



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 16 april and 16 may, 2022.

VALUATION SYSTEM

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

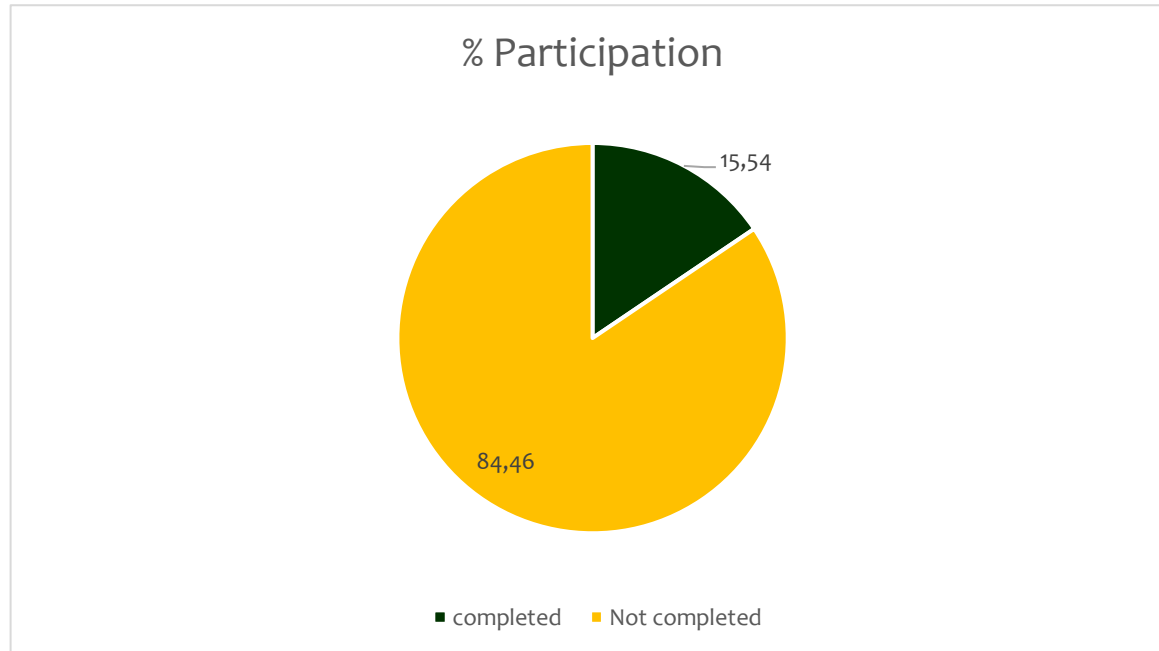
ANALYSIS

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

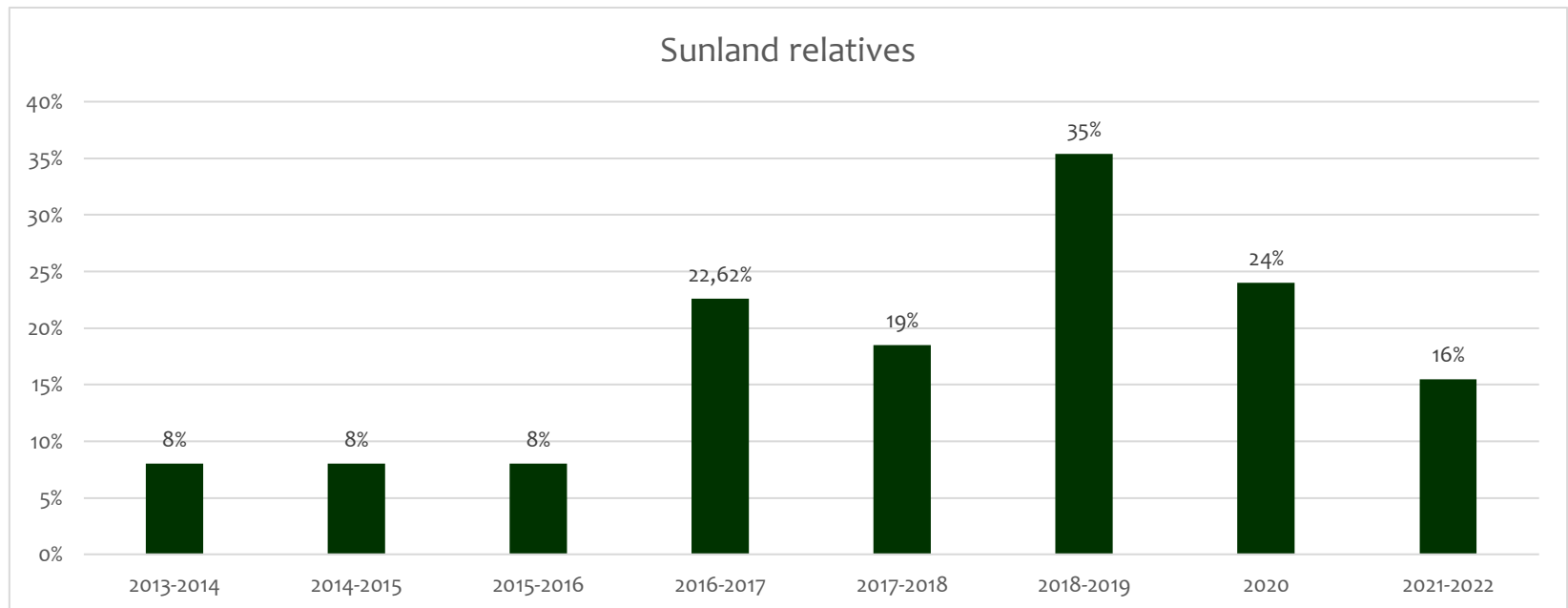
*The results have been extrapolated on a scale from 1 to 10.

LEVEL OF RESPONSE OBTAINED



A total of 991 satisfaction questionnaires were sent online and delivered on paper. Of these, 154 complete questionnaires have been received, representing an 15,5% level of response.

