

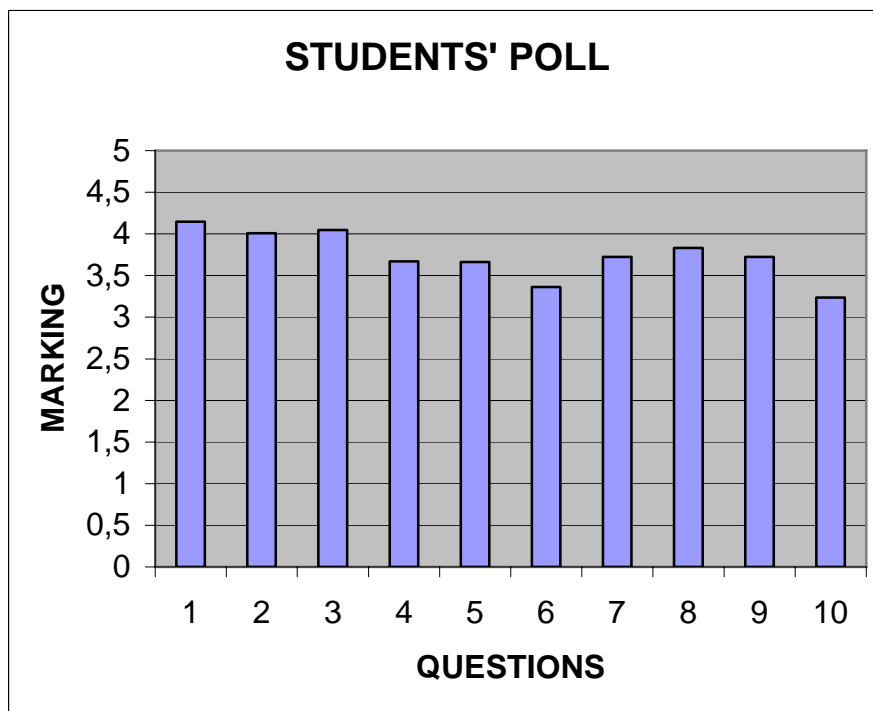
ASSESSMENT OF FAMILIES AND STUDENTS' SATISFACTION

It is done through a yearly poll, by means of a questionnaire answered by both students and parents. Students and parents answer to a different questionnaire. Here are the results for this school year.

Students: Sampling of 100 students' questionnaires, which shows 95% reliability.

Poll results: Average mark to each question (answers rated from 0 to 5)

1. In general, at school, I feel	4'14
2. The education I receive	4,01
3. The means and materials I have at school	4,04
4. The attention I receive from the managing staff	3,67
5. The way the school is managed	3,66
6. Discipline problems are given a solution	3,36
7. Teaching methods	3,72
8. Teaching staff's attention and respect	3,83
9. Information and study guidance received from the tutor	3,72
10. Information and careers advice	3,23



Conclusions on the students' poll results

The first and second grade compulsory secondary education students (aged 12 to 14) are concerned with living problems and discipline. They are asking for:

- a stricter discipline and punishment for disruptive pupils who interrupt lessons or destroy material.
- to be listened to by teachers
- a greater respect from part of some teachers.

They suggest locking the classroom doors when leaving their classroom.

The third and fourth grade compulsory secondary education students (aged 14 to 16) are also concerned about living problems inside their group and problems related to the relationship between students and some teachers. They are asking for:

- a fair treatment to conflicts
- a teacher's help to foster students' active participation in the educational tasks in the classroom.

The post compulsory Secondary Education students (aged 16-18) ask for :

- a fair treatment from part of some teachers
- they wish to leave the school at breaks
- more information about study guidance and careers advice

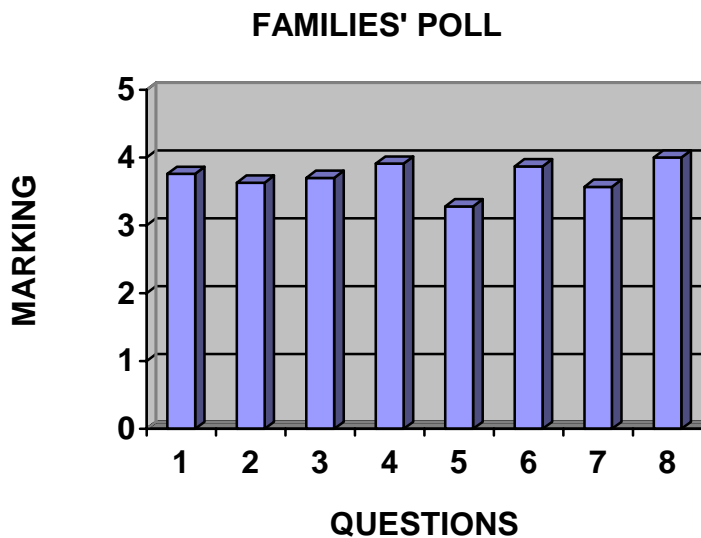
The vocational education students also ask for more study guidance and careers advice as well as for a renewal and modernisation of the material they use.

Families: Sampling of 100 students' questionnaires of which 53 have been answered. All the questionnaires are valid.

Poll results: Average mark to each question (answers rated from 0 to 5)

1.	In general, I am satisfied with the school	3'76
2.	I am satisfied with the information and attention received from part of the school	3'63
3.	My child's tutor has given me clear information about his progress and difficulties	3'7
4.	I think that the tutor's attitude towards my child is kind and responsible	3'91
5.	A sufficient number of meetings has been organised and the information has been useful	3'28
6.	When I have needed some attention from the school I have found an efficient answer	3'87
7.	As far as I know, I am happy with the teachers' job	3'57
8.	I would recommend this school.	4

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Conclusions on the families' poll results

The answer to the first question (3'76/5) and to the last one (4/5) show a major satisfaction with the school in general.

Parents are satisfied with the information they receive at school, although they generally ask for more meetings while their children are studying one of the four grades of compulsory secondary education.

As for the information they receive from the tutor, they especially need to meet the tutor more often while their child is doing the first two grades.

Social values is one of the parents' greater concern and they ask the school to focus its work on that, even more than what is done at present. They insist on measures to be adopted against violent attitudes; they even ask for more discipline and punishment when necessary.

Parents ask some teachers to improve their attention and concern about their job. They require more demanding teachers.

They also want teachers to give their children more homework to improve their children's results.