

Feedback on June 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 our relationship with you.

We are happy to share the results with you today:

Answer rate and overall satisfaction

27% of Enko Bonanjo parents took the survey (vs. 22% 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.

47% of our parents across the network are "Promoters" (vs. 35% at group level), 11% are "Detractors" (vs. 24% at group level). In April, 39% were promoters and 28% were detractors.

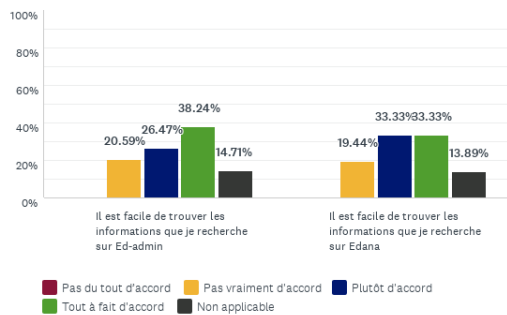
What does it mean?

- **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.

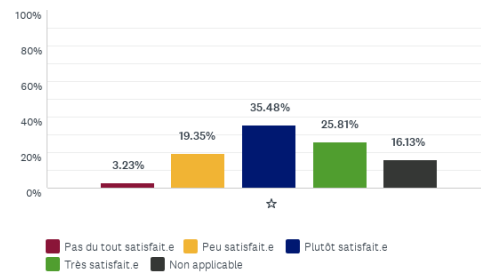


Our goal is to have a maximum of Promoters among our parents. We want to work together with all parents, and especially the Detractors ones, at identifying your areas of dissatisfaction and acting on them together. Please note that initiatives are being (or are about to be) put in place to improve our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

Use of Ed-Admin and Edana



How easy is it to find the information I'm looking for on Ed-admin / Edana?



How satisfied are you with the support received by school?

Learnings:

1. **61.89%** of parents are satisfied with the support received by school (quite satisfied + very satisfied) (vs 51, 93% at group level)
2. **64.71%** of parents find it easy to find the information they are looking for on Ed-Admin (somewhat agree + strongly agree) (vs 47, 62% at group level)
3. **66.66%** of parents find it easy to find the information they are looking for on Edana (somewhat agree + strongly agree) (vs 54, 57% at group level)
4. **25.71%** of parents never connect to Ed-Admin (vs 24, 92% at group level)
5. **15.15%** of parents never connect to Edana (vs 20, 24% at group level)
6. **72.22%** of parents think the information is up to date on Ed-Admin and Edana (always up to date + some is up to date) (vs 62% at group level)

What information would you like to see on Ed-Admin / Edana?

Notes on a regular basis, exam by exam, monitoring of the child's behaviour at the school	I am satisfied with the information I receive.
Remarks and information that reassure the parent about the child's day-to-day care and supervision	Thank you for this year to the whole team
We need a permanent password so that whenever our phones have a problem we can easily update and make full use of our edana	Make it easier for parents who are not very ICT-savvy to access these tools
	All assignments and deadlines / Grading information / The year's programme.

Conclusion:

Based on the results, parents expect a constant updated Edana/Edadmin with all information regarding the academic progress of the student and his overall behaviour in each aspect in school. Some parents still have difficulties logging in due to the management of passwords and the non-mastery of the usage of these tools.

School specific topics

A question on extracurricular activities was asked to Enko Bonanjo parents

63% of Enko Bonanjo parents think that the school offers a variety of extra-curricular activities (vs 42% at the last satisfaction survey). The satisfaction has evolved by 21%. Parents suggest more CAS activities and reflections, applicable to all grades, like visits to manufacturing companies and a variety of sports activities.

School's answer to these feedback

- **action 1** : There will be a training organised for parents on Edadmin/Edana + Canvas teaching and learning tools, during this month of July. The date will be communicated to parents subsequently.
- **action 2** : A user guide on Edadmin/ Edana parent portal is available. Download a copy [here!](#)

[English](#)

[French](#)

- **action 3** : The school's Edana/Edamin focal point is available to assist parents on the usage of these tools. For any concern on this subject, kindly write to erock.ebot@enkoeducation.com or call the school at +237699201506
- **action 4** : Concerning school's activities, CAS will begin from Form 1 this upcoming year