

Guidelines for Surveys



OISESA

Office of Independent
Schools Evaluations
Southern Africa

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For more information

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1. Introduction

Surveys were not used during OISESA's Pilot Programme in 2022 as the focus was primarily on refining *The Standards & Indicators*. However, participating schools felt the use of surveys would have been beneficial during the self-study process.

The purpose of these surveys is to provide direction for the school's self-study – highlighting strengths and identifying areas for improvement.

There are four different opinion surveys:

- The Parent Opinion Survey
- The Staff Opinion Survey
- The Student Opinion Survey (from Grade 4 upwards)
- The Board Opinion Survey

There is currently no survey in place for administrative staff and service staff. Schools may choose to run a focus group discussion with these groups during the onsite visit.

The Parent Survey makes provision for parents who have more than one child in a particular phase.

2. The Process

- OISESA emails copies of the surveys to schools at least six weeks before the onsite visit.
- Schools complete the *Survey Information Form* and return it to OISESA, noting any changes.
- Complex schools complete one separate form for each section of the school, e.g., College or Preparatory, and so on. There is only one Board Survey per school.
- OISESA sends through live links for each of the surveys.
- The surveys are designed using Microsoft Forms and can easily be answered on either a laptop or a cell phone. You do not need to be a Microsoft user to respond.
- The Staff Survey should take around 15 minutes to complete, the Parent Survey 10 minutes, the Board Survey 10 minutes, and the Student Survey 5 minutes.
- The school shares the survey links with stakeholders and sends out reminders to ensure a high level of participation.
- It is suggested that the survey is run over a short, intense period (3 – 4 days). It may be useful to set aside slots for staff to complete their survey, e.g., in a staff meeting or during a break, and for students to use an IT lesson or form period to complete their surveys.

- The Student Survey can be used with students from Grade 4 upwards. Teachers may need to provide guidance for younger students.
- The school notifies OISESA via email when they are ready to close the surveys.
- OISESA sends through the results to the Head, both as a pie-chart version, and an Excel document which allows greater flexibility.
- The results are shared with the Mentor(s) working with your school and will be treated as confidential.

3. The Results

Individual schools will decide how best to use the data provided by the multiple-choice responses as well as by the comments, noting questions that elicit negative or strongly negative responses, as well as those that are positive or strongly positive.

When interpreting and reporting on the results, it is important to include information about how many respondents completed each survey out of the total number for each group. The higher the percentage of responses, the more credible the findings, for example, 71 of 100 students completed the survey, and so on.

In analyzing the comments, schools would look for themes that may be useful to include in the Self-Study Report or to address in focus groups or further surveys.

Note: Please do not share any comments which are of a personal nature.



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School Name

e.g, Blue Hills Preparatory

Grades to be included in this set of surveys, e.g., Grades 000, 00, 0 and Grade 1

Parent Opinion Survey

Changes to questions

Questions to be omitted

Staff Opinion Survey

Changes to questions

Questions to be omitted

Student Opinion Survey

Changes to questions

Questions to be omitted

Board Opinion Survey (only one per whole school)

Changes to questions

Additional questions

Signed



OISESA Staff Opinion Survey

Thank you for participating in this Staff Opinion Survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
 - This survey will take approximately 15 minutes to complete.
 - The rating scale provided is:
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I don't know.

 - A section for additional comments is provided at the end of the survey.
-

Mission

1. The school's mission is supported by the school's stakeholders.
2. The school's mission effectively guides the school's educational programme, planning and decision making. The school does what it says it does.
3. The school's admissions process is ethical, and transparent.
4. The school endeavours to meet the diverse needs of students accepted for admission.

Governance & Leadership, Sustainability

5. The school has an effective leadership structure. (The Head and the Senior Leadership Team)
6. The Leadership Team is committed to innovation and continuous improvement.
7. The Board acts in the best interests of the school.
8. The Board communicates effectively and appropriately with the school community.
9. The school's policies reflect the core values of the school.
10. Policies are reviewed and updated regularly.
11. Policies are implemented fairly.
12. The school promotes the importance of environmental sustainability.

