

Feedback on June Parents' Survey

*** English version ***

Dear Parents,

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

Please be assured that we have taken great care in studying your responses and suggestions. It is important for us to know your expectations so that we can respond to them in the best possible way. Parent involvement is at the heart of our educational program: the success of our students depends on it. This is why we are gradually implementing many initiatives: individual calls, quarterly satisfaction questionnaires, training for our parents at 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

38% of Enko Bonanjo parents responded to the survey (versus **36%** 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.

48% of our parents across the network are "Promoters" (versus **32%** at the group level), **11%** are "Detractors" (versus **24%** at the group level). In March, **36%** were promoters and **15%** were detractors.

Our goal 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 our parent engagement. Surveys are anonymous, but if you leave your name in a comment, you will be contacted individually for follow-up.

Your Responses

In this survey, we have rated your satisfaction on three topics namely:

- School Communication
- Academics
- Guidance

Here are the results:

- School Communication: Satisfaction is 96% as it was the case in the last survey. The point identified: "Parents noted general communication is perfect; However they expect more regular communication on children behaviour"
- Academics: Satisfaction remained at 95% Points identified: "Parents appreciate teachers support; They suggest more practise in Labs, arts subjects and integrate individual support in the programme.
- Guidance: Satisfaction remained as well at 84%

Through this survey, we have identified the topics that you are satisfied with and those that we need to focus on to improve:

- **Action 1:** Maintain regular communication with parents on school's information. Parents are encouraged to consult Edana parent portal on a regular basis at least once a week to get timeline updates of students follow up. Kindly send an email to Mr. Erock Ebot at erock.ebot@enkoeducation.com if you find difficulties in accessing your account. Aside from frequent reporting of quizzes/assignments on edana parent portal, teachers will be notifying student behaviour in case of any alert to be made to parents. Kindly note that you could write directly on the parent portal to a teacher for questions or comments about your child. At the beginning of the next academic year, Homeroom teachers Email addresses/phone numbers per class will be communicated to parents, so that they could frequently contact them to discuss on their child's behaviour.
- **Action 2:** Form 3 students/parents, before the end of the year, worked with the Univeristy Guidance Counselor(UGC) on their course selection for the next 2 years; The same exercise will be conducted with IG2 students after the release of results of IGCSE exams. A meeting with DP1 and FY Parents was held during the 2nd semester to share details on university applications. Parents and students of DP1/DP2, are encouraged to meet one on one with the UGC to discuss their University options and requirements. After the release of IB results, the list of all university admissions of the 2022 batch will be shared with the school community.

Dear parents, thank you again for taking the time to complete this survey to help us improve. If you have any additional questions or suggestions regarding this survey, you are welcome to contact us at: Nadege Ngamo, **+237 699 201 506**, [**bonanjo@enkoeducation.com**](mailto:bonanjo@enkoeducation.com)

We look forward to hearing from you!

Sincerely,

Nadege Ngamo, PRO

Bamidele Akinbo, Head of School

