

# Optimist International School Hoofddorp

## Survey Parents and Pupils Primary Education 2020

Haarlem, June 2020



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## Introduction

This report describes the results of the survey we recently conducted at Optimist International School in Hoofddorp.

'Scholen met succes' is the market leader in the field of satisfaction surveys and market research for schools. With over 1,700 schools, we have the largest current national benchmark. The benchmark is helpful when questions from the standard list or from the Question Library of the Questionnaire Planner have been used. When your own questions are used, the benchmark is limited or absent.

### **Explanation of terms and concepts:**

#### **Reference group**

The results of Optimist International School are compared per question with one or more national reference groups. A reference group includes data from schools that participated in the current or the previous two calendar years.

#### **Satisfaction Rating and Grade**

A 'Satisfaction Rating' in the summary is an average based on the answers to all the questions about a given topic in a particular section.

The 'Grade' in the summary is the grade given by parents to the school as a whole.

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# Parental satisfaction survey

## Primary education 2020

76 out of 118 parents participated in the Parental Satisfaction Survey. That is a response rate of 64%. The parents/respondents could complete the questionnaire for several children; these 76 parents/respondents completed the survey for 78 pupils.

### Overall satisfaction

The national average rating given by parents to their child's school is **7.58**. The Optimist International School scores an average of **8.01**. The parents' appreciation for the Optimist International School is therefore **0.43 points higher** than the national average.

#### Grade

Optimist this year 2020

Optimist Internationale School ; 8,01

Optimist last year 2019

Optimist Internationale School ; 7,73

All schools this year 2020

Alle Scholen ; 7,58

5 5,5 6 6,5 7 7,5 8 8,5 9 9,5 10

- 97% of parents observe their child happily going off to school (94% nationally).
- 93% of parents are satisfied with the quiet and order in the classroom.
- 99% of parents are satisfied with the atmosphere in the classroom.
- 96% of parents are satisfied with the atmosphere and design of the school building.
- 95% of parents are satisfied with the quiet and order at the school.
- 98% of parents are satisfied with the commitment and enthusiasm of the teacher.
- 98% of parents are satisfied with the extent to which the teacher listens to the parents.
- 97% of parents are satisfied with the teacher's relationship with the pupils.
- 92% of parents are satisfied with the provision of information about the child.
- 95% of the parents are satisfied with the provision of information about the school.
- 96% of parents are satisfied with the clarity of the school rules.
- 86% of parents are satisfied with the current school hours.

### Satisfaction

Below is a (automatically generated) summary of the most striking points per heading.

#### School building

Parents appreciate the 'Atmosphere and design of the school building' (97% of the parents are satisfied with this). Many parents are also satisfied with 'atmosphere and design of the school building' (96%).

### Surroundings of the school

The school is appreciated by many parents for 'Safety on the square' (88% of the parents are satisfied with this). Many parents are also satisfied with 'Safety on the way to school' (88%). Relatively many parents are dissatisfied with 'Play options on the square' (21%).

### Management Accompaniment

The school scores highly with parents on 'Teachers' relationships with pupils' (97% of parents are satisfied with this).

### Atmosphere

The school scores highly with parents with regards to 'Atmosphere in the classroom' (99% of parents are satisfied with this). Many parents are also satisfied with 'Attention given to norms and values' (97%).

### Knowledge development

On the whole parents were pleased with the school's knowledge development; 'Attention to language' (89% of the parents are satisfied with this). Many parents are also satisfied with 'Attention to math' (86%). Relatively many parents are dissatisfied with 'Attention for working with the computer' (16%).

### Personal development

Parents valued the school for 'Attention to gymnastics' (92% of parents are satisfied with this). And a relatively high number are also satisfied with 'Attention to creative subjects' (89%). However 18% of parents are dissatisfied with 'Attention to trips and excursions'.

### School hours

The school scored well with regards to lunchtime care (86% of parents are satisfied). However a relatively high proportion of parents are dissatisfied with 'Current school hours' (14%).

### School rules, quiet and order

The school is appreciated by many parents with regard to 'Peace and order at school' (95% of parents are satisfied with this). Many parents are also satisfied with the 'Clarity of the school rules' (96%).

### The teacher

A high proportion of parents are pleased with the 'Teacher's Expertise' (98% of parents are satisfied with this). And many parents are also satisfied with 'Teacher commitment and enthusiasm' (98%).

### Contact with the school

A relatively high proportion of parents are satisfied with regard to 'Information about the school' (95% of the parents are satisfied with this). Many parents are also satisfied with 'Information provision about the child' (92%).

### External Communication

The school is appreciated by many parents for 'Newsletters from school' (96% of the parents are satisfied with this). Many parents are also satisfied with 'New school website' (88%).

## Key figures

The questionnaire is divided into a number of sections (aspects of education) with different types of questions. Different sections concern **valuation questions**, in which it was examined how satisfied parents are with different aspects of the school. The sections from our standard questions from the Question Planner were also asked **how important** the parents think the

sections are for "a good school". This is expressed in key figures in the report.

