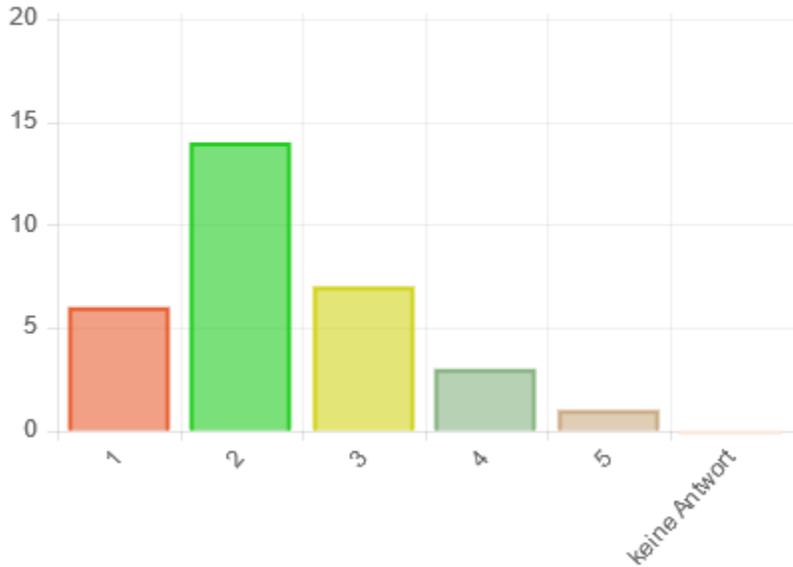


## Extra Curricular Activities

1 Excellent 2 Good 3 Adequate 4 Poor 5 Unacceptable

**How would you rate the online application and cancellation process for Extra Curricular Activities?**

Arithmetisches Mittel 2.32 Standard Abweichung 1.01

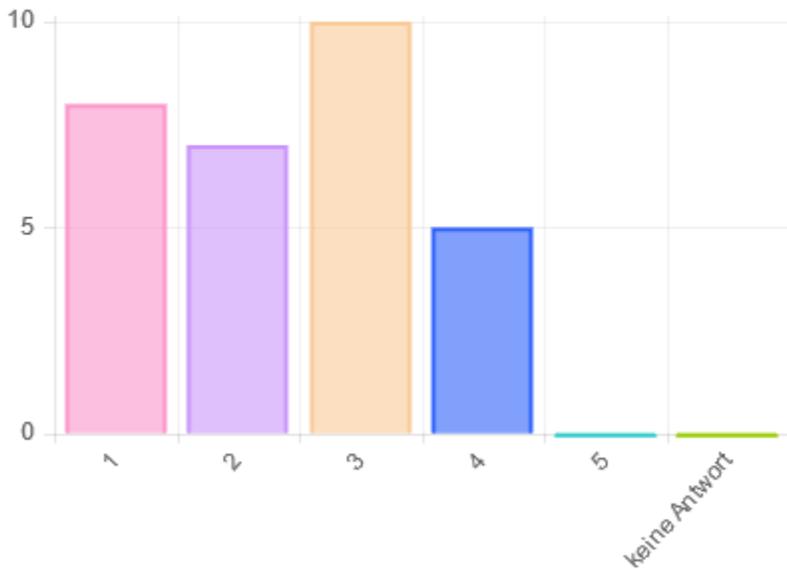


+0.12

Compared with 2017

**How would you rate the communication from EuroKids? (e.g. answering questions, feedback on your child's engagement etc...)**

