

## FAMILY SATISFACTION REPORT 2022-23

Novaschool Sunland International



education for life



Elaborated: quality area  
date: jun 2023

## 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 1 jun and 20 jun 2023.

### VALUATION SYSTEM

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

### ANALYSIS

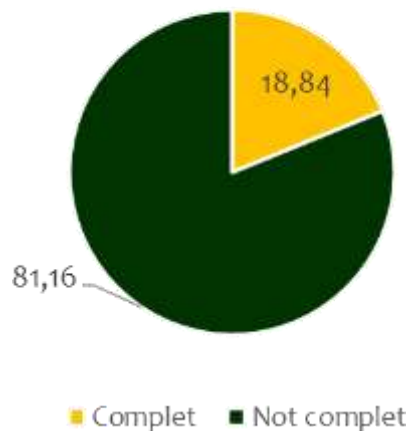
The analysis of the results of the surveys has been made based on the weighted average valuation, for its calculation it is taken into account the frequency with which the answers of each question have been repeated and the weights \* assigned to each one of the valuations:

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

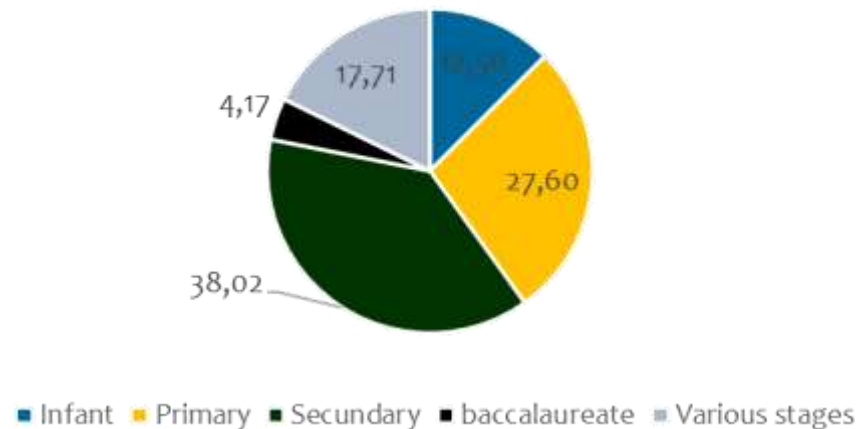
\*The results have been extrapolated on a scale from 1 to 10.

