

Dalziel High School

Survey 2012

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Survey 2012

Rationale

As part of our ongoing commitment to maintaining and improving Standards and Quality in Dalziel High School, this survey was commissioned. The purpose as to elicit the views of pupils, staff and parents on issues relating to two particular aspects from the “Quality Initiative in Scottish Schools” document, as well as “How Good is Our School” (version 3) issued by HM Inspectors of Schools.

The survey is part of our triennial process, and revisits the areas looked at in Survey 2009, with comparisons from Survey 2009 drawn in this document.

The 3 aspects surveyed this session are:

- Learning and Teaching
- Support for Pupils
- Customer Service

These issues are closely linked with the aims of the school, namely:

- To make the best possible educational provision for all pupils
- To provide a meaningful curriculum for all
- To provide a well ordered environment in which Teaching and Learning can take place
- To make the best use of staff and resources
- To have high expectations of pupil performance and to identify reasons for under achievement

For this survey, questionnaires were issued/completed (in electronic form) to:

- Pupils in every year group, S1 to S6, 777 in total
- Parents of pupils in each year group, 71 in total
- All members of teaching staff, 73 in total

The pupil surveys are structured as:

S1
S2/S3
S4
S5/6

The results recorded overleaf are percentage responses to questions rounded off to the nearest whole number, collated in two main groups:

- Pupil Responses
- Staff/Parent Responses

To make comparison of figures easier, the pupil responses for 2009 are in the left hand column with 2012 in the right hand column.

In addition, this session's survey contained some new questions pertaining to customer service within the school. Consequently, these questions have generated only one set of figures.

**Survey 2012
S1 Responses**

% Responses 2009 2012

1. Have you been involved in the Passport to Health programme?

A	Yes		36
B	No		64

2. Have you been involved in the STAR programme?

A	Yes		4
B	No		96

3. What do you think of your different subjects in general?

A	Most of them are interesting and enjoyable.	52	58
B	Most of them are fairly interesting and enjoyable.	43	30
C	Most of them are interesting but not very enjoyable.	5	7
D	Most of them are dull and uninteresting.		2
E	Other		3

4. What do you think of the way in which the lessons are taught?

A	Most of the work is varied and the teachers' instructions are clear and easily understood.	39	46
B	Most of the work is varied but the teachers' instructions are sometimes difficult to understand.	58	49
C	Most of the work is varied but the teachers' instructions are often unclear and difficult to understand.	2	3
D	Most of the work is repetitive with poor instructions so it is difficult to understand.	1	2
E	Other		1

5. How do your teachers motivate you to do your very best?

A	Teachers encourage me to work hard and are always helpful and supportive.	52	59
B	Teachers encourage me to work hard and are usually helpful and supportive.	43	36
C	Teachers encourage me to work but are not very helpful or supportive.	4	2
D	Teachers do not really encourage me to work hard and offer little help or support.	1	2
E	Other		1

6. Do you think that your teachers encourage you to take responsibility for your own learning?

A	Yes, most of the time.	60	68
B	Yes, some of the time.	36	29
C	No, not all of the time.	3	1
D	Not at any time.	1	2
E	Other		

7. Do you feel you are making good progress in your work?

A	Yes, I am very happy with my progress.	63	48
B	Yes, I am pleased with my progress.	37	45
C	No, I am disappointed with my progress.		4
D	No, I am very unhappy with my progress.		2
E	Other		2

8. What do you think of the kind of work you are asked to do in your subjects?

A	It is very relevant and interesting.	43	40
B	It is usually relevant and interesting.	51	50
C	It is sometimes relevant but not very interesting.	2	6
D	It is often irrelevant and uninteresting.	4	2
E	Other		2

**Survey 2012
S1 Responses**

% Responses 2009 2012

9. How well do you think your class teachers know you?

A	My teachers know me very well and know what I am capable of.	38	26
B	Most teachers know me well and know what I am capable of.	48	55
C	Most teachers know me fairly well and know what I am capable of.	10	14
D	Some teachers do not know me very well and do not know what I am capable of.	3	3
E	Other		2

10. How are you assessed and supported in class?

A	I am assessed regularly and all my teachers help me with any difficulties I may be having.	48	48
B	I am assessed regularly and most of my teachers help me with any difficulties I may be having.	42	45
C	I am not assessed very regularly but my teachers help me with any difficulties I may be having.	8	5
D	I am not assessed regularly and my teachers do not help me if I am having problems.	2	2
E	Other		1

11. Teachers have to report on your progress. What do you think of your reports?

A	The comments made are easy to understand and always fair and accurate.	59	64
B	Most of the comments made are easy to understand and are fair and accurate.	35	27
C	The comments made can be difficult to understand but are fair and accurate.	4	2
D	The comments made tend to be difficult to understand and can be unfair and inaccurate.	2	2
E	Other		4

