



PREVIOUS CONSIDERATIONS

Continuing with the Continuous Improvement Plan carried out at the Novaschool Centers, the campaign was launched to collect information on the level of satisfaction of the family of Novaschool Sunland International.

In the present report, the data and analysis of the satisfaction of the family relatives are collected through) between the days 27 October and 17 November, 2020.

Due to the situation caused by COVID-19 during the 2019-2020 academic year, evaluations of said course have been included in the surveys, such as" school at home. "All evaluations have also been grouped together with those of the course 2020-2021 and with the aim of having the opinion of the interested parties without revealing the information for analysis and continuous improvement of the Novaschool group.

VALUATION SYSTEM

The evaluation of the surveys has been made based on the satisfaction of the family members regarding a series of questions.

ANALYSIS

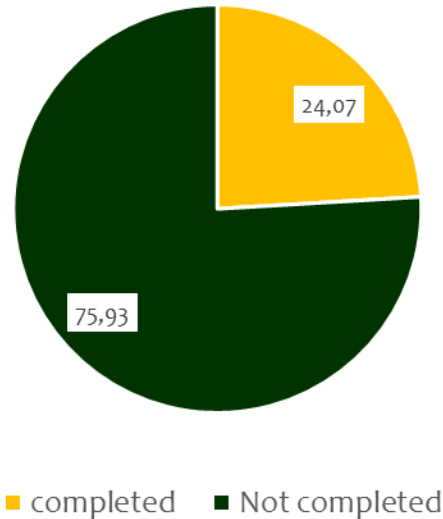
The analysis of the results of the surveys has been made based on the weighted average valuation, for its calculation it is taken into account the frequency with which the answers of each question have been repeated and the weights * assigned to each one of the valuations:

Very high	5
High	4
Medium	3
Low	2
Very low	1
NS/NC	0

*The results have been extrapolated on a scale from 1 to 10.

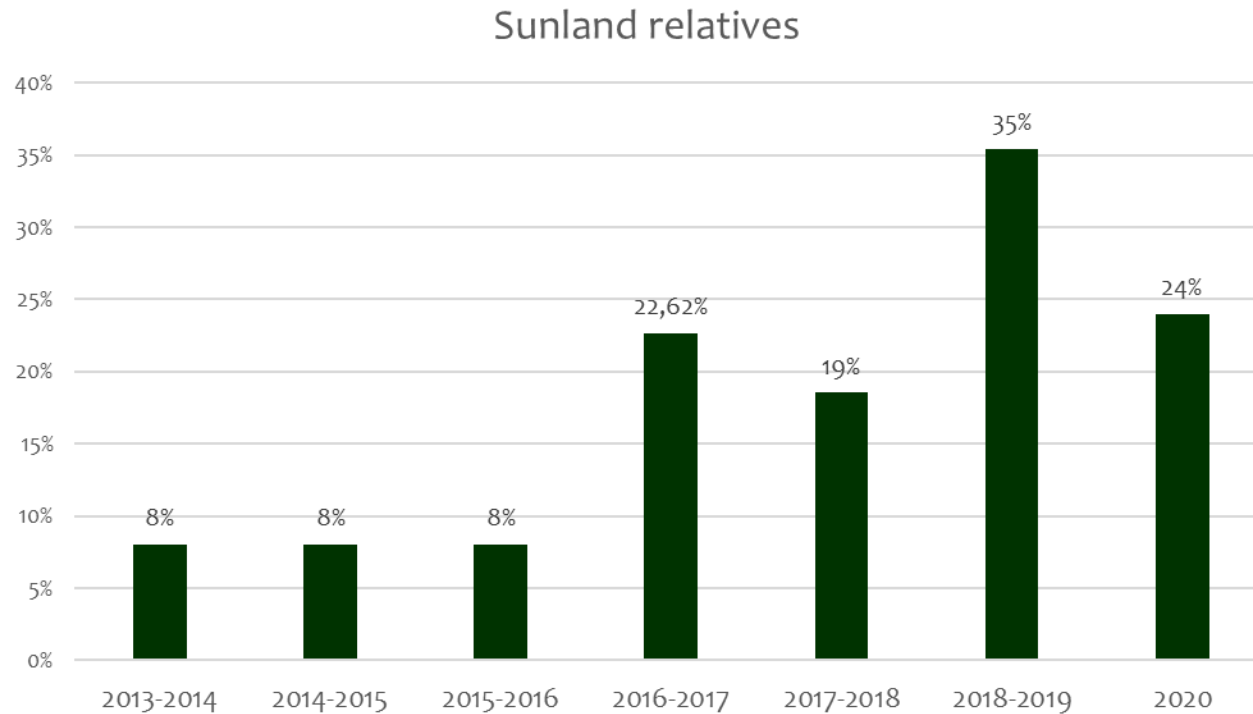
LEVEL OF RESPONSE OBTAINED

% Participation



A total of 831 satisfaction questionnaires were sent online and delivered on paper. Of these, 200 complete questionnaires have been received, representing an 24% level of response.

