



STAFF SATISFACTION REPORT 2020

Novaschool Sunland International



education for life

PREVIOUS CONSIDERATIONS

Continuing with the Continuous Improvement Plan carried out at the Novaschool Centers, a survey campaign was launched to gather information on the level of satisfaction of teaching and non-teaching staff at Novaschool Sunland International College.

This report includes data and analysis of staff satisfaction known through on-line between 19 Of October and 26 of October of 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 staff regarding a series of questions.

ANALYSIS

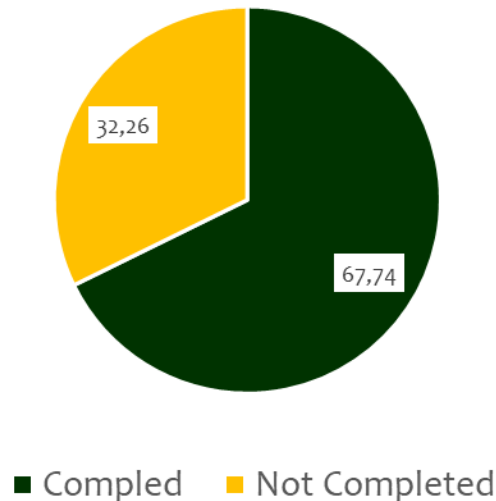
The analysis of the results of the surveys has been made based on the weighted average valuation, for its calculation it is taken into account the frequency with which the answers of each question have been repeated and the weights * assigned to each one of the valuations :

