



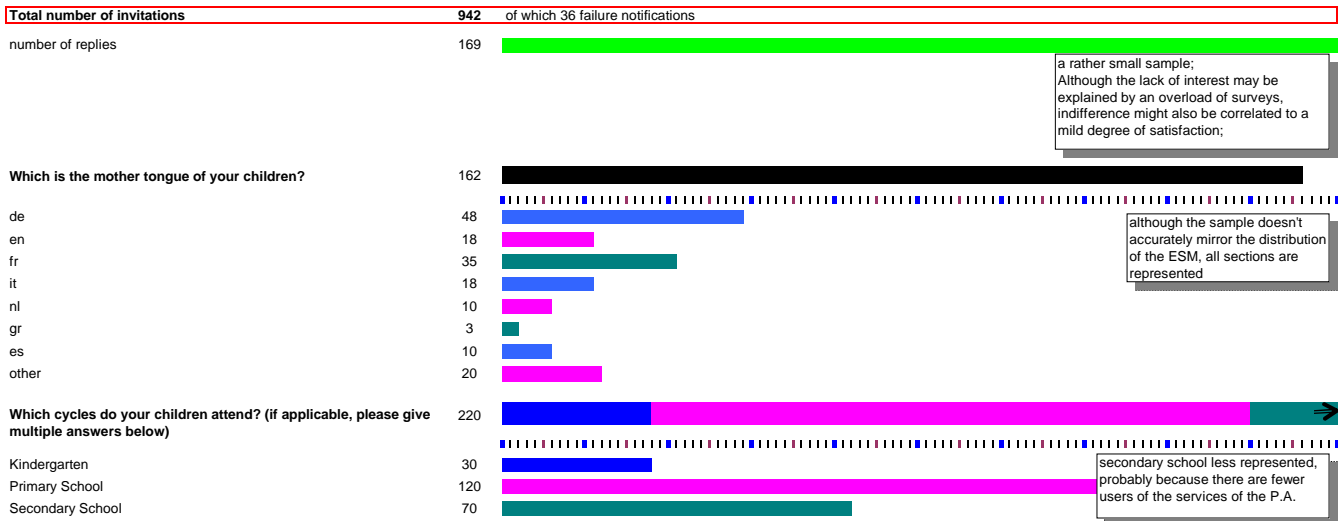
In addition to the already existing means of providing feedback to the board of the Parents' Association, the present survey was intended, not only to identify weaknesses in the services provided not otherwise identifiable through complaints, but also to identify legitimate desires of the majority of parents, as well as to make publicly available indicators of satisfaction comparable along the years, therefore opening a new front of transparency orthogonal to the inspection of the auditors. The future will judge the success of this measure.

Unlike most surveys, this one puts a greater emphasis on the arithmetic evaluation of results, disregarding free comments as a source of information. Apart from workload considerations, the newly created **complaints form** under <http://www.ev-esm.org/services.html> was considered to render free text comments less significant than otherwise, thus contributing to the choice of format. Where judged appropriate, comments have been inserted in this report relating to the results of some questions.

