

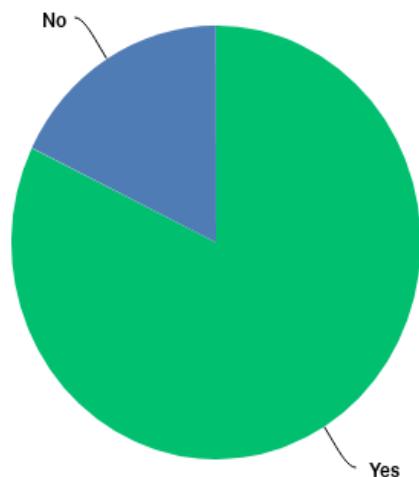
## Parent Survey August 2020

8 questions were asked relating to the communication between the school and the parents. The survey was placed on the school Facebook page and a link was also sent to all parents through an email. We had 73 responses in total.

The school normally communicates through a variety of methods e.g. email, Facebook, the school website, newsletters, notices on the classroom windows, class meetings, face to face communication with a member of staff etc.

Due to the Covid 19 pandemic, over the last term, we have relied more heavily on Facebook, email and the school website. It has highlighted to the school that we need to use a variety of communication methods i.e. not everyone uses email / has Facebook etc. and without the usual face to face contact that we have relied upon in the past, we need to find new methods of communications.

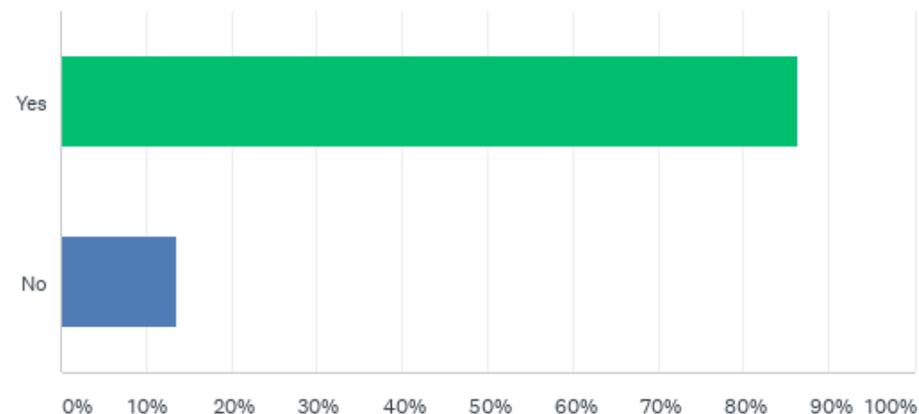
Q1 Do you visit the school website if you need information?



Yes = 82%  
No = 18%

Yes = 86%  
No = 14%

Q2 Is the website easy to navigate?



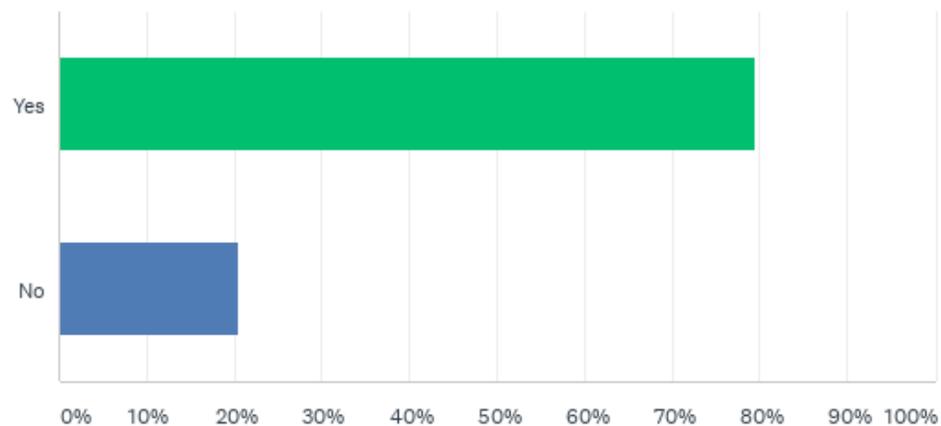
## How can we improve the school website?

Approx. 60% of replies stated there was no need for improvements and that parents felt they could find everything they wanted on the website.

