TOS Beneficiary Satisfaction Study

Students
2015

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Introduction

- The Orchid School (TOS) is an English Medium, co educational and inclusive school based out of Pune
- Affiliated to the Central Board of Secondary Education
- Currently operating from Jr KG to Std. XI
- 35 children per class with 3 divisions maximum per level
- VISION - to provide "Locally rooted, Globally competent" education.
- TOS collaborated with C2C to gauge the level of satisfaction of its stakeholders
- The brief was 'To design and conduct a Beneficiary Satisfaction Survey for the various stakeholders of TOS'
- This presentation shares the key findings of the Beneficiary Satisfaction Survey - Students

Respondent Distribution

The survey was in English and conducted online

A total of 362 respondents took the survey

Respondents	Response Percent	Response Count
Class 8	25.6%	92
Class 9	23.4%	84
Class 10	23.4%	84
Class 11	11.1%	40
Class 12	16.4%	59
answered question		359
skipped question		3
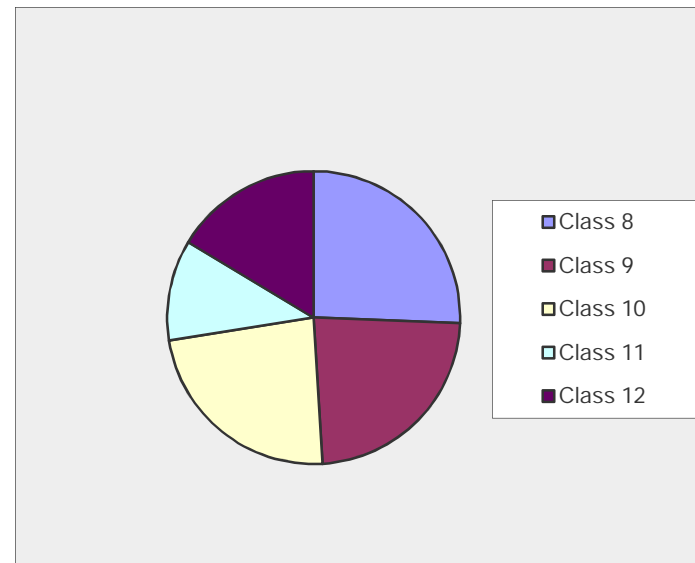
Based on our Focus Group Discussions the following Key Drivers were identified for Students–

- Overall experience
- Extra-Curricular Activities
- Technology
- Student Voice
- Teaching & Learning
- Transparency
- Facilities & Support Staff
- Academics

Student Satisfaction Drivers

FINDINGS

Overall experience

- 72.1% felt the school provides an excellent exposure for students
- 49.6% were satisfied with the field trips and camps organized by the school
- 83.4% felt they will benefit greatly from programs like Field Trips, Excursions, Visitors, Career camp and the Exchange program
- 42.6% agreed that all students are given equal opportunities to participate in activities, without any partiality
- 40.7% felt the school is firm in enforcing discipline
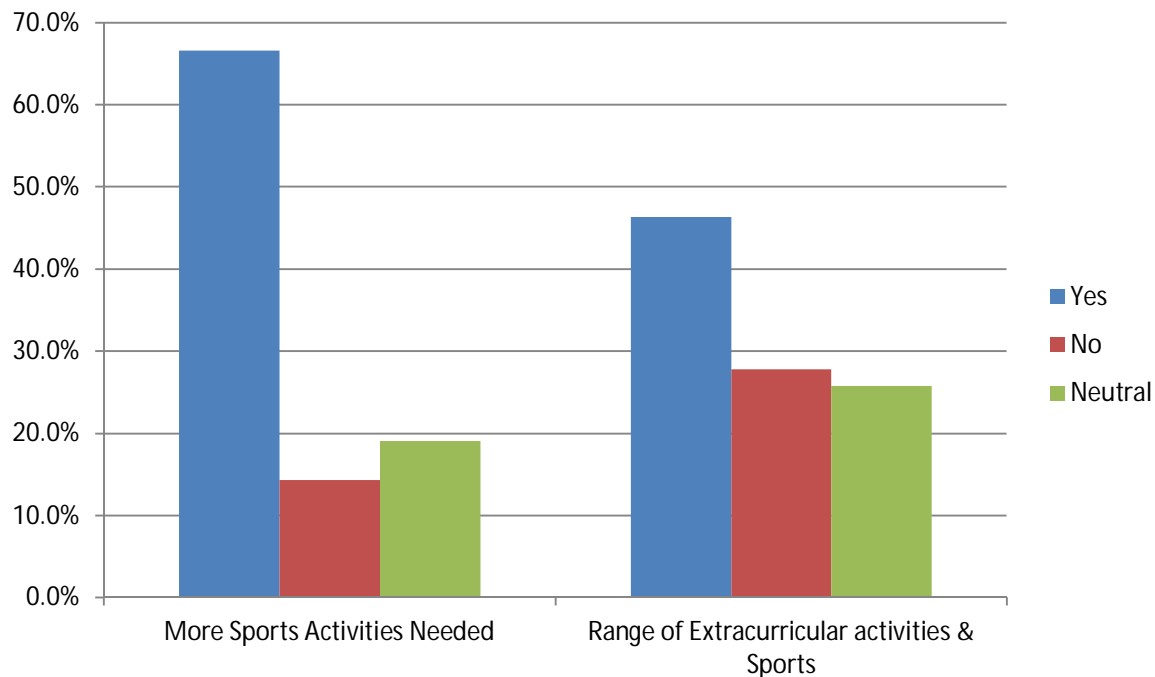- 83.1% said they were proud to be an Orchidian

