

Feedback on April 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

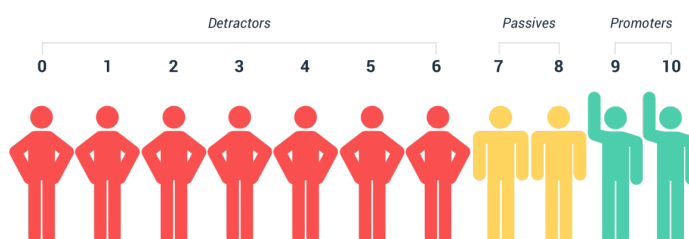
55% of Enko Bonanjo parents took the survey (vs. 46% across the Enko Education group)

We thank all the parents who have taken time to give feedback. This is an average participation and we must aim at having at least one parent per family to take this survey in order for results to be representative of what you all think.

39% of our parents across the network are "Promoters" (vs. 34% at group level), 28% are "Detractors" (vs. 28% at group level). In February, 19% were promoters and 36% were detractors.

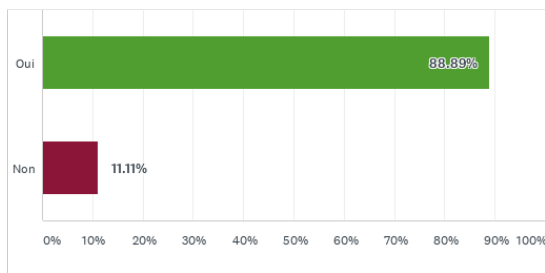
What does it mean?

- **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.

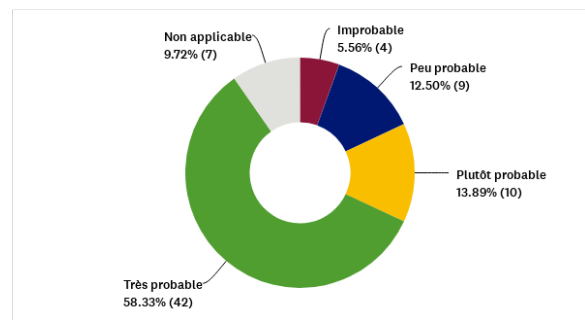


Our goal is to have a maximum of Promoters among our parents. We want to work together with all parents, and especially the Detractors ones, at identifying your areas of dissatisfaction and acting on them together. Please note that initiatives are being (or are about to be) put in place to improve our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

Preparation of the child for exams



Do you feel that your child(ren) is ready for the upcoming school year?



How likely are you to re-enroll your child in school next year?

Learnings:

1. **88.89%** of parents feel their child is ready for the upcoming school year (vs. 84% at group level).
2. **72.22%** of parents are likely to re-enroll their child in school next year (vs 81,56% at group level)
3. **58.33%** of our parents interested in a Summer School for their child this summer (vs 48% at group level)

Some suggestions from our parents

Firstly, the teacher student relationship with some teachers is very disappointing. Secondly the promises made about improvements in the school have not been respected.. Please, arrange for speed brakes to be put on the street in front of the school

Students academic development- In a class of 10 pupils, teachers should be able to follow up the students

We are waiting impatiently for the measures to be taken for the control and monitoring of teaching

The school enables children to achieve their dreams for a better future

The teaching staff is quite professional, the synergy between parents, teachers and learners, the transparency in communication

The training among other things engages the students in research, group work and presentations which builds confidence in the students to contribute to discussions and group work and also to eventually make presentations confidently before an audience quite comfortably.

School's answer to those feedback

- **action 1** : There will be information sessions during summer holidays for parents to come to school with their children for information about the programme and university admissions
- **action 2** : At the end of the academic year, there will be students' academic awards for all classes in Mathematics, Sciences, Languages, General improvement and Character. This will take place on June 02 during the graduation ceremony.
- **action 3**: Our academic staff undergoes a weekly and termly professional development. Heads of departments have been appointed per group subjects to better coordinate teaching and learning.
- **action 4**: Edana parent portal communication module is open to all parents to write specifically to teachers if they have any concerns. This helps us to enhance the parents-teachers-students relationship. Please contact the school if you have any difficulty in using the platform.

- **action 5:** General assemblies have been organised every monday per group of students with the Cambridge coordinator to reinforce the school's ethos, values and mission statement.