12. Is your homework linked to classwork and issued regularly, with enough time for completion?

A	Yes, it links very well and I have plenty of time to complete it.	43	45
B	Yes, it links fairly well and I have time to complete it.	42	38
C	Yes, it sometimes links with classwork and there is usually enough time.	11	11
D	No, it is not linked to classwork and I am given insufficient time to complete it.	3	3
E	Other		3

13. What contact do you have with your Pupil Support Teacher?

A	Regular contact on an informal basis.	24	21
B	Regular contact on a formal basis.	32	24
C	Some contact on a regular basis.	22	28
D	Little contact.	15	22
E	Other	1	5

14. Your Pupil Support Teacher is there to give you help and support. How have you found them to be?

A	Very helpful and supportive.	60	60
B	Quite helpful and supportive.	21	20
C	Will offer help and support if asked.	16	14
D	Not very helpful or supportive.	2	3
E	Other	1	2

**Survey 2012
S1 Responses**

% Responses 2009 2012

15. Do you think your Pupil Support Teacher is well informed of your needs and abilities?

A	Very well informed.	56	52
B	Quite well informed.	33	36
C	Not very well informed.	8	6
D	Could be better informed.	3	3
E	Other		2

16. What do you think of your Social Education programme?

A	Very useful at helping me to develop my personal and social skills.	54	47
B	Quite useful at helping me to develop my personal and social skills.	38	44
C	Not very useful at helping me to develop my personal and social skills.	5	3
D	Not very interesting or helpful.	3	3
E	Other		2

17. What do you think of your RE course?

A	It is very relevant and interesting.	43	36
B	It is usually relevant and interesting.	38	36
C	It is sometimes relevant but not very interesting.	17	16
D	It is often irrelevant and uninteresting.	2	6
E	Other		6

18. Do you feel the school is sensitive to your needs and do you know how to raise issues in the school?

A	Yes, the school is very sensitive and I know how to raise issues.	46	46
B	Yes, the school is sensitive and I can raise issues.	36	41
C	Yes, the school can be sensitive and I can raise issues sometimes.	16	10
D	No, the school is insensitive and I do not know how to raise issues.	2	2
E	Other		1

19. Do you find staff of the school helpful and supportive?

[Senior Management Team]

A	Definitely	44	42
B	Mostly	44	43
C	In part	8	9
D	Hardly	3	2
E	Not at all	1	4

20. Do you find staff of the school helpful and supportive?

[Teachers]

A	Definitely	44	62
B	Mostly	44	31
C	In part	8	5
D	Hardly	3	
E	Not at all	1	2

21. Do you find staff of the school helpful and supportive?

[Technicians]

A	Definitely	44	28
B	Mostly	44	42
C	In part	8	19
D	Hardly	3	5
E	Not at all	1	6

**Survey 2012
S1 Responses**

% Responses 2009 2012

22. Do you find staff of the school helpful and supportive?
[Administrators/Office Staff]

A	Definitely	44	46
B	Mostly	44	35
C	In part	8	10
D	Hardly	3	5
E	Not at all	1	4

23. Do you find staff of the school helpful and supportive?
[Janitors]

A	Definitely	44	25
B	Mostly	44	31
C	In part	8	25
D	Hardly	3	11
E	Not at all	1	8

24. Do you take part in the extra-curricular clubs offered by the school?

A	Yes, I participate in 3 or more clubs.	18	26
B	Yes, I participate in 2 clubs.	25	28
C	Yes, I participate in 1 club.	46	27
D	No, I do not participate in any clubs.	11	13
E	Other		7

25. Across all departments, how would you rate your access to computers?

A	Excellent. I use them frequently in all classes.	37	17
B	Good. They are used regularly in all classes.	31	37
C	Fair. They are used occasionally in classes.	24	34
D	Poor. They are rarely used in classes.	8	10
E	Other		3

Questions for Passport to Health pupils only

28. Do you feel that the programme has been of benefit to you?

A	It has been excellent, I gained a lot from this.	28	42
B	It has been good, I made good progress with this.	56	47
C	It has been fair, I made some progress with this.	12	3
D	It has been poor, I gained little from this.	4	6
E	Other		3

29. Do you think the passport contains enough information on health related topics?

A	It is excellent. It is full of very useful information.	28	40
B	It is good. It has a wide range of information.	60	49
C	It is fair. It has some useful information.	12	3
D	It is poor. It contains little information.		6
E	Other		3

**Survey 2012
S1 Responses**

% Responses 2009 2012

30. Do you feel you have been given adequate support from your tutor?

A	Support is excellent. My tutor assists me frequently.	32	36
B	Support is good. My tutor assists me often.	55	36
C	Support is fair. My tutor assists me when I speak with them.	9	14
D	Support is poor. I rarely meet with my tutor.	4	6
E	Other		8