Arithmetisches Mittel 2.4 Standard Abweichung 1.07



+0.11

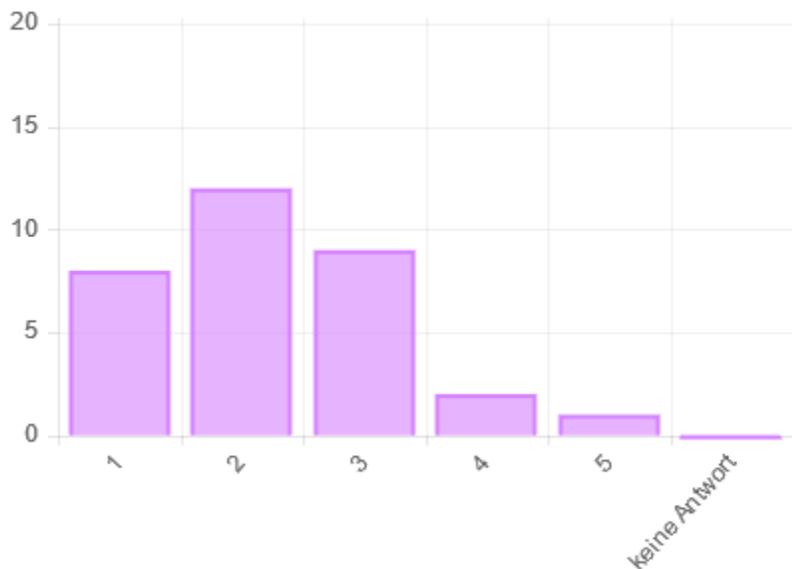
Compared with 2017



# EuroKids Services 2018 Survey

## How would you rate the variety of offers in the Extra Curricular programme?

Arithmetisches Mittel 2.25 Standard Abweichung 1.02

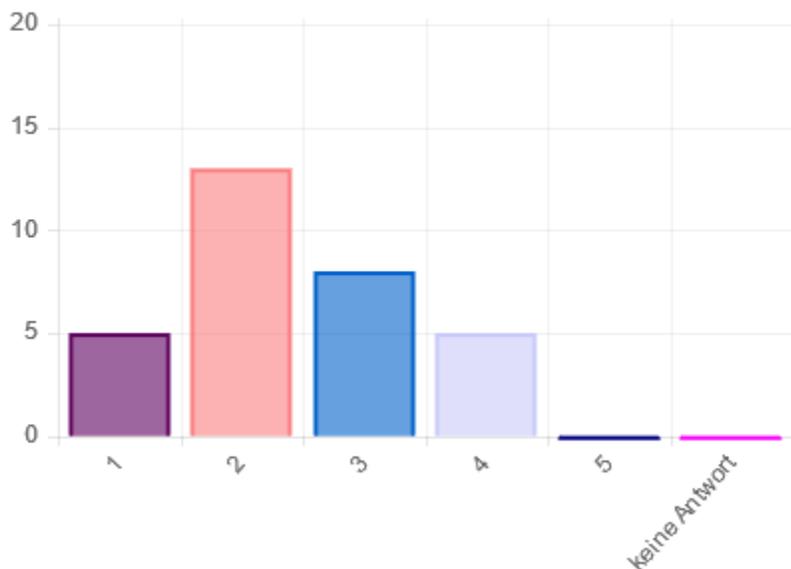


+0.38

Compared with 2017

## How would you rate the quality of offers in the Extra Curricular programme?

Arithmetisches Mittel 2.42 Standard Abweichung 0.96



+0.29

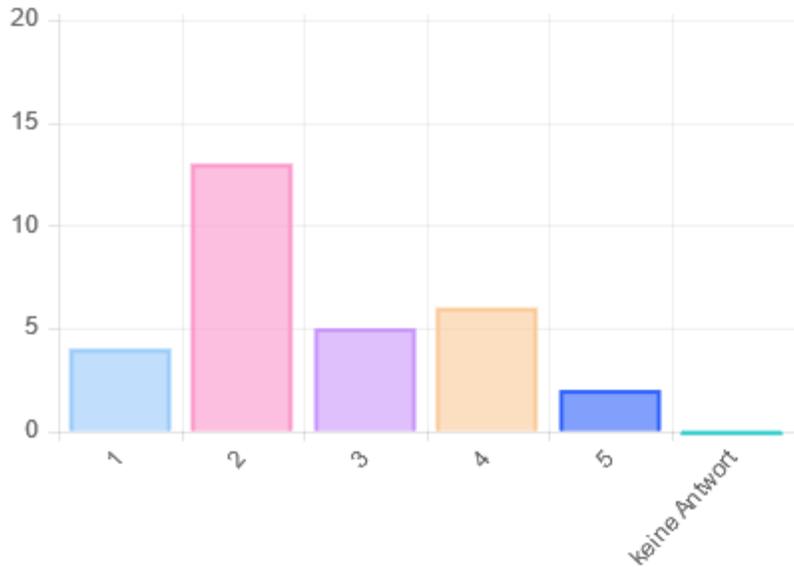
Compared with 2017



# EuroKids Services 2018 Survey

How would you rate EuroKids Extra Curricular Activities in terms of value for money?

