solutions*

- Personalization of case studies to reflect your students

- Initiatives in place prior to *Shared Solutions* (please specify)

Conflict Resolution

Has your school board implemented a Communication Protocol following the release of *Shared Solutions*?

- ◌ Yes

- ◌ No

- ◌ In place prior to *Shared Solutions*

In your opinion, has *Shared Solutions* contributed to resolving conflicts regarding programs and services for students with special education needs in your school board?

- ◌ Strongly Agree

- ◌ Agree

- ◌ Difficult to Determine

- ◌ Disagree

- ◌ Strongly Disagree

Conflict Resolution II

What indicators do you have that more conflicts are being prevented? Please check as many boxes as appropriate.

- Fewer phone calls/emails from parents to the board office
- Educator reports
- SEAC reports
- Other (please specify)

Which stakeholder groups have indicated an increase in conflict resolution at your school board following the release of *Shared Solutions*? Please check as many boxes as appropriate.

- Students
- Parents
- Educators
- Administrators
- Other Board Staff
- SEACs
- Community Groups

Other Stakeholders (please specify)

Conflict Resolution III

Has your board taken initiatives to resolve conflict?

    Yes

    No

Conflict Resolution Techniques Used

What types of initiatives has your school board undertaken to resolve conflict? Please check as many boxes as appropriate.

- ∈ Parent Advocacy

- ∈ Student Self Advocacy

- ∈ Active Listening Strategies

- ∈ Diversity

- ∈ Initiatives in place prior to *Shared Solutions* (please specify)

Collaborative Approaches to Resolving Conflicts

Have parents and educators, to your knowledge, used the collaborative approaches to resolving conflicts found within *Shared Solutions*?

○ Yes

○ No

In your opinion, have these approaches contributed to resolving conflicts regarding programs and services for students with special education needs in your school board?

ʄ   Strongly Agree

ʄ   Agree

ʄ   Difficult to Determine

ʄ   Disagree

ʄ   Strongly Disagree

Which approach has been the most effective in resolving conflict?

- ⏻ Problem Solving
- ⏻ Finding Common Ground
- ⏻ Using a Facilitator
- ⏻ Two or more approaches in tandem

Overall Usefulness of *Shared Solutions*

Which features of the resource guide have been helpful in preventing and resolving conflicts regarding programs and services for students with special education needs in your school board? Please check as many boxes as appropriate.

- Checklists
- Communication Protocol
- Case Studies
- Conflict Resolution Dos and Don'ts
- Shared Solutions on the GO
- Roles and Responsibilities in Special Education

Professional Development

Has you board undertaken professional development activities to implement *Shared Solutions*?

jn Yes

jn No

Professional Development

What types of professional development activities has your school board undertaken to implement *Shared Solutions*? Please check as many boxes as appropriate.

- ∈ Further staff training in conflict/dispute resolution

- ∈ Role Play

- ∈ Discussions with SEAC or other parent groups

- ∈ Discussion at PA days

- ∈ Posted Shared Solutions on your school board website

- ∈ Other (please specify)

Professional Development II

What types of support for professional development around *Shared Solutions* would you like to see? Please check as many boxes as appropriate.

- Parent guide

- Student guide

- Webcasts on resource guide content

- Webisodes on resource guide content

- Promising practices from other school boards

- On-line discussion boards

- More case studies

- Other (please specify)

Impact of Professional Development on Planning and Instruction

The following questions are designed to gauge the impact of *Shared Solutions* in complementing existing school board practices around professional development and in-school teams for students with special education needs.

Please indicate any changes to these practices since the release of *Shared Solutions* by answering the questions below.

Have you found that *Shared Solutions* supports assessment-based instructional planning for students with special education needs?

- ⃝ Yes
- ⃝ No
- ⃝ Not Applicable

The focus on assessment-based instructional planning has contributed to greater collaboration between parents and educators, and the prevention and reduction of conflict following the release of *Shared Solutions*.

- ◌ Strongly Agree
- ◌ Agree
- ◌ Difficult to Determine
- ◌ Disagree
- ◌ Strongly Disagree

In meetings, *Shared Solutions* has had a positive impacton how staff the problem-solve around student learning and instruction.

- ◌ Strongly Agree
- ◌ Agree
- ◌ Difficult to Determine
- ◌ Disagree
- ◌ Strongly Disagree

Shared Solutions has complemented the School Effectiveness Framework in order to focus on the evidence of student learning in meetings by in-school teams.

- ◌ Strongly Agree
- ◌ Agree
- ◌ Difficult to Determine
- ◌ Disagree
- ◌ Strongly Disagree

Shared Solutions has had an impact on the incorporation of assessment-based instructional language into meetings by in-school teams.

- ◌ Strongly Agree
- ◌ Agree
- ◌ Difficult to Determine
- ◌ Disagree
- ◌ Strongly Disagree

Please provide additional comments.