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

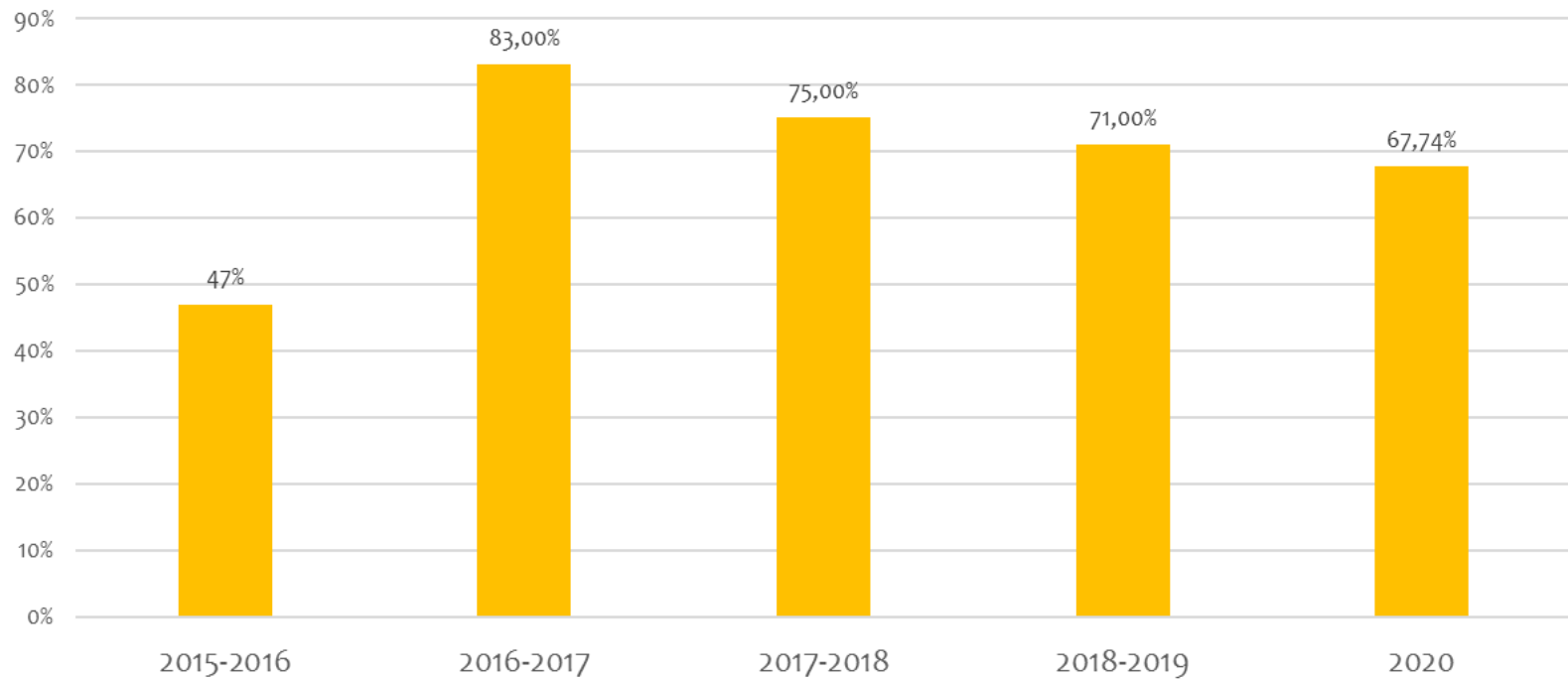
% Participation 2020



A total of 62 satisfaction questionnaires have been sent via online and delivered on paper. Of these, 42 completed questionnaires have been received, representing a **67,7%** level of response.

EVOLUTION OF PERSONAL COMPLIANCE

Sunland Personal

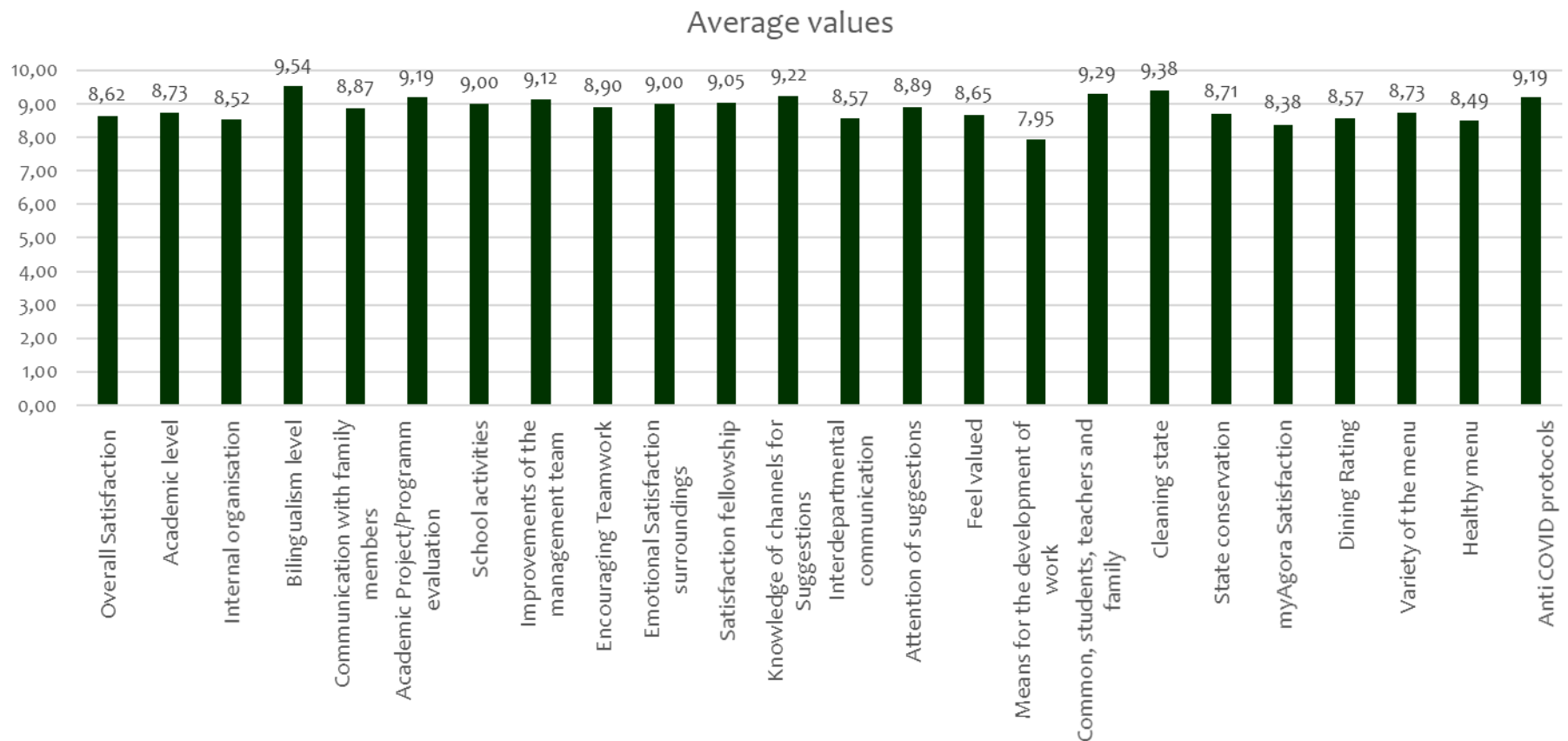


RESULTS OBTAINED

Average overall course rating 2020

Oct 2020

8,86



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The most valued aspects have been:

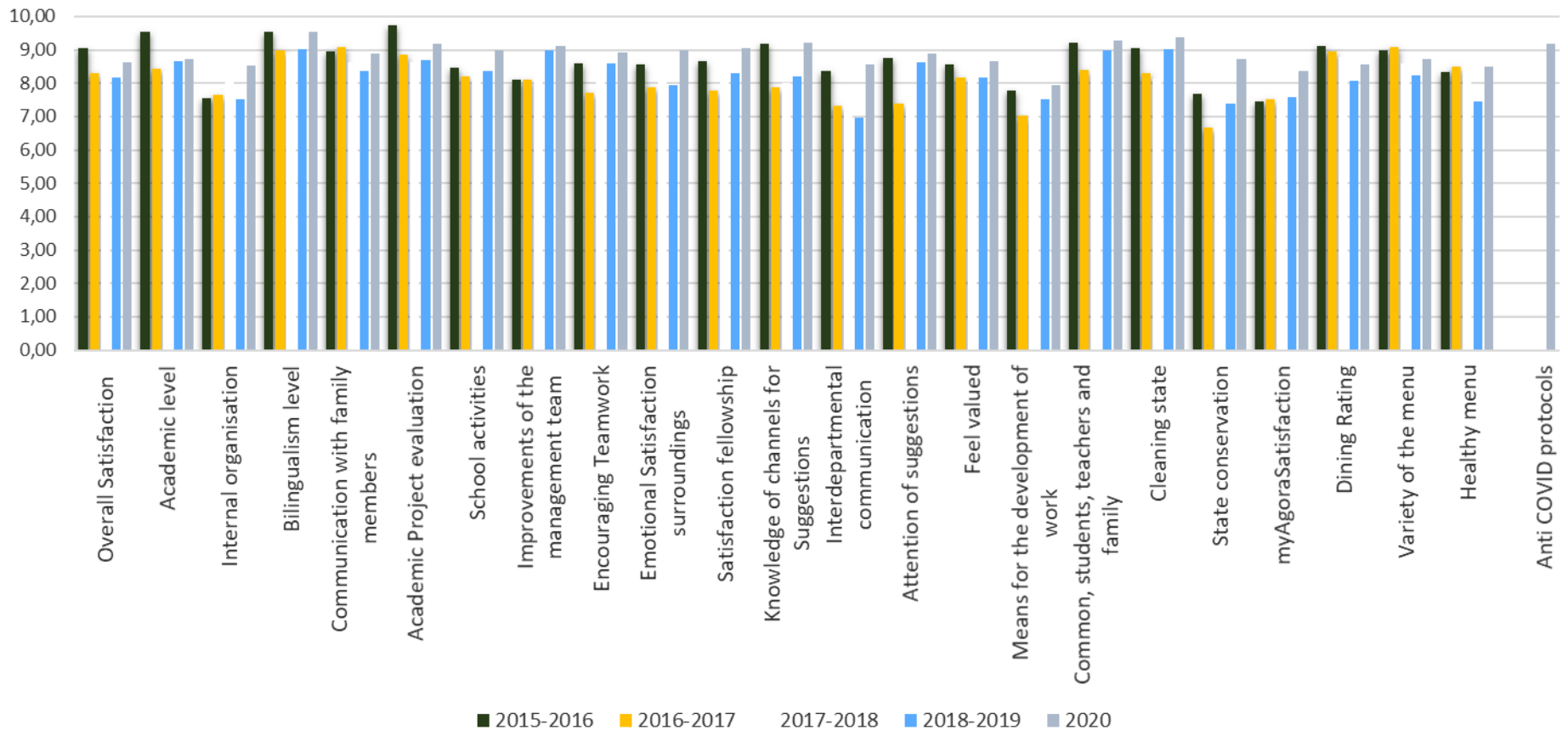
- "**Anti-COVID protocols**" (9,19)
- "**Cleaning state**" (9,38)
- "**Bilingualism level**" (9,54).
- "**Common, students, teachers and family**" (9,29)
- "**Knowledge of channels for Suggestions**" (9,22)