The suggestions on ways to improve included:

- *Each class to have their own page containing relevant and up to date info about that specific class*
- *A bit wordy*
- *Keep it more up to date*
- *Re design to make it more inviting*
- *Get an email notification when changes are made*
- *Content is scattered and hard to find*
- *More content as to what the children are doing in school*
- *More up to date photos*

## Q4 Do you make use of the school's official Facebook page for information?



Yes = 80%

No = 20%

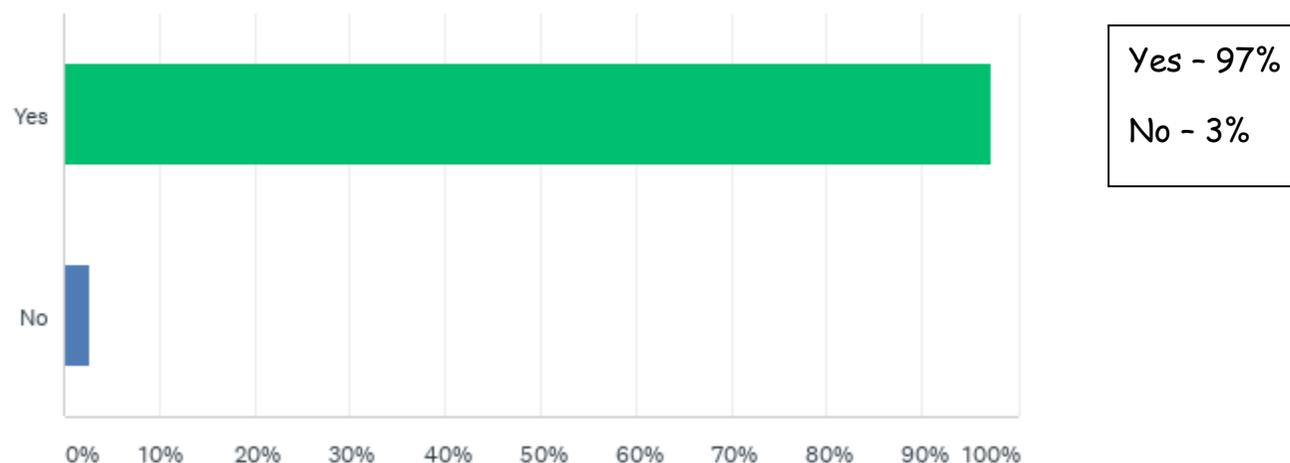
### How could we improve communication through the Facebook page?

The majority of people who use Facebook said there was no need to improve

Some comments were:

- *I don't get notifications when info is posted so miss a lot of it until it's too late.*
- *I find it doesn't always show up on my newsfeed until much later in the day*

### Q6 Do you access the school newsletters through email?



### Q7 Are the newsletters informative?

All responses were very positive

### Q8 How can we improve communication between parents and the school?

Very positive feedback with parents sharing how pleased they are with the communication especially the speed with which emails / phone calls are responded to by the school

Possible improvements / steps forward:

- *Urgent updates via text or WhatsApp*
- *Could we speak to teachers online on voice or video calls? 5-10 mins by appointment?*
- *Letters in school bags, emails and Facebook Posts or website updates should be updated on the same day. Sometimes they're not and we have often not had school letters home the same time as others in the same class*

### **Moving forward**

- For the foreseeable future the school will be continuing to ask parents to maintain their distance when dropping off and picking up their children.
- We will be staggering the start / end of the day to limit the number of adults on site at any one time and will be asking parents to limit conversations with the teacher, as much as possible making use of emails and phone calls.

All of this makes the communication through email / Facebook / website even more important.

- We will not be able to have our usual class meeting at the start of the term but will send the class newsletters out by the end of the first week. This newsletter will include information relevant to each class including topics that will be taught / PE days and the best way to communicate with the class teacher.

### **Website**

Mrs Reed and I have been working on the website over August and have already made changes to the layout and content. We have created a class page which will contain information about each class - this will include photos, curriculum information and updates as to what the children have been doing.

Historically we have had a number of parents who have not wanted their children to be featured in photos either on the website or in the school newsletter. We would like to include a lot more photos on the website to make it more interesting, so will be asking parents to renew their permissions.