

## 7th CGS Survey

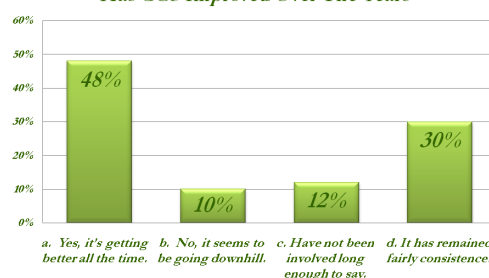
Conducted every 3 years the CGS survey is an opportunity for the management to reflect on various aspects of school performances and use outcomes to improve upon weak areas. A similar survey was conducted in 1997, 2000, 2003, 2006, 2009 and in 2012. Alumni, (standing L to R) **Mehraj, Udipto, Nahian, Hamza, Maleeha** led by **Rafsan**, went through the 1959 forms completed by parents. Many thanks to our Alumni who spent hours extracting quantitative and qualitative data from the completed survey forms.

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



Questions	2015	2012	2009	2006	2003	2000	1997
<b>1. CGS has improved over the years.</b>							
a. Yes, it's getting better all the time	48%	47%	45%	46%	58%	53%	60%
b. No, it seems to be going downhill.	10%	8%	13%	15%	2%	4%	5%
c. Have not been involved long enough.	12%	13%	16%	14%	15%	13%	35%
d. It has remained fairly consistence	30%	31%	26%	25%	25%	30%	N/A
<b>2. My experience of CGS is:</b>							
a. Better than my expectations.	27%	34%	24%	23%	27%	20%	14%
b. Worse than my expectations	11%	14%	13%	16%	8%	14%	14%
c. About what I expected.	62%	52%	63%	61%	65%	66%	72%
<b>3. My view on CGS discipline is:</b>							
a. It is too strict.	22%	22%	24%	28%	35%	24%	8%
b. It is too lenient.	3%	3%	3%	4%	1%	0%	20%
c. It is a good balance between the two	75%	75%	72%	68%	64%	76%	72%
<b>4. My view on ECA's is:</b>							
a. There is a good range.	71%	70%	74%	68%	74%	77%	N/A
b. CGS does not have enough ECA's, I would like more sports.	21%	17%	14%	17%	17%	13%	N/A
c. ECA's are a waste of time, there are too many already.	8%	13%	11%	17%	9%	10%	N/A
<b>5. The school academic standard in your view is:</b>							
a. Too high, workload is great and my child has no free time.	23%	20%	25%	24%	24%	25%	N/A
b. Too low, more material should be covered	4%	4%	4%	4%	3%	4%	N/A
c. Fine, as it is.	73%	77%	71%	72%	73%	71%	N/A
<b>6. Your view on Private tuition.</b>							
a. Should be a parent's prerogative, many keep tutors anyway.	28%	28%	26%	29%	25%	28%	25%
b. Should be given by CGS teachers	57%	52%	56%	50%	56%	40%	68%
c. Should never be given / allowed.	15%	20%	18%	21%	19%	15%	7%
d. Other		-	-	-	N/A	17%	N/A
<b>7. Would you like your child to continue at CGS for 11 &amp; 12?</b>							
a. Yes	59%	55%	50%	44%	48%	N/A	N/A
b. No	4%	6%	6%	10%	4%	N/A	N/A
c. I would consider it	33%	38%	43%	44%	46%	N/A	N/A
d. My child is already in class 11.	4%	2%	1%	2%	2%	N/A	N/A
<b>8. The CGS monthly Newsletters are :</b>							
a. Very informative and useful.	64%	63%	57%	64%	63%	57%	55%
b. Satisfactory, but could improve.	36%	35%	42%	36%	36%	42%	43%
c. Unnecessary, discontinue them.	-	2%	1%	-	1%	1%	2%

Has CGS Improved Over The Years



*“At CGS the best teachers work to improve their ability to teach. They read and explore the techniques used by others in a never-ending effort to better themselves and their skills.”*

As in the past, this year's survey invited parents to respond to several school related issues via a questionnaire. Each and every form was carefully read through in complete detail. Quantitative and qualitative results are tabulated by recent alumni to maintain transparency. 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. Here are the top ranked areas parents are 'unhappy about'.

1. **High Tuition fees, 39%**
2. **Teachers not qualified enough, 16%**
3. **Cleanliness, 14%**
4. **Too much workload, 12%**
5. **Poor Discipline, 9%**

One parent wrote “You will not read it anyway, so don't ask”. We assure you every single form is painstakingly read and all comments are noted, then collated to look at trends and address matters when possible. Some of your comments are quoted here.

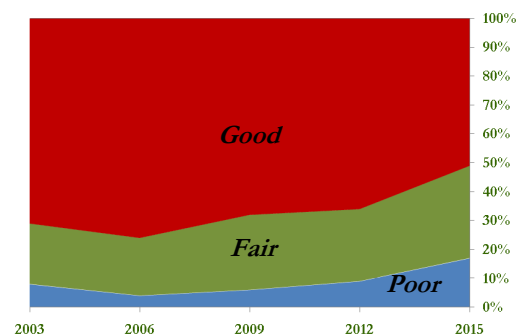
*“Students' abilities and needs are different. To effectively teach all students, the school staff must reflect on the needs of each, with the understanding of each as individuals.”*

The areas parents were most 'Happy with':

1. **Good Teachers and Education System, 66%**
2. **Good Discipline, 31%**
3. **Conferences, ECA's, ACP etc, 26%**
4. **Positive environment, 13%**
5. **Good Administration and Security, 11%**

Looking at trends historically helps us identify particular weak areas. This year we saw an alarming drop in satisfaction with 'cleanliness of the premises', question 13.