31. Would you recommend this programme to your friends?

A	Yes. I think this is an excellent programme.	39	43
B	Yes. I think this is a good programme.	43	43
C	Maybe. The programme is fair.	14	8
D	No. I did not like the programme.	4	5
E	Other		

Questions for STAR pupils only

32. Do you feel that the programme has been of benefit to you?

A	It has been excellent, I gained a lot from this.	47	20
B	It has been good, I made good progress with this.	33	20
C	It has been fair, I made some progress with this.	13	20
D	It has been poor, I gained little from this.	7	40
E	Other		

33. Do you feel you have been given adequate support from your tutor?

A	Support is excellent. My tutor assists me frequently.	33	20
B	Support is good. My tutor assists me often.	58	20
C	Support is fair. My tutor assists me when I speak with them.	8	20
D	Support is poor. I rarely meet with my tutor.		40
E	Other		

Customer Service Excellence questions

34. The school policies, in your opinion, meet learners' needs.

A	Definitely		30
B	Mostly		43
C	In part		16
D	Hardly		5
E	Not at all		6

35. The school policies, in your opinion, reduce barriers to learning.

A	Definitely		24
B	Mostly		31
C	In part		17
D	Hardly		14
E	Not at all		14

36. When you communicate with the school, we respond in a prompt manner.

A	Definitely		52
B	Mostly		33
C	In part		9
D	Hardly		2
E	Not at all		3

**Survey 2012
S1 Responses**

% Responses 2009 2012

37. The school disseminates information to parents clearly and promptly.

A	Definitely		53
B	Mostly		29
C	In part		12
D	Hardly		2
E	Not at all		4

38. The school is easy to get in touch with.

A	Definitely		57
B	Mostly		31
C	In part		7
D	Hardly		1
E	Not at all		3

39. The school staff are always polite.

A	Definitely		51
B	Mostly		38
C	In part		7
D	Hardly		2
E	Not at all		2

40. I find parents' evenings useful.

A	Definitely		49
B	Mostly		34
C	In part		9
D	Hardly		3
E	Not at all		4

41. The primary transition programme is helpful.

A	Definitely		45
B	Mostly		38
C	In part		13
D	Hardly		2
E	Not at all		2

42. The target setting programme for S1 - S6 is helpful.

A	Definitely		46
B	Mostly		38
C	In part		11
D	Hardly		2
E	Not at all		3

43. Are you aware of the following school organisations?

Please tick any that you are aware of.

A	School Board		45
B	PTA		56
C	Pupil Council		86

**Survey 2012
S1 Responses**

% Responses 2009 2012

44. Pupils and parents are treated fairly by the school.

A	Definitely		55
B	Mostly		34
C	In part		6
D	Hardly		2
E	Not at all		4

45. Overall I am satisfied with the school.

A	Definitely		65
B	Mostly		26
C	In part		6
D	Hardly		
E	Not at all		3

A written response was requested for the following questions.

The table below lists the most common responses.

26. Can you briefly tell us what you consider to be the best feature of the school?

27. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none"> • Clubs and Extra Curricular activities • Subject choice • Teaching • Facilities • Lunch • Pupil Support 	<ul style="list-style-type: none"> • Toilets • Seating around school • Swimming pool • More clubs • Vending machines • Smaller classes

Survey 2012
S2/3 Responses

% Responses 2009 2012
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1. Have you been involved in the Passport to Health programme?

A	Yes		24
B	No		76

2. Have you been involved in the STAR programme?

A	Yes		8
B	No		92

3. What do you think of your Standard Grade courses in general?

A	Most of them are interesting and challenging.	26	32
B	Most of them are fairly interesting and challenging.	65	53
C	Most of them are fairly interesting but not very challenging.	6	8
D	Most of them are uninteresting and not very challenging.	2	3
E	Other	1	5

4. What do you think of the range of Standard Grade courses on offer?

A	There is a very good range of subjects to choose from.	32	37
B	There is a fairly good range of subjects to choose from.	51	48
C	The range of courses is rather restricted.	15	10
D	The range of courses needs to be broader.	4	3
E	Other	2	2

5. What do you think of the way in which the lessons are taught?

A	Most of the work is varied and the teachers' instructions are clear and easily understood.	25	34
B	Most of the work is varied but the teachers' instructions are sometimes difficult to understand.	65	50
C	Most of the work is varied but the teachers' instructions are often unclear and difficult to understand.	8	9
D	Most of the work is repetitive with poor instructions so it is difficult to understand.	1	2
E	Other	1	4