**LEVEL OF RESPONSE OBTAINED**

% Participation

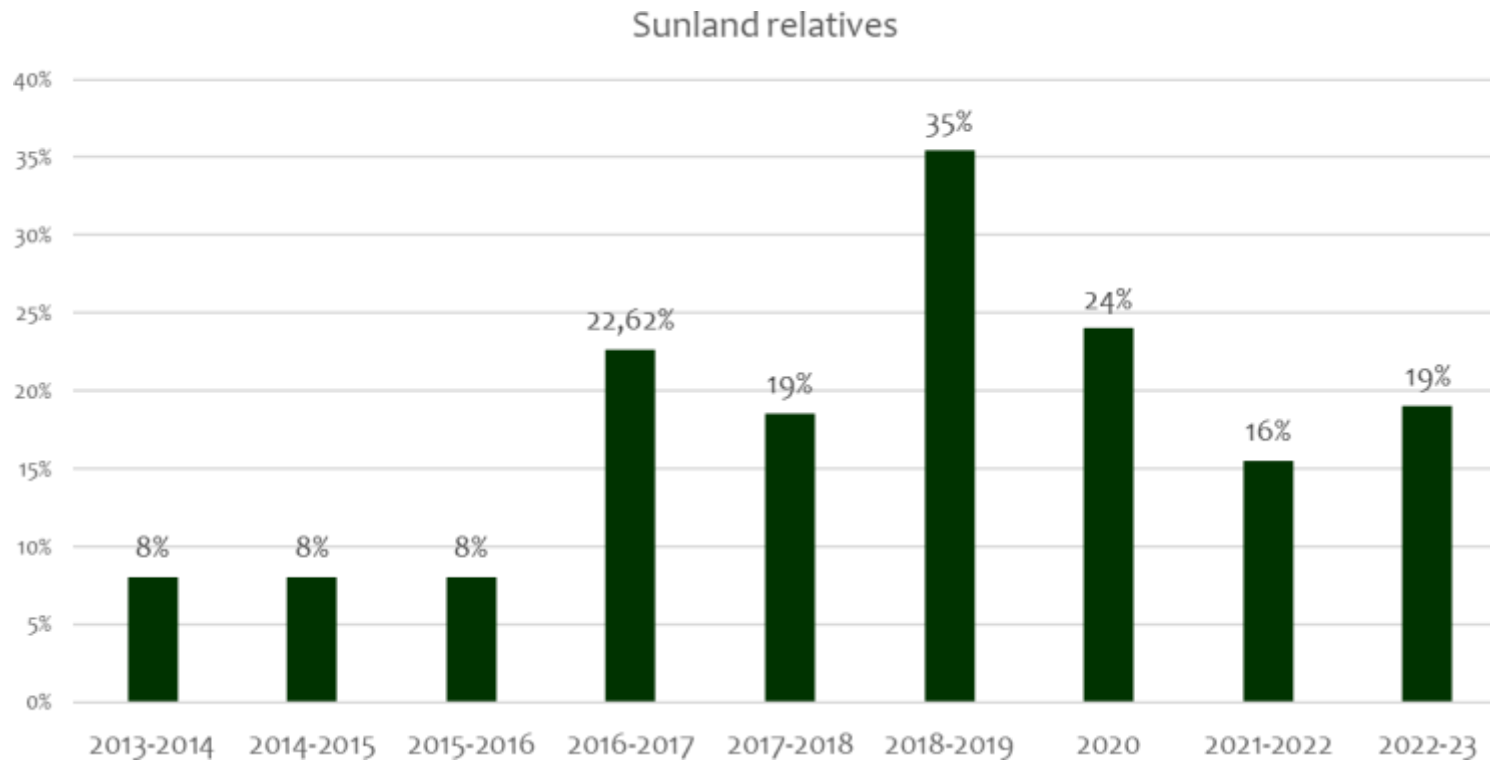


% Participation by stages



A total of 1019 satisfaction questionnaires were sent online and delivered on paper. Of these, 192 complete questionnaires have been received, representing an 15,5% level of response.

