

2nd CGSD Survey

Conducted every 3 years the CGSD survey is an opportunity for the management to reflect on various aspects of school performances and use outcomes to improve upon weak areas. A similar survey was conducted in 2012. Alumni, (standing L to R) **Mehraj, Udipto, Nahian, Hamza, Maleeha** led by **Rafsan**, went through the 403 forms completed by CGSD parents. Many thanks to our Alumni who spent hours extracting quantitative and qualitative data from the completed survey forms. Each and every form was carefully read through in complete detail and some of your comments have been quoted in this report.

Below is an analysis of their findings for the 2015/2016 survey:



Questions	2015	2012	↑/↓
1. The reason you admitted your child to CGSD:			
a. Convenient location	42%	29%	↑
b. Good reputation	39%	49%	↓
c. Recommendation of friends / relatives	17%	22%	↓
d. Other	2%	0%	↑
2. My experience of CGSD is:			
a. Better than my expectations.	23%	29%	↓
b. Worse than my expectations	11%	11%	↔
c. About what I expected.	66%	60%	↑
3. My view on ECA's at CGSD is:			
a. There is a good range and I'm happy my child has to take them	78%	71%	↑
b. CGSD does not have enough ECAs, I'd like to see more sports	19%	27%	↓
c. ECAs are a waste of time, there are too many already	3%	2%	↑
4. The school academic standard in your view is:			
a. Too high, workload is great and my child has no free time	11%	9%	↑
b. Too low, more material should be taught each year	6%	7%	↓
c. Fine, as it is	83%	84%	↑
5. The CGS monthly Newsletters are :			
a. Very informative and useful	61%	64%	↓
b. Satisfactory, but could improve	39%	36%	↑
c. Unnecessary, should be discontinued	0	0	↔
6. Your view on CGSD Discipline is:			
a. It is too strict.	4%	7%	↓
b. It is too lenient	12%	6%	↑
c. It is a good balance between the two	84%	87%	↓
7. Your view on CGSD administration:			
a. It is effective and efficient	52%	55%	↓
b. It is satisfactory, but has lapses now and then.	44%	39%	↑
c. It is incompetent and ineffective	4%	6%	↓
8. 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	71%	76%	↓
b. Because you have no other choice, it is the best of a 'bad lot'	7%	6%	↑
c. Because it is conveniently located	22%	18%	↑

Directors, Heads, Counsellors, Department Heads, Class Coordinators and Admin officers are reviewing the data and will use the information gathered to bring about changes for improvement. Unfortunately, not all issues have immediate solutions. The ongoing problems we have with traffic and parking is one such example. A parent wrote:

“Transport is an issue that concerns most parents. Providing transport would also decrease the present traffic jam along with being a great help for working parents.”

Earlier in the school year we took feedback from parents, asking whether they would like to sign up for a bus service to and from the campus. Unfortunately only 27 parents in the entire school, representing less than 5% of CGSD were willing to voluntarily sign up for the service. We may later consider making this mandatory. Until such time, do understand that traffic is a Dhaka-wide problem and not in our control.

Here are the top ranked areas parents are 'unhappy about'.

1. **High Tuition fees, 33%**
2. **Lack of playground, 19%**
3. **Traffic congestion, 16%**
4. **Campus not adequate, 11%**
5. **Religious studies not taught, 9%**

The areas parents were most 'Happy with':

1. **Good Teachers and Education System, 50%**
2. **Conferences, ECA's, ACP etc, 35%**
3. **Positive environment, 13%**
4. **Good Discipline, 12%**
5. **Good Administration, 8%**

One parent wrote *“Carrying out a survey of parental opinion and giving priority to what we have to say is very much appreciated”*. Indeed this exercise is a way of incorporating your views to make CGSD a better institution that is in sync with all it's stakeholders. *“My son feels very disappointed by the fact that there is no place to play”*, is a recurring sentiment and one that we feel deeply saddened by. However, the alternative - moving from a central Gulshan campus would make travel time unbearable and in contradiction to our core philosophy of being 'a local school' near to your home. We compensate by a daily gym class and after school ECA's, which enable access to larger spaces and sporting activities.

We were heartened by the many positive sentiments expressed, thank you to all the parents for taking time to respond. In the words of a parent, *“I am very happy and proud that my kid is growing in a great environment”*.

“CGSD offers good discipline and many creative options unlike any other school in the city.”