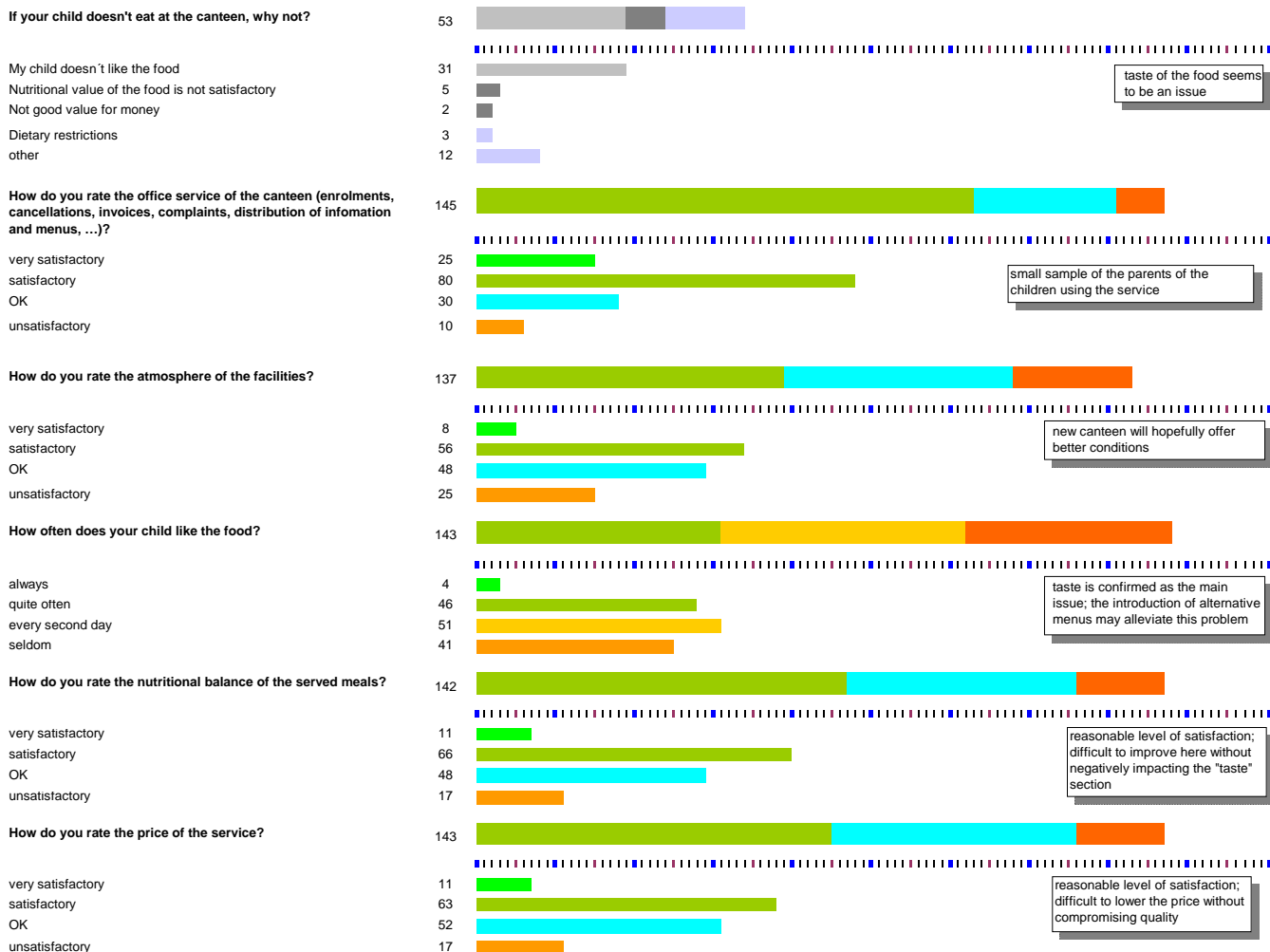
It is also worth mentioning that the obvious unbalance of options ranging from "very satisfactory" to "unsatisfactory", rather than "very unsatisfactory", was unintended and had its grounds on (human) error. Its effects are nevertheless mildened by the graphical representation chosen, where the figures corresponding to "very satisfactory" and "satisfactory" have been grouped together.

Hope to have been of assistance,  
Luis Domingos  
(in the name of the board of the P.A.)