Overall Experience
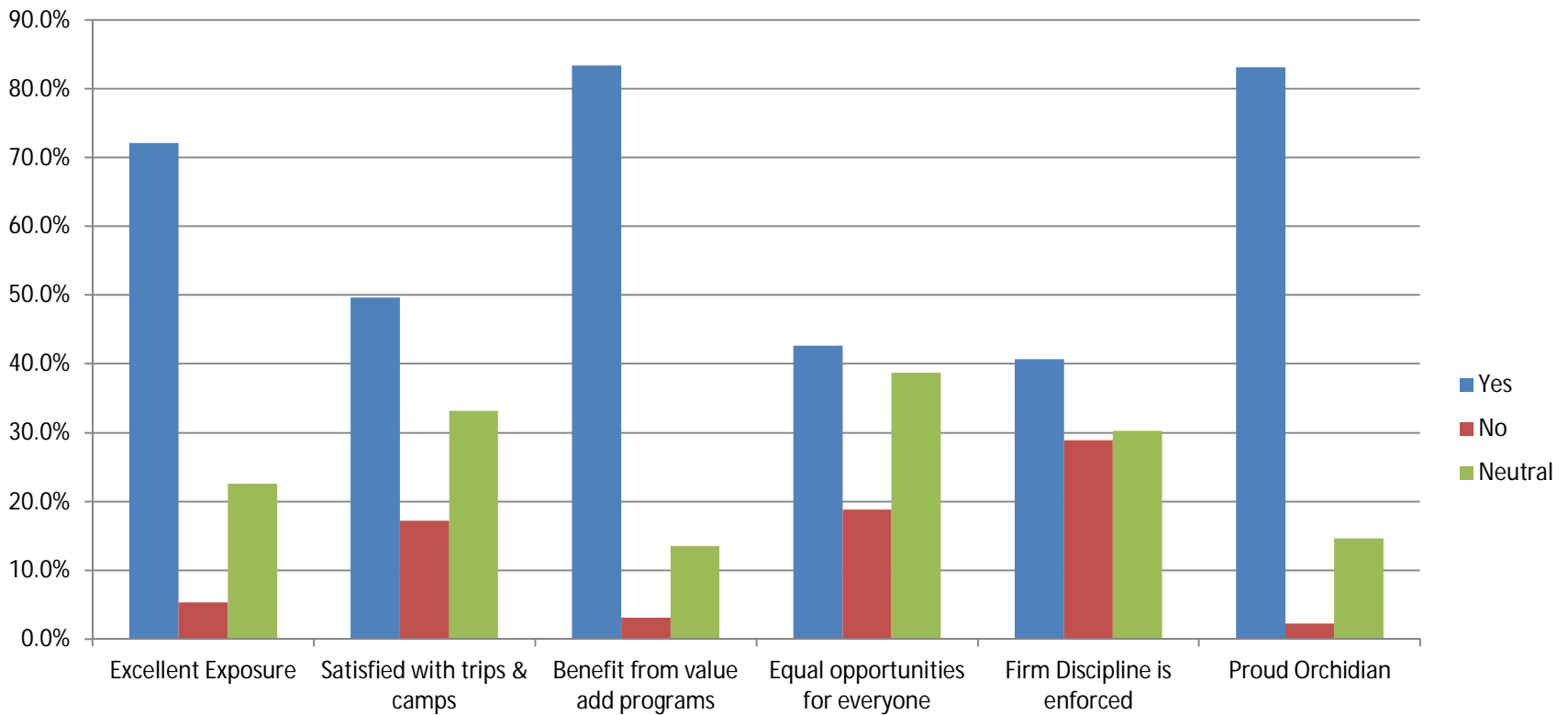
Extra Curricular Activities