Among the aspects to be improved are:

- "**Interdepartmental communication**" (8,57) We have risen 1.5 points compared to the previous year.
- "**Healthy menu**" (8,49)) We have risen 1 points compared to the previous year
- "**Means for the development of work**" (7,95) We have risen 0.45 points compared to the previous year
- "**MyAgora+ satisfaction**" (8,38) We have risen 0.7 points compared to the previous year

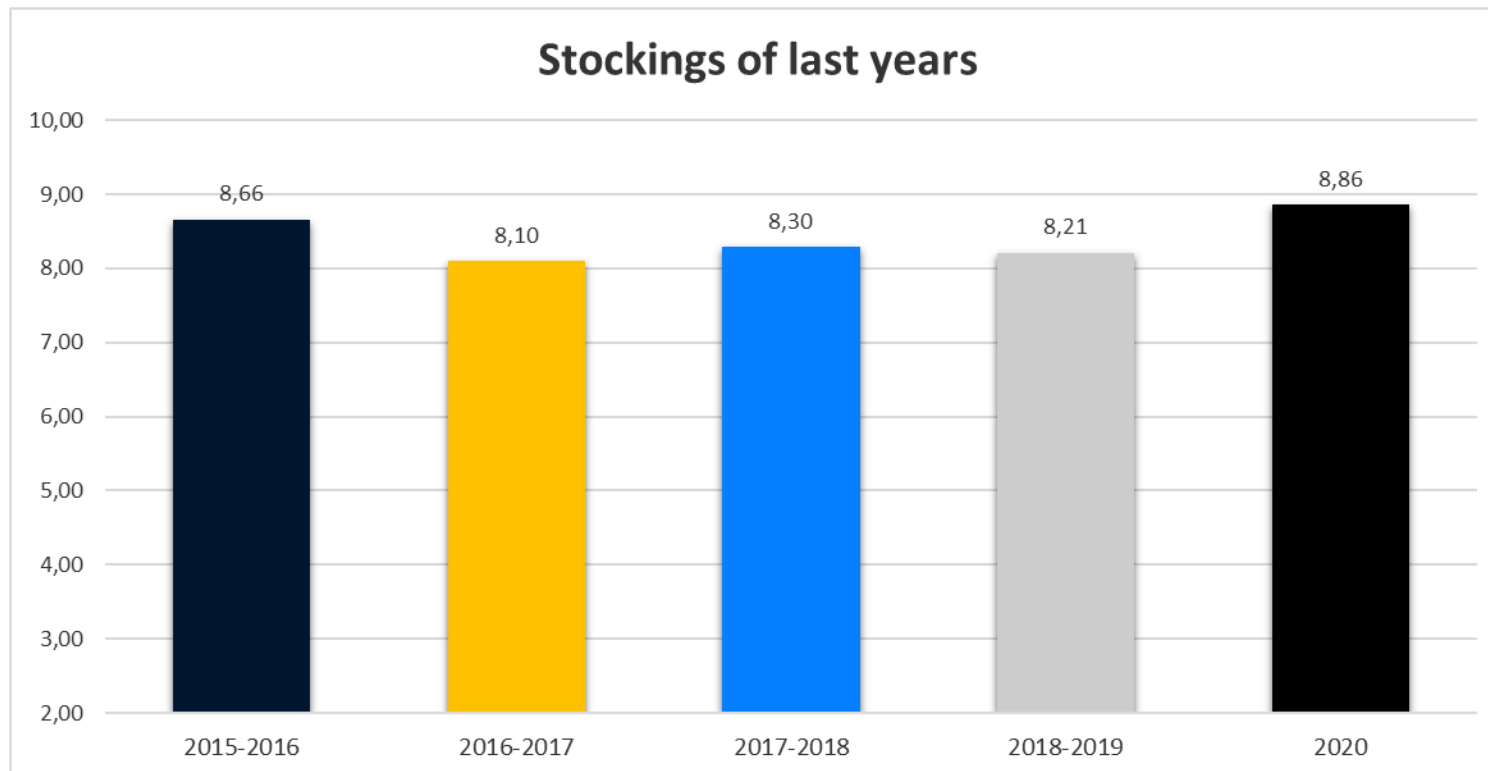
RESULTS OBTAINED

Comparative previous years



RESULTS OBTAINED

Comparative previous years





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