## Survey's coverage



## Canteen

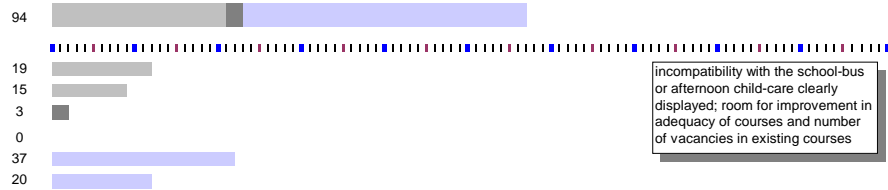




## After-school activities

**If that's the case, why doesn't your child follow any of the courses provided by the Parents' Association?**

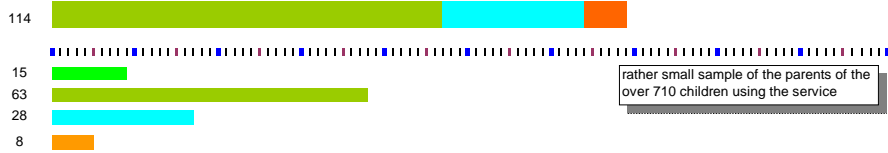
- My child shows no interest in any of the courses offered
- selected courses already booked
- Not good value for money
- I didn't know about the service
- organizational reasons (compatibility with other activities)
- other



incompatibility with the school-bus or afternoon child-care clearly displayed; room for improvement in adequacy of courses and number of vacancies in existing courses

**How do you rate the office service of the after-school activities (enrolments, cancellations, invoices, complaints, ...)?**

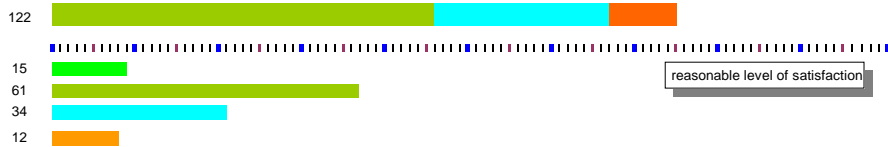
- very satisfactory
- satisfactory
- OK
- unsatisfactory



rather small sample of the parents of the over 710 children using the service

**How do you rate the yearly period of the courses? (courses take place from October until May)**

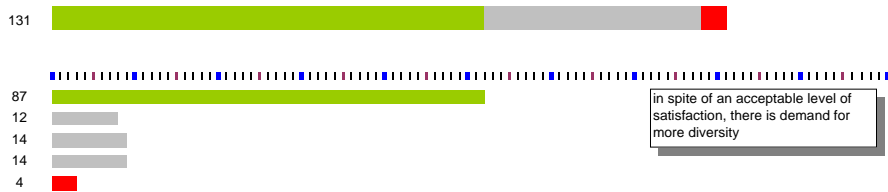
- very satisfactory
- satisfactory
- OK
- unsatisfactory



reasonable level of satisfaction

**The association offers 22 courses directed to the physical development of children. (1 for Kiga, 20 for Primary and 17 for Secondary). How satisfactory do you find this choice of courses? (below, you may select up to two choices)**

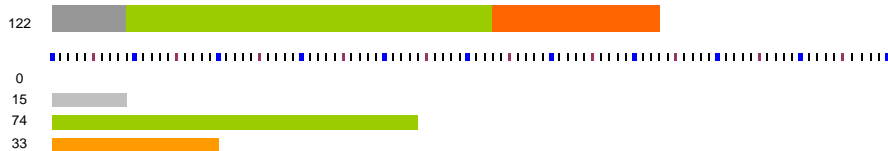
- overall satisfactory
- insufficient in KG
- insufficient in GS
- insufficient in HS
- overall insufficient



in spite of an acceptable level of satisfaction, there is demand for more diversity

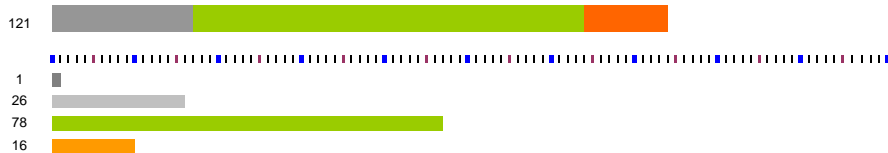
**The association offers 6 courses of team-sports (Basket, Football and multi-sport&gymnastics courses). How do you rate this choice of courses?**