EVOLUTION OF THE RESPONSE LEVEL



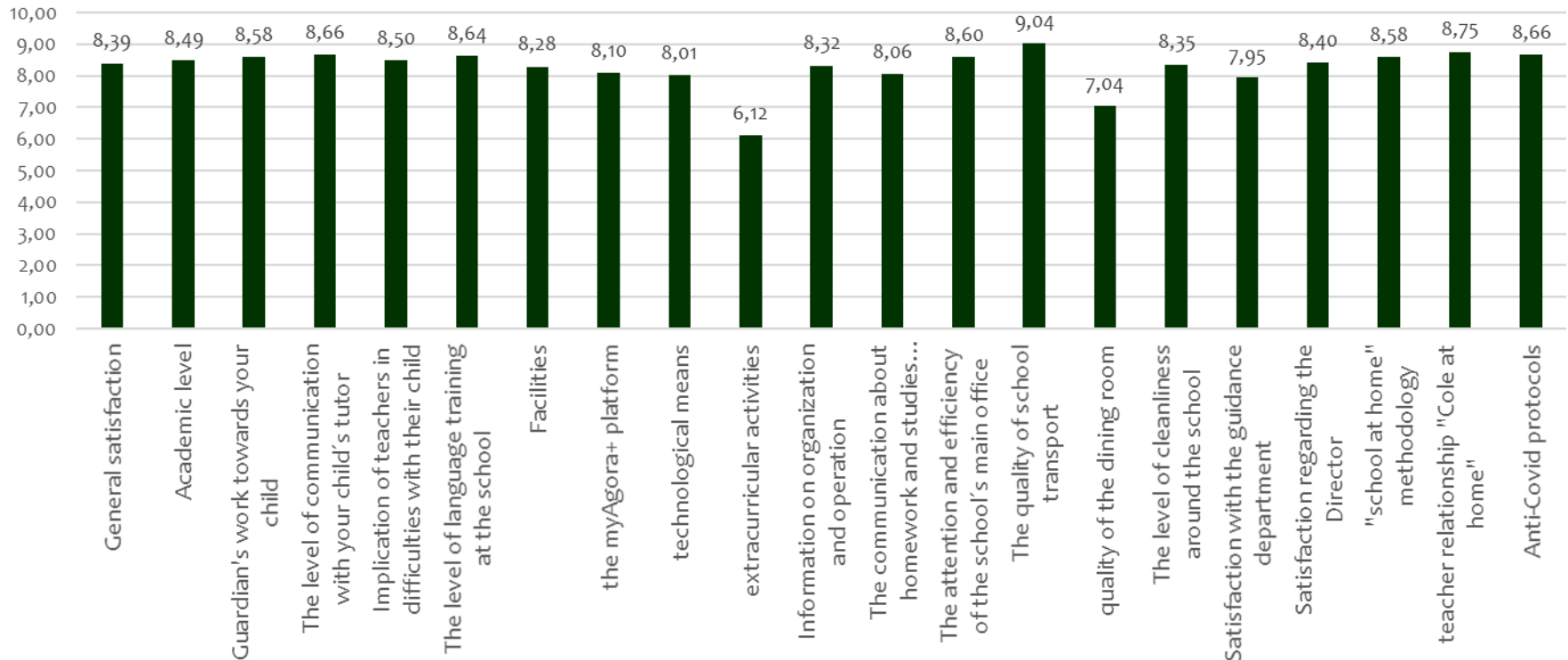
RESULTS OBTAINED

Average overall course rating 2020

November 2020

8,26

Average valuations



RESULTS OBTAINED

Average overall course rating 2020

The aspects most valued have been

"School transport" (9,04)

" Communication with tutors." (8.66).

" COVID protocols" (8,66)

"Teacher relation" school at home "" (8,75)

"Language level" (8,64).

