

C.G.S. Newsletter

Volume 18, Issue 11

Special Supplement

July & August 2012

A Parent Survey was conducted throughout the Winter Term to gauge parental views on various aspects of school life. A similar survey was conducted in 1997, 2000, 2003, 2006 and in 2009. Alumni **Tavinda, Shadman, Kasif, Zubair, Tamannur** led by **Protik**, went through the 1326 forms, representing almost all CGS parents. Many thanks to our Alumni and **Monwarul** who spent hours extracting quantitative and qualitative data from the completed survey forms.

CGS Survey 2012 Results!

Questions	2012	2009	2006	2003	2000	1997
1. CGS has improved over the years.						
a. Yes, it's getting better all the time	47%	45%	46%	58%	53%	60%
b. No, it seems to be going downhill.	8%	13%	15%	2%	4%	5%
c. Have not been involved long enough to say.	13%	16%	14%	15%	13%	35%
d. It has remained fairly consistence	31%	26%	25%	25%	30%	N/A
2. My experience of CGS is:						
a. Better than my expectations.	34%	24%	23%	27%	20%	14%
b. Worse than my expectations	14%	13%	16%	8%	14%	14%
c. About what I expected.	52%	63%	61%	65%	66%	72%
3. My view on CGS discipline is:						
a. It is too strict.	22%	24%	28%	35%	24%	8%
b. It is too lenient.	3%	3%	4%	1%	0%	20%
c. It is a good balance between the 2	75%	72%	68%	64%	76%	72%
4. My view on ECA's is:						
a. There is a good range.	70%	74%	68%	74%	77%	N/A
b. CGS does not have enough ECA's, I would like more sports.	17%	14%	17%	17%	13%	N/A
c. ECA's are a waste of time, there are too many already.	13%	11%	17%	9%	10%	N/A
5. The school academic standard in your view is:						
a. Too high, workload is great and my child has no free time.	20%	25%	24%	24%	25%	N/A
b. Too low, more material should be covered	4%	4%	4%	3%	4%	N/A
c. Fine, as it is.	77%	71%	72%	73%	71%	N/A
6. Your view on Private tuition.						
a. Should be a parent's prerogative, many keep tutors anyway.	28%	26%	29%	25%	28%	25%
b. Should be given by CGS teachers	52%	56%	50%	56%	40%	68%
c. Should never be given / allowed.	20%	18%	21%	19%	15%	7%
d. Other	-	-	-	N/A	17%	N/A
7. Would you like your child to continue at CGS for 11 & 12?						
a. Yes	55%	50%	44%	48%	N/A	N/A
b. No	6%	6%	10%	4%	N/A	N/A
c. I would consider it	38%	43%	44%	46%	N/A	N/A
d. My child is already in class 11.	2%	1%	2%	2%	N/A	N/A
8. The C.G.S. monthly Newsletters are :						
a. Very informative and useful.	63%	57%	64%	63%	57%	55%
b. Satisfactory, but could improve.	35%	42%	36%	36%	42%	43%
c. Unnecessary, discontinue them.	2%	1%	-	1%	1%	2%
9. Your view on C.G.S. administration:						
a. It is effective and efficient.	57%	55%	47%	59%	53%	47%
b. It is satisfactory.	37%	40%	48%	38%	46%	47%
c. It is incompetent and ineffective.	6%	5%	5%	3%	1%	6%
10. Why you choose to keep your child in C.G.S.						
a. Because it is genuinely a good school	80%	78%	72%	79%	78%	78%
b. Because you have no other choice.	13%	18%	20%	15%	19%	20%
c. Because it has achieved a 'elite status'	7%	5%	8%	6%	3%	2%
11. The assessment system at CGS is:						
a. Satisfactory, it motivates my child.	91%	87%	91%	94%	90%	N/A
b. Unsatisfactory, my child is not motivated.	9%	13%	9%	6%	10%	N/A
12. The CGS environment is:						
a. Good.	67%	65%	59%	73%	62%	N/A
b. Fair.	29%	29%	34%	21%	31%	N/A
c. Poor.	3%	6%	7%	6%	7%	N/A
13. Cleanliness (toilets etc.) of premises is						
a. Good.	66%	68%	76%	71%	67%	N/A
b. Fair.	25%	26%	20%	21%	31%	N/A
c. Poor.	9%	6%	4%	8%	2%	N/A
14. Does CGS successfully make students self-sufficient?						
a. Successfully.	88%	83%	85%	84%	75%	N/A
b. Unsuccessfully.	12%	17%	15%	16%	25%	N/A
15. Does CGS successfully teach students etiquette:						
a. Successfully.	85%	78%	83%	87%	87%	N/A
b. Unsuccessfully.	15%	22%	17%	13%	13%	N/A
16. Do you support sports matches with other schools?						
a. Yes	93%	95%	93%	93%	91%	N/A
b. No.	6%	4%	6%	5%	5%	N/A
c. Other:	1%	1%	1%	2%	4%	N/A
17. Students from class 3 upwards are able to borrow library books weekly. Is your child borrowing books regularly?						
a. Yes.	64%	70%	68%	53%	58%	N/A
b. No	22%	30%	32%	29%	18%	N/A
c. Not applicable, my child in below class 3	13%	-	-	-	-	N/A
18. Are you satisfied with the amount of reading your child is made to do at CGS?						
a. Yes.	81%	75%	76%	78%	82%	N/A
b. No.	19%	25%	24%	22%	18%	N/A
19. Is your child socially well-adjusted at CGS, has he/she made sufficient friends?						
a. Yes.	94%	93%	96%	92%	97%	N/A
b. No.	6%	7%	4%	8%	3%	N/A
20. Is your child happy going to school at CGS?						
a. Yes.	97%	95%	97%	97%	99%	N/A
b. No.	3%	5%	3%	3%	1%	N/A

6th CGS SURVEY: JANUARY TO JUNE 2012

Every 3 years CGS runs a survey gathering feedback from parents on various school issues.

As in the past, this year's survey invited parents to respond to several school related issues via a questionnaire. Each and every form was painstakingly read through in complete detail. Results were tabulated to provide quantitative and qualitative data which can be used to formulate short, medium and long term strategic policy. Transparency is essential, and to assure independent results, alumni were recruited to compile and present data.

Directors, Heads, Department Heads, Class Coordinators and Admin officers are reviewing the data and will use the information gathered to bring about changes for improvement.

Unfortunately, not all issues have immediate solutions. The ongoing problem we have with traffic and parking is one such example. We are reviewing the schedules and may change the staggered timing for Middle and Lower School to ease this congestion.

The survey is always a moment of truth for CGS and helps us identify weaknesses and find solutions whenever possible. Unfortunately, rising costs make it impossible to solve all our problems and our # 1 area of 'unhappiness' as expressed by parents is the high fees and other charges.

The results:

Quantitative data is tabulated on the front page. It is interesting to see trends over a 15 year period, from when the survey was first introduced. The first three surveys, in 1997, 2000 and 2003 were completed by parents on a voluntary basis; subsequently, in the 2006, 2009 and 2012 surveys all parents were required to complete the questionnaires. Most indicators have not changed significantly from 2006, showing, in most cases, a change of less than 5%.

We asked parents which areas they were 'most unhappy' with; the top answers were (the numbers in brackets represents the percentage of parents who expressed this view):

- 1 Fees too high (37%)
- 2 Teachers and teaching methods need to improve (28%)
- 3 Traffic and parking arrangements not satisfactory (18%)
- 4 No playground / parents areas (18%)
- 5 Too many sports / functions (8%)
- 6 Lock-out rule is too harsh (8%)
- 7 Too much workload (7%)

We then asked parents which areas they were 'most satisfied' with; the top answers are:

- 1 Good learning environment and teaching methods (35%)
- 2 High discipline standards, rules etc (30%)
- 3 Good teachers and teaching 20%
- 4 Good development of students and work skills (17%)
- 5 Good ECA's and sports (13%)
- 6 Good outings and functions (8%)
- 7 Good administration (7%)

Let us examine the areas parents were 'most unhappy' with:

1 Fees too high: Over a third of parents felt the fees were too high, and with the current financial global crisis this is an understandable problem for many. However, with the rising cost of rents and staff salaries, fees will continue to rise in the foreseeable future as we strive to maintain quality.

2 Teachers and teaching methods need to improve: 28% of parents felt there is a lack of qualified teachers and certainly this is the complaint that has caused us the greatest concern. Our only consolation is that on the flip side 35% of parents were most satisfied with the 'Good learning environment and teaching methods' and 20% felt we had 'Good teachers and teaching'. Teacher training is an ongoing endeavour and hiring qualified teachers is our greatest challenge, as we are faced a nation-wide shortage of qualified teachers as there are no

suitable tertiary institutions for teacher-training. In addition, our appraisal system is currently under review and our in-house training schedule is being expanded. Student feedback in the classroom through questionnaires are now an ongoing part of our appraisal and hopefully this will specifically identify weak teachers who will either be improved through training or removed from their posts.

3 Traffic / parking problems: Just under 18% complained about this ever-increasing urban problem. We have already employed a large security team to ensure the smooth flow of traffic as far as possible but we do require the cooperation of parents to ensure success.

4 No Playground: 18% parents requested a playing field, however with the scarcity of land in our urban context this will only lead to a further increase of the already high fees! We will continue to rent facilities from the city including cricket grounds, squash courts, swimming pool, athletics and football fields.

5 Too many sports / functions: 8% of parents felt we had too many functions and sports. The CGS philosophy is to create an environment rich in cultural, academic and athletic programmes to engage students and develop all aspects of their character.

6 Lock-out: 1 in 12 parents felt this was a harsh rule. Lock-out is a hallmark of the firm discipline at CGS, it teaches students an early lesson in punctuality. One only needs to be locked-out once to feel the pinch, and hopefully, never repeat it. During inclement weather and political unrest lock-out rules are often relaxed.

7 Too much work-load: 1 in 14 parents felt the workload at CGS was too great. In an increasingly competitive world students need to be prepared to face the challenges that lie ahead and one of the ways of preparing them is stretching them to the limit. Parents could off-set this by ensuring their children participate in ECA's and other physical activities to create a balance.

Parents used this opportunity to express their suggestions for improvement. Here are some comments that were expressed:

- ◆ "CGS strengthens the foundation of a child".
- ◆ "Excessive Western influence on students' minds".
- ◆ "Curriculum should develop Head, Heart and Hand".
- ◆ "Introduce School Busses".
- ◆ "Students should be instructed to be good citizens".
- ◆ "CGS aims to raise the educational standard in Chittagong".
- ◆ "Please STOP, STOP and STOP private tuition in CGS".

These are some of the many suggestions given by parents; all have been recorded and are issues we will be looking into.

In particular, the final comment was a widely expressed view by parents, especially in Middle School. We have made a very serious note and actions have already been taken with the dismissal of two senior Science teachers in Middle school. Further measures are being put into place with warning letters to teachers in Middle and Lower School; all teachers have signed a contract with the school barring the practice of private tuitions. Any teacher found transgressing this clause will be immediately dismissed. Students who are found taking tuitions will also be asked to leave the school as this is a two-way arrangement. If any parent feels their child requires special help they may speak to the Head or write confidentially to chittagonggrammarschool@hotmail.com and after-school help will be provided. We need your support to eliminate private tuitions with confidential feedback and reporting.

If this dialogue has invoked further thoughts or you have something to add do write in or email us at the address provided above. We thank all parents for taking the time to complete the survey. The criticism received will push us to improve and we are encouraged by the many positive comments, in particular a parent who writes, "CGS is an excellent environment for education!"

We wish you all happy holidays!

Farhat Khan, Bilquis Dada and Shereen Ispahani
CGS Directors.