- exaggerated
- high
- just right
- low



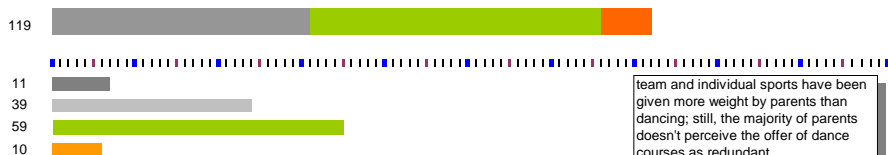
**The association offers 9 courses of individual sports (Judo, joga, swimming, taekwondo, tennis). How do you rate this choice of courses?**

- exaggerated
- high
- just right
- low



**The association offers 7 courses of dancing (greek, irish, ballet, flamenco, hip-hop). How do you rate this choice of courses?**

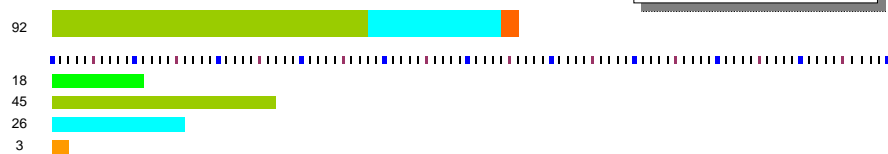
- exaggerated
- high
- just right
- low



team and individual sports have been given more weight by parents than dancing; still, the majority of parents doesn't perceive the offer of dance courses as redundant

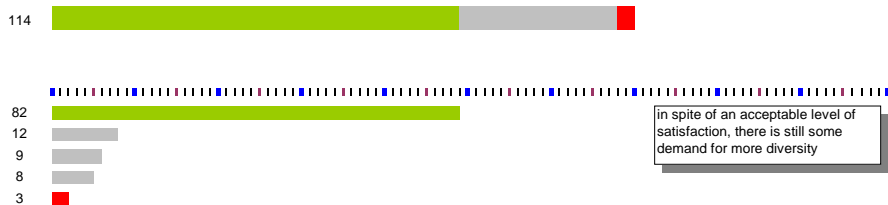
**How do you rate the experience your children had with the attendance of any of the physical development courses?**

- very satisfactory
- satisfactory
- OK
- unsatisfactory



**The association offers 13 courses directed to the cultural and creative development of children. 1 for Kindergarten (KG) 12 for Primary-school (GS) and 5 for Secondary-school (HS). How satisfactory do you find this choice of courses? (below, you may select up to two choices)**

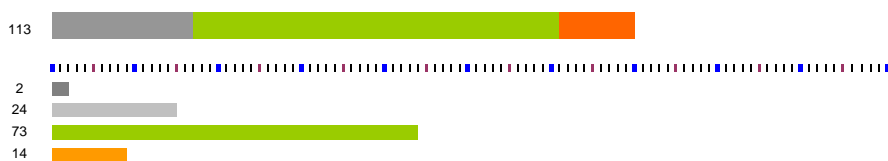
- overall satisfactory
- insufficient in KG
- insufficient in GS
- insufficient in HS
- overall insufficient



in spite of an acceptable level of satisfaction, there is still some demand for more diversity

**The association offers 5 courses of creative handicrafts (pottery, general handicrafts, clay or gypsum modelling). How do you rate this choice of courses?**

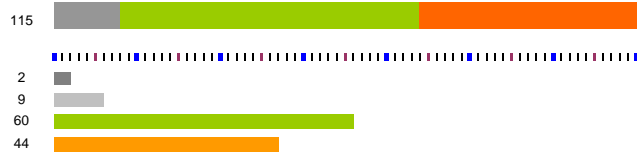
- exaggerated
- high
- just right
- low





The association offers 3 music courses (früherziehung,, singing & dancing, orchestra). How do you rate this choice of courses?

