

## Feedback on December 2021 Annual Survey

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

Dear parents,

You have participated in the annual Enko Education satisfaction survey that we sent out and we thank you for this.

Please be assured that we have taken great care in studying your answers and suggestions. It is important for us to be able to know your expectations so that we can respond to them in the best possible way. The involvement of parents is at the heart of our educational programme: the success of our students depends on it. This is why we are progressively putting in place a number of initiatives: Temperature Check Calls, termly satisfaction questionnaires, training of our parents in the school, question and answer sessions and/or meetings with parents.

We are pleased to share the results with you today:

### Response rate and overall satisfaction

**33%** of **Enko Bonanjo** parents responded to the survey (compared to **37%** across the Enko Education group). Thank you for taking the time to complete this survey. Unfortunately, this is a low participation rate and it is important that at least one parent per family participates in our surveys if we want the results to be representative of what our parent population thinks.

**35% of our parents across the network are 'Promoters' (compared to 28% at group level), 26% are 'Detractors' (compared to 30% at group level). In September, 30% were promoters and 23% were detractors.**

Our aim is to have as many parent promoters as possible: satisfied parents. We want to work with all parents, especially the detractors, to identify their areas of dissatisfaction and act together. Please note that initiatives are being (or are about to be) put in place to improve the engagement of our parents. The surveys are anonymous, but if you leave your name in a comment, you will be contacted individually for follow-up.

### Your answers

In this annual survey, we have assessed your satisfaction on a number of topics. The aim is to identify the issues you are most satisfied with and those we need to work on.

- The highest increase in satisfaction is with **innovation (82% in 2021 vs. 72% in 2020)**
- The highest decrease in satisfaction was recorded for **well-being (91% in 2021 vs. 71% in 2020)**.
- The most satisfactory topics are **School communication, Academics and Pride**
- The least satisfactory subjects are **Extra curricular, Value for Money**
- **94%** of parents are proud that their child studies in an Enko school

Here are some of the suggestions you gave us that we think are very relevant:

- “Yes, the teachers are attentive but I think they could take a closer look at the lessons copied by the students, especially those in Form 1 who are just starting to get used to the program and English Language...”
- “...During the "Student Led" meetings, there could be a summary sheet per child according to a template, in order to concretely materialise the actions taken and the progress made. This sheet should be shared between the three entities and should serve as a basis for subsequent editions. To this end, pupils from a certain grade onwards could be asked to fill in this form themselves with a summary of the recommendations...”
- "In order to reduce the cost of supplies significantly, it might be a good idea to set up a book exchange at the end of the year (in good condition!) which would be run by parents/students."
- “Children don't have time to visit the library”; “No reading time given to the children...”.

Thanks to this survey, we have identified a number of topics that interest you and on which we will focus in the coming months:

- ❖ A mechanism will be put in place with teachers to ensure that students are taking notes appropriately and are supervised in class.
- ❖ During subsequent student-led conferences, students will take notes and prepare a summary of all recommendations and strategies put in place, following a template that will be given to them. A copy will be kept in school; this will help to better monitor their progress.
- ❖ Concerning the organisation of a textbook fair at the end of the year, it is a good suggestion; however, we can't guarantee at the end of each year that the curriculum will remain the same . Thus, this could affect textbooks ordering and proper planning for the new year.
- ❖ Concerning cleanliness, hand Liquid soap is now available in all the toilets. The cleaning staff are paying more attention to the cleanliness of the toilets during the day and more sensitization will be done regarding hygiene measures.
- ❖ Concerning the library: We are working on creating a reading time for students. This will permit them to visit the library and also improve their language and research skills.

Dear parents, thank you again for taking the time to complete this survey to help us improve. If you have any further questions or suggestions regarding this survey, you are welcome to contact us at: Nadege Ngamo, **+237699201506**, [bonanjo@enکوeducation.com](mailto:bonanjo@enکوeducation.com)

We look forward to hearing from you!

Yours sincerely,

**Bamidele Akinbo, Head of School**

**Nadege Ngamo, Parent Relations Officer**