



25th January 2010

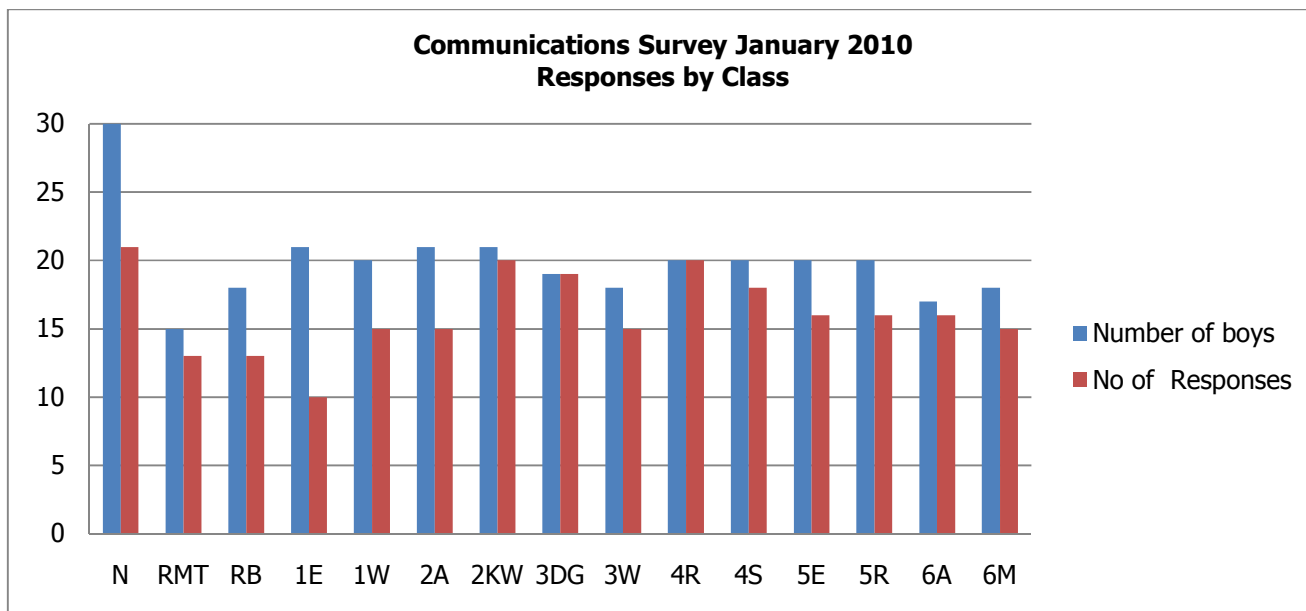
Dear Parents,

Your sons may have already informed you that we are expecting the Independent Schools' Inspectorate (ISI) in this week (Tuesday and Wednesday). We were informed on Friday morning. They will return for their second visit 8th – 10th February 2010. ISI have told me that you have completed the Parents' questionnaire for which I thank you. As yet, I have had no feedback on what you have said!

Whatever the case, we do take your feedback seriously so I thought you would appreciate knowing the results of our communication survey that you have recently completed.