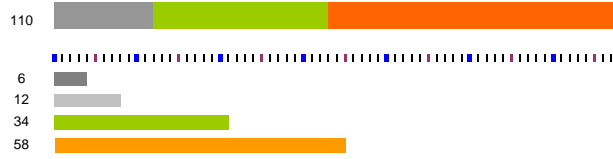
exaggerated  
high  
just right  
low



by comparison with the previous questions, there seems to be demand for more music courses

The association offers 2 language courses (English I and II, although this year there was no teacher available). How do you rate this choice of courses?

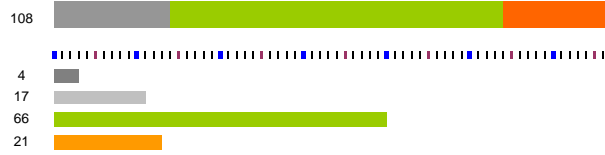
exaggerated  
high  
just right  
low



clear demand for more language courses; value probably influenced by this year's special circumstances

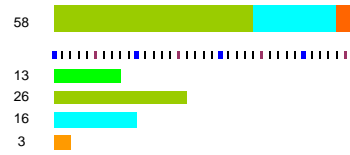
The association offers 3 additional courses (cooking, chess and Kinderschutztraining from the local police). How do you rate this choice of courses?

exaggerated  
high  
just right  
low



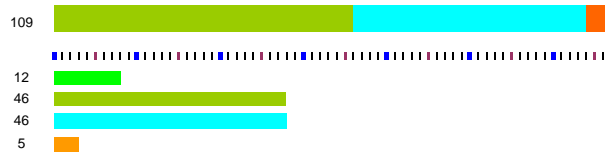
How do you rate the experience your children had with the attendance of any of the cultural courses?

very satisfactory  
satisfactory  
OK  
unsatisfactory



How do you rate the price of the service?

very satisfactory  
satisfactory  
OK  
unsatisfactory

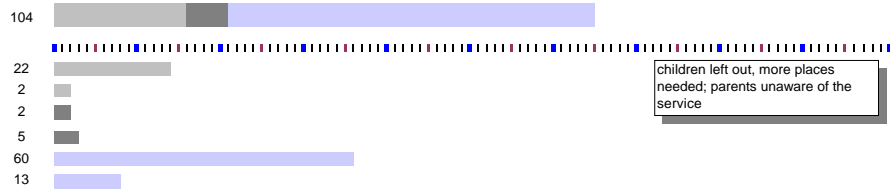




## Schülertransport / Shuttle bus

### If your child doesn't use the Transport/Shuttlebus, why not?

- Don't fulfill the conditions required
- Didn't know about the service
- My child fulfills the conditions but didn't get a place
- Dissatisfied with the service provided
- Don't need it
- Other

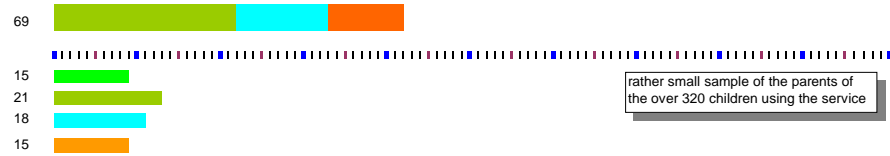


children left out, more places needed; parents unaware of the service

### Schülertransport:

#### How do you rate the office service of the Schülertransport (enrolments, cancellations, complaints, ...)?

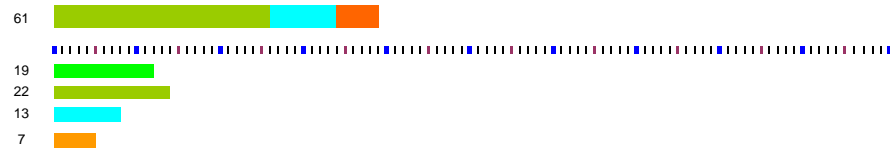
- very satisfactory
- satisfactory
- OK
- unsatisfactory