Arithmetisches Mittel 2.63 Standard Abweichung 1.16



Compared with 2017

## What improvements can be made to the afterschool programme?

Most common responses listed in order of times mentioned–

More classes directly afterschool, smaller class sizes, more activities for the older children, timely coordination of sports activities changing, improved communication with the ESF (regarding choir clashes) and childminding.

## What does your child like most about the afterschool programme?

Most common responses listed in order of times mentioned–

Playing with friends & engagement in fun activities.



(Based on 119 responses in 2017 and 51 responses in 2018)

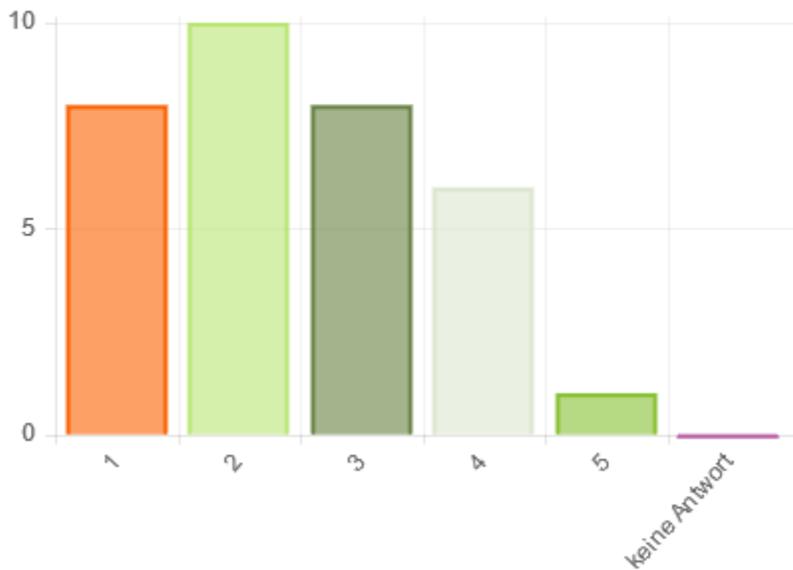


## Transport Services Survey

1 Excellent 2 Good 3 Adequate 4 Poor 5 Unacceptable

How would you rate EuroKids Transport Services in terms of value for money?

Arithmetisches Mittel 2.45 Standard Abweichung 1.15

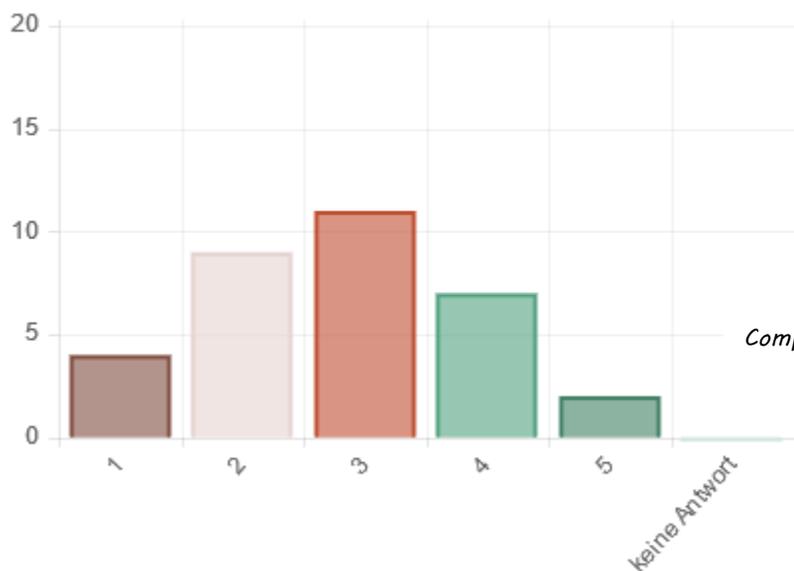


+0.28

Compared with 2017

How would you rate the punctuality of the busses?