EVOLUTION OF THE RESPONSE LEVEL

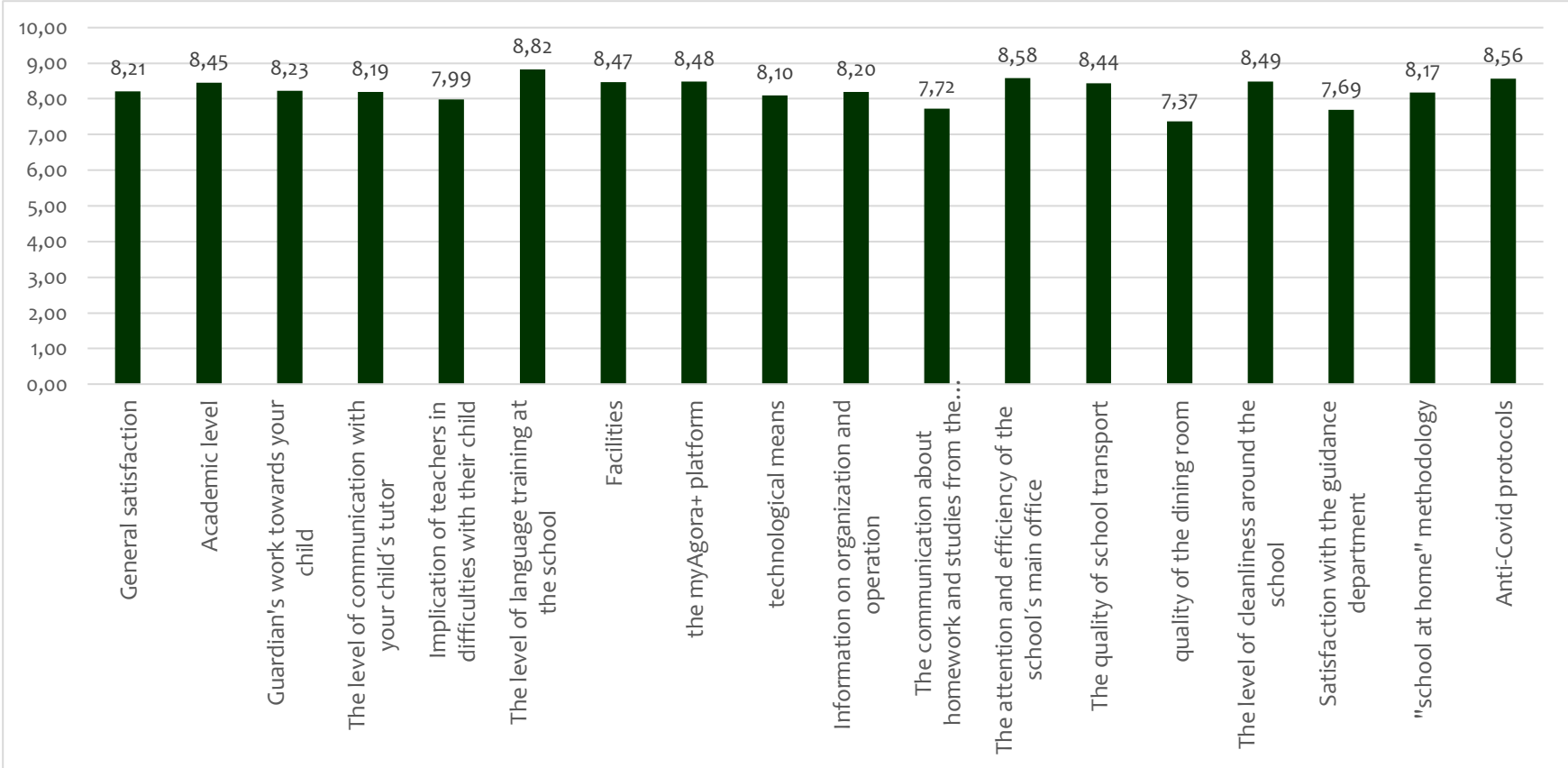


RESULTS OBTAINED

Average overall course rating 2021-22

May 2022

8,23



RESULTS OBTAINED

Average overall course rating 2021-22

The aspects most valued have been

"The level of language training at the school" (8,82)

" The attention and efficiency of the office." (8.58).

" COVID protocols" (8,56)

"Cleanliness around the school" (8,49)

"myAgora+" (8,48).

Among the aspects to improve are:

"Dining room" (7,37),)

"communication about homework from the teacher" (7,72),

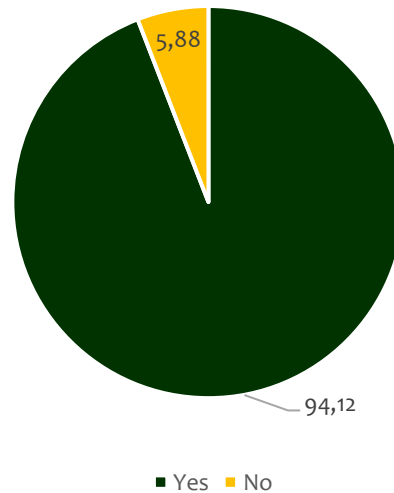
"Guidance Department" (7.69).

"Implication of teachers in difficulties with their child" (7.99).