6. How do your teachers motivate you to do your very best?

A	Teachers encourage me to work hard and are always helpful and supportive.	37	41
B	Teachers encourage me to work hard and are usually helpful and supportive.	50	41
C	Teachers encourage me to work but are not very helpful or supportive.	10	11
D	Teachers do not really encourage me to work hard and offer little help or support.	3	3
E	Other	0	4

7. Do you think that your teachers encourage you to take responsibility for your own learning?

A	Yes, most of the time.	48	49
B	Yes, some of the time.	43	39
C	No, not all of the time.	6	6
D	Not at any time.	3	3
E	Other		3

8. Do you feel you are making good progress in your work?

A	Yes, I am very happy with my progress.	19	28
B	Yes, I am pleased with my progress.	62	56
C	No, I am disappointed with my progress.	11	9
D	No, I am very unhappy with my progress.	4	2
E	Other		5

Survey 2012
S2/3 Responses

% Responses 2009 2012
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9. What do you think of the kind of work you are asked to do in your subjects?

A	It is very relevant and interesting.	21	29
B	It is usually relevant and interesting.	58	45
C	It is sometimes relevant but not very interesting.	16	21
D	It is often irrelevant and uninteresting.	5	2
E	Other		4

10. How well do you think your class teachers know you?

A	My teachers know me very well and know what I am capable of.	24	23
B	Most teachers know me well and know what I am capable of.	45	46
C	Most teachers know me fairly well and know what I am capable of.	23	21
D	Some teachers do not know me very well and do not know what I am capable of.	8	9
E	Other		1

11. How are you assessed and supported in class?

A	I am assessed regularly and all my teachers help me with any difficulties I may be having.	31	32
B	I am assessed regularly and most of my teachers help me with any difficulties I may be having.	48	43
C	I am not assessed very regularly but my teachers help me with any difficulties I may be having.	15	20
D	I am not assessed regularly and my teachers do not help me if I am having problems.	3	2
E	Other	3	3

12. Teachers have to report on your progress. What do you think of your reports?

A	The comments made are easy to understand and always fair and accurate.	32	45
B	Most of the comments made are easy to understand and are fair and accurate.	52	38
C	The comments made can be difficult to understand but are fair and accurate.	7	7
D	The comments made tend to be difficult to understand and can be unfair and inaccurate.	6	4
E	Other	3	5

13. Is your homework linked to classwork and issued regularly, with enough time for completion?

A	Yes, it links very well and I have plenty of time to complete it.	29	29
B	Yes, it links fairly well and I have time to complete it.	41	39
C	Yes, it sometimes links with classwork and there is usually enough time.	22	18
D	No, it is not linked to classwork and I am given insufficient time to complete it.	5	7
E	Other	3	8

14. What contact do you have with your Pupil Support Teacher?

A	Regular contact on an informal basis.	18	24
B	Regular contact on a formal basis.	20	13
C	Some contact on a regular basis.	29	24
D	Little contact.	33	34
E	Other	2	5

**Survey 2012
S2/3 Responses**

% Responses 2009 2012

15. Your Pupil Support Teacher is there to give you help and support. How have you found them to be?

A	Very helpful and supportive.	40	43
B	Quite helpful and supportive.	27	23
C	Will offer help and support if asked.	21	24
D	Not very helpful or supportive.	12	8
E	Other		2

16. Do you think your Pupil Support Teacher is well informed of your needs and abilities?

A	Very well informed.	37	37
B	Quite well informed.	38	42
C	Not very well informed.	13	11
D	Could be better informed.	11	8
E	Other	1	2

17. What do you think of your Social Education programme?

A	Very useful at helping me to develop my personal and social skills.	31	47
B	Quite useful at helping me to develop my personal and social skills.	46	36
C	Not very useful at helping me to develop my personal and social skills.	11	11
D	Not very interesting or helpful.	10	4
E	Other	2	2

18. What do you think of your RE course?

A	It is very relevant and interesting.	44	39
B	It is usually relevant and interesting.	28	30
C	It is sometimes relevant but not very interesting.	15	14
D	It is often irrelevant and uninteresting.	13	11
E	Other		6

19. If you have used the Careers Service in School, how have you found it to be?

A	Very helpful and supportive.	22	14
B	Helpful and supportive.	16	12
C	Sometimes helpful and supportive.	6	8
D	I haven't used the Careers Service.	56	63
E	Other		4

20. Do you feel the school is sensitive to your needs and do you know how to raise issues in the school?

A	Yes, the school is very sensitive and I know how to raise issues.	22	29
B	Yes, the school is sensitive and I can raise issues.	25	30
C	Yes, the school can be sensitive and I can raise issues sometimes.	32	26
D	No, the school is insensitive and I do not know how to raise issues.	19	11
E	Other		5

21. Do you find staff of the school helpful and supportive?
[Senior Management Team]

A	Definitely	34	20
B	Mostly	42	37
C	In part	18	23
D	Hardly	3	10
E	Not at all		11

Survey 2012
S2/3 Responses

% Responses 2009 2012
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22. Do you find staff of the school helpful and supportive?

