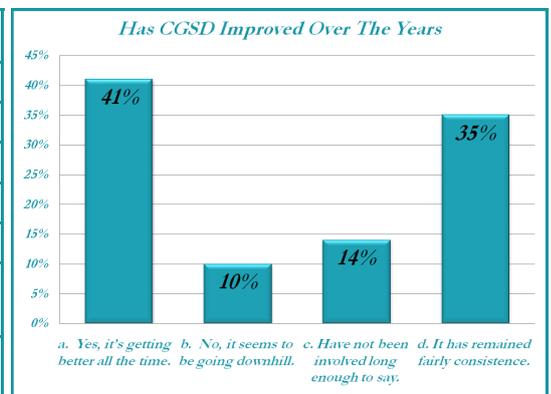


3rd CGSD Survey

Earlier this academic year parents were asked to complete a survey on various aspects of school life. The CGSD survey is an opportunity for the management to reflect on the feedback and use outcomes to improve upon weak areas. Two similar survey have been conducted in the past, in 2012 and 2015. This was the 3rd CGSD Survey and 655 online forms were completed by parents this year. The results are tabulated in this report, along with past data to recognise trends in parental opinion.



Questions	2018	2015	2012	↑/↓
My experience of CGSD is:				
a. Better than my expectations.	25%	23%	29%	↑
b. Worse than my expectations	10%	11%	11%	↓
c. About what I expected.	65%	66%	60%	↓
My view on ECA's at CGSD is:				
a. There is a good range and I'm happy my child has to take them	73%	78%	71%	↓
b. CGSD does not have enough ECAs, I'd like to see more sports	22%	19%	27%	↑
c. ECAs are a waste of time, there are too many al-ready	5%	3%	2%	↑
The school academic standard in your view is:				
a. Too high, workload is great and my child has no free time	15%	11%	9%	↑
b. Too low, more material should be taught each year	4%	6%	7%	↓
c. Fine, as it is	81%	83%	84%	↓
The CGS monthly Newsletters are :				
a. Very informative and useful	67%	61%	64%	↑
b. Satisfactory, but could improve	31%	39%	36%	↓
c. Unnecessary, should be discontinued	1%	0	0	↑
Your view on CGSD Discipline is:				
a. It is too strict.	13%	4%	7%	↑
b. It is too lenient	4%	12%	6%	↓
c. It is a good balance between the two	83%	84%	87%	↓
Your view on CGSD administration:				
a. It is effective and efficient	60%	52%	55%	↑
b. It is satisfactory, but has lapses now and then.	38%	44%	39%	↓
c. It is incompetent and ineffective	2%	4%	6%	↓
Why you choose to keep your child in CGSD:				
a. Because you feel it is genuinely a good school, and aims to raise educational standards in Dhaka	63%	71%	76%	↓
b. Because you have no other choice, it is the best of a 'bad lot'	16%	7%	6%	↑
c. Because it is conveniently located	22%	22%	18%	↔



As in the past, this year's survey invited parents to respond to several school related issues via an online questionnaire. Each and every form was carefully read through in complete detail. Quantitative and qualitative results were tabulated and Directors, Heads, Counsellors, Department Heads, Class Co-ordinators and Admin officers are reviewing the data and will use the information gathered to bring about changes for improvement.

Looking at trends historically helps us identify particular weak areas. This year most indicators either stayed in the same range or moved in a positive direction and there was an interesting shift in parent's view on discipline where we saw the greatest change. 13% felt 'It is too strict' compared to 4% in 2015. Unfortunately, not all issues have immediate solutions. The ongoing problems we have with traffic and parking is one such example. Here are the top ranked areas parents are most 'unhappy about'.

1. Teachers not qualified enough, 19%
2. ECA's, 11%
3. No Playground, 10%
4. High Tuition fees, 9%
5. Not enough communication, 5%

"Recruit experienced teachers, who are specialized in the Cambridge curriculum", one parent wrote.

(Continued on page 2)

While recruiting highly qualified teachers continues to be a challenge we have an extensive programme for training new recruits and for ongoing professional development and best - practice sharing activities for existing staff. An annual teacher's convention has gone a long way in ensuring staff bonding remains a priority and teachers stay motivated to deliver our curriculum to the highest standards. It has also helped to bring down staff turnover, and we find CGSD now has a more stable staff population.

