

# Feedback on February Parents' survey

\*\*\* English version \*\*\*

Dear parents,

Over the past two weeks, you have been asked to answer a short satisfaction survey. We want to thank all parents who took the time to answer it. Parents' satisfaction is key to us. All schools across the Enko Education network share a short survey every two months, and an Annual survey once a year at the end of Term 1.

This is the opportunity for you to share your feedback and comments with us, and for us to take action on those feedback to always improve on our relationship with you.

We are happy to share the results with you today:

## Answer rate and overall satisfaction

**40% of Enko Bonanjo Campus parents took the survey (vs. 33% across the Enko Education group)**

Unfortunately, this is too low and we must aim at having at least one parent per family to take this survey if we want results to be representative of what you all think.

**19% of our parents across the network are "Promoters" (vs. 36% at group level), 36% are "Detractors" (vs. 23% at group level).**

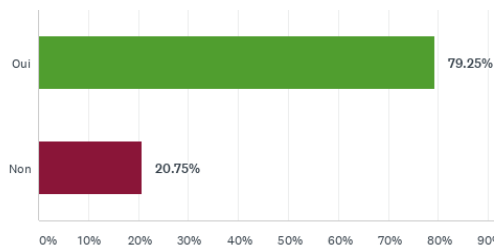
What does it mean?

- **Promoters** are parents who answered 8 to 10 to the question "How likely would you recommend your school to a friend. They are considered to be very satisfied with the school.
- **Detractors** have answered 1 to 6 to this question. They are considered not being especially happy with the school and likely to leave it at some point.

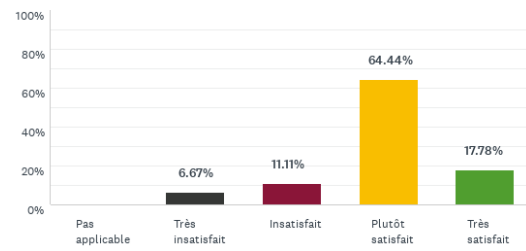


Our goal is to have a maximum of Promoters among our parents. We want to work together with all parents, and especially the Detractors ones, at identifying your areas of dissatisfaction and acting on them together. Please note that initiatives are being (or are about to be) put in place to improve our Parents' engagement.

## Teaching & Learning, and blended learning



**Comprenez-vous pourquoi l'apprentissage mixte est important en 2021 ?**



**Dans quelle mesure êtes-vous satisfait de la qualité de l'enseignement et de l'apprentissage à l'école ?**

Enko Education is developing and investing in blended learning. This innovative approach to education has many advantages for the learner. We at Enko Bonanjo Campus offer blended learning.

### Learnings:

1. **82.22%** of parents are satisfied with how the school implements hybrid learning (vs. 81% at group level).
2. **79.25%** of our parents understand why hybrid learning is important in 2021 (vs. 86% at group level) and **60.38%** understand the difference between synchronous and asynchronous learning (vs. 67% at group level)
3. Overall, **77.36%** are satisfied with **Enko Bonanjo Campus** teaching and learning (vs. 82% at group level.)
4. Parents rated their children's preparation to final exams at **2.74/5** (vs. a 2.8 average at group level).

### Some suggestions from our parents

"Find a way to show the child how to manage his time for revision because he is working on projects, lessons, homework, revisions at the same time. A session to teach them time management could help them."

"Carry out monthly assessments so that the level of student learning can be monitored. Assignments in the classroom are not a substitute for an assessment."

"Put more eyes on the students characters for them to be more responsible."

"Train teachers regularly so that they can always be on top of their game, put in place ranking so parents can know where their child stands among his/her mates."

"Success should be collective. A teacher is compared to a shepherd who looks after all his livestock and cannot lose any of them. Put a reliance on the effective control of the

"With the pandemic of covid-19 that hit the whole world, we learnt that blended learning was critical in crisis management. The world is globally digital. It's high time we upgrade from our traditional ways of studies. Blended learning also brings out that hidden potential in a child. The extra mile brings out the best. Keep up ENKO education."

"The teachers should refer the students more to their text books rather than the internet. I have observed that most assignments given are internet based."

"Being rigorous with children, especially those in examination classes, and calling on parents whenever necessary. It will ensure that parents understand the system and the deadlines of the work given for them to play their part".

"For examination classes give them more tutorials, and perhaps provide catch up sessions."

### ***School's answer to those feedback***

Schools across the network have recently started or are starting to implement distance learning, and our teachers are receiving training and support to deliver high quality hybrid learning. Enko Education aims to continuously improve on the delivery of its curriculums. In order to do so, we plan to:

- **action 1** : enhance teachers' performance by regular classroom visits and professional development
- **action 2** : Organize meetings and share resources with our parents with regards to our curricular to assist with expectations
- **action 3** : provide all students with an enko email address to access canvas
- **action 4** : Plan training sessions with students per class to make sure they are effectively using all modules on canvas

We consider it our responsibility for parents to understand our approaches to teaching and learning so they can better support their children.

- **action 1** : offer Canvas training to our parents so they can better understand the ins and outs of blended learning
- **action 2** : organize focus groups with parents to increase understanding of the curriculum and blended learning
- **action 3** : share guidelines with parents on canvas learning platform and edadmin parent portal to support the children and to enhance our blended learning value proposition

It is our mission to prepare learners for success. In order to better prepare learners for final exams (both internal and external), we will:

- **action 1** : carefully analyze mock exam results and set up intervention programmes when needed .
- **action 2** : Connect faculties to enhance teachers' networking to better support students
- **action 3** : Extend classes to 6 Pm for IG2 and DP2
- **action 4** : Provide our students with past exams papers
- **action 5** : Provide DP2 parents with the student' progress report for all Internal Assessments to enhance follow-up and meet up with deadlines
- **action 6** : Organize as needed, one on one sessions with parents and teachers of exams' classes to support the student in achieving targeted results