[Teachers]

A	Definitely	34	34
B	Mostly	42	41
C	In part	18	16
D	Hardly	3	5
E	Not at all		3

23. Do you find staff of the school helpful and supportive?

[Technicians]

A	Definitely	34	17
B	Mostly	42	29
C	In part	18	24
D	Hardly	3	18
E	Not at all		13

24. Do you find staff of the school helpful and supportive?

[Administrators/Office Staff]

A	Definitely	34	28
B	Mostly	42	35
C	In part	18	18
D	Hardly	3	8
E	Not at all		11

25. Do you find staff of the school helpful and supportive?

[Janitors]

A	Definitely	34	29
B	Mostly	42	28
C	In part	18	18
D	Hardly	3	13
E	Not at all		12

26. Do you take part in the extra-curricular clubs offered by the school?

A	Yes, I participate in 3 or more clubs.	19	10
B	Yes, I participate in 2 clubs.	19	10
C	Yes, I participate in 1 club.	39	32
D	No, I do not participate in any clubs.	21	43
E	Other		5

27. Across all departments, how would you rate your access to computers?

A	Excellent. I use them frequently in all classes.	27	13
B	Good. They are used regularly in all classes.	33	30
C	Fair. They are used occasionally in classes.	22	37
D	Poor. They are rarely used in classes.	16	14
E	Other	2	5

Questions for Passport to Health pupils only

30. Do you feel that the programme has been of benefit to you?

A	It has been excellent, I gained a lot from this.	22	33
B	It has been good, I made good progress with this.	45	33
C	It has been fair, I made some progress with this.	25	21
D	It has been poor, I gained little from this.	8	13
E	Other		

31. Do you think the passport contains enough information on health related topics?

A	It is excellent. It is full of very useful information.	28	39
B	It is good. It has a wide range of information.	41	35
C	It is fair. It has some useful information.	18	26
D	It is poor. It contains little information.	10	
E	Other		

32. Do you feel you have been given adequate support from your tutor?

A	Support is excellent. My tutor assists me frequently.	28	35
B	Support is good. My tutor assists me often.	36	26
C	Support is fair. My tutor assists me when I speak with them.	21	13
D	Support is poor. I rarely meet with my tutor.	15	13
E	Other		13

33. Would you recommend this programme to your friends?

A	Yes. I think this is an excellent programme.	27	38
B	Yes. I think this is a good programme.	32	29
C	Maybe. The programme is fair.	30	29
D	No. I did not like the programme.	11	4
E	Other		

Questions for STAR pupils only

34. Do you feel that the programme has been of benefit to you?

A	It has been excellent, I gained a lot from this.	33	43
B	It has been good, I made good progress with this.	41	29
C	It has been fair, I made some progress with this.	4	14
D	It has been poor, I gained little from this.	22	
E	Other		14

35. Do you feel you have been given adequate support from your tutor?

A	Support is excellent. My tutor assists me frequently.	31	38
B	Support is good. My tutor assists me often.	46	13
C	Support is fair. My tutor assists me when I speak with them.	4	25
D	Support is poor. I rarely meet with my tutor.	19	25
E	Other		

Customer Service Excellence questions

36. The school policies, in your opinion, meet learners' needs.

A	Definitely		11
B	Mostly		40
C	In part		32
D	Hardly		10
E	Not at all		7

37. The school policies, in your opinion, reduce barriers to learning.

A	Definitely		13
B	Mostly		24
C	In part		34
D	Hardly		16
E	Not at all		13

38. When you communicate with the school, we respond in a prompt manner.

A	Definitely		21
B	Mostly		34
C	In part		30
D	Hardly		11
E	Not at all		3

39. The school disseminates information to parents clearly and promptly.

A	Definitely		21
B	Mostly		40
C	In part		25
D	Hardly		9
E	Not at all		6

40. The school is easy to get in touch with.

A	Definitely		35
B	Mostly		37
C	In part		19
D	Hardly		8
E	Not at all		2

41. The school staff are always polite.

A	Definitely		23
B	Mostly		38
C	In part		26
D	Hardly		9
E	Not at all		4

42. I find parents' evenings useful.

A	Definitely		29
B	Mostly		25
C	In part		22
D	Hardly		12
E	Not at all		11

Survey 2012
S2/3 Responses

% Responses 2009 2012
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43. The primary transition programme is helpful.