- 66.6% felt that more competitive sports activities are needed at intra school and inter school level
- 46.3% agreed that the ange of extracurricular and sports activities meets their expectations

Technology

- 42.2% agreed that teachers were using the technology that is available (e boards etc.) to its full potential

- 68.5% agreed that the technology available in the school aids their learning

- 13.3% felt that audio visual aids were used adequately in the classroom
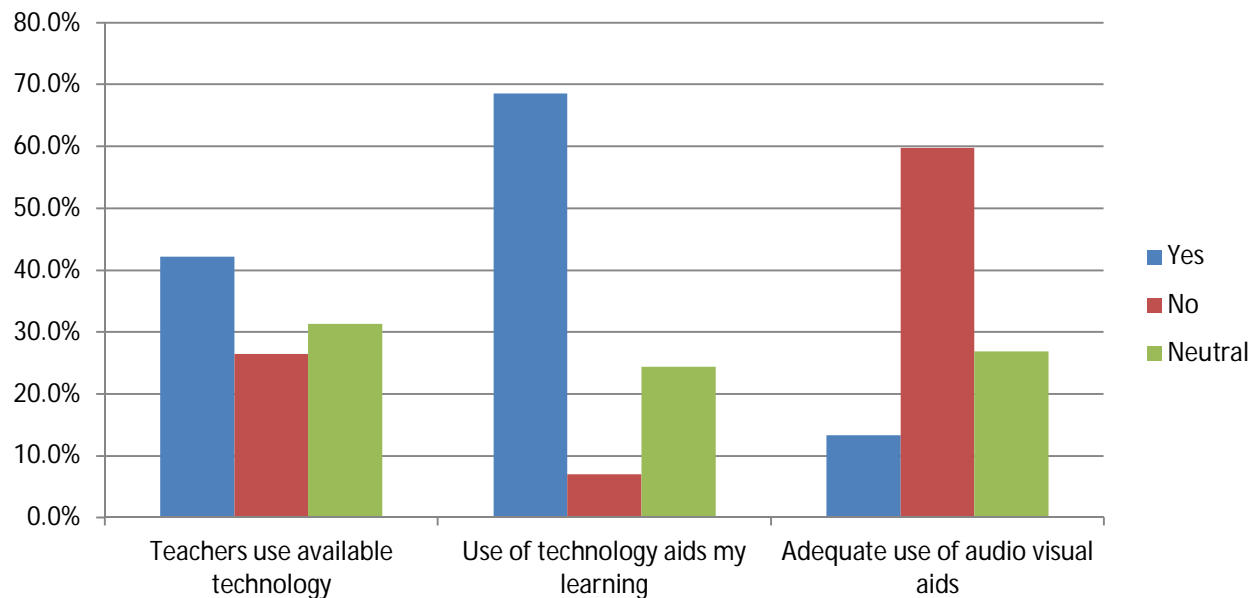
Student Voice