rather small sample of the parents of the over 320 children using the service

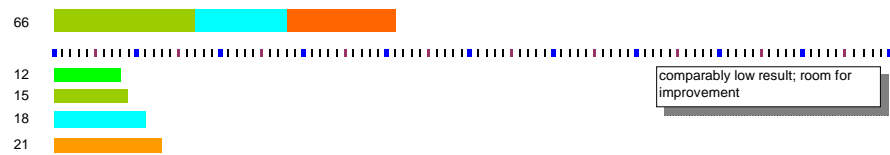
#### How do you rate the punctuality of the bus?

- very satisfactory
- satisfactory
- OK
- unsatisfactory



#### How do you rate the time length required by the bus to arrive at the school / home?

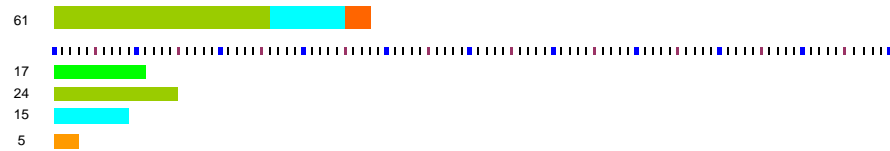
- very satisfactory
- satisfactory
- OK
- unsatisfactory



comparably low result; room for improvement

#### How professional is the driver's attitude?

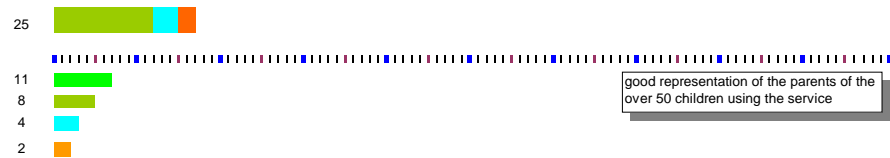
- very satisfactory
- satisfactory
- OK
- unsatisfactory



### Shuttle bus:

#### How do you rate the office service of the Shuttlebus (enrolments, cancellations, complaints, ...)?

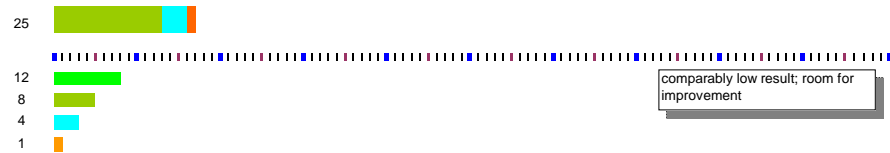
- very satisfactory
- satisfactory
- OK
- unsatisfactory



good representation of the parents of the over 50 children using the service

#### How do you rate the punctuality of the bus?

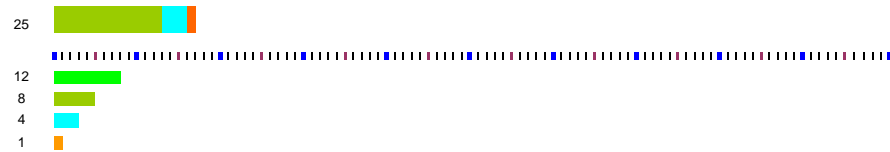
- very satisfactory
- satisfactory
- OK
- unsatisfactory