Arithmetisches Mittel 2.82 Standard Abweichung 1.1



-0.24

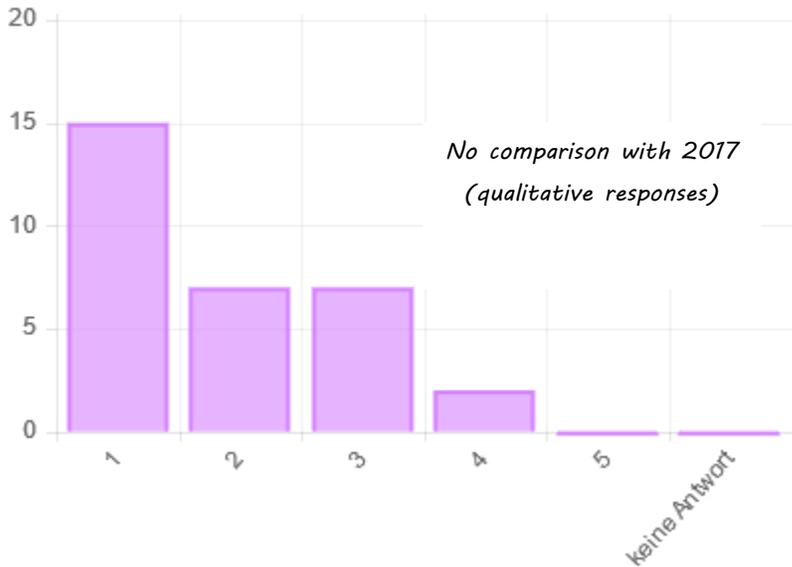
Compared with 2017



# EuroKids Services 2018 Survey

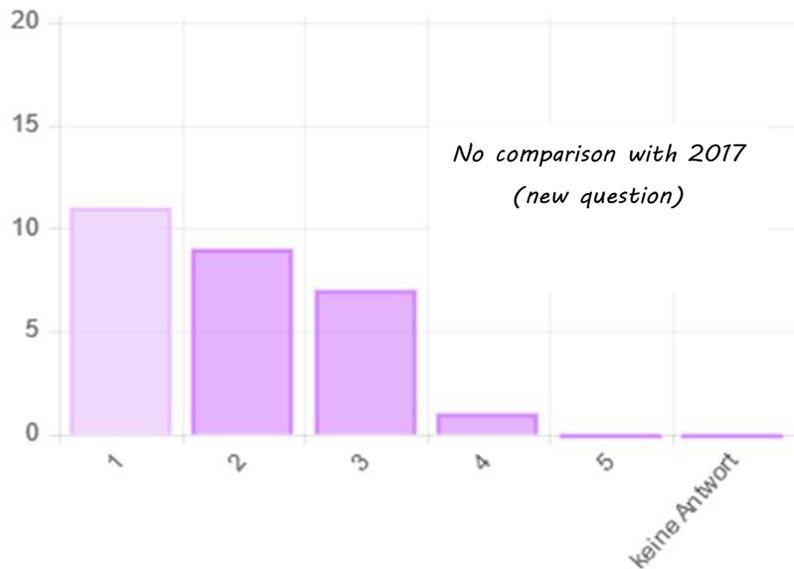
**How would you rate the communication from EuroKids staff (telephone, e-mail, personal)?**