A	Definitely		32
B	Mostly		28
C	In part		26
D	Hardly		5
E	Not at all		8

44. The target setting programme for S1 - S6 is helpful.

A	Definitely		24
B	Mostly		30
C	In part		29
D	Hardly		9
E	Not at all		8

45. Are you aware of the following school organisations?

Please tick any that you are aware of.

A	School Board		36
B	PTA		54
C	Pupil Council		69

46. Pupils and parents are treated fairly by the school.

A	Definitely		23
B	Mostly		40
C	In part		24
D	Hardly		8
E	Not at all		5

47. Overall I am satisfied with the school.

A	Definitely		22
B	Mostly		39
C	In part		24
D	Hardly		8
E	Not at all		8

A written response was requested for the following questions.

The table below lists the most common responses.

28. Can you briefly tell us what you consider to be the best feature of the school?

29. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none"> • Teachers/Staff • Physical Education • Subjects • Extracurricular activities • Fitness room 	<ul style="list-style-type: none"> • Lockers • Cleaner toilets • More seating area around the school • More trips • Swimming pool • More competitions

**Survey 2012
S4 Responses**

% Responses 2009 2012

1. What do you think of the range of Higher courses on offer?

A	There is a very good range of subjects to choose from.	23	23
B	There is a fairly good range of subjects to choose from.	70	50
C	The range of courses is rather restricted.	3	18
D	The range of courses needs to be broader.	3	6
E	Other		3

2. What do you think of the way in which the lessons are taught?

A	Most of the work is varied and the teachers' instructions are clear and easily understood.	34	34
B	Most of the work is varied but the teachers' instructions are sometimes difficult to understand.	56	54
C	Most of the work is varied but the teachers' instructions are often unclear and difficult to understand.	8	6
D	Most of the work is repetitive with poor instructions so it is difficult to understand.		6
E	Other	2	1

3. How do your teachers motivate you to do your very best?

A	Teachers encourage me to work hard and are always helpful and supportive.	35	39
B	Teachers encourage me to work hard and are usually helpful and supportive.	48	49
C	Teachers encourage me to work but are not very helpful or supportive.	9	7
D	Teachers do not really encourage me to work hard and offer little help or support.	8	4
E	Other		1

4. Do you think that your teachers encourage you to take responsibility for your own learning?

A	Yes, most of the time.	48	47
B	Yes, some of the time.	45	46
C	No, not all of the time.	5	5
D	Not at any time.	2	1
E	Other		1

5. Do you feel you are making good progress in your work?

A	Yes, I am very happy with my progress.	28	14
B	Yes, I am pleased with my progress.	62	68
C	No, I am disappointed with my progress.	5	13
D	No, I am very unhappy with my progress.	3	3
E	Other	2	2

6. What do you think of the kind of work you are asked to do in your subjects?

A	It is very relevant and interesting.	27	23
B	It is usually relevant and interesting.	45	50
C	It is sometimes relevant but not very interesting.	24	17
D	It is often irrelevant and uninteresting.	3	7
E	Other	1	3

7. How well do you think your class teachers know you?

A	My teachers know me very well and know what I am capable of.	25	25
B	Most teachers know me well and know what I am capable of.	48	44
C	Most teachers know me fairly well and know what I am capable of.	20	19
D	Some teachers do not know me very well and do not know what I am capable of.	6	11
E	Other	1	1

**Survey 2012
S4 Responses**

% Responses 2009 2012

8. How are you assessed and supported in class?

A	I am assessed regularly and all my teachers help me with any difficulties I may be having.	24	28
B	I am assessed regularly and most of my teachers help me with any difficulties I may be having.	54	52
C	I am not assessed very regularly but my teachers help me with any difficulties I may be having.	19	15
D	I am not assessed regularly and my teachers do not help me if I am having problems.	3	2
E	Other		3

9. Teachers have to report on your progress. What do you think of your reports?

A	The comments made are easy to understand and always fair and accurate.	38	38
B	Most of the comments made are easy to understand and are fair and accurate.	43	39
C	The comments made can be difficult to understand but are fair and accurate.	9	10
D	The comments made tend to be difficult to understand and can be unfair and inaccurate.	8	8
E	Other	2	5

10. Is your homework linked to classwork and issued regularly, with enough time for completion?

A	Yes, it links very well and I have plenty of time to complete it.	34	23
B	Yes, it links fairly well and I have time to complete it.	35	39
C	Yes, it sometimes links with classwork and there is usually enough time.	14	26
D	No, it is not linked to classwork and I am given insufficient time to complete it.	7	5
E	Other	10	7

11. What contact do you have with your Pupil Support Teacher?

A	Regular contact on an informal basis.	19	16
B	Regular contact on a formal basis.	23	21
C	Some contact on a regular basis.	27	26
D	Little contact.	30	32
E	Other		5