- 49.3% agreed that the student council is empowered to make a difference
- 62.5% felt decisions are taken in a democratic manner
- 66% agreed that they can fearlessly voice their thoughts and ideas in various forums like assembly etc.
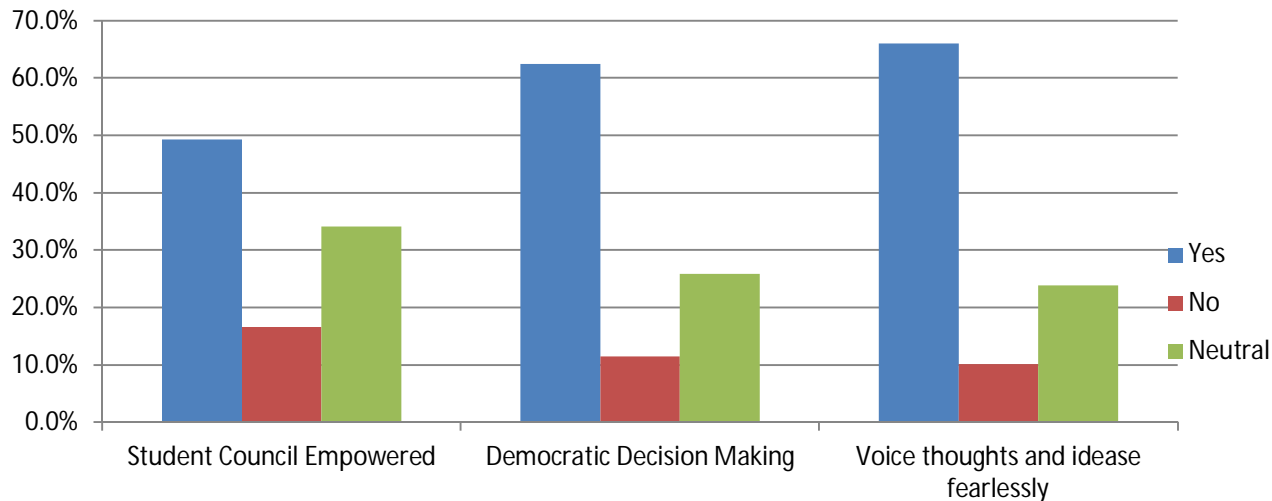
Teaching & Learning

- 67.3% felt that the teaching methodology followed at Orchid helps them learn better
- 74.9% felt their teachers answer their queries effectively 90% of the time
- 43.8% agreed that teachers use methods which aid their learning
- 68.3% felt more practice activities need to be introduced to make learning more fun
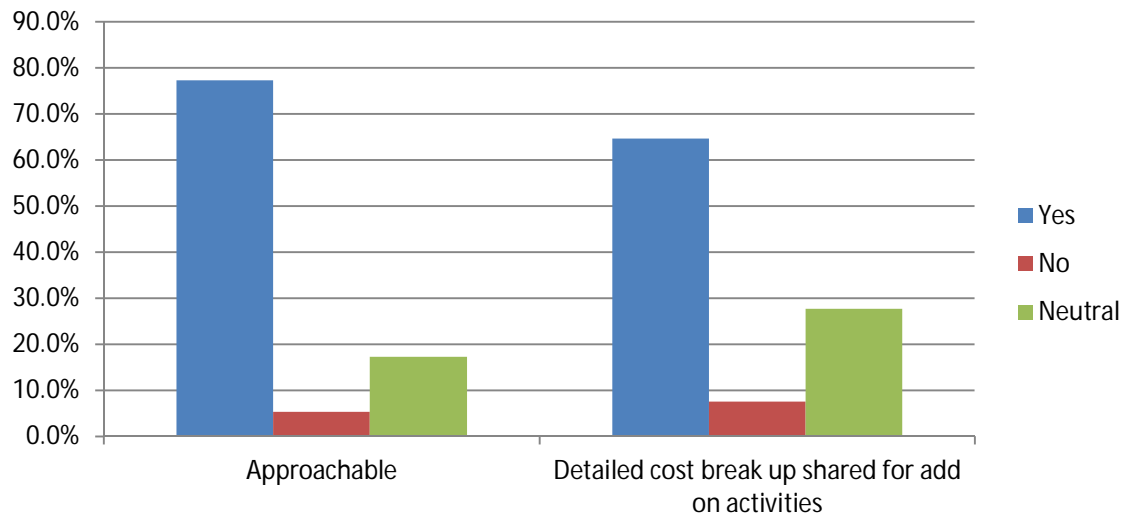- 46.5% concurred that the quality of teachers is excellent