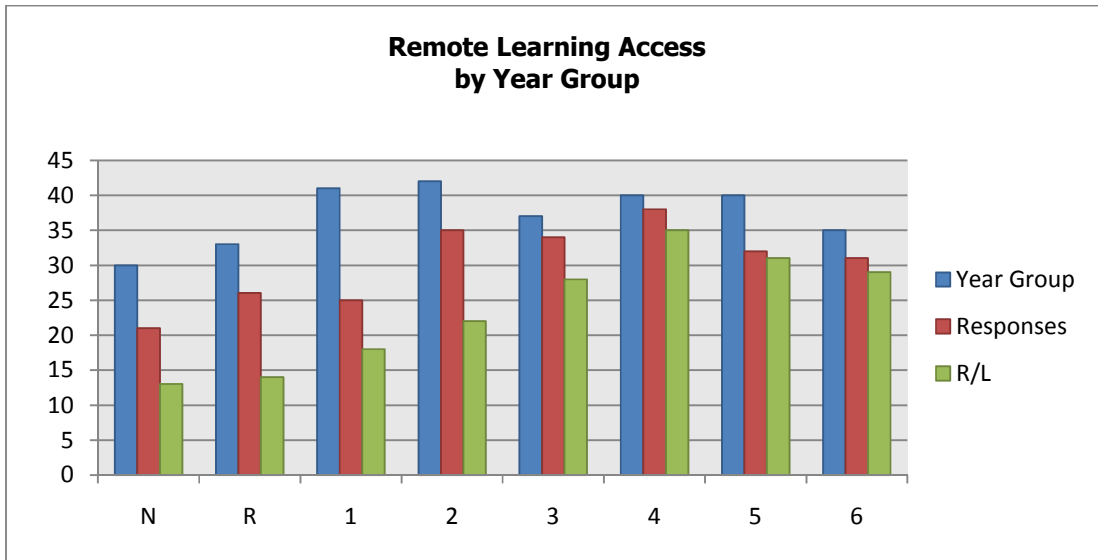
Communications survey:

You need to bear in mind that 1% equates to 3 boys (not necessarily 3 families). The number of responses received for our survey was 81.5%; an impressive response rate for a survey. So thank you all very much for taking the time to give your replies.



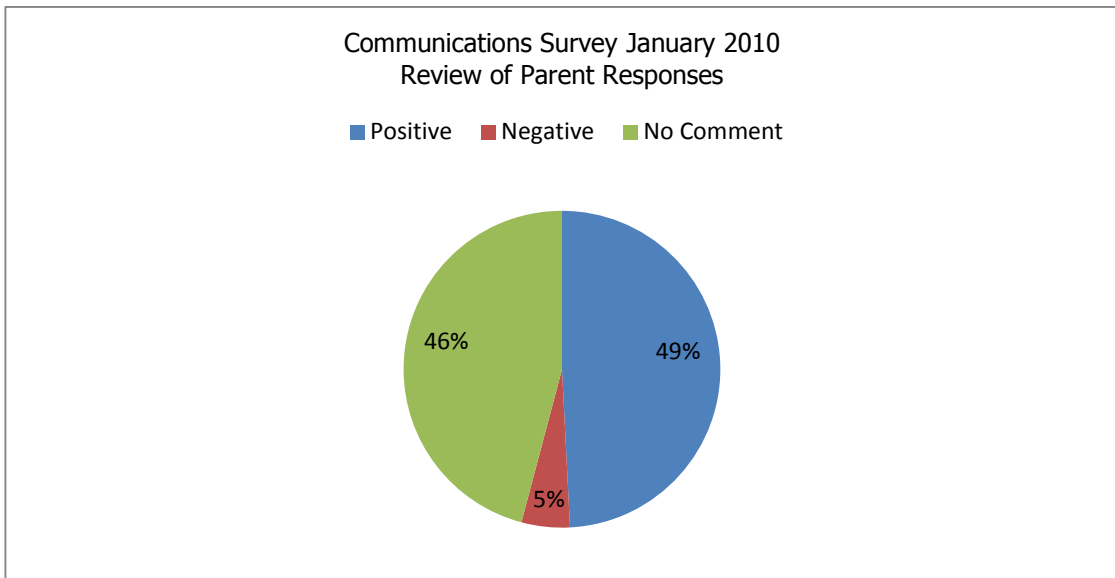
The text messages sent/received hit a 94% success from the responses received from our survey. We do know, however, that the actual success was >96% with those who did not receive the messages being, for example, out of the country at the time. 78% of you replied that you received our emails with those not receiving being because we did not have your current address at the time. A useful point from this is that we ensure that we have shared emails addresses. These you have been returning with your communication survey reply slips so once again, thank you.

