

Feedback on March Parents' Survey

*** English version ***

Dear parents,

You have participated in the quarterly 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: individual calls, quarterly satisfaction questionnaires, training for 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

39% of Enko Bonanjo parents responded to the survey (compared to 29% through the Enko Education group). 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.

36% of our parents across the network are "Promoters" (compared to **33%** at group level), **15%** are "Detractors" (compared to 27% 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 survey, we assessed your satisfaction with your child's preparation for next year.

89.09% of you feel that your child is ready for next year (vs. 89% at group level).

83.64% of parents are likely to re-enrol their child in school next year (vs. 86% at the group level)

Through this survey, we have identified a number of issues of interest to you that we will focus on in the coming months:

- Concerning Information about the school
 - A newsletter with updated and useful information about the school is shared monthly to all parents. Meetings have been organised with parents to discuss the curriculum. A meeting with Form 1, Form 2 and IG1 Parents will be organised after Easter Break (The date will be announced). We highly encourage parents to read all information shared and be present during meetings.
 - Our school policies on Academic Integrity, Language, Assessment, Admission and Inclusion, have been sent out to all parents and are available in the documentation of Edana Parent Portal



- Concerning Academics

We thank you for your collaboration in getting students engaged and progress in their studies. We look forward to seeing you during the student-Led conferences on Wednesday, April 06, 2022, to discuss the academic progress of your child with the teachers.

- Concerning Discipline

Significant progress has been made in that line and ongoing efforts are taking place daily. The discipline of students (being respectful to one another, respect of the school's dress code, proper handling of textbooks, completing homework on time...) is a joint effort. We count on parents' support as usual in addressing these issues with the children at home.

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, 699201506, bonanjo@enkoeducation.com

We look forward to hearing from you

Kind regards,

Nadege Ngamo, PRO

Bamidele Akinbo, Head of School