Culture & Climate

13. The school promotes a culture of diversity and inclusion of staff.
14. The school promotes a culture of diversity and inclusion of students and families.
15. A culture of respect underpins interactions within the school community.
16. I am treated with respect by my colleagues.
17. I am respected as a professional by my students.
18. The school trains staff in current topics related to racism, sexism, discrimination, bias and other aspects of diversity, equity, and inclusion.
19. The school has processes in place to recruit, hire, and support a diverse staff.

The Education Programme: Curriculum; Teaching & Learning

20. The objectives of the school's curriculum are clearly communicated.
21. The curriculum is relevant, dynamic, and innovative.
22. There is effective provision for the learning of different official languages.
23. The school's academic programme meets the needs of my students.
24. The school's sports programme meets the needs of my students.
25. The school's cultural programme meets the needs of my students.
26. I have the materials, resources, and equipment to do my job effectively.
27. The school has the capacity to implement a variety of effective learning formats.
28. The school's achievements in various external examinations meet stakeholders' expectations.
29. Opportunities are provided for students to engage in age-appropriate community service.
30. I use a variety of assessment strategies to affirm and evaluate student learning accurately.
31. I am encouraged to improve my own professional learning.
32. There is an effective performance management process which provides opportunities for me to improve.
33. Staff are appropriately included in decision-making.

Student Well Being

34. Students are happy at this school.
35. The school supports the well-being of its students.
36. There are clear and effective reporting structures in place for students to report incidents.

Safeguarding, Staffing

37. The school has safeguarding policies and procedures in place to protect students from harm.
38. The school provides appropriate adult supervision during school hours and on any trips and excursions.
39. Teachers strive to develop students' understanding of strategies for their personal safety and protection, including the importance of digital citizenship.
40. There is a code of conduct in place for all staff which complies with the ISASA Code of Conduct.

Facilities & Infrastructure

41. The school is a safe, well-organised place.
42. The school's facilities are clean and well-maintained.
43. The school's information management systems are effective.

Communication

44. The school communicates important information clearly and effectively with me.

45. The school values constructive feedback.

46. There are clear and effective reporting structures for me to raise any concerns.

The Boarding Programme (Optional)

47. The school's boarding programme provides a positive, balanced, and enriching experience for my students.

48. I work in the following phase/s in the school. Tick more than one answer if applicable.

- Grades 000, 00 ,0
- Foundation Phase: Grades 1 - 3
- Intermediate Phase: Grades 4 - 6
- Senior Phase: Grades 7 - 9
- FET: Grades 10 - 12
- I would rather not say

Additional Comments



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OISESA Board Opinion Survey

Thank you for participating in this Board Opinion Survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 10 minutes to complete.
- The rating scale provided is:
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I don't know.
- A section for additional comments is provided at the end of the survey.

Mission

1. The school's mission is clearly communicated to the community.
2. The mission effectively guides the school's educational programme, planning and decision making. The school does what it says it does.

Governance: The Board

3. The Board is strategic in planning for the school's future, and this planning aligns with the mission of the school.
4. The Board maintains a collaborative and effective working partnership with the Head of the school.
5. The Board delegates the operational and educational functions of the school to the Head of the school.
6. The Board has both a written contract and a performance contract with the Head and regularly communicates their expectations to the Head.
7. The Board communicates strategic decisions effectively and appropriately with the school community.
8. There is a clearly communicated policy which governs the appointment of Board members.
9. The Board provides an orientation programme for new Board members.
10. Board members have a clear understanding of the Board's role and of individual expectations and duties, and always act in the best interests of the school.
11. The Board engages in training and education related to best practices for the governance of an independent school.

- 12. The Board has processes which ensure that it operates efficiently and effectively.
- 13. The Board effectively maintains its fiduciary responsibility and engages an independent accounting firm to conduct an annual audit or review of the school’s financial statements and practices.
- 14. The Board has appropriate policies to manage conflicts of interest.

Leadership (The Head and the Senior Leadership Team)

- 15. The school has an effective leadership structure.
- 16. The Board supports the Head of the school to provide appropriate leadership and guidance.
- 17. The school plans effectively for leadership development and succession.
- 18. Policies are reviewed and updated periodically.