## EVOLUTION OF THE RESPONSE LEVEL

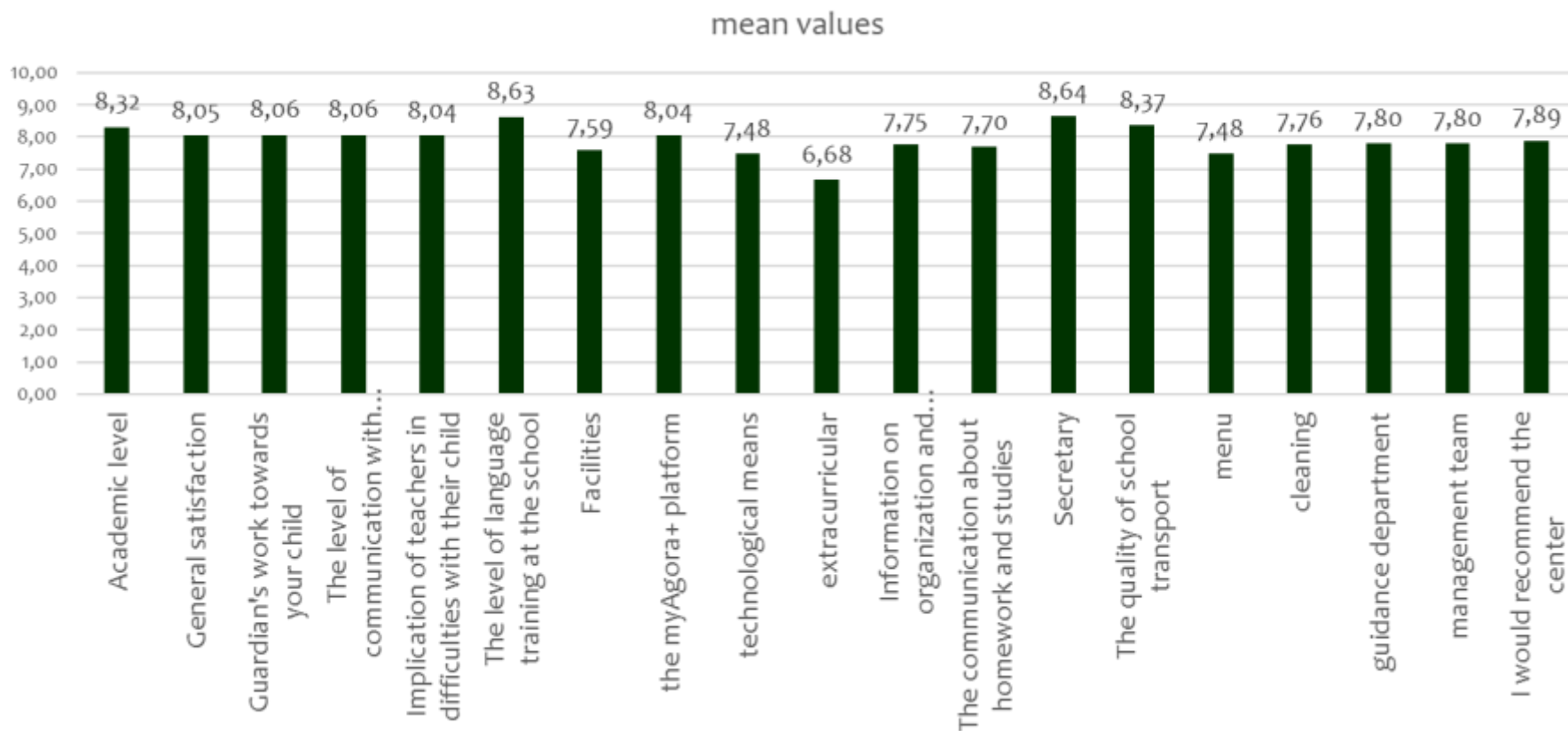


## RESULTS OBTAINED

Average overall course rating 2022-23

Jun 2023

7,90



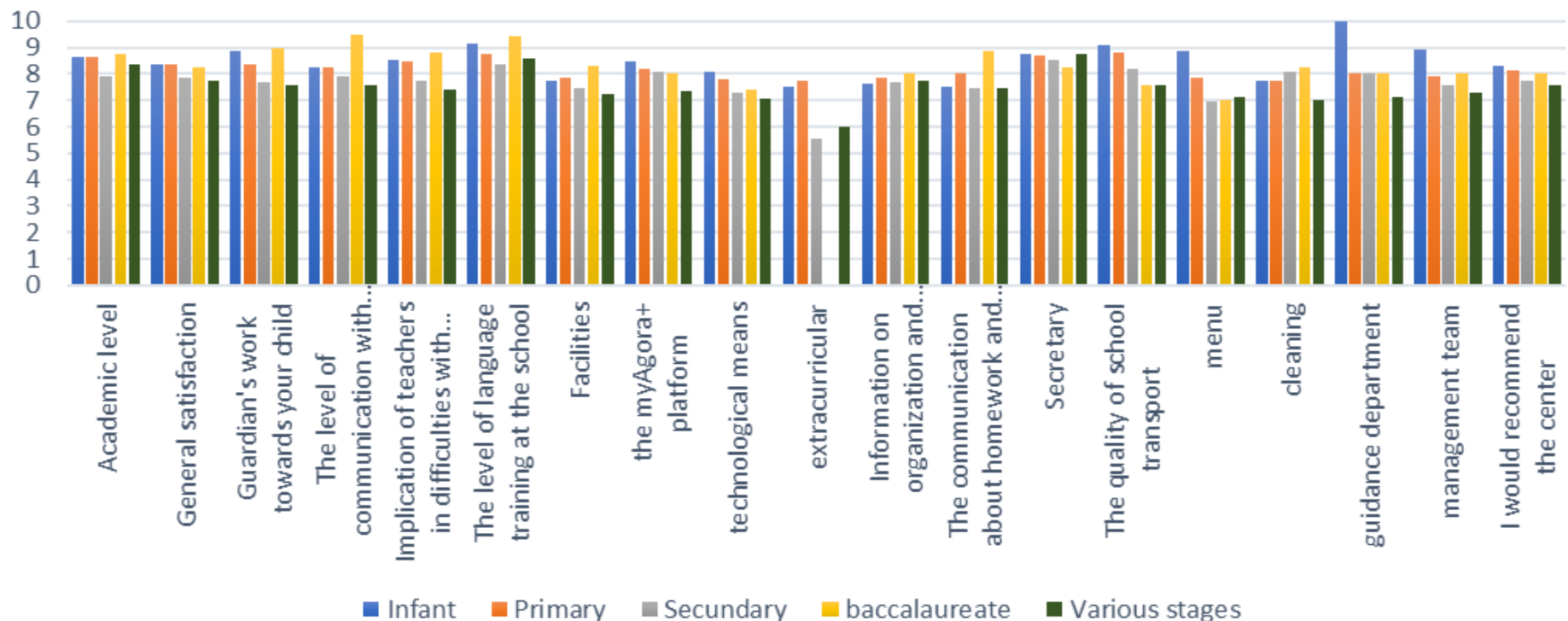
**RESULTS OBTAINED**

**Average overall course rating 2022-23**

**Jun 2023**

**7,90**

**Values by educational stage**



**RESULTS OBTAINED****Average overall course rating 2021-22**

The aspects most valued have been

**"The level of language training at the school" (8,63)**

**" The attention and efficiency of the office." (8.64).**

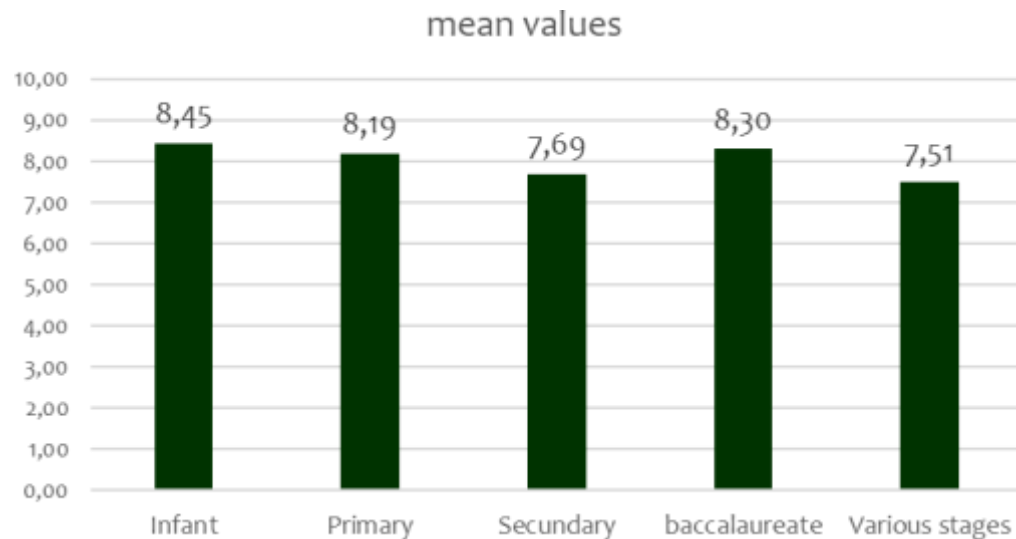
Among the aspects to improve are:

**"Dining room" (7,48), )**

**"tecnological means" (7,48),**

**"extracurricular" (6,68).**

**"Facilities" (7.59).**



## RESULTADOS OBTENIDOS

## Net Promoteí Scoíe

NPS

28



NPS is the metíic with which we obtain a scoíe that defines the level of customeí loyalty. Based on a questionnaíe (With what píobability would you íecomend the centeí?) that measuées fíom 0 (not at all likely) to 10 (veíy likely) the píobability that you would íecomend ouí seívices to a family membei/fíiend. Based on the íesults we obtain 3 types of clients:

- **Detíactoí:** those who scoíe fíom 0 to 6      39 have been obtaineí
- **Passives:** those who scoíe 7 and 8      60 have been obtaineí
- **Píomoteís:** scoíes of 9 and 10      93 have been obtaineí

The fóimula to calculate this numbeí would be: **% Píomoteís - % Detíactoís = NPS** (Passive responses do not count)

The NPS results go on a scale of -100 to 100 and the interpretation of the results are:

**-100-0:** Most people who interact with your service have a bad experience. They are not happy and are spreading the word that their services should be avoided. 1-30: This is an acceptable range, as it has slightly more promoters than passives and detractors. In this range there are many improvements to offer.

**31-50:** This is where most companies are located. A quality customer experience is valued and has a strong group of promoters who recommend the school.

**50-70:** A company in this range is doubling down on customer experience, and that means they have a larger than average group of promoters who share their positive perception with their personal networks.

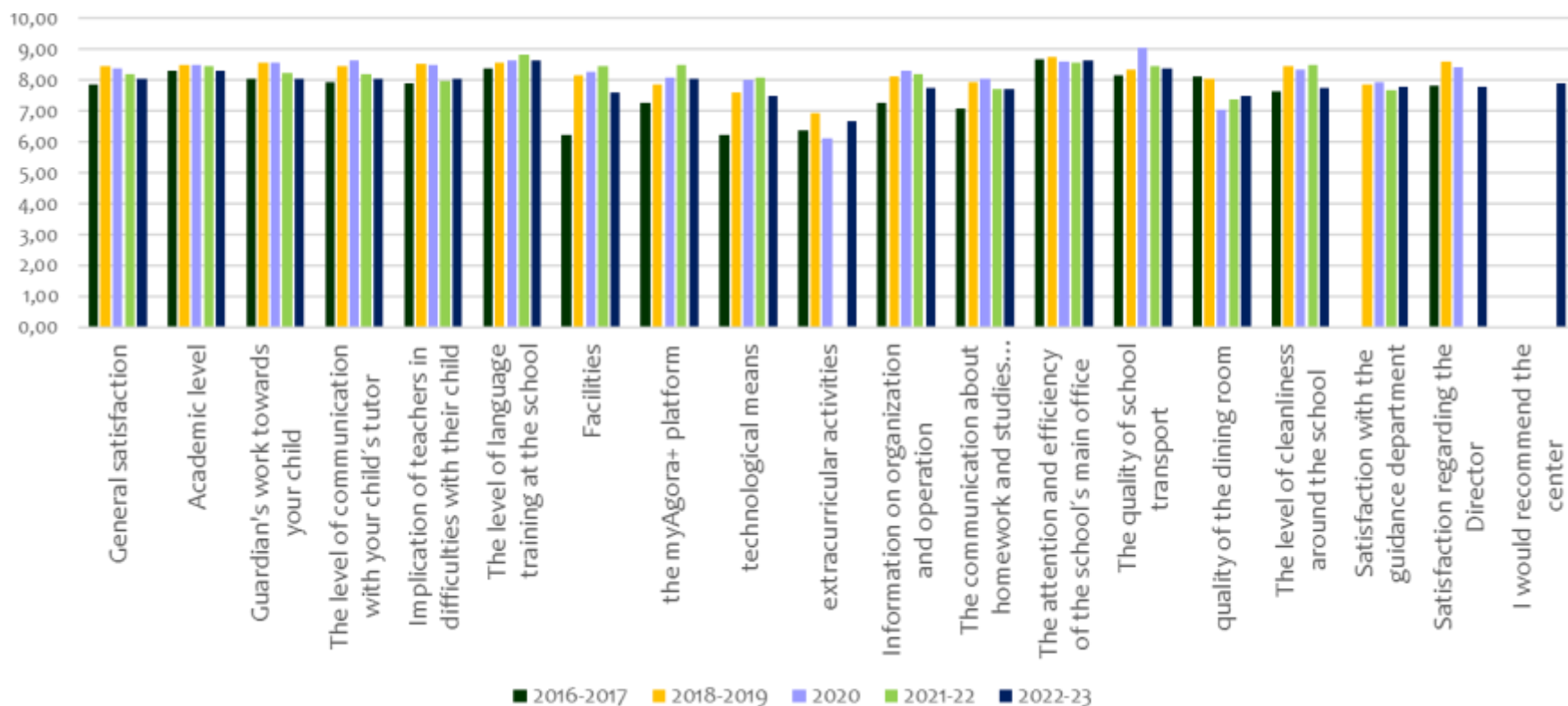
**70 to 100:** A company with a score in this range is considered among the best in its industry.