Among the aspects to improve are:

"Comedor" (7,04), has dropped 1 point compared to the previous year

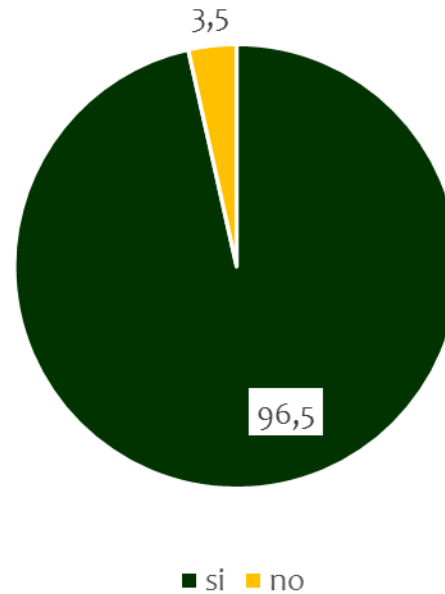
"Extracurricular activities" (6.12), It has decreased 0.8 compared to the previous year. Taking into account that this year they are not offered


"Guidance Department" (7.95).

"Technological Means" (7.95). It has risen 0.4 compared to last year.

RESULTS OBTAINED

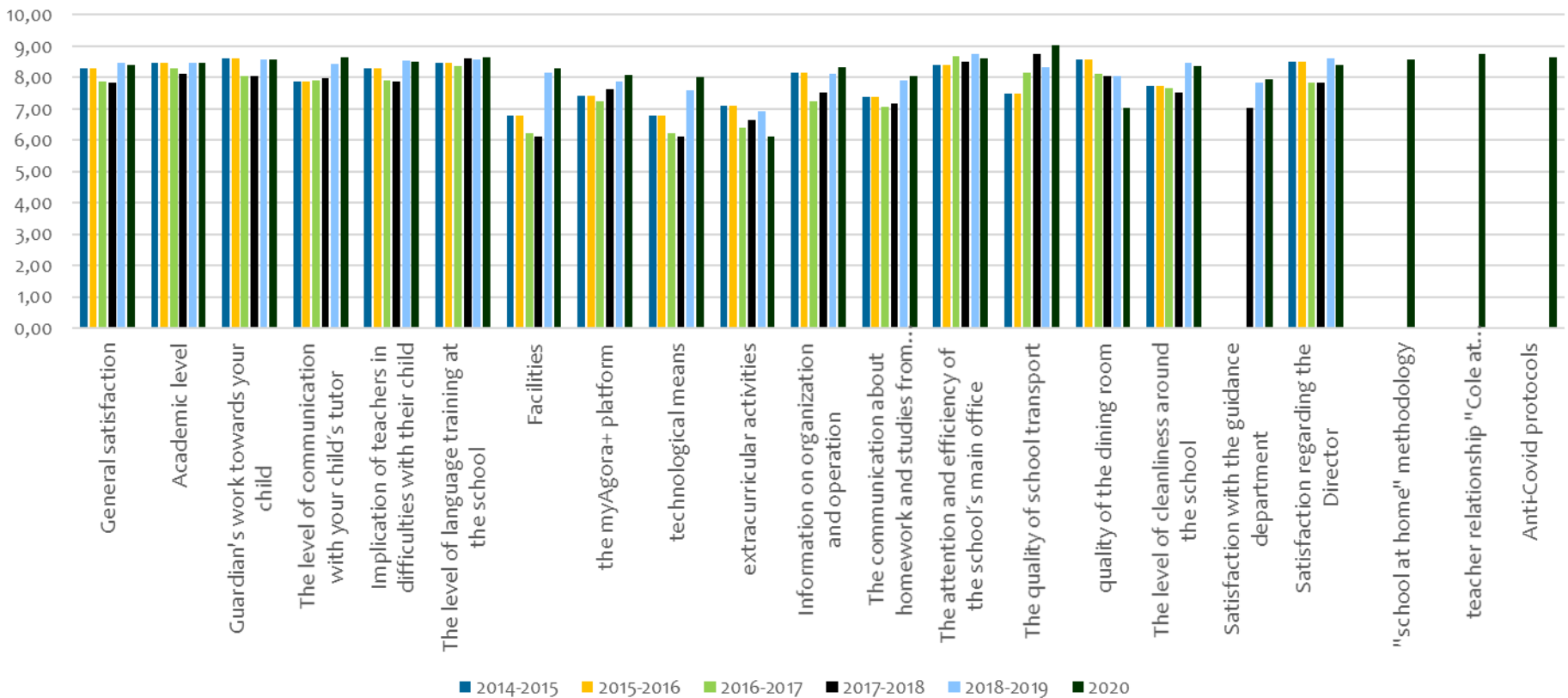
Would you recommend the school



 It is very important to emphasize that practically 96% of the relatives would recommend the center among their relatives and friends.