The figure below shows the key figures per question category for Optimist International School for the categories taken from our standard questions from the Question Planner, which shows how important parents consider the different aspects.

Key Factors			Reference
	Survey 2020	Survey 2019	All schools
1. The teacher	9.8	9.7	9.5
2. Knowledge development	9.4	9.4	8.8
3. Management	9.6	9.3	9.3
4. Personal development	9.2	9.3	8.9
5. Atmosphere	9.1	9.0	9.2
6. Contact with the school	8.9	8.7	8.4
7. School hours	8.3	8.6	7.0
8. Surroundings of the school	8.7	8.6	7.6
9. School rules, quiet and order	8.5	8.4	8.4
10. School building	8.6	7.9	7.1

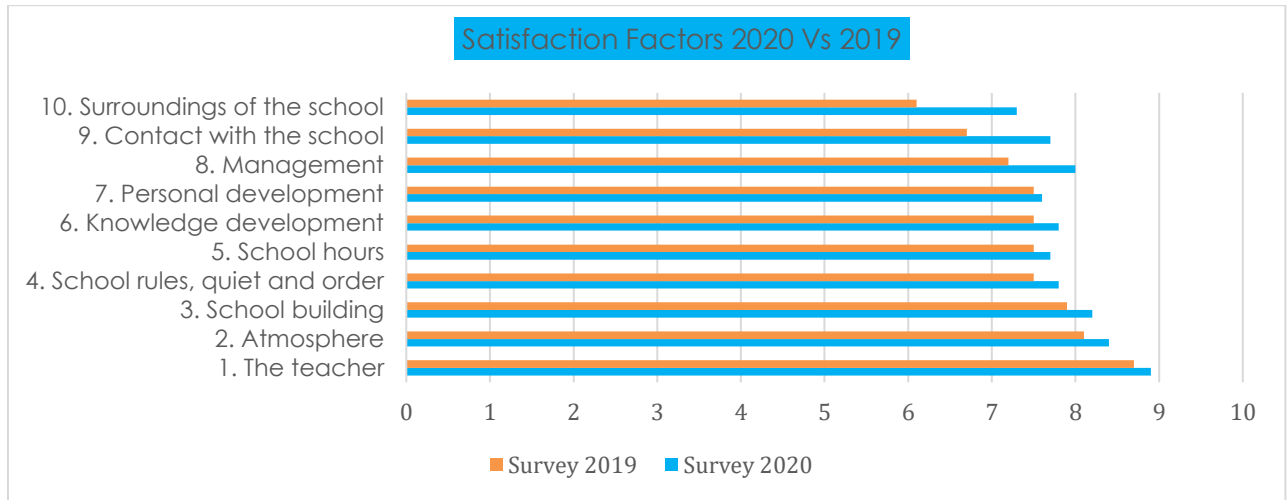
## Satisfaction Figures

The questionnaire is divided into a number of sections (aspects of education) with different types of questions. A number of sections concern **satisfaction questions**, in which it was examined **how satisfied** the parents are with different aspects of the school. This is expressed in a satisfaction rating per category.

The figure below shows the satisfaction figures per question category for Optimist International School for the categories taken from our standard questions from the Question Planner.

Satisfaction Factors			Reference
	Survey 2020	Survey 2019	All schools
1. The teacher	8,9	8,7	8,2
2. Atmosphere	8,4	8,1	7,4
3. School building	8,2	7,9	7,2
4. School rules, quiet and order	7,8	7,5	7,1
5. School hours	7,7	7,5	7,6
6. Knowledge development	7,8	7,5	7,3
7. Personal development	7,6	7,5	7,2
8. Management	8,0	7,2	7,2
9. Contact with the school	7,7	6,7	7,2
10. Surroundings of the school	7,3	6,1	6,5

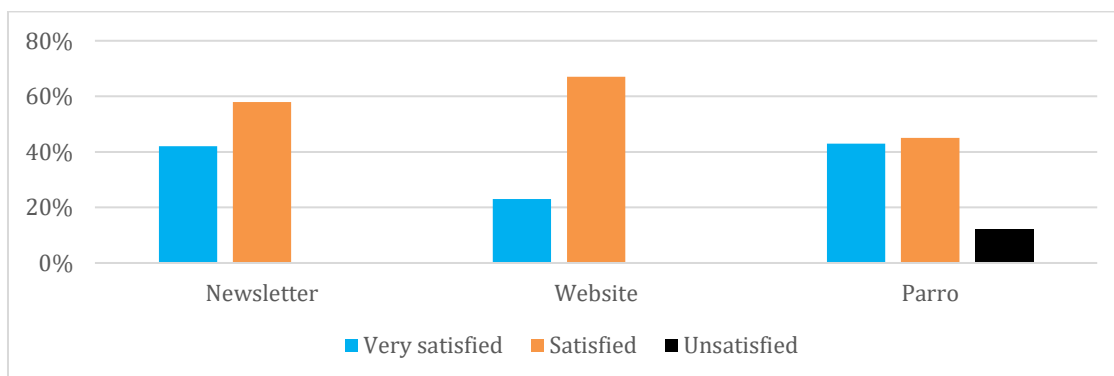
Comparison graph 2019 versus 2020



Compared to the previous year survey, the school is rated high on the following factors:

- School building +0.3
- School environment +1.2
- Guidance +0.8
- Atmosphere +0.3
- Knowledge development +0.3
- Personal development +0.1
- School times +0.2
- School rules, peace and order +0.3
- The teacher +0.2
- Contact with the school +1.0

Questionnaire specific to OIS – Communication



62% of the parents promotes the website to others and also 54% of the parents visits the social media platforms of the school (LinkedIn, Instagram, Facebook).

## Conclusion

### Satisfaction

The parents of the Optimist International School are very much satisfied with the Atmosphere in the classroom, Commitment and enthusiasm teacher, Degree of teacher listening to parents, Attention to norms and Values, Appearance of the building, Teacher expertise, Teacher interaction with pupils, School newsletters, Atmosphere and furnishing of the school building. Parents are very satisfied with the communication means of the school, such as newsletters, website.

### Dissatisfactions

On the other hand points for improvement suggested by the parents are Play options in the square, Attention to trips and excursions, Attention for working with the computer, Current school hours, Safety on the way to school and Safety in the square.



# Pupils satisfaction survey

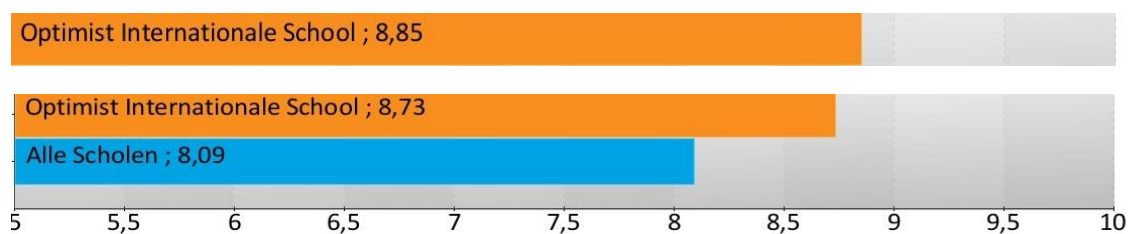
## Primary Education 2020

From Optimist International school 34 pupils completed the questionnaire, from group 5 and above. The response group consisted of 53% boys and 47% girls.

### Overall satisfaction

The survey gives a clear picture of how pupils rate our school. The national average score that pupils give to their school is **8.09**. Our school scores an average of **8.85** when pupils are asked to give us a score. The pupils' appreciation of our school is therefore **0.76 points higher** than the national average.

The graph below compares the score given by the pupils to our school in 2020 and 2019 with the score given by the pupils of the reference group 'All schools' to their school.



### Satisfaction figures

The table below gives an overview of the satisfaction rates for the categories on which students were asked questions.

Satisfaction	Survey		Reference
	Survey 2020	Survey 2019	All schools
1. Contact between the teacher and pupils	9.3	9.2	8.9
2. Social Safety - pupils	8.6	9.0	8.7
3. The year group	8.2	8.6	8.1
4. The class	8.5	8.6	7.3
5. Maths and language	8.0	8.4	6.2
6. The teacher	8.2	8.3	8.4
7. 21 <sup>st</sup> century skills	8.1	8.3	7.7
8. School building and surroundings	8.1	8.1	7.3
9. Well-being at school	8.5	8.1	6.9
10. The lessons and subjects	8.0	8.0	7.6

## Satisfaction

### School building and surroundings

Many pupils appreciate the school building, which is 'beautiful inside' (82% of pupils are satisfied with this). Many pupils are also satisfied with 'School building beautiful from the outside' (71%).

### The year group

Many pupils were satisfied with their year group (94% of pupils said they are happy in their year). Many pupils are also satisfied with the social side of things agreeing that they have 'Many school friends' (71%).

### The class

The school is appreciated by many students with regard to 'Finds class room pleasant' (97% of the students are satisfied with this). Many students are also satisfied with 'Clarity rules' (88%).

### Contact between teacher and pupils

A high number of pupils are happy with how the 'teacher explains things well' (85% of pupils are satisfied with this).

### The teacher

The pupils appreciate how the 'teacher organizes everything well' (76% of pupils are satisfied with this).

### Maths and language

A relatively high proportion of pupils are satisfied with maths and English (76% of pupils are satisfied with this).

### Lessons and subjects

A relatively high number of pupils are satisfied with 'Learning from the work you have to do' (76% of pupils are satisfied with this).

### Social safety - pupils

All pupils indicate that there is (almost) never anything broken at school. 88% of pupils say they feel safe in the school.

### Wellbeing at school

Break times are generally enjoyed by pupils, (79% of pupils are satisfied with this). Many pupils also indicated that they 'Like going to school' (88%).

Final report  
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