Sustainability

- 19. There is sound management of finances, ensuring the long-term financial sustainability of the school.
- 20. Appropriate financial controls are in place to ensure sound management of the financial resources of the school.
- 21. The school has adequate insurance coverage and meets the minimum requirements to qualify for the ISASA umbrella insurance.
- 22. The school’s risk management plan caters effectively for continuity and stability through periods of crisis.

Culture & Climate

- 23. The school promotes a culture of diversity and inclusion of students, staff, and families.
- 24. A culture of respect underpins interactions within the school community.

Additional Comments



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OISESA Parent Opinion Survey

Thank you for participating in this Parent Opinion Survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
 - This survey will take approximately 10 minutes to complete.
 - The rating scale provided is:
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I don't know.

 - A section for additional comments is provided at the end of the survey.
-

Mission

1. The school's mission is clearly communicated to the community.
2. The mission effectively guides the school's educational programme, planning and decision making. The school does what it says it does.
3. The school's admissions process is ethical and transparent.

Governance & Leadership, Sustainability

4. The school has an effective leadership structure. (The Head and the Senior Leadership Team)
5. The Leadership Team is committed to innovation and continuous improvement.
6. The Board acts in the best interests of the school.
7. The school's policies reflect the core values of the school.
8. Policies are implemented fairly.
9. The school promotes the importance of environmental sustainability.

Culture & Climate

10. The school promotes a culture of diversity and inclusion of students, staff, and families.
11. A culture of respect underpins interactions within the school community.
12. I feel welcome in the school.

The Education Programme / Staffing

13. The objectives of the school's curriculum are clearly communicated.

14. The school's academic programme meets the needs of my child.
15. The school's sports programme meets the needs of my child.
16. The school's cultural programme meets the needs of my child.
17. My child's teachers provide a positive learning experience for them.
18. My child's teachers encourage their growth and development.
19. The school maintains its commitment to manageable class sizes.

Student Well Being

20. My child is happy at school.
21. The school supports the well-being of my child.
22. There are clear and effective reporting structures in place for my child to report any concerns.

Safeguarding

23. The school has safeguarding policies and procedures to protect students from harm.
24. The school provides appropriate adult supervision during school hours and on any trips and excursions.
25. The school teaches my child strategies for their personal safety and protection, including the importance of digital citizenship.

Facilities and Infrastructure

26. The school is a safe, well-organised place.
27. The school's facilities are clean and well-maintained.

Communication

28. The school communicates important information clearly and effectively with me.
29. The school provides regular, meaningful feedback about my child's progress and well-being.
30. The school values constructive feedback.
31. There are clear and effective reporting structures for me to raise any concerns.
32. I am aware of the school's code of conduct for parents.

The Boarding Programme (Optional)

33. The school's boarding programme provides a positive, balanced, and enriching experience for my child.

Year Group Information (This section can be tailored to suit each phase in the school)

34. My child is in the following year group. Tick more than one answer if applicable.
 - Grade 000
 - [...]
 - Grade 12
 - I would rather not say

Additional Comments



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OISESA Student Opinion Survey

Thank you for participating in this survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 5 minutes to complete.
- The rating scale provided is:
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I don't know.
- A section for additional comments is provided at the end of the survey.

-
1. The school rules are applied fairly.
 2. I am treated with respect by my teachers.
 3. I am treated with respect by other students.
 4. The school's academic classes meet my needs.
 5. The school's sports activities meet my needs.
 6. The school's cultural activities meet my needs.
 7. My teachers support and encourage my learning.
 8. I am encouraged to think critically and participate in lessons.
 9. There are ways in which I can get involved in community service.
 10. The school teaches me about the importance of protecting the environment.
 11. I am happy at my school.
 12. I have good friends at school.
 13. The school supports the well-being of all students.
 14. There are teachers I can approach for help and advice.
 15. There are teachers present to supervise me during the school day and on school outings and trips.
 16. I know how to report an incident if something worries me.
 17. The school is a safe, well-organised place.
 18. The school's facilities are clean and well-maintained.
 19. The school's boarding programme meets my needs. (Optional)

20. I am in the following year group: (This will be adapted per school)

- Grade 4
- [...]
- Grade 12
- I'd rather not say

Additional Comments