RESULTS OBTAINED

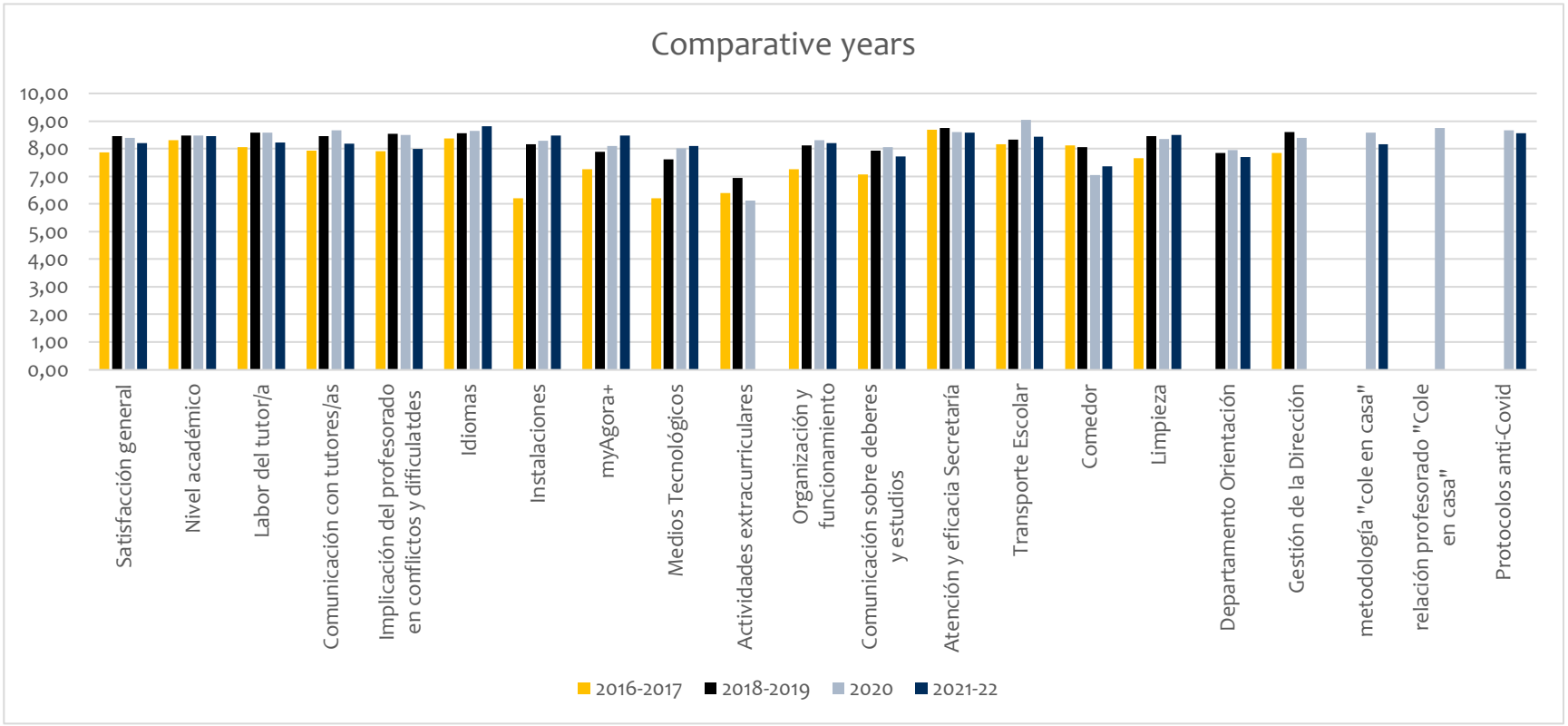
Would you recommend the school

Would you recommend the school to your friends and family?