Teaching & Learning
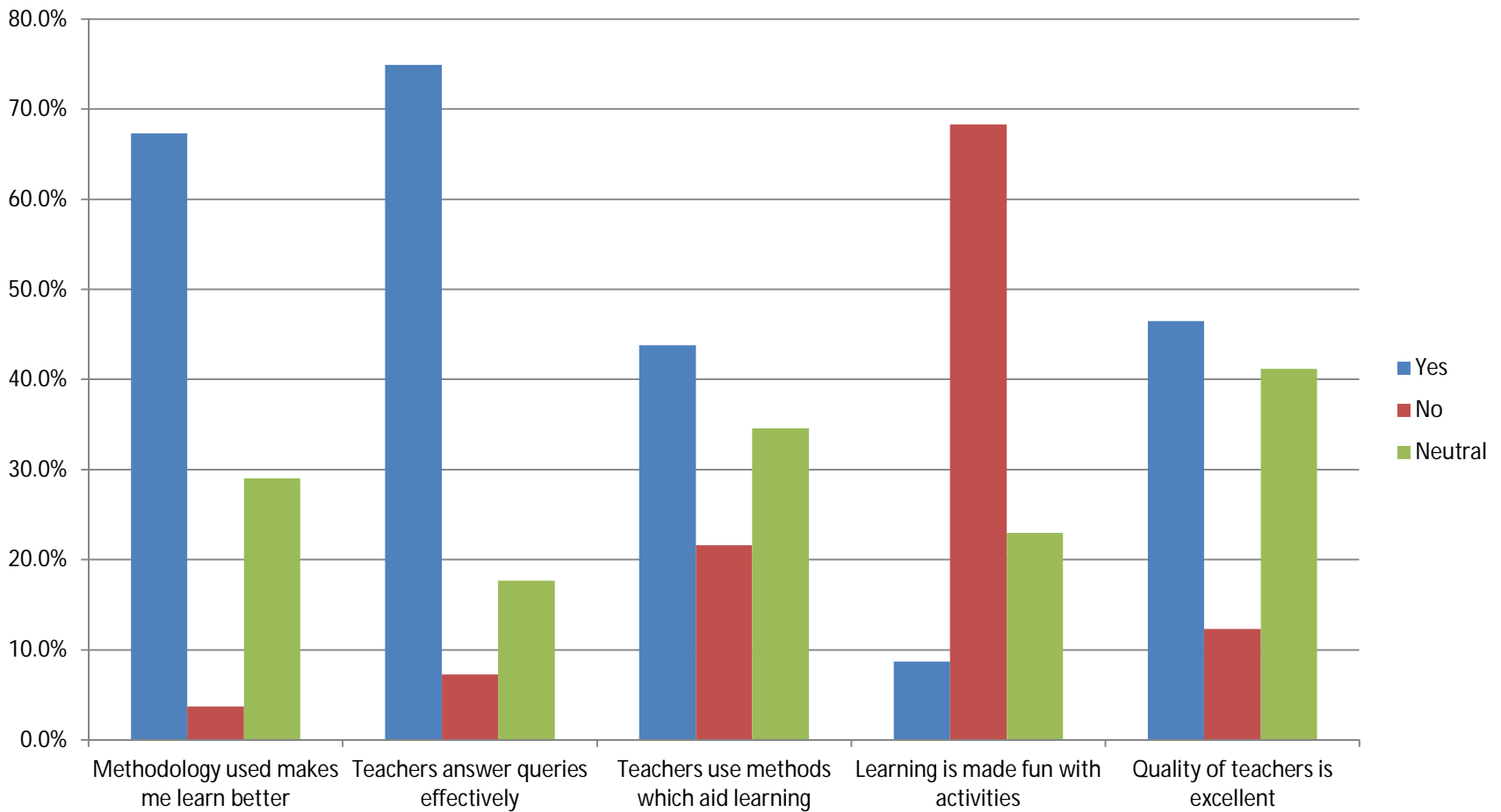
Transparency

- 77.3% agree that teachers and leaders are easily approachable
- 64.7% agreed that they get all the required details pertaining to itinerary, program scope and cost break for additional activities and optional trips that the school organizes

Facilities and Support Staff

- 26.5% of those who eat in the school cafeteria feel that it is well organised and the quality of food is good

- 62.8% are happy with the behaviour of the security staff in the school premises

- 73.2% agreed that the support staff behave in a pleasant and cordial manner with the students

- 58.2% felt they are in safe hands in the infirmary

Facilities and Support Staff
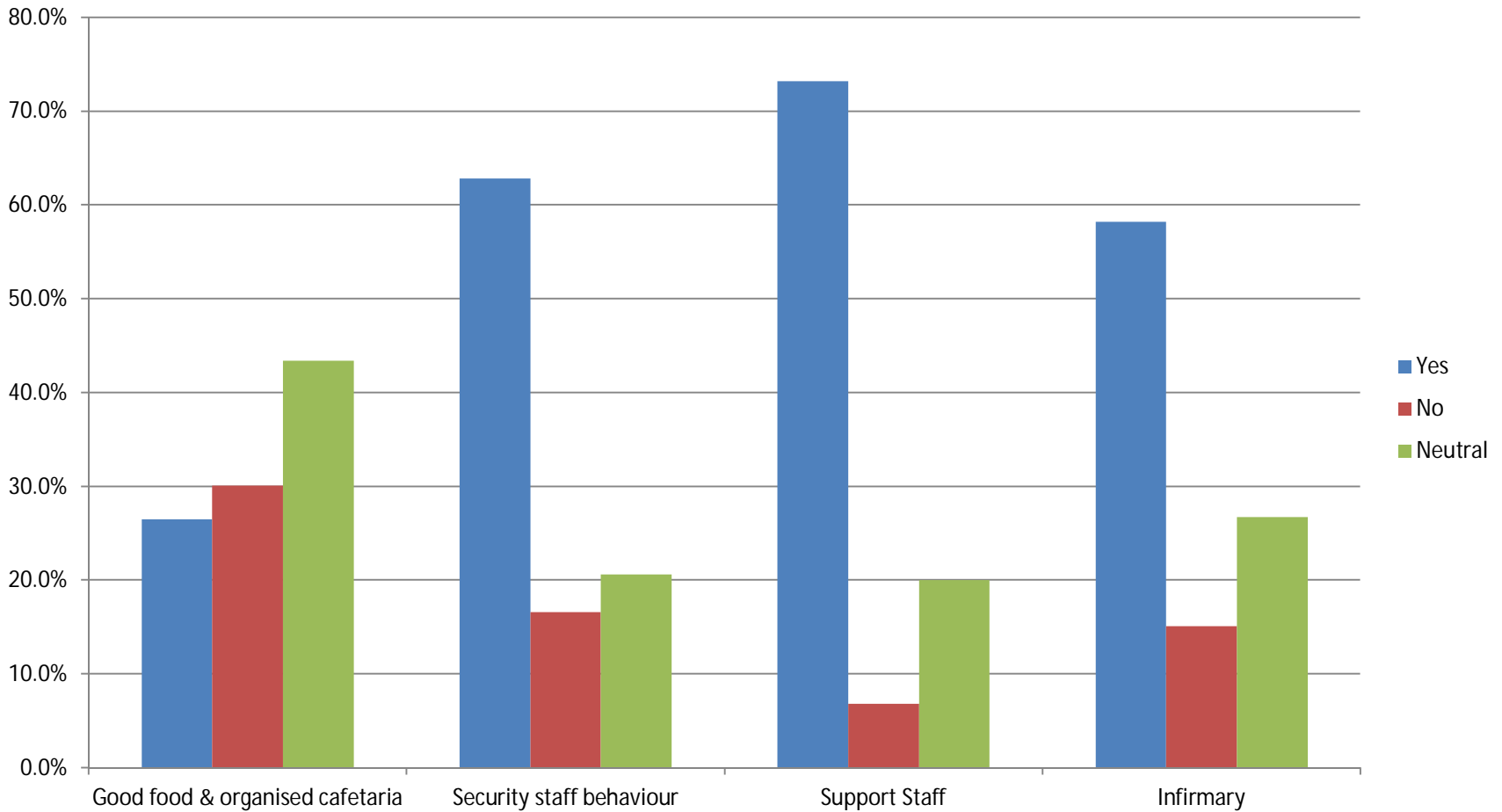
Academics

- 48.2% agreed that teachers manage their time efficiently and complete portions in stipulated time
- 71.3% felt their teachers support them in achieving their best at academics
- 69.9% felt they are given enough attention by their teacher in the classroom
- 44.4% said they were given regular feedback on their performance by all their teachers
- 49.9% agreed that their teachers spend time with them individually if they require additional inputs to help improve their academic performance
- 51.4% felt their teachers have helped them realize their full potential
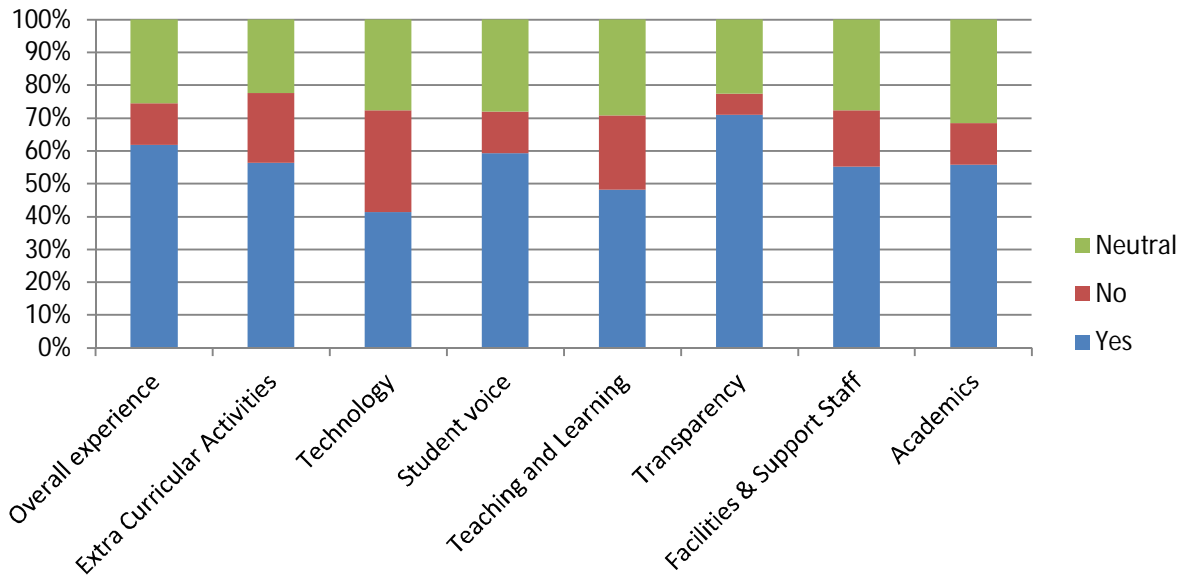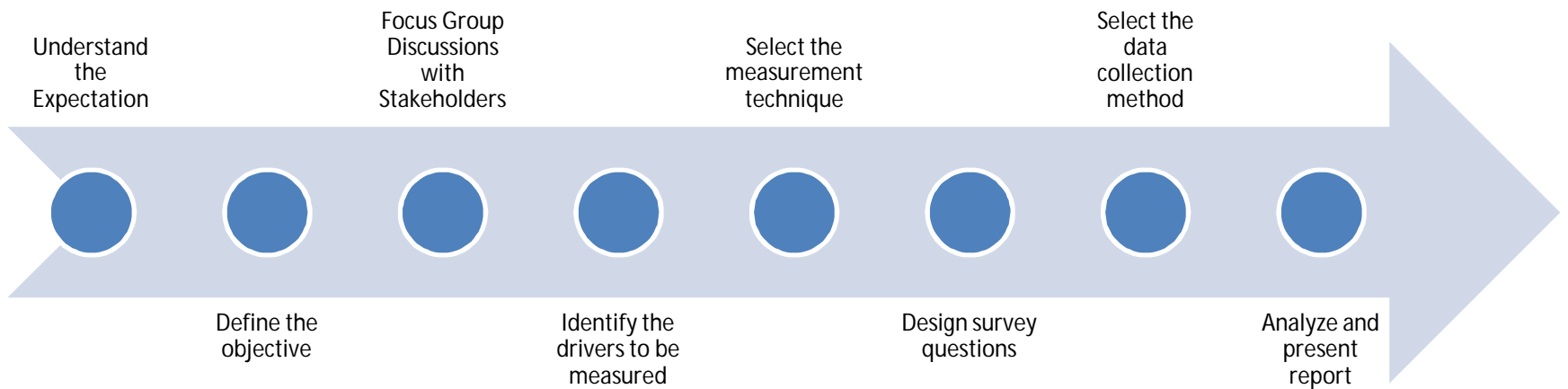
Academics
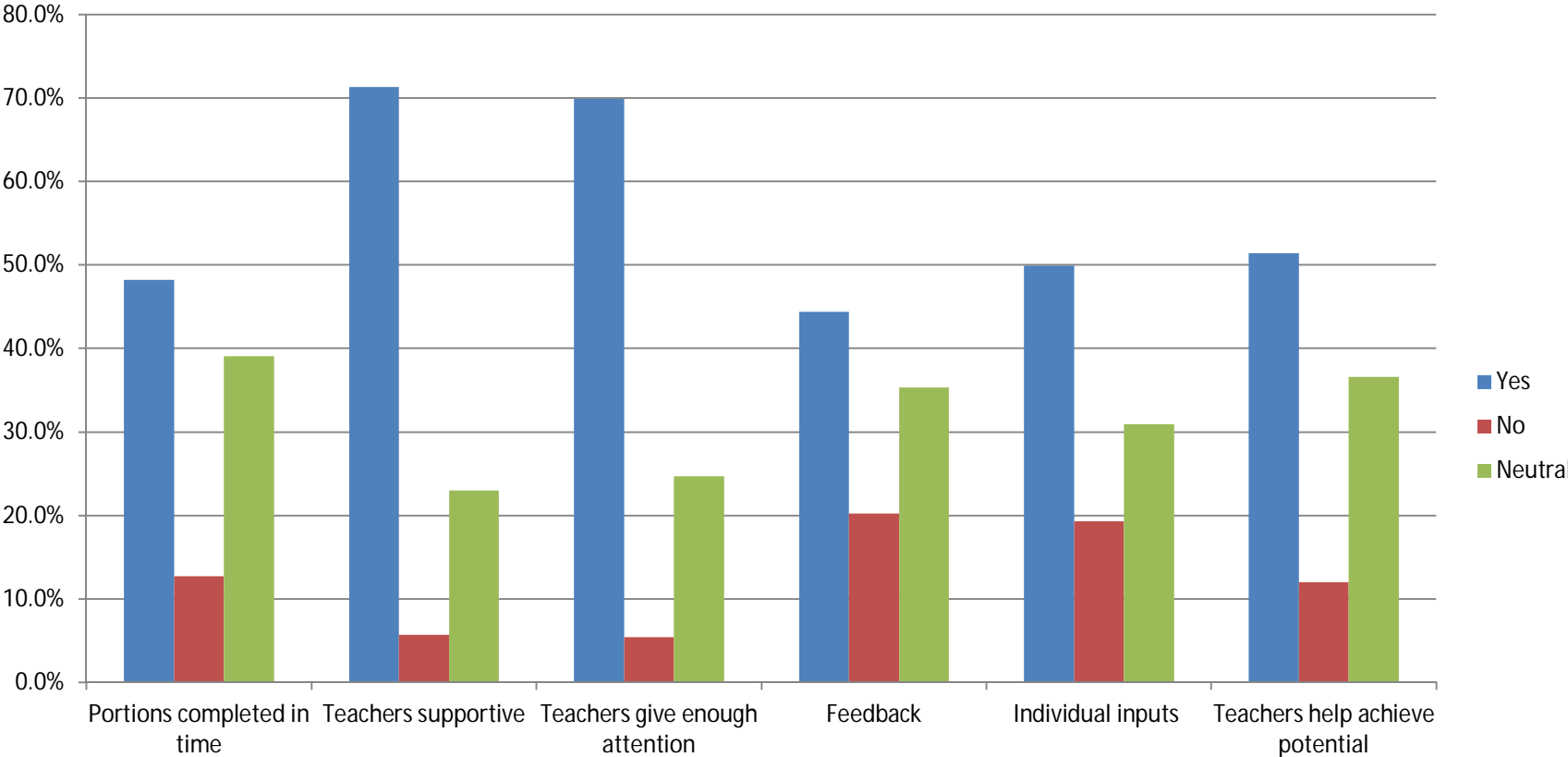
Summary