**Historical cleanliness of the premises**



On closer examination the drops came specifically from Upper and Middle premises. This has prompted us to clean-up and upgrade cafeterias at both premises, employ 'house-keepers' to ensure common areas are kept clean and well-maintained and implement weekly inspections of all classes and round-the-clock cleaning of toilets and common areas. In addition, we have increased the frequency of washing the school buildings externally by professional cleaners and by promoting cleanliness awareness amongst staff and students. Question 2, while showing a drop of 7% in response 'Better than my expectations' is comfortably mitigated by the raise in overall satisfaction, with 89% resounding it is 'Better than' or 'About what I expected' and a drop in 'Worse than my expectation' from 14% to 11%.

The private tuition question continues to be a point of frustration for both parents and Senior Management at school, a trend that is a world-wide phenomenon with the ever-rising necessity to engage private tutors. If parents resist and inform the school management of any gaps their child maybe experiencing we will ensure any teachers not delivering their best will be appropriately dealt with. Parents or students are welcome to email the school at a confidential address (chittagonggrammarschool@botmail.com) or drop their complaints into a 'complaint' box that is being placed in every school.

**“Teachers should not create such an environment which can compel students to take private tuitions for their own benefit.”**

On the positive side, key indicators in question 1, (improvement over the years) has held steady as have most other indicators. Support of ECA's (question 4) amongst parents reached an all-time high with only 8% considering them a waste of time and 92% either being happy with the range or requesting for a greater range. Plenty of useful suggestions were made by parents and some

Questions	2015	2012	2009	2006	2003	2000	1997
<b>9. Your view on CGS administration:</b>							
a. It is effective and efficient.	58%	57%	55%	47%	59%	53%	47%
b. It is satisfactory.	38%	37%	40%	48%	38%	46%	47%
c. It is incompetent and ineffective.	4%	6%	5%	5%	3%	1%	6%
<b>10. Why you choose to keep your child in CGS</b>							
a. Because it is genuinely a good school	78%	80%	78%	72%	79%	78%	78%
b. Because you have no other choice.	17%	13%	18%	20%	15%	19%	20%
c. Because it has achieved a 'elite status'	5%	7%	5%	8%	6%	3%	2%
<b>11. The assessment system at CGS is:</b>							
a. Satisfactory, it motivates my child.	93%	91%	87%	91%	94%	90%	N/A
b. Unsatisfactory, my child is not motivated.	7%	9%	13%	9%	6%	10%	N/A
<b>12. The CGS environment is:</b>							
a. Good.	66%	67%	65%	59%	73%	62%	N/A
b. Fair.	31%	29%	29%	34%	21%	31%	N/A
c. Poor.	3%	3%	6%	7%	6%	7%	N/A
<b>13. Cleanliness (toilets etc.) of premises is</b>							
a. Good.	51%	66%	68%	76%	71%	67%	N/A
b. Fair.	32%	25%	26%	20%	21%	31%	N/A
c. Poor.	17%	9%	6%	4%	8%	2%	N/A
<b>14. Does CGS successfully make students self-sufficient?</b>							
a. Successfully.	86%	88%	83%	85%	84%	75%	N/A
b. Unsuccessfully.	14%	12%	17%	15%	16%	25%	N/A
<b>15. Does CGS successfully teach students etiquette:</b>							
a. Successfully.	86%	85%	78%	83%	87%	87%	N/A
b. Unsuccessfully.	14%	15%	22%	17%	13%	13%	N/A
<b>16. Do you support sports matches with other schools?</b>							
a. Yes	94%	93%	95%	93%	93%	91%	N/A
b. No.	5%	6%	4%	6%	5%	5%	N/A
c. Other:	1%	1%	1%	1%	2%	4%	N/A
<b>17. Students from class 3 upwards are able to borrow library books weekly. Is your child borrowing books regularly?</b>							
a. Yes.	70%	64%	70%	68%	53%	58%	N/A
b. No	30%	22%	30%	32%	29%	18%	N/A
c. Not applicable, my child in below class 3	-	13%	-	-	-	-	N/A
<b>18. Are you satisfied with the amount of reading your child is made to do?</b>							
a. Yes.	80%	81%	75%	76%	78%	82%	N/A
b. No.	20%	19%	25%	24%	22%	18%	N/A
<b>19. Is your child socially well-adjusted at CGS, has he/she made sufficient friends?</b>							
a. Yes.	95%	94%	93%	96%	92%	97%	N/A
b. No.	5%	6%	7%	4%	8%	3%	N/A
<b>20. Is your child happy going to school at CGS?</b>							
a. Yes.	96%	97%	95%	97%	97%	99%	N/A
b. No.	4%	3%	5%	3%	3%	1%	N/A

of these will be implemented in the coming months and years. CGS continues to make students 'self-sufficient', (question 14) and satisfaction with the amount of reading has also continued to remain at a high level, 80%.

Finally CGS remains a 'Happy School' as indicated by responses to question 20 and by comments written in by parents. A typical example is a parent who wrote, **“I am very happy that my child is very eagerly waiting for his class time. Although he was sick but he wanted to attend school. I am really surprised to see that eagerness for school.”**

Thank you to all the parents who responded, and one who delighted us by writing: **“CGS is the pride of Chittagong in our country's educational system”**