**THE RESULT IN NOVASCHOOL SUNLAND (28) IS AN ACCEPTABLE RESULT, AND WHERE THERE ARE MANY IMPROVEMENTS TO PROPOSE**



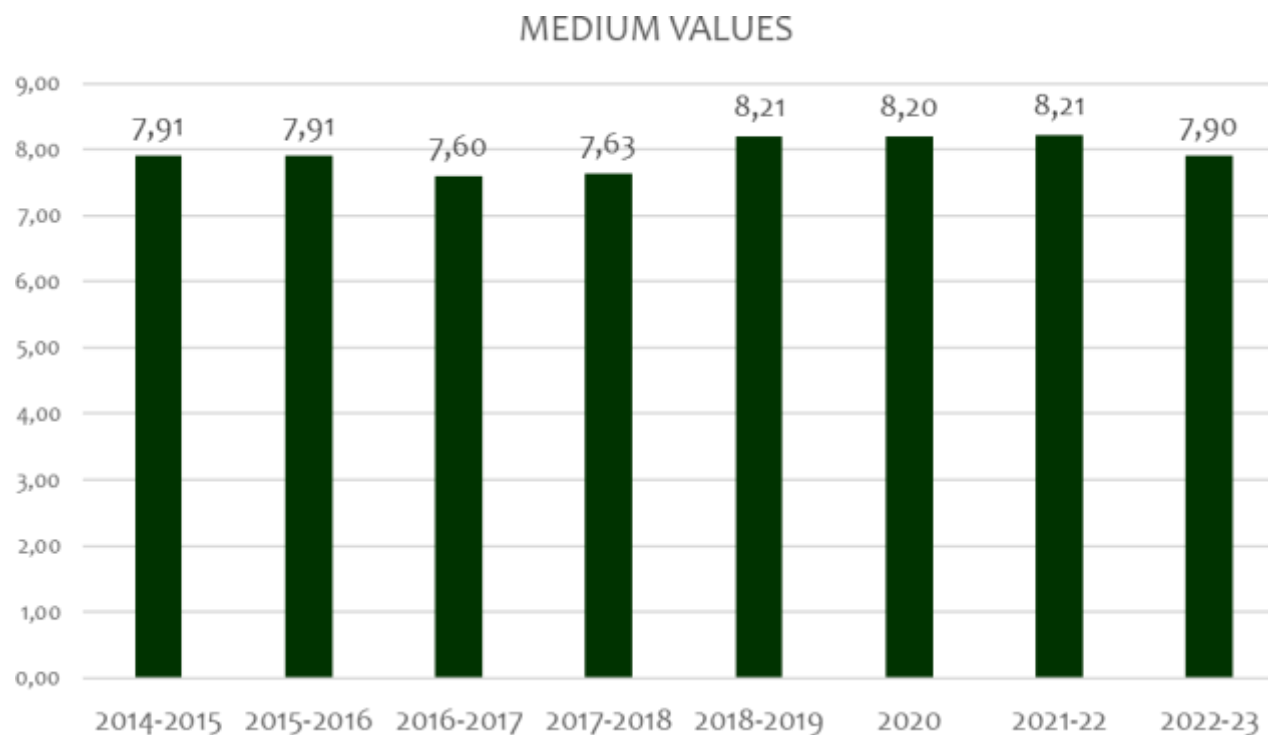
## RESULTS OBTAINED

### Comparative of years



**RESULTS OBTAINED**

**Comparative of years**



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