12. Your Pupil Support Teacher is there to give you help and support. How have you found them to be?

A	Very helpful and supportive.	40	41
B	Quite helpful and supportive.	17	21
C	Will offer help and support if asked.	29	23
D	Not very helpful or supportive.	14	12
E	Other		4

13. Do you think your Pupil Support Teacher is well informed of your needs and abilities?

A	Very well informed.	35	34
B	Quite well informed.	30	39
C	Not very well informed.	16	15
D	Could be better informed.	19	9
E	Other		3

**Survey 2012
S4 Responses**

% Responses 2009 2012

14. If you have used the Careers Service in School, how have you found it to be?

A	Very helpful and supportive.	19	17
B	Helpful and supportive.	17	12
C	Sometimes helpful and supportive.	23	5
D	I haven't used the Careers Service.	41	63
E	Other		3

15. Do you feel the school is sensitive to your needs and do you know how to raise issues in the school?

A	Yes, the school is very sensitive and I know how to raise issues.	13	15
B	Yes, the school is sensitive and I can raise issues.	33	29
C	Yes, the school can be sensitive and I can raise issues sometimes.	33	37
D	No, the school is insensitive and I do not know how to raise issues.	20	15
E	Other		3

16. Do you find staff of the school helpful and supportive?

[Senior Management Team]

A	Definitely	30	19
B	Mostly	41	32
C	In part	22	28
D	Hardly	6	10
E	Not at all		11

17. Do you find staff of the school helpful and supportive?

[Teachers]

A	Definitely	30	43
B	Mostly	41	39
C	In part	22	15
D	Hardly	6	1
E	Not at all		2

18. Do you find staff of the school helpful and supportive?

[Technicians]

A	Definitely	30	21
B	Mostly	41	33
C	In part	22	21
D	Hardly	6	10
E	Not at all		15

19. Do you find staff of the school helpful and supportive?

[Administrators/Office Staff]

A	Definitely	30	29
B	Mostly	41	33
C	In part	22	18
D	Hardly	6	11
E	Not at all		9

**Survey 2012
S4 Responses**

% Responses 2009 2012

20. Do you find staff of the school helpful and supportive?
[Janitors]

A	Definitely	30	32
B	Mostly	41	25
C	In part	22	18
D	Hardly	6	12
E	Not at all		13

21. Do you take part in the extra-curricular clubs offered by the school?

A	Yes, I participate in 3 or more clubs.	22	7
B	Yes, I participate in 2 clubs.	14	6
C	Yes, I participate in 1 club.	17	23
D	No, I do not participate in any clubs.	47	61
E	Other		3

22. Across all departments, how would you rate your access to computers?

A	Excellent. I use them frequently in all classes.	11	8
B	Good. They are used regularly in all classes.	27	25
C	Fair. They are used occasionally in classes.	46	40
D	Poor. They are rarely used in classes.	15	25
E	Other		2

25. Do you feel that you are given the opportunity to work in groups in Core Skills
(Working With Others)?

A	Yes, I am given ample opportunity to work with others.	29	21
B	Yes, I often work with others.	42	54
C	No, I rarely work with others.	26	21
D	No, I do not have the opportunity to work with others.	3	3
E	Other		1

26. How would you rate your experiences in the Core Skills exercises (Working With Others)?

A	Excellent, I gained a lot from this.	29	17
B	Good, I made good progress in this.	48	56
C	Fair, I achieved some success in this.	15	19
D	Poor, I gained little from this.	8	7
E	Other		

Customer Service Excellence questions

27. The school policies, in your opinion, meet learners' needs.

A	Definitely		10
B	Mostly		35
C	In part		37
D	Hardly		12
E	Not at all		6

28. The school policies, in your opinion, reduce barriers to learning.

A	Definitely		7
B	Mostly		28
C	In part		39
D	Hardly		21
E	Not at all		6

29. When you communicate with the school, we respond in a prompt manner.

A	Definitely		19
B	Mostly		39
C	In part		25
D	Hardly		13
E	Not at all		4

30. The school disseminates information to parents clearly and promptly.

A	Definitely		21
B	Mostly		36
C	In part		26
D	Hardly		11
E	Not at all		6

31. The school is easy to get in touch with.

A	Definitely		32
B	Mostly		39
C	In part		19
D	Hardly		7
E	Not at all		3

32. The school staff are always polite.

A	Definitely		23
B	Mostly		32
C	In part		31
D	Hardly		10
E	Not at all		3

33. I find parents' evenings useful.

A	Definitely		20
B	Mostly		31
C	In part		23
D	Hardly		15
E	Not at all		11

34. The primary transition programme is helpful.

A	Definitely		19
B	Mostly		40
C	In part		32
D	Hardly		5
E	Not at all		5

**Survey 2012
S4 Responses**

% Responses 2009 2012

35. The target setting programme for S1 - S6 is helpful.

A	Definitely		16
B	Mostly		32
C	In part		26
D	Hardly		10
E	Not at all		15

36. Are you aware of the following school organisations?
Please tick any that you are aware of.

A	School Board		35
B	PTA		56
C	Pupil Council		75

37. Pupils and parents are treated fairly by the school.

A	Definitely		13
B	Mostly		42
C	In part		28
D	Hardly		10
E	Not at all		6

38. Overall I am satisfied with the school.

A	Definitely		17
B	Mostly		41
C	In part		23
D	Hardly		12
E	Not at all		7

A written response was requested for the following questions.