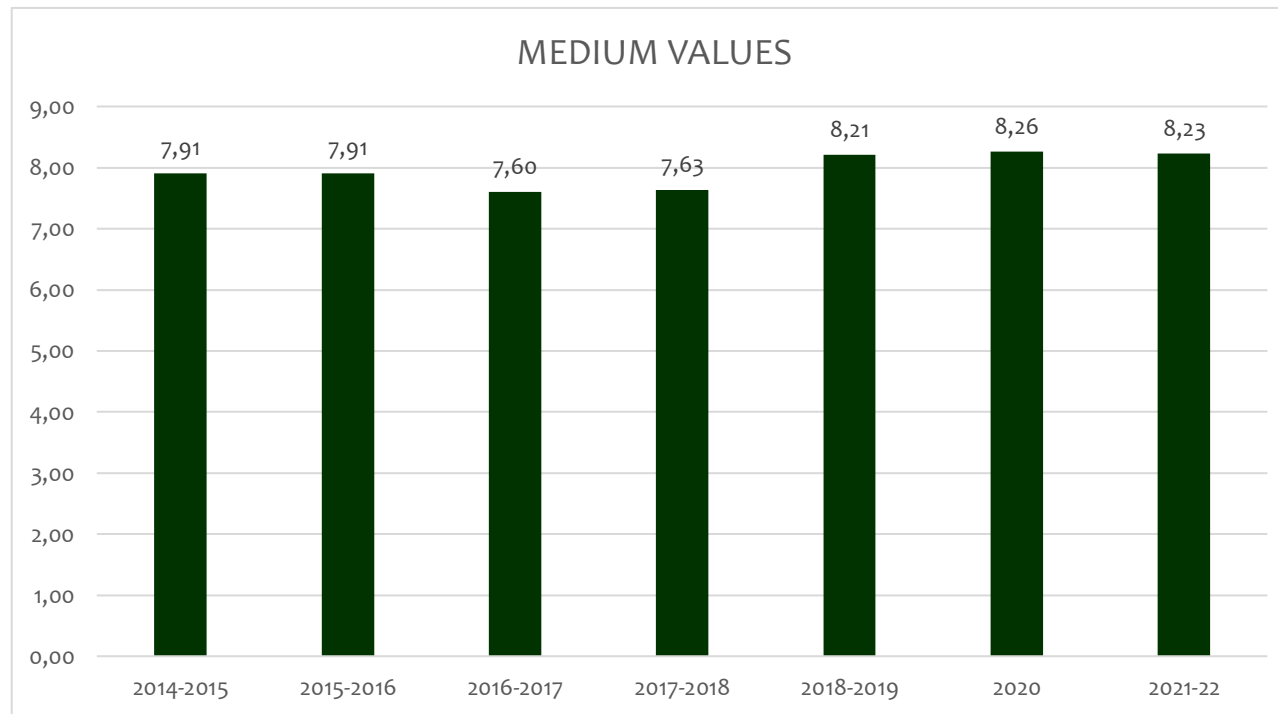
RESULTS OBTAINED

Comparative of years



RESULTS OBTAINED

Comparative of years



education for life



Novaschool Añoreta

Ctra. a Macharaviaya.
Urb. Añoreta Golf, 2ª Fase.
C.P. 29738 Rincón de la Victoria.
Málaga-España

Teléfonos: 952 972 311 / 952 971 455
secretariaanoreta@novaschool.es



Novaschool Arrecife

C/ El Forito. Nº 4.
(Barrio San Francisco Javier)
C.P. 35500
Arrecife-Las Palmas-España

secretarialarrecife@novaschool.es



Novaschool Benalmádena

C/ Eros, s/n.
C. P. 29630 Benalmádena.
Málaga-España

Teléfonos: 951 770 901 / 951 770 902
secretarialbenalmadena@novaschool.es



Novaschool Baby Sunland

Calle Marie Curie, s/n.
C.P. 29590 Campanillas PTA.
Málaga-España

Teléfonos: 951 463 040
infobabysunland@Novaschool.es



Novaschool Juan Latino

C/ del Rejón, 9 (Parque Almunia).
C. P. 18014
Granada- España

Teléfonos: 958 567 980 / 958 105 731
secretarialjuanlatino@novaschool.es



Novaschool Málaga Centro

C/ Los Negros, 14.
C.P. 29013
Málaga-España

Teléfonos: 951 100 096 / 901 709 105
secretariamalagacentro@novaschool.es



Novaschool Medina Elvira

Urb. Medina Elvira Golf Residencial
C.P. 18230 Atarfe (Granada)
Granada- España

Teléfono: 902 109 571 - 958 848 522
secretariamedinaelvira@novaschool.es



Novaschool Fuentenueva

C/ Amor s/n.
C.P. 29670 San Pedro Alcántara.
Málaga-España

Teléfonos 951 778 964
secretariafuentenueva@novaschool.es



Novaschool Sunland Calahonda

Urb. Valpinomar, nº 2 , Mijas Costa.
Calahonda
Málaga-España

Teléfonos: 952 424 253 / 952 424 410
secretaria@sunland-int.org



Novaschool Sunland International

Carretera de Cártama. Estación a Pizarra.
C.P. 29580 Cártama Estación.
Málaga-España

Teléfonos: 952 424 253 / 952 424 410
infosunland@Novaschool.es



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