The accessing of the remote learning that we placed on the website has been most impressive, particularly from the junior classes (range 80 – 100%). I do hope that you found this helpful and were able to keep your son on task despite the feeling, perhaps, of an extended holiday.



The fact that our website was receiving in excess of a 1,000 hits per day illustrates just how active it was over the bad weather period.

We included in our survey the opportunity to provide comment. The results are as follows:



I am delighted with the overwhelming positive response and I put as an appendix a selection of what you actually said.

Security at Marlborough Road:

At the end of last term I did have an audit carried out of our security practice at Marlborough Road. The audit revealed that we take not only due care but great care with regards to looking after your son. However, you cannot legislate for every eventuality and I do feel we could finesse arrangement a little more. The intention is that during the course of this year the green front gates will become electronically controlled from the Office. Whilst we await this happening, I am going to review, so perhaps alter, the early morning 'drop-off' structure. As the Inspectors are in this week I am going to seek their advice. Whatever we do will create greater inconvenience to you so I appeal to your understanding as we change arrangements – they are intended to make your son even more safe not to be difficult or obstructive.

My kind regards,

Andrew C. Potts.

Head Master.

Appendix:

Comments:

Comments - General

Fantastic service - very impressive to get at text at 7.10am to advise that school was closed. Communication has been excellent. The text alert worked very well and kept us informed of the status of the school.

Communications very efficient but (in my view) the tone of the message was totally wrong and was not received well by many parents.

As a busy working parent what a great efficient. Works well...as a reminder to check the website.

Thank you for keeping the web page updated, it was vital in guiding us through this awkward period.

Really impressed with the text alerts.

Excellent Method of Communication

Brilliantly handled, thank you so much.

Website and text messaging very effective, efficient and informative.

Absolutely first class service for last week's notifications. Well Done!

Information is key - and information is what we got!

Many thanks for your help and support

Comments - Remote Learning

Used the Remote learning briefly - what a great idea.

My son found it really enjoyable accessing learning on the computer and saw it like a quiz.

A great system and impressed with Remote Learning site.

Remote learning worked well. Only slight improvement would have been to send a text when new work was ready to download.

Didn't know anything about the Remote Learning , plus my son doesn't have access to the internet.

I hope paper letters are going to be abandoned soon.

I am pleased with all the information sent especially the Remote Learning

Kept up to date via the website. Remote Learning was an excellent tool.

We felt it worked brilliantly although **** did see the down side of the computer!

Helpful for study at this crucial stage of term.

Remote Learning pitched at exactly right level and volume of work.

Given the adverse weather I think that the school did an outstanding job ensuring the boys were able to have some home schooling.

Raw Data:

Class	Number of boys	No of Responses	no response	SMS	Email	Remote Learning	Accessed R/L	Comments		
								+ve	-ve	No comment
N	30	21	9	20	14	13	62%	7	0	14
RMT	15	13	2	11	11	8	62%	7	0	6
RB	18	13	5	13	11	6	46%	8	1	4
1E	21	10	11	10	7	7	70%	4	0	6
1W	20	15	5	15	12	11	73%	11	1	3
2A	21	15	6	14	11	10	67%	6	1	8
2KW	21	20	1	19	14	12	60%	7	1	12
3DG	19	19	0	19	17	16	84%	7	2	10
3W	18	15	3	15	13	12	80%	8	0	7
4R	20	20	0	20	14	19	95%	14	1	5
4S	20	18	2	16	14	16	89%	11	0	7
5E	20	16	4	15	12	15	94%	2	3	11
5R	20	16	4	13	16	16	100%	11	1	4
6A	17	16	1	15	13	14	88%	9	1	6
6M	18	15	3	13	10	15	100%	7	0	8
Total	298	242	56	228	189	190		119	12	111
% response/delivery		81.21%		94%	78%	79%		49%	5%	46%