

Feedback on September 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

46% of Enko Bonanjo parents took the survey (vs 51% across the Enko Education group)

Unfortunately, this is still 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.

30% of our parents across the network are "Promoters" (vs. 28% at group level), **23%** are "Detractors" (vs. 24% at group level). In June, **47%** were promoters and **11%** 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.

Satisfaction with the start of the school year

This year, **45.5%** of parents who took the survey are new parents. We welcome them to our Enko school and hope that for all our students, this year will be a good one.

Learnings:

Enrolment process:

- **91.1%** of parents are satisfied with the enrolment process (vs 88% at group level)
- The three topics asked were: school communication, reactivity and reception at school
- Parents are most satisfied with **Welcoming at school**
- The most common comments on the enrolment process: **“There are some missing supplies(textbooks/badges) and early communication on registration fees discount**

Re-enrolment process:

- **97.22%** of parents are satisfied with the re-enrolment process (vs 89% at group level)
- The three topics asked were: school communication, reactivity and reception at school
- Parents are most satisfied with the three aspects at the same level of **97.22%**
- The most common comments on the re-enrolment process: **“Everything is going on very well, just the textbooks and uniforms’ accessories as ties which were not available.**

How satisfied are you with the start of the school year for you and your child?

90.91% of parents are satisfied with the start of the school year (vs 91% at group level)

Do you have any comments about the start of the school year?

The organisation was almost perfect, even if it is regrettable that most of the school books for Grade 6 and certain accessories such as ties were not available.	The communication is very well applied. Since communication is the key to the entrance to enko, I was very flattered by it first and the rest followed
Timetables remain overloaded. Keep giving exercise to students Adopt Hand liquid soap in every toilet for proper hygiene...	The welcome was such that my child integrated quickly.

School's comments to parents' feedback

- **Liquid soap is now available in all the toilets. Missing locks in some toilets were fixed as well.**
- **Uniforms' accessories (ties for boys and girls) are now available**
- **Textbooks: we are making frantic efforts to have the books delivered soon**
- **Parents are encouraged to contact the school at bonanjo@enkoeducation.com or at 699201506 (Call or WhatsApp), if they are not receiving mails from the school or are not in the parents' WhatsApp group for updates to be done accordingly.**