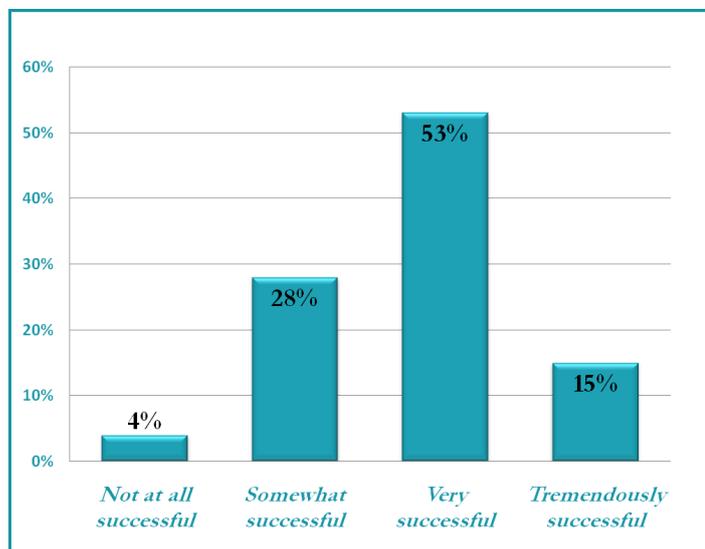
One parent complained, "Need to engage students with more innovative ideas". In fact our newly introduced subject 'Global Perspectives' in classes 6 and 7 has been an innovative approach to teaching and learning and we thank the parent who has highlighted the need to change how education is delivered. There are, in fact, several changes planned in our curriculum for the coming year which will include greater focus on inculcating twenty first century skills into our programme, new systems for assessment and involving students to take an active role in their own learning.

"Peer bullying" was a comment made by a parent that has reminded us for the need to address this issue, we thank the parent who highlighted this very relevant issue in schools these days. We hope to have a special seminar for students in 2018 / 2019 which focuses on this topic.

Ironically the areas where parents express their dissatisfaction is the most useful outcome of this survey - we can learn so much from your feedback and use it to improve our educational programme.

Over the last 3 years CGSD has been trying to build a stronger relationship with parents and efforts have been made to meet parents on a more regular basis. This philosophy was put to test with the following question:

How successful do you feel CGSD is in building a relationship with parents?



Parents were also asked if they were satisfied with the level of communication between themselves and the school authorities. 67% replied that they were satisfied while 31% would like more communication. We hope to address this problem by uploading more information on our web site and Face Book page so as not to overwhelm parents, yet make information available for those seeking it. We will also ensure our doors are always open for appointments with school authorities.

It is always heart-warming and motivating to look at areas that parents were most 'Happy with'.

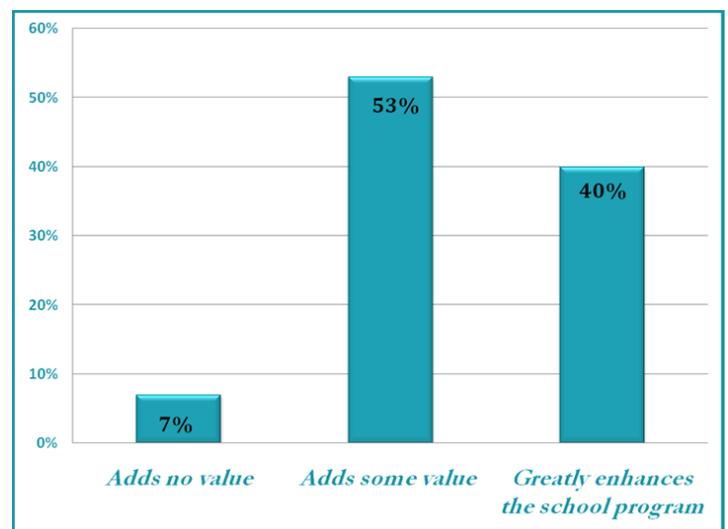
- 1. Good Teachers and Teaching, 50%**
- 2. Positive environment, 46%**

- 3. Good Administration and Security, 26%**
- 4. Conferences, ECA's, ACP etc, 22%**
- 5. Good Rules and Regulations, 14%**

A parent wrote that they were pleased with the wide range of ECA's, "CGSD provides many opportunities to participate in various events such as MUN's, Round Square, Duke of Edinburg, sports events, Book Reading Competition, etc." The hallmark of a CGSD education is the great focus we give on ECA's and developing students skills outside the classroom, thank you for appreciating this.

There were also a few new questions, including one on how parents felt Round Square added to the overall CGSD Programme.

In your opinion does Round Square add value to the school programme:



Parents had great suggestions for improvement, many of which we have already embraced:

- ⇒ "Please make studies interesting instead of just learning facts and covering syllabus" - we already have a drive to 'innovate' and teachers have been working to make lessons more enjoyable for students.
- ⇒ "Increase usage of multimedia and other technology for teaching" - in fact we are greatly increasing multimedia facilities for next year and teachers in all subjects, specially science and social studies will train for them and use them in delivering lessons.
- ⇒ "Seminars to improve students where lecturers can be brought from abroad" - a 'Mindfulness' coach from overseas will kick off the school year with seminars for teachers - who will train to implement this in class.

Parents were also asked if their child was happy coming to school, 92% responded positively, while 3% said their child was not happy, and 5% were ambivalent. We hope to improve this going forward.

There is worldwide understanding amongst the education community that traditional systems of schooling do not serve the needs of future employers. This awareness is front and centre for CGSD as we innovate our programme in content and delivery to prepare our students for an uncertain future. A satisfied parent wrote, "Thank you so much. I'm really very pleased with the system."

We thank all the parents who completed this survey and we look forward to your ongoing feedback and support to deliver a enjoyable, relevant and happy educational experience to your children.