- The highest level of satisfaction among the drivers is in Transparency & Overall Experience

- The highest level of dissatisfaction is among the drivers of Technology & Teaching and Learning

Methodology

Understand the Expectation

Define the objective

Focus Group Discussions with Stakeholders

Identify the drivers to be measured

Select the measurement technique

Design survey questions

Select the data collection method

Analyze and present report

Process

- Meetings were held with the management to understand the need
- The objective was defined as 'To design and conduct a Beneficiary Satisfaction Study for The Orchid School, Pune'
- The following stakeholders were identified –
    - Parents
    - Teachers
    - Students
    - Admin Staff
    - CC Members
    - Support Staff
    - Management
- C2C conducted FGDs with the various stakeholders
- The management structure, school history, ethos, demographics were understood at various levels
- The drivers were decided based on the FGDs and background study

- Questionnaires were designed for each stakeholder group
- Authentication codes were shared with parents to ensure that there were no duplicate entries and ensure anonymity
- All data was collected using online survey forms
- Survey monkey was used as the online survey tool based on its features
- Survey responses were collected between 3rd April and 22nd April
- The numbers are not representative of the total population. It is indicative of only those who chose to respond to the survey
- Survey questions were chosen and designed in such a way that it could be relevant and appropriate to all respondents
- The survey was designed to be indicative. The findings have to be further analyzed and interpreted to arrive at conclusive cause and effect relationships

For more information

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