comparably low result; room for improvement

#### How professional is the driver's attitude?

- very satisfactory
- satisfactory
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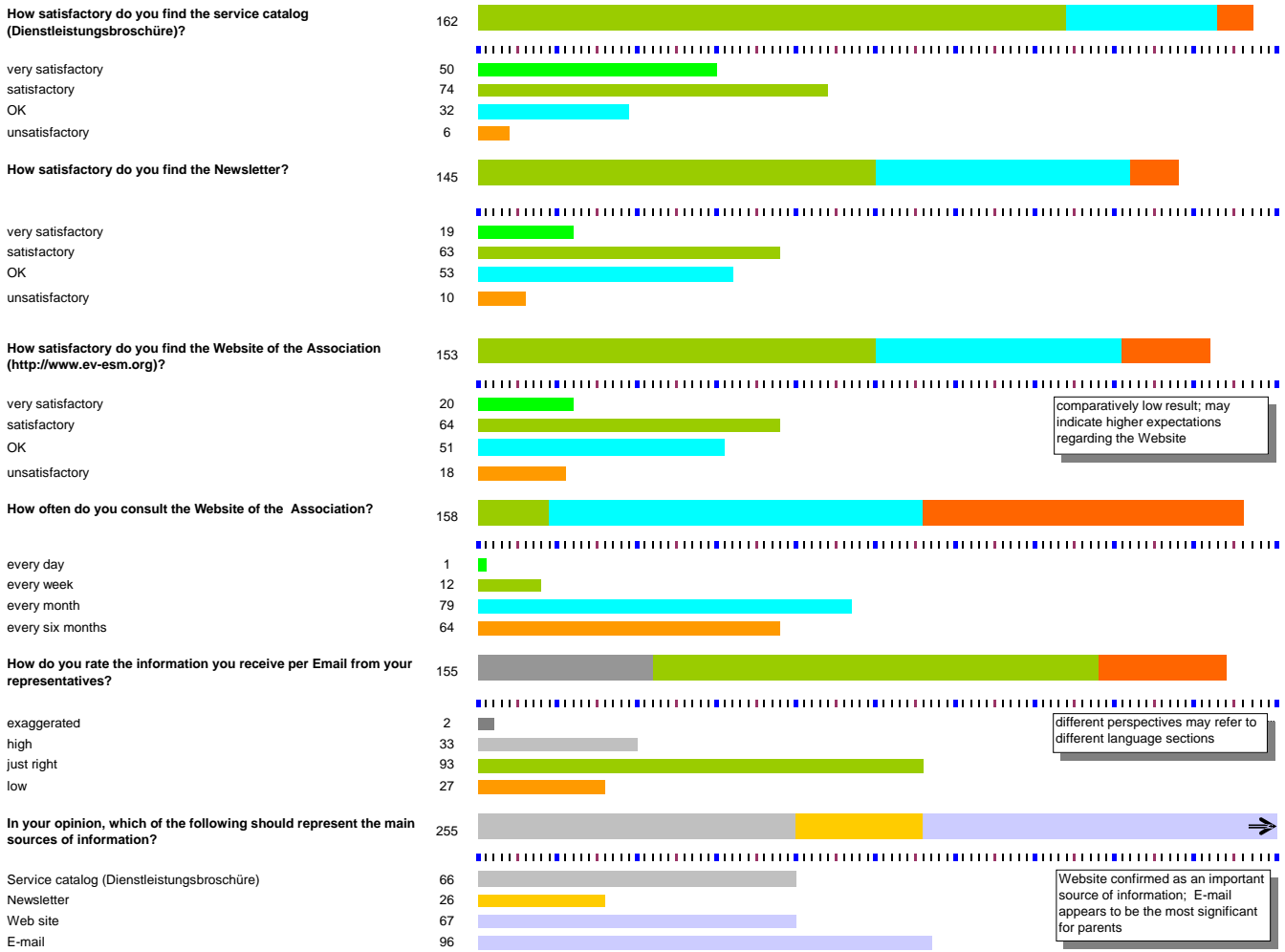


## After-school childcare service (Hort / Nachmittagsbetreuung)





## Informative services



## Future surveys