Arithmetisches Mittel 1.87 Standard Abweichung 0.99

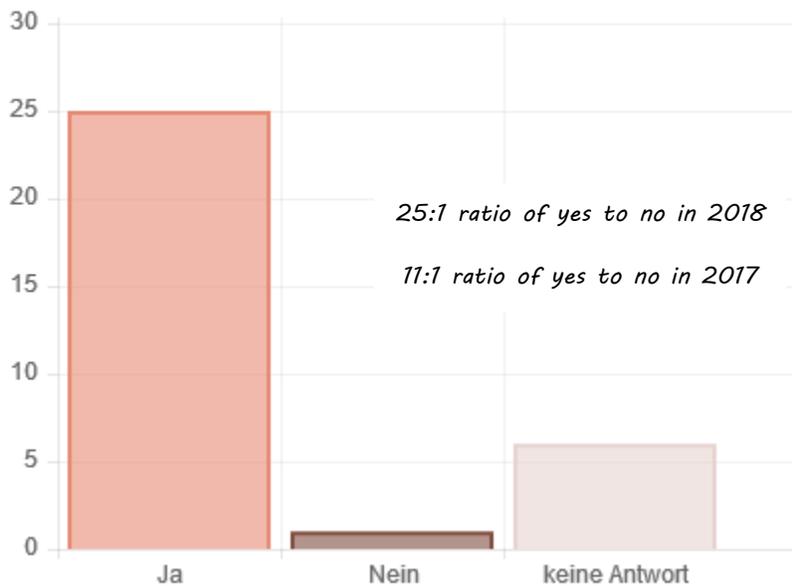


**How would you rate the flexibility of the Transport services?**

Arithmetisches Mittel 1.93 Standard Abweichung 0.9



## Would you recommend EuroKids transport services?



## What suggestions would you offer for improving transport services?

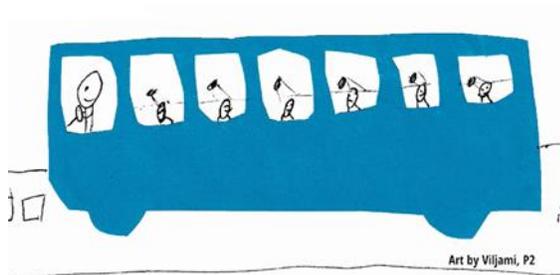
### Most common responses listed in order of times mentioned –

Bus tracking system, inclusion of bus attendants on all lines, changes to pricing e.g. daily booking for mornings, price calculated according to distance, improved punctuality.

**What are the main reasons for your child using the bus services? (e.g. saves time, convenience, work commitments etc..)**

### Most common responses listed in order of times mentioned –

Convenience and time saving



(Based on 90 responses 2017  
& 32 responses 2018)



## What are we doing about these results?

Based on parent feedback from the 2017 survey results we completely revised the afternoon activities programme and increased bus attendants on certain lines. We have listed below broad categories related to the survey results, including corresponding plans for improvement in EuroKids services.

### Extra Curricular Activities

#### Value 2.63

Despite no increase to existing prices in 2017 and 2018, extensive investment has taken place over the last 12 months for activities with over 50K of equipment being purchased for extra curricular activities. This has accounted for the higher than usual cost of some activities. The purchasing of materials and books for students attending courses has already been taking place and we will be continuing to strive to integrate more value in each activity e.g. the provision of gradings for martial arts at no extra cost.

#### Quality 2.42

We will be continuing to provide cover in the unlikely event of teacher absences and have changed our terms and conditions to include the provision of childcare at no extra cost in such instances. We are currently recruiting additional EuroKids assistants to support activities and offer feedback and better communication.

#### Communication 2.4

We have doubled our administrative team since the last survey took place. We plan to employ an additional staff member on Saturdays and in peak times in the new school year to ensure that enquiries are dealt with in a more timely manner. We will also be working with activity teachers to provide more detailed information on your child and create opportunities for parent engagement (e.g. open lessons, info evenings etc...). We continue to work closely with the school and will be meeting to discuss the optimizing of sharing of information.

#### Application 2.32

We plan to completely revise our online application system in 2020 to include all services (transport, childminding and extra-curricular activities) in one application with a parent app.

#### Variety 2.25

We are continuing to explore new offers for children and constantly seeking additional space for activities to take place.



Parents have requested more classes directly afterschool and smaller class sizes. Our activities are limited only by the space available to us. As an example, on Fridays between 13.00 -16.00 PP&P1 have 1 room available for sports activities for potentially up to 200 children who wish to engage. We are currently exploring options with the school to ensure a long-term increase of suitable rooms which can be used directly afterschool.

For primary children from P2 the provision of activities directly afterschool has been increased through the building of the new activity area in EuroKids village. We are currently developing more offers for Secondary children (e.g. New Secondary Football Team) and will be working towards increasing these offers.

## Transport Services

### Punctuality 2.82

Punctuality is most problematic due to traffic problems (e.g roadworks, Messe). There have also been problems with punctuality for children reaching classrooms due to increased transfer times to the modular building owing to building works for a new play area; these has since been resolved. With afternoon lines using the same bus for multiple trips we have also provided a second bus to ensure more punctuality and avoid a domino effect for later bus departures. We are currently exploring options to park another bus near the ESF which could be deployed if afternoon busses are running late. We have meetings scheduled with external software providers to initiate a parent app which can provide bus tracking and timely communication of changes to scheduled departures.

### Value 2.45

There has been **no increase to cost of transport services to parents since 2011** (through the PA) and there are no price increases planned for 2019-2020. We are currently in the process of recruiting additional bus assistants with view to providing assistants on all lines. We will also review our pricing structures in line with other services when developing a new application system and parent app which will encompass all EuroKids services.

### Flexibility 1.93 & Communication 1.87

Mr Walderdorff has singlehandedly developed the transport services and continues to ensure rapid communication and flexibility in changes. We will continue to be flexible to parents needs and aim to employ an additional member of administrative staff to ensure the maintenance and development of these values.

