



*Thank you*

for completing our  
Parent Satisfaction  
Survey 2019



NORD ANGLIA  
INTERNATIONAL SCHOOL  
ROTTERDAM

You want the best for your child. *So do we.*

*Dear Parents,*

As part of our commitment to making Nord Anglia International School Rotterdam the best international school it can be, the survey provides us with invaluable insights into what we are doing well and how we can improve our learning environment. The feedback we have received shows that we are the right choice for our students: 94% of parents say that their children are happy at school, and 95% see that their children are making good progress.

However, we also see that parents would like to see improvements in our arts and music facilities, IT and extra-curricular offer. Over the coming weeks, we will look in detail at the responses and draw up plans to ensure that we continue to be ambitious for our students. We will also look at the areas where satisfaction is not as high as we would have hoped and set in place action to address this. Thank you for helping us make our school the best it can be.

*Neal Dilk, Director*

Nord Anglia International School Rotterdam

### *Top 3 Findings*

- *Parents are confident that our students are making great progress at school*
- *NAISR students are developing Global Awareness*
- *Our outdoor sports facilities have greatly improved*

### *Top 3 Successes*

- *NAISR continues to be a warm and welcoming community*
- *Parents see that our students receive a quality education*
- *NAISR students develop a great relationship with their teachers*

### *Top 3 Areas for Improvement*

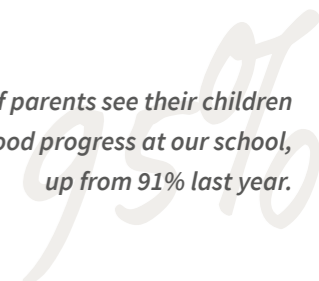
- *Parents would appreciate an update to our IT and music facilities*
- *Parents hope to see an even wider selection of extra-curricular activities*
- *Our communication about students successes outside of academic progress would benefit from being further developed.*



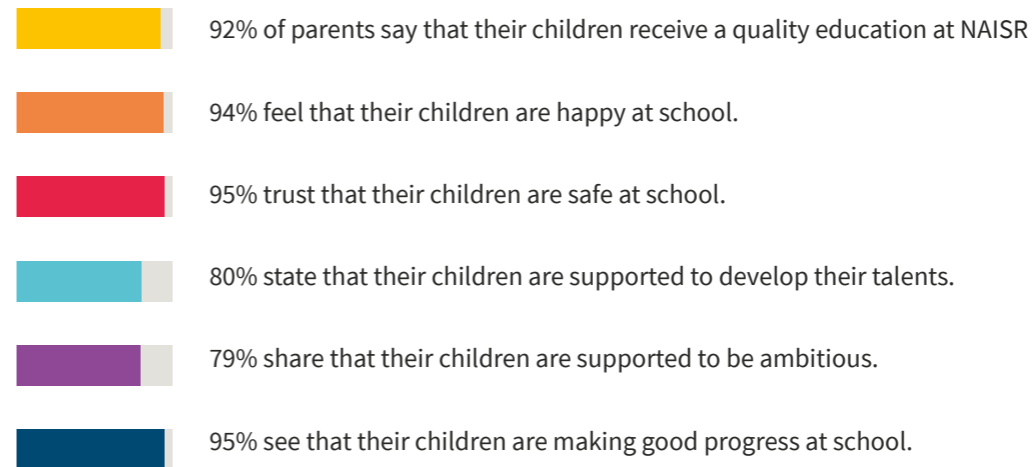
*“My child is happy and she loves her teachers and classmates very much. There is a great community feeling, we feel at home.”*



*95% of parents see their children are making good progress at our school, up from 91% last year.*



### Overall











*“The teachers are very professional and have a good understanding of child psychology. My son seems to be happy and learning well.”*



*92% of parents say that the school provides a stimulating learning environment.*

### *Educational Opportunities*

-  92% feel that the school provides a stimulating learning environment.
-  81% say that NAIS offers a wide range of after school activities.
-  75% are confident the school offers a wide range of sports.
-  78% state that the school offers a wide range of trips and visits.
-  85% trust that we prepare their children for the next stage in their study.
-  87% say that we promote healthy lifestyles to their children.







*“My son had learning challenges coming into school. The teachers and other support staff have done an excellent job of keeping my child on task, interested in learning and developing confidence.”*



*88% of parents see that their children are motivated by their teacher(s), up from 86% last year*

## Teaching

-  89% trust that their children are taught by quality teachers.
-  87% say that their children receive individualised attention and support.
-  88% see that their children are motivated by their teacher(s).
-  94% say that their children have a good relationship with their teacher(s)







*“I feel that my girl is learning a lot, not just about the subject but also how to be a good person in society. I also really like the teachers and feel they are very well prepared! The environment is so cozy as well. The staff are always kind.”*



*92%*  
92% of parents feel that their children are developing global awareness, up from 88% in last year's survey.

### *Social and Personal Development*

-  85% of parents positively note the interaction with others at school.
-  88% see that their children are developing confidence at school.
-  89% find that their children are developing independence at school.
-  92% feel confident that their children are developing global awareness.








“The school has been providing my child with good education and good care for my child’s well being for the past 4 years - happy child, happy parents.”



96% of parents say that the school keeps them informed about their children’s academic progress.



### Communication

-  93% of parents are happy with the response they receive when they contact the school with questions or concerns.
-  96% say the school keeps them informed about their children’s academic progress.
-  68% note that the school keeps them informed about their children’s successes outside of academic progress.
-  78% feel that the school helps them understand how best to support their children’s learning.
-  100% state that we keep them informed about general school updates.









*“Art and music have given great confidence to my son.”*



### *Facilities and Services*

*Last year, only 50% of parents were satisfied with our outdoor facilities. We have now successfully completed our renovations, and are proud to be heading in the right direction: 78% of parents approve of our outdoor sports facilities.*

-  78% of parents approve of our outdoor sports facilities
-  85% have taken positive notice of our indoor sports facilities.
-  87% feel that our classrooms provide a great learning environment.
-  75% like our Library and Research facilities.
-  60% share their satisfaction with our IT teaching facilities.
-  73% love our Performing Arts facilities.









*“It’s only been 2 months since we enrolled. The size of the class is just right. Above all, I’m really happy to see my son going to school without any worries. Communication with teachers goes smoothly, so as a parent that is very reassuring. They also provide hospitable care and I feel like the school helps to grow the children’s potential.”*

*For the 2nd year in a row, 100% of parents share that they have been accepted into a warm, welcoming community.*

100%

### New starters

-  96% of parents feel the admissions process was well organised.
-  100% say their first contact with the school was positive and welcoming.
-  86% state that their child was given a good induction when starting the school.
-  96% say that they received all information they needed when they needed it.
-  93% comment that the school lives up to their expectations so far.
-  100% share that they have been accepted into a warm, welcoming community.

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