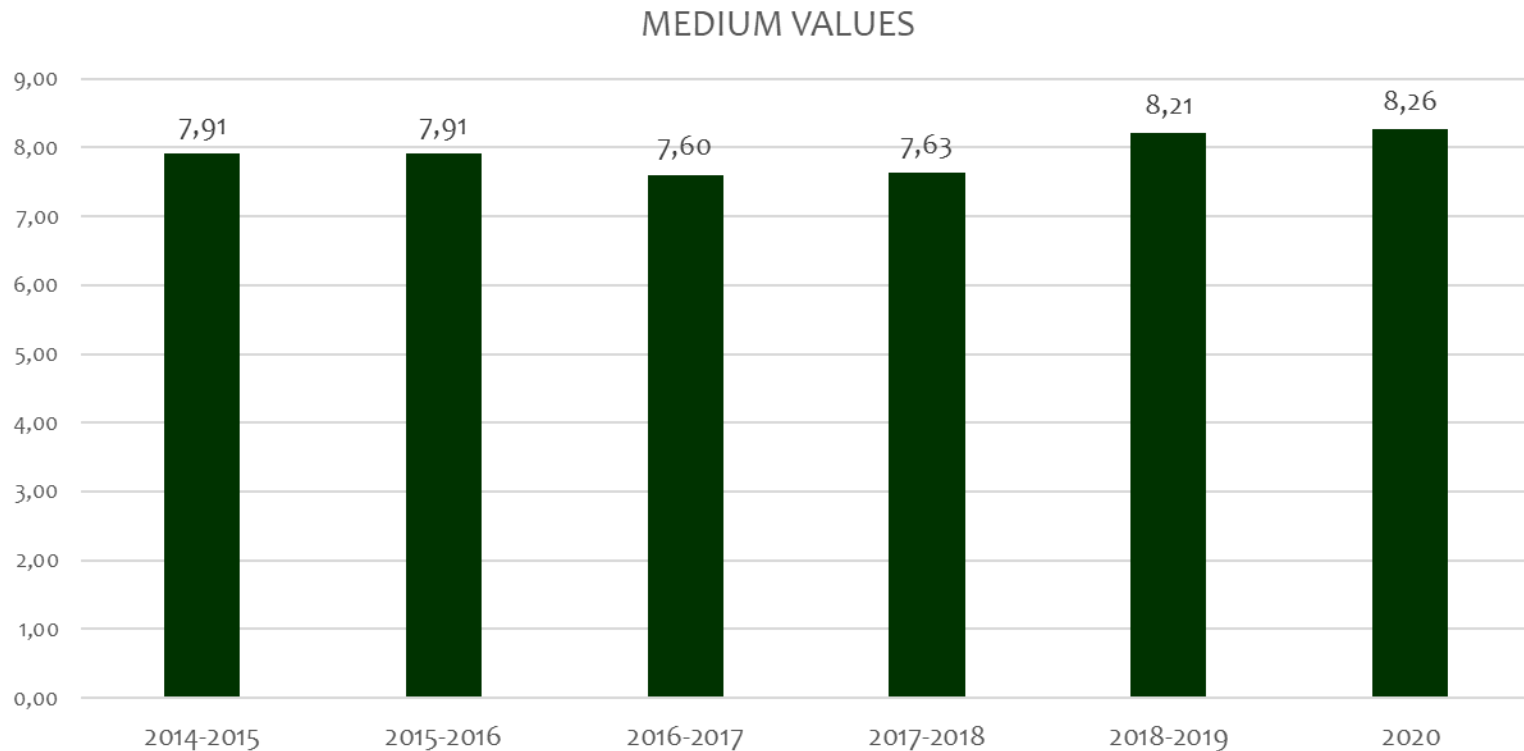
RESULTS OBTAINED

Comparative of years



RESULTS OBTAINED

Comparative of years



education for life



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