

Feedback on November 2022 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

27% of Enko Bonanjo parents responded to the survey (compared to 26% 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.

49% of our parents across the network are 'Promoters' (compared to 28% at group level), 19% 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 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 **extra-curricular activities** (83% in 2022 vs. 69% in 2021), and "**support to learners by teachers**" (89% in 2022 vs. 80% in 2021).
- The highest decrease in satisfaction was recorded for "**sufficient educational resources**" (64% in 2022 vs. 73% in 2021) and "**teaching of foreign languages**" (79% in 2022 vs. 88% in 2021).
- The most satisfactory topics are: "I am proud my child is an Enko Education learner", academics and, **school communication**.
- The least satisfactory subjects are "**sufficient educational resources** and, "**the school offers good value for Money**".
- 96% 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:

- "The library is not promoted to the students"
- "There should be more involvement of parents as volunteers."
- "But, we need to revisit the principle of equality of students. Reinforce discipline, the sense of responsibility. (We cannot talk about theft in a reference school where all children are supposed

to have their school materials). I question the responsibility of the parents who accept in their homes things that do not belong to their children.”

- “I notice more and more delays in the transmission of grades on the platform. In addition, the parent is not questioned outside the "Student - parent conference" on the poor results of the child" / Teachers are not using the tool to communicate.”
- "The school must provide academic support for children in difficulty.”
- “We need to add branded sweaters to the school crest, for a choice between the sweater and the jacket.”

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

Action 1 - Concerning the care for school materials: A message addressed to Form 1 to 3 parents was sent earlier this year and we want to put emphasis on it to encourage parents to constantly check their children's bags at home and return stuff that does not belong to them.

- We remind parents to write initials on students' materials (initials on textbooks, school uniforms, stationeries...). On Tuesdays and Fridays afternoons, students (Form 1 to Form 3) will return from sports by 3:20 p.m. and, remain under homeroom teachers supervision to put their belongings together before leaving the classroom at 3:40 p.m.

- All the classes going for sports will be locked until students return.

- Students are advised not to keep their belongings downstairs at the end of the day and remain in class while waiting for parents to pick them up.

- We call again on all students to be responsible for their belongings.

Action 2 - Concerning delays in transmission of grades on the edana platform: we have taken into consideration your concerns and we held a meeting with the academic staff to improve on that. Mid semester reports will be published in the future at least 72 hours prior to the student-led conference to give time to parents/students to reflect on reports at home before the meetings. After exams, 1 day will be allocated for teachers to mark/crosscheck results and update them on time on the platform.

Action 3 - Support for students in difficulties: Support is already effective for exams classes. We've started progressively with other classes notably Form 1 and we are still working on a better plan which will be communicated to you to implement it formally for all the classes.

Action 4 - Late supply of textbooks: By the start of April 2023, the textbook list will be made available for parents who wish to purchase textbooks on their own. We will work with our supplier to get them on campus by the latest early August.

Action 5 - Concerning the library and supporting learners to improve in language skills: Starting January 2023, reading will be included on Form 1, Form 2 and Foundation year timetables (Students will have one period of reading per week and providing a resume). We will continue working on a model that will work for the entire school as per class timetables.

Action 6 - Concerning Safety: At the start of the second semester, we will improve on security and safety signage in the school environment to create more awareness and prudence.

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 / 678588458, bonanjo@enkoeducation.com

We look forward to hearing from you!

Yours sincerely,

Nadege Ngamo, Parent Relations Officer

Gerald Atumo, Principal