



What Our Parents Say: 2018-2019 Parent Satisfaction Survey

We would like to say thank you to everyone who shared their valuable feedback this year. These results, along with continuous guidance and review with Nord Anglia's Education team, enable us to create a thorough improvement and development plan for our school. We will keep you updated on our progress in each of these areas throughout the next academic year. Once again, thank you for your continued support of Northbridge – your feedback is invaluable as we continue to enhance teaching and learning at our school.



Results from 2017-2018 Parent Satisfaction Survey

Top 3 Areas for Improvement:

- Satisfaction with school meals (36%)
- Satisfaction with indoor sports facilities (60%)
- Satisfaction with performing arts facilities (65%)

What we said:

A set of key improvements to school meals have been recently agreed for implementation from August 2018. Further details will be shared. We have recognised that parents have not been entirely satisfied with the provision of indoor sports facilities, and have addressed this through the construction of our new indoor Sports Hall, which opens summer 2018. Further developments in dance and drama are also planned for the coming summer.

What we did:

Satisfaction with school meals (36%)

A list of agreed Northbridge Food Standards were agreed to 'provide our community with options for nutritious and delicious food and beverage that can be enjoyed with minimal waste and environmental impact.' As such, the menus at Cafe Blends and the Cafeteria were revamped, with unhealthy items removed from sale and replaced with healthy options. To assist in this change of mindset, outside takeaway orders were stopped.

<https://www.nordangliaeducation.com/en/our-schools/cambodia/our-school/catering/northbridge-food-standards>



Satisfaction with performing arts facilities (65%)

With our superb, supportive dance, drama and music partnership with the world famous Juilliard School in New York, we recognised that we needed to develop accompanying performing arts facilities. This was addressed by the creation of the new Dance Studio in the Primary Building, which visiting Juilliard teachers have commented on as 'world-class', and which allowed us to hold the first ever artistic dance concert at Northbridge, 'Alpha'.

<https://www.nordangliaeducation.com/en/our-schools/cambodia/article/2019/4/2/first-ever-northbridge-artistic-dance-concert-alpha-helps-us-appreciate-dance-on-a-new-level>



[The school] has responded to the results from the last Parent Satisfaction Survey

*Thank you for completion of the new outdoor [sports hall],
changes in the kitchen, and security [improvements]*

*The [leadership] has brought many good projects forward, like healthier food,
school safety, and better signs*



Parent Quotes:



Top 3 Increases:

Outdoor sports facilities (18% increase)

I have been accepted into a warm and welcoming community (10% increase)

Can participate in a wide range of after school activities (10% increase)

Key Take Away:

The survey's participants recognised that completion of the new Sports Hall in June 2018 has provided a world-class indoor sporting facility for our community, and has allowed for training and PE lessons no matter the weather. This has also assisted with allowing for a range of new after-school activities, and general satisfaction with the LEAP programme. That said, we recognise there is still more to do regarding developing our sports facilities.

Top 3 Areas for Improvement:

Performing arts facilities (71% agree)

Can participate in a wide range of trips and visits (78% agree)

Developing global awareness at school (80% agree)

Key Take Away:

As our Juilliard School partnership grows, our parents would like to see accompanying improvement of Northbridge's arts facilities, a direction the school is committed to, having already relaunched the Dance Studio and Primary 'Cafetorium'. This also ties in with developing global awareness, and the benefits of a Nord Anglia Education through the provision of Global Campus online resources, and Juilliard, MIT, UNICEF partnerships.





The curriculum and the holistic approach to learning, combined with the campus environment and community, makes Northbridge [the] school of choice for me.

The teachers really care about the students and [the school has] a great community and friendly feeling

The school has created confident and happy students with all the [required] support, such as great teachers, comprehensive afterschool activities and very good facilities



Positive Quotes: