




2. If you were a parent/carer at our school last year, what did you think of the end of year report you accessed online?

						Response Percent	Response Total	
1	Did not access report					7.22%	7	
2	Liked report					85.57%	83	
3	Did not like report					7.22%	7	
Analysis	Mean:	2	Std. Deviation:	0.38	Satisfaction Rate:	50	answered	97
	Variance:	0.14	Std. Error:	0.04			skipped	2

Comments: (12)

1	11/10/16 2:41PM ID: 45972038	Really detailed
2	11/10/16 2:59PM ID: 45973880	Graphs were really informative.
3	11/10/16 7:13PM ID: 46000487	Very clear & easy to access. Liked how visual it was.
4	17/10/16 8:49AM ID: 46509168	As above
5	17/10/16 3:43PM ID: 46553727	Prefer paper
6	17/10/16 4:14PM ID: 46578226	As above
7	17/10/16 6:30PM ID: 46592263	Very detailed for the short time she was in nursery
8	19/10/16 3:17PM ID: 46836933	Too small ,only have smart phone
9	19/10/16 5:12PM ID: 46847838	They are easy to understand
10	19/10/16 5:35PM ID: 46847918	Same as above
11	19/10/16 6:22PM ID: 46856167	As above
12	19/10/16 6:28PM ID: 46856114	See above





3. What else would you like to see on your child's online reports?

						Response Percent	Response Total	
1	Open-Ended Question					100.00%	24	
1	11/10/16 2:59PM ID: 45973880	Perhaps progress from previous year also included.						
2	11/10/16 7:13PM ID: 46000487	Great as it is, thanks!						
3	17/10/16 9:10AM ID: 46509408	Possibly picture evidence of work done etc						
4	17/10/16 9:11AM	Nothing I can think of						

3. What else would you like to see on your child's online reports?

			Response Percent	Response Total
	ID: 46509024			
5	17/10/16 9:20AM ID: 46505910	How the parents can help to progress their child. Also how your child interacts with their classmates.		
6	17/10/16 1:52PM ID: 46558486	N/A		
7	17/10/16 3:38PM ID: 46574128	Attendance record		
8	17/10/16 3:51PM ID: 46567094	Nothing that I can think of		
9	17/10/16 4:04PM ID: 46577188	Merits and rewards		
10	17/10/16 4:25PM ID: 46577951	Nothing. It was fine as is.		
11	17/10/16 4:33PM ID: 46579874	Everything was covered		
12	17/10/16 4:35PM ID: 46581611	Attendance record		
13	17/10/16 5:11PM ID: 46585186	Cannot access until a laptop purchased		
14	17/10/16 5:11PM ID: 46585130	More about their behaviour in school		
15	17/10/16 5:17PM ID: 46585815	Most interested in the oersianl comment. Data isn't everything		
16	17/10/16 5:31PM ID: 46586294	N/A		
17	17/10/16 5:40PM ID: 46587987	Most interested in comment. Data is not everything		
18	17/10/16 6:30PM ID: 46592263	Some info on eating habits and amounts... How do they get on with their lunch		
19	19/10/16 4:00PM ID: 46581701	They covered it all		
20	19/10/16 5:12PM ID: 46847838	They are well written. Nothing else		
21	19/10/16 5:18PM ID: 46842472	I feel it was all covered		
22	19/10/16 5:25PM ID: 46839463	All OK		
23	19/10/16 5:57PM ID: 46854326	Pictures possibly		
24	19/10/16 6:28PM ID: 46856114	Statements written specifically about the child not picked from a list of ready made sentences/curriculum objectives.		
			answered	24
			skipped	75







4. How often do you look at the school website?

						Response Percent	Response Total
1	I do not look at the school website					2.04%	2
2	Once a week					57.14%	56
3	Twice a week					14.29%	14
4	More than twice a week					26.53%	26
Analysis		Mean:	2.65	Std. Deviation:	0.89	Satisfaction Rate:	55.1
		Variance:	0.8	Std. Error:	0.09		
						answered	98
						skipped	1



Comments: (12)

1	11/10/16 2:41PM ID: 45972038	To check homework and see letters
2	11/10/16 2:59PM ID: 45973880	Love it! Has become our Friday routine to check for Homework.
3	11/10/16 7:13PM ID: 46000487	Very useful tool - much prefer this method to lots of letters.
4	17/10/16 8:57AM ID: 46505550	The text reminders are a lifesaver!
5	17/10/16 9:15AM ID: 46516202	Website is clear and handy to access wherever and whenever I choose to
6	17/10/16 3:54PM ID: 46576133	Usually check when receiving texts about the newsletter
7	17/10/16 4:04PM ID: 46577188	Its not quite as much as once a week but I check the newsletter.
8	17/10/16 5:11PM ID: 46585186	Can access some on phone
9	17/10/16 5:11PM ID: 46585130	I like that the homework is now on there!
10	19/10/16 6:11PM ID: 46855402	Every day
11	19/10/16 6:22PM ID: 46856167	I check it almost daily
12	19/10/16 6:28PM ID: 46856114	Very useful and easy way to get info. Texts notifying us when newsletters are put up are very helpful!

5. Which parts of the school website do you access (tick all that apply);

			Response Percent	Response Total
1	class pages		97.96%	96
2	office page		61.22%	60
3	PTA page		17.35%	17
4	Governors page		8.16%	8
5	Policies		18.37%	18
6	e-safety		12.24%	12

5. Which parts of the school website do you access (tick all that apply);

						Response Percent	Response Total	
7	Children's Club page					31.63%	31	
8	Other (please specify):					8.16%	8	
Analysis	Mean:	7.57	Std. Deviation:	8.22	Satisfaction Rate:	71.72	answered	98
	Variance:	67.61	Std. Error:	0.83			skipped	1
Other (please specify): (8)								
1	11/10/16 2:41PM ID: 45972038	newsletters						
2	17/10/16 8:57AM ID: 46505550	newsletter						
3	17/10/16 3:34PM ID: 46567618	Newsletter						
4	17/10/16 3:43PM ID: 46553727	news letters						
5	17/10/16 4:01PM ID: 46577196	Contact Details						
6	17/10/16 5:42PM ID: 46588112	Calendar						
7	19/10/16 5:12PM ID: 46847838	Term dates						
8	19/10/16 5:25PM ID: 46839463	Calender						

6. Please tell us how the website helps you.

						Response Percent	Response Total
1	Open-Ended Question					100.00%	71
1	11/10/16 2:41PM ID: 45972038	Quick to access, easy to find things					
2	11/10/16 2:59PM ID: 45973880	Let's us know what our child has been learning so we can support them at home. Love seeing photos of the work they have done.					
3	11/10/16 7:13PM ID: 46000487	Accessible at any time of day/night. Love the class pages as it is great to see what the children are doing & to check on homework.					
4	17/10/16 8:49AM ID: 46509168	Keep up to date					
5	17/10/16 8:51AM ID: 46310183	Keep up to date on what my daughter is doing in school					
6	17/10/16 8:57AM ID: 46505550	Quick info in one place and no annoying pieces of paper to lose					
7	17/10/16 9:03AM ID: 46506892	Information about events ,newsletter					
8	17/10/16 9:10AM ID: 46509408	Keeps us up to date					

6. Please tell us how the website helps you.

			Response Percent	Response Total
9	17/10/16 9:11AM ID: 46514956	Keeps us up to date with homework, up and coming class activities and also we enjoy seeing what the children have been doing during the week !		
10	17/10/16 9:11AM ID: 46509024	Homework details. I like to see pictures from the class.		
11	17/10/16 9:15AM ID: 46516202	Homework, important dates, information about the wider school		
12	17/10/16 9:20AM ID: 46505910	Helps to know what your child is doing in their class. Keeps you up to date with school activities.		
13	17/10/16 1:52PM ID: 46558486	Homework and school events		
14	17/10/16 3:34PM ID: 46567618	Keeps me up do date with school events.		
15	17/10/16 3:38PM ID: 46572816	Provides term dates		
16	17/10/16 3:38PM ID: 46574128	Holiday /term reminders		
17	17/10/16 3:41PM ID: 46573992	Keeps me informed of what is going on in school		
18	17/10/16 3:43PM ID: 46553727	Information for coming weeks		
19	17/10/16 3:44PM ID: 46574725	Term dates, events, buying uniform, see what topics children are learning		
20	17/10/16 3:46PM ID: 46568184	Keeping up to date with homework		
21	17/10/16 3:51PM ID: 46567094	To find out homework information.		
22	17/10/16 3:51PM ID: 46565370	To keep up to date on school learning topics in class		
23	17/10/16 4:01PM ID: 46577196	Check on childs homework		
24	17/10/16 4:02PM ID: 46567208	Forms		
25	17/10/16 4:04PM ID: 46577188	School calendar and events.		
26	17/10/16 4:07PM ID: 46577995	Helps with checking homework		
27	17/10/16 4:14PM ID: 46578226	Need to check for info I want		
28	17/10/16 4:25PM ID: 46577951	Know what is happening.		
29	17/10/16 4:30PM ID: 46580733	Easy to access and gives good information regarding what is going on		
30	17/10/16 4:33PM ID: 46579874	Delighted with the recent upgrade		
31	17/10/16 4:35PM ID: 46581611	Holiday /term reminders		

6. Please tell us how the website helps you.

			Response Percent	Response Total
32	17/10/16 4:47PM ID: 46579373	Mobile phone		
33	17/10/16 4:47PM ID: 46578153	Keeps me informed, excellent tool for immediate communication and clarification		
34	17/10/16 4:50PM ID: 46580520	Gives information about what topics children are covering in class.		
35	17/10/16 4:54PM ID: 46583289	To find out relevant information as I am new to the school eg: term date,activities		
36	17/10/16 5:11PM ID: 46585186	Prefer to look at paper copies,informative		
37	17/10/16 5:11PM ID: 46585130	Keeps me updated now the school does not use paper anymore		
38	17/10/16 5:17PM ID: 46585815	Use it as a reminder.		
39	17/10/16 5:31PM ID: 46586294	Finding out what is happening .		
40	17/10/16 5:40PM ID: 46587987	News		
41	17/10/16 5:42PM ID: 46588112	Keeps me updated.		
42	17/10/16 5:53PM ID: 46587476	Just let's us see what is happening within the class so we can track Joshua's progress		
43	17/10/16 5:55PM ID: 46587446	Lots of information		
44	17/10/16 6:10PM ID: 46578395	Helps us keep up-to-date with homework, activity clubs etc.		
45	17/10/16 6:30PM ID: 46592263	Updates about activities and homework, term dates, uniform		
46	19/10/16 8:57AM ID: 46774980	For up coming information		
47	19/10/16 8:58AM ID: 46770661	Keeps us well informed		
48	19/10/16 9:05AM ID: 46776031	Keeps me informed of things going on		
49	19/10/16 3:17PM ID: 46836933	Provides dates and information		
50	19/10/16 3:31PM ID: 46787106	Know what children are learning each week so I can talk to my child about it		
51	19/10/16 3:49PM ID: 46772346	Find out what Harry's been doing in class		
52	19/10/16 4:00PM ID: 46581701	Everything's accessible		
53	19/10/16 4:02PM ID: 46842718	It doesnt		
54	19/10/16 4:11PM ID: 46842362	Newsletter to say when things are on		

6. Please tell us how the website helps you.

			Response Percent	Response Total
55	19/10/16 4:30PM ID: 46845871	To check homework and clubs. Term dates etc		
56	19/10/16 5:12PM ID: 46847838	With homework and events		
57	19/10/16 5:18PM ID: 46842472	Giving info		
58	19/10/16 5:25PM ID: 46839463	Be organised and up to date with what's happening in class		
59	19/10/16 5:32PM ID: 46852089	Let us know what is going on in class		
60	19/10/16 5:35PM ID: 46847918	It keeps me informed		
61	19/10/16 5:42PM ID: 46852891	I can see what lessons year 6 have done during the week		
62	19/10/16 5:46PM ID: 46847788	Doesn't		
63	19/10/16 5:50PM ID: 46853913	To check homework and clubs. Term dates etc		
64	19/10/16 5:53PM ID: 46853727	Communications from the school		
65	19/10/16 5:54PM ID: 46854031	Organising school life		
66	19/10/16 5:57PM ID: 46854326	Keeping in touch and finding out news		
67	19/10/16 6:05PM ID: 46854869	Information about current subjects studied and upcoming events		
68	19/10/16 6:11PM ID: 46855402	Homework, after school clubs, newsletters		
69	19/10/16 6:19PM ID: 46842670	Homework		
70	19/10/16 6:22PM ID: 46856167	Keeps me updated on all class/school events		
71	19/10/16 6:28PM ID: 46856114	Keeps us in touch with school and chance to see what they've been doing in school. Always nice when photos go up. Good to be able to refer back if we need to remember info instead of searching for an old letter.		
			answered	71
			skipped	28

7. How do you think the website can be improved?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	26
1	11/10/16 2:41PM ID: 45972038	its good as it is		




7. How do you think the website can be improved?

			Response Percent	Response Total
2	11/10/16 2:59PM ID: 45973880	It could be greatly improved if it was more interactive.		
3	11/10/16 7:13PM ID: 46000487	Great as it is.		
4	17/10/16 8:49AM ID: 46509168	Website is good		
5	17/10/16 9:10AM ID: 46509408	n#92;a		
6	17/10/16 9:11AM ID: 46514956	Can't think of anything - like that it is very easy to use and access by phone also.		
7	17/10/16 9:20AM ID: 46505910	Ideas for school holiday activities but not in school. Project ideas between years that they can do in the school holidays.		
8	17/10/16 1:52PM ID: 46558486	N/A		
9	17/10/16 3:38PM ID: 46572816	Doest need improving		
10	17/10/16 3:38PM ID: 46574128	Recipes		
11	17/10/16 3:51PM ID: 46567094	Nothing		
12	17/10/16 3:51PM ID: 46565370	more links, especially to espresso		
13	17/10/16 4:04PM ID: 46577188	I like it as it is.		
14	17/10/16 4:25PM ID: 46577951	Fine as is.		
15	17/10/16 4:33PM ID: 46579874	Happy the way it is		
16	17/10/16 4:35PM ID: 46581611	Recipes		
17	17/10/16 4:46PM ID: 46551508	Sometimes I can't access some of the attachments.		
18	17/10/16 5:17PM ID: 46585815	.		
19	17/10/16 5:31PM ID: 46586294	No suggestions		
20	17/10/16 6:30PM ID: 46592263	Takes a while to get to relevant info/section. This can be done simpler. Parts that change every day... Other parts change once a year		
21	19/10/16 8:57AM ID: 46774980	No		
22	19/10/16 4:00PM ID: 46581701	It's fine how it is		
23	19/10/16 4:26PM ID: 46845537	Easier to use		
24	19/10/16 5:12PM ID: 46847838	Nothing.		

7. How do you think the website can be improved?

			Response Percent	Response Total
25	19/10/16 5:25PM ID: 46839463	None		
26	19/10/16 6:22PM ID: 46856167	I think it is fit for purpose and easy to use		
			answered	26
			skipped	73

8. How often do you receive a school text message?

			Response Percent	Response Total				
1	A couple of days a week		82.11%	78				
2	Daily		13.68%	13				
3	More than once a day		4.21%	4				
Analysis	Mean:	1.22	Std. Deviation:	0.51	Satisfaction Rate:	11.05	answered	95
	Variance:	0.26	Std. Error:	0.05			skipped	4

9. Please tell us how the text message system helps you.

			Response Percent	Response Total
1	Open-Ended Question		100.00%	66
1	11/10/16 2:41PM ID: 45972038	instant		
2	11/10/16 2:59PM ID: 45973880	Always have my phone with me so it's a sure way to get messages home!		
3	11/10/16 7:13PM ID: 46000487	Great to give us reminders & to keep us up to date with events.		
4	17/10/16 8:57AM ID: 46505550	Reminds me of events just before they happen so I don't have time to forget!		
5	17/10/16 8:58AM ID: 46513796	Keep me informed		
6	17/10/16 9:03AM ID: 46506892	Reminders of events		
7	17/10/16 9:10AM ID: 46509408	Keeps us up to date		
8	17/10/16 9:11AM ID: 46514956	Good reminder system and alerts us to bumped heads etc		
9	17/10/16 9:15AM ID: 46516202	Reminders		
10	17/10/16 9:20AM ID: 46505910	Lets me know what's going on.		

9. Please tell us how the text message system helps you.

			Response Percent	Response Total
11	17/10/16 9:25AM ID: 46517685	Excellent for reminding Excellent for reminding me about different activities		
12	17/10/16 1:52PM ID: 46558486	Kept informed		
13	17/10/16 3:34PM ID: 46567618	Keeping updated		
14	17/10/16 3:38PM ID: 46572816	Keeps me updated		
15	17/10/16 3:38PM ID: 46574128	Reminder		
16	17/10/16 3:41PM ID: 46573992	Keeps us updated instantly		
17	17/10/16 3:44PM ID: 46574725	Reminder for events, non uniforms days etc		
18	17/10/16 3:51PM ID: 46567094	Good reminder system		
19	17/10/16 3:51PM ID: 46565370	Keeps me informed		
20	17/10/16 3:52PM ID: 46573462	Keeps me informed of things		
21	17/10/16 3:54PM ID: 46576133	Keeps us informed of important events and any issues and sends reminders		
22	17/10/16 4:01PM ID: 46577196	Acts as a reminder		
23	17/10/16 4:04PM ID: 46577188	It keeps me informed.		
24	17/10/16 4:07PM ID: 46577995	Reminds us about upcoming events and alerts to stranger danger		
25	17/10/16 4:14PM ID: 46578226	Quick way of accessing info		
26	17/10/16 4:25PM ID: 46577951	Helps me to know what's happening.		
27	17/10/16 4:30PM ID: 46580733	Reminds me about things		
28	17/10/16 4:33PM ID: 46579874	Immediate reminders		
29	17/10/16 4:35PM ID: 46581611	Reminder		
30	17/10/16 4:46PM ID: 46551508	I have a bad memory, the texts are my reminders		
31	17/10/16 4:47PM ID: 46579373	Excellent way of communication		
32	17/10/16 4:47PM ID: 46578153	Keeps me up to date and reminds me of due dates		
33	17/10/16 4:54PM	Alerts me promptly		

9. Please tell us how the text message system helps you.

			Response Percent	Response Total
	ID: 46583289			
34	17/10/16 5:11PM ID: 46585186	Reminding and informative		
35	17/10/16 5:11PM ID: 46585130	Keeps updated		
36	17/10/16 5:17PM ID: 46585815	Organisation		
37	17/10/16 5:31PM ID: 46586294	Reminders about events and incidents.		
38	17/10/16 5:40PM ID: 46587987	Organisation		
39	17/10/16 5:42PM ID: 46588112	Gives me informed		
40	17/10/16 5:53PM ID: 46587476	Keeps us informed		
41	17/10/16 5:55PM ID: 46587446	Very useful at giving important information quickly		
42	17/10/16 6:10PM ID: 46578395	Keeps the communication lines open.		
43	17/10/16 6:30PM ID: 46592263	Greatelyfi e AS Greately		
44	19/10/16 8:57AM ID: 46774980	Immediate infirmation		
45	19/10/16 9:05AM ID: 46776031	Fantastic reminder and the information provided is really helpful		
46	19/10/16 3:31PM ID: 46787106	Keeps me up to date and reminds me		
47	19/10/16 4:00PM ID: 46581701	Helps me remember things		
48	19/10/16 4:11PM ID: 46842362	Great to keep you informed		
49	19/10/16 4:26PM ID: 46845537	All information is sent thugh		
50	19/10/16 4:30PM ID: 46845871	Quick and convenient way to relate relevant information		
51	19/10/16 5:12PM ID: 46847838	Reminders of events and accidents etc		
52	19/10/16 5:18PM ID: 46842472	It is a good reminder		
53	19/10/16 5:21PM ID: 46841398	Reminds me to look at website		
54	19/10/16 5:25PM ID: 46839463	Very well to be organised		
55	19/10/16 5:32PM	Information		

9. Please tell us how the text message system helps you.

			Response Percent	Response Total
	ID: 46852089			
56	19/10/16 5:35PM ID: 46847918	Yes, it's a great reminder		
57	19/10/16 5:42PM ID: 46852891	Acts as a reminder		
58	19/10/16 5:50PM ID: 46853913	Quick and convenient way to relate relevant information		
59	19/10/16 5:53PM ID: 46853727	Keeps us up to date		
60	19/10/16 5:54PM ID: 46854031	Let's me know of important events and any school issues		
61	19/10/16 5:57PM ID: 46854326	Quick way of updating us		
62	19/10/16 6:05PM ID: 46854869	Good reminder of upcoming events		
63	19/10/16 6:11PM ID: 46855402	Reminds me about things!!		
64	19/10/16 6:19PM ID: 46842670	Reminds Me so I don't forget		
65	19/10/16 6:22PM ID: 46856167	As reminders		
66	19/10/16 6:28PM ID: 46856114	Reminders are useful when new things have gone on website		
			answered	66
			skipped	33

10. Please tell us how the text message system can be improved.

			Response Percent	Response Total
1	Open-Ended Question		100.00%	22
1	11/10/16 2:41PM ID: 45972038	not sure		
2	11/10/16 2:59PM ID: 45973880	Offer a system where we can reply.		
3	17/10/16 9:10AM ID: 46515497	I would like to know when it is class specific and when it applies to the whole school		
4	17/10/16 9:10AM ID: 46509408	n/a		
5	17/10/16 1:52PM ID: 46558486	N/A		
6	17/10/16 3:38PM ID: 46572816	Doesn't need improving		
7	17/10/16 3:41PM	Instead of multiple texts in one day perhaps one text containing all the information		

10. Please tell us how the text message system can be improved.

			Response Percent	Response Total
	ID: 46573992			
8	17/10/16 3:43PM ID: 46553727	Text are not sent to both parents		
9	17/10/16 3:51PM ID: 46567094	When a child bumps their head and you have more than one child it doesnt state which child it has been.		
10	17/10/16 3:51PM ID: 46565370	more information		
11	17/10/16 4:30PM ID: 46580733	Think it is good the way it is		
12	17/10/16 4:33PM ID: 46579874	Happy the way it is		
13	17/10/16 4:50PM ID: 46580520	Please don,t use text messages for urgent information such as a cancelled after school club.		
14	17/10/16 5:17PM ID: 46585815	.		
15	17/10/16 5:21PM ID: 46585985	I used to get texts but they have stopped but my details have not changed		
16	17/10/16 5:31PM ID: 46586294	No suggestions		
17	17/10/16 5:40PM ID: 46587987	.		
18	17/10/16 6:30PM ID: 46592263	Fine as it is		
19	19/10/16 8:57AM ID: 46774980	Na		
20	19/10/16 4:00PM ID: 46581701	I think it's fine		
21	19/10/16 5:12PM ID: 46847838	Maybe more notice with events		
22	19/10/16 6:28PM ID: 46856114	When you text to say a child has had an injury can you put name of child in text because we have two children in school.		
			answered	22
			skipped	77

11. How often do you telephone the school?

			Response Percent	Response Total
1	Less that once a month		80.00%	76
2	Once a month		12.63%	12
3	Once a week		1.05%	1
4	More than once a week		0.00%	0
5	Other (please specify):		6.32%	6

11. How often do you telephone the school?

							Response Percent	Response Total
Analysis	Mean:	1.4	Std. Deviation:	1.01	Satisfaction Rate:	10	answered	95
	Variance:	1.02	Std. Error:	0.1			skipped	4
Other (please specify): (6)								
1	17/10/16 8:51AM ID: 46310183	Not very often						
2	17/10/16 3:54PM ID: 46576133	Only when there is an issue						
3	17/10/16 6:10PM ID: 46578395	I'm in school every day!						
4	19/10/16 8:57AM ID: 46774980	only when i need to						
5	19/10/16 4:00PM ID: 46581701	Whenever I need to						
6	19/10/16 4:02PM ID: 46842718	Never						

12. What works well when you telephone?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	36
1	11/10/16 2:41PM ID: 45972038	can leave a message		
2	11/10/16 2:59PM ID: 45973880	NA		
3	11/10/16 7:13PM ID: 46000487	Easy to follow system (numbers to access different areas) & lovely office staff - always very efficient & helpful.		
4	17/10/16 8:57AM ID: 46505550	Different departments and absence message system		
5	17/10/16 9:10AM ID: 46509408	N/a		
6	17/10/16 9:11AM ID: 46514956	Directs you straight to which department you want to talk to.		
7	17/10/16 9:11AM ID: 46509024	Very helpful office staff		
8	17/10/16 9:20AM ID: 46505910	Puts you through to certain dept.		
9	17/10/16 3:38PM ID: 46574128	Answer phone		
10	17/10/16 3:51PM ID: 46567094	N/a		
11	17/10/16 3:51PM ID: 46565370	The automated system		
12	17/10/16 4:25PM	Office staff very helpful		

12. What works well when you telephone?

			Response Percent	Response Total
	ID: 46577951			
13	17/10/16 4:35PM ID: 46581611	Answer phone		
14	17/10/16 4:46PM ID: 46551508	Communication		
15	17/10/16 4:50PM ID: 46580520	Know who the children are and how to resolve problems		
16	17/10/16 5:11PM ID: 46585186	Very polite and helpful		
17	17/10/16 5:11PM ID: 46585130	I like the way you can choose who you need to speak too		
18	17/10/16 5:17PM ID: 46585815	.		
19	17/10/16 5:31PM ID: 46586294	No suggestions		
20	17/10/16 5:40PM ID: 46587987	.		
21	17/10/16 5:53PM ID: 46587476	Everything		
22	17/10/16 5:55PM ID: 46587446	Get to the right department quickly		
23	19/10/16 8:57AM ID: 46774980	All of the system		
24	19/10/16 9:05AM ID: 46776031	The system in place works well		
25	19/10/16 3:31PM ID: 46787106	Helpful staff Messages get through		
26	19/10/16 3:49PM ID: 46772346	Everything		
27	19/10/16 4:00PM ID: 46581701	The office staff are friendly		
28	19/10/16 5:12PM ID: 46847838	Helpful office staff		
29	19/10/16 5:25PM ID: 46839463	Answer quick		
30	19/10/16 5:32PM ID: 46852089	Haven't called		
31	19/10/16 5:42PM ID: 46852891	Being able to leave a message		
32	19/10/16 5:53PM ID: 46853727	System is very clear		
33	19/10/16 6:05PM ID: 46854869	Quick response to queries		
34	19/10/16 6:11PM ID: 46855402	Helpful staff		
35	19/10/16 6:22PM	The friendly reception team!		

12. What works well when you telephone?

			Response Percent	Response Total
	ID: 46856167			
36	19/10/16 6:28PM ID: 46856114	Being able to leave a quick message nif child is ill		
			answered	36
			skipped	63



13. How can our telephone system be improved?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	18
1	11/10/16 2:41PM ID: 45972038	not sure		
2	11/10/16 2:59PM ID: 45973880	NA		
3	17/10/16 9:10AM ID: 46509408	Not used		
4	17/10/16 3:51PM ID: 46567094	N/a		
5	17/10/16 3:54PM ID: 46576133	Frequently goes to answer phone at school exit times		
6	17/10/16 4:14PM ID: 46578226	Quicker answering		
7	17/10/16 4:33PM ID: 46579874	It works well		
8	17/10/16 5:17PM ID: 46585815	.		
9	17/10/16 5:31PM ID: 46586294	No suggestions		
10	17/10/16 5:40PM ID: 46587987	.		
11	19/10/16 8:57AM ID: 46774980	Na		
12	19/10/16 3:17PM ID: 46836933	Message very long to get to options		
13	19/10/16 4:00PM ID: 46581701	It's alright how it is		
14	19/10/16 5:12PM ID: 46847838	N/a		
15	19/10/16 5:25PM ID: 46839463	None		
16	19/10/16 5:32PM ID: 46852089	Haven't called		
17	19/10/16 5:35PM	I think it is fine with people the options		

13. How can our telephone system be improved?

			Response Percent	Response Total
	ID: 46847918			
18	19/10/16 6:05PM ID: 46854869	If there is no answer and i leave a voicemail acknowledging receipt of voicemail by text would be useful		
			answered	18
			skipped	81

14. The school produces a main newsletter once every two weeks, that is placed on the school website. Is this often enough?

						Response Percent	Response Total	
1	Yes					95.88%	93	
2	No					0.00%	0	
3	I don't know					4.12%	4	
Analysis	Mean:	1.08	Std. Deviation:	0.4	Satisfaction Rate:	4.12	answered	97
	Variance:	0.16	Std. Error:	0.04			skipped	2

15. What does the newsletter do well?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	42
1	11/10/16 2:41PM ID: 45972038	lots of info - reminds me of things		
2	11/10/16 2:59PM ID: 45973880	Brings together the success of the whole school.		
3	11/10/16 7:13PM ID: 46000487	Links well with website. Provides useful information about current issues, e.g. Traffic, new staff, Stanley building work.		
4	17/10/16 8:57AM ID: 46505550	Keeps us up to date with whole school community		
5	17/10/16 9:10AM ID: 46509408	Keeps us informed		
6	17/10/16 9:11AM ID: 46509024	Dates for diary		
7	17/10/16 9:20AM ID: 46505910	keeps you informed		
8	17/10/16 3:38PM ID: 46574128	Highlights issues etc		
9	17/10/16 3:41PM ID: 46573992	Informs what has been happening over the last fortnight and what upcoming events there are. The		
10	17/10/16 3:43PM ID: 46553727	Keeps us informed.		

15. What does the newsletter do well?

			Response Percent	Response Total
11	17/10/16 3:44PM ID: 46574725	Keep us up to date with school as a whole and not just our children's classes		
12	17/10/16 3:51PM ID: 46567094	Coveys relevant information		
13	17/10/16 3:51PM ID: 46565370	Keeps me up to date on what is happening at the school		
14	17/10/16 3:54PM ID: 46576133	Keeps us informed		
15	17/10/16 4:01PM ID: 46577196	Informative but fun		
16	17/10/16 4:04PM ID: 46577188	Keeps parents informed of what's going on in school.		
17	17/10/16 4:07PM ID: 46577995	Keeps us informed about what's going on		
18	17/10/16 4:33PM ID: 46579874	Very informative		
19	17/10/16 4:35PM ID: 46581611	Highlights issues etc		
20	17/10/16 4:54PM ID: 46583289	Informs me what the children are doing and what they will be learning		
21	17/10/16 5:11PM ID: 46585186	Informative		
22	17/10/16 5:17PM ID: 46585815	Sell the school		
23	17/10/16 5:31PM ID: 46586294	Tells parents about upcoming events		
24	17/10/16 5:40PM ID: 46587987	Sell the school.		
25	17/10/16 5:53PM ID: 46587476	Provides information on events		
26	17/10/16 6:10PM ID: 46578395	Very informative.		
27	19/10/16 8:57AM ID: 46774980	School information and upcoming events		
28	19/10/16 9:05AM ID: 46776031	Keeps you informed		
29	19/10/16 4:00PM ID: 46581701	Keeps me informed with school activities		
30	19/10/16 4:11PM ID: 46842362	Informative		
31	19/10/16 4:30PM ID: 46845871	Keeps me up to date with what's happening at school		
32	19/10/16 5:12PM ID: 46847838	Keeps us informed.		
33	19/10/16 5:18PM ID: 46842472	Everything		

15. What does the newsletter do well?

			Response Percent	Response Total
34	19/10/16 5:25PM ID: 46839463	Inform of school news child doesnt tell us		
35	19/10/16 5:32PM ID: 46852089	Information		
36	19/10/16 5:35PM ID: 46847918	It informs the parents of things.		
37	19/10/16 5:42PM ID: 46852891	Keeps me up to date with events		
38	19/10/16 5:50PM ID: 46853913	Keeps me up to date with what's happening at school		
39	19/10/16 5:53PM ID: 46853727	Good information		
40	19/10/16 5:57PM ID: 46854326	It is great!		
41	19/10/16 6:11PM ID: 46855402	Informative		
42	19/10/16 6:22PM ID: 46856167	Informing of all issues		
			answered	42
			skipped	57

16. How can the newsletter be improved?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	19
1	11/10/16 2:41PM ID: 45972038	not sure		
2	11/10/16 2:59PM ID: 45973880	If it was interactive where we could click on specific links to classes or pages we need to print!		
3	11/10/16 7:13PM ID: 46000487	Keep up the good work.		
4	17/10/16 8:57AM ID: 46505550	Photos		
5	17/10/16 9:10AM ID: 46509408	N/a		
6	17/10/16 9:20AM ID: 46505910	not sure		
7	17/10/16 3:51PM ID: 46565370	no way		
8	17/10/16 4:14PM ID: 46578226	Paper copy available somewhere easily accessible to parents		
9	17/10/16 5:17PM ID: 46585815	Not be solely on the website		

16. How can the newsletter be improved?

			Response Percent	Response Total
10	17/10/16 5:31PM ID: 46586294	No suggestions		
11	17/10/16 5:40PM ID: 46587987	.		
12	19/10/16 8:57AM ID: 46774980	Na		
13	19/10/16 4:00PM ID: 46581701	It's great as it is		
14	19/10/16 5:12PM ID: 46847838	Na		
15	19/10/16 5:18PM ID: 46842472	I forget to access it I found it better in the paper form		
16	19/10/16 5:35PM ID: 46847918	Sometimes, I tend not to read it as I forget to access it online. When it was paper based I would read it every time.		
17	19/10/16 6:19PM ID: 46842670	A text version		
18	19/10/16 6:22PM ID: 46856167	Class/pupil achievements		
19	19/10/16 6:28PM ID: 46856114	Better spelling, punctuation and grammar.		
			answered	19
			skipped	80

17. Please use the box below to tell us any other views you have on communication at Pensby Primary School.

			Response Percent	Response Total
1	Open-Ended Question		100.00%	22
1	11/10/16 2:41PM ID: 45972038	Communication is very good		
2	11/10/16 2:59PM ID: 45973880	I have relatives with children at other local Primary Schools and there are amazed at the systems in place at Pensby.		
3	11/10/16 7:13PM ID: 46000487	I find communication to be excellent. The website is easy to navigate, the class pages are kept up to date so that we know what our children are learning (thank you staff!), the text messaging service is really effective & efficient and I have always found the office staff to be incredibly welcoming & helpful.		
4	17/10/16 8:57AM ID: 46505550	Very good comunication and feels very open		
5	17/10/16 9:03AM ID: 46506892	Excellent system in place		
6	17/10/16 9:10AM ID: 46509408	Very good communication		
7	17/10/16 1:52PM ID: 46558486	Good relationship with staff means good communication.		
8	17/10/16 3:41PM	The standard text and letter of a child bumping thier head does not always cover what		

17. Please use the box below to tell us any other views you have on communication at Pensby Primary School.

			Response Percent	Response Total
	ID: 46573992	has happened.		
9	17/10/16 3:43PM ID: 46553727	I would prefer a paper copy of reports and information.		
10	17/10/16 3:51PM ID: 46567094	Currently happy with communication.		
11	17/10/16 4:02PM ID: 46567208	All good		
12	17/10/16 4:14PM ID: 46578226	Nursery staff are always available and easy to communicate with.		
13	17/10/16 4:47PM ID: 46579373	Brilliant communication with both school and nursery		
14	17/10/16 5:31PM ID: 46586294	I would like a little more advance notice of appointments to attend.		
15	17/10/16 5:40PM ID: 46587987	.		
16	19/10/16 3:31PM ID: 46787106	Excellent		
17	19/10/16 4:00PM ID: 46581701	Everything at pensby primary school is fantastic		
18	19/10/16 4:02PM ID: 46842718	Not everyone has internet		
19	19/10/16 5:12PM ID: 46847838	Fantastic. There is always a teacher and Mrs brown in the gate. So we always have someone to talk to		
20	19/10/16 5:18PM ID: 46842472	Very good		
21	19/10/16 6:05PM ID: 46854869	Overall good communication		
22	19/10/16 6:19PM ID: 46842670	Text summary of dates		
			answered	22
			skipped	77