The table below lists the most common responses.

23. Can you briefly tell us what you consider to be the best feature of the school?

24. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none"> • Easy access to teachers • Level of support staff offer • Facilities • Variety of subjects • Work experience • Teacher/pupil relationship 	<ul style="list-style-type: none"> • Not enough areas for pupils to socialise • Lockers • Clean toilets • More money should be spent on school supplies and not televisions • More access to ICT • Have no last break and finish school earlier

Survey 2012
S5/6 Responses

% Responses 2009 2012
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1. Have you been involved in a one year Higher Course?

A	Yes		57
B	No		43

2. Have you been involved in a two year Higher Course?

A	Yes		89
B	No		11

3. What do you think of your Higher courses in general?

A	Most of them are interesting and challenging.	29	22
B	Most of them are fairly interesting and challenging.	61	62
C	Most of them are fairly interesting but not very challenging.	6	4
D	Most of them are uninteresting and not very challenging.	1	2
E	Other	3	9

4. What do you think of the range of Higher courses on offer?

A	There is a very good range of subjects to choose from.	25	17
B	There is a fairly good range of subjects to choose from.	52	48
C	The range of courses is rather restricted.	17	20
D	The range of courses needs to be broader.	6	10
E	Other		5

5. What do you think of the way in which the lessons are taught?

A	Most of the work is varied and the teachers' instructions are clear and easily understood.	21	28
B	Most of the work is varied but the teachers' instructions are sometimes difficult to understand.	60	56
C	Most of the work is varied but the teachers' instructions are often unclear and difficult to understand.	11	8
D	Most of the work is repetitive with poor instructions so it is difficult to understand.	5	4
E	Other	3	4

6. How do your teachers motivate you to do your very best?

A	Teachers encourage me to work hard and are always helpful and supportive.	34	36
B	Teachers encourage me to work hard and are usually helpful and supportive.	38	50
C	Teachers encourage me to work but are not very helpful or supportive.	16	7
D	Teachers do not really encourage me to work hard and offer little help or support.	8	4
E	Other	4	4

7. Do you think that your teachers encourage you to take responsibility for your own learning?

A	Yes, most of the time.	53	50
B	Yes, some of the time.	43	42
C	No, not all of the time.	3	4
D	Not at any time.	1	2
E	Other		2

8. Do you feel you are making good progress in your work?

A	Yes, I am very happy with my progress.	19	13
B	Yes, I am pleased with my progress.	54	65
C	No, I am disappointed with my progress.	20	18
D	No, I am very unhappy with my progress.	5	3
E	Other		1

Survey 2012
S5/6 Responses

% Responses 2009 2012
--

9. What do you think of the kind of work you are asked to do in your subjects?

A	It is very relevant and interesting.	22	22
B	It is usually relevant and interesting.	52	57
C	It is sometimes relevant but not very interesting.	24	17
D	It is often irrelevant and uninteresting.	2	2
E	Other		2

10. How well do you think your class teachers know you?

A	My teachers know me very well and know what I am capable of.	28	28
B	Most teachers know me well and know what I am capable of.	32	44
C	Most teachers know me fairly well and know what I am capable of.	26	18
D	Some teachers do not know me very well and do not know what I am capable of.	9	8
E	Other		2

11. How are you assessed and supported in class?

A	I am assessed regularly and all my teachers help me with any difficulties I may be having.	42	29
B	I am assessed regularly and most of my teachers help me with any difficulties I may be having.	35	54
C	I am not assessed very regularly but my teachers help me with any difficulties I may be having.	12	13
D	I am not assessed regularly and my teachers do not help me if I am having problems.	7	3
E	Other	4	1

12. Teachers have to report on your progress. What do you think of your reports?

A	The comments made are easy to understand and always fair and accurate.	34	36
B	Most of the comments made are easy to understand and are fair and accurate.	45	49
C	The comments made can be difficult to understand but are fair and accurate.	11	5
D	The comments made tend to be difficult to understand and can be unfair and inaccurate.	6	4
E	Other	4	6

13. Is your homework linked to classwork and issued regularly, with enough time for completion?

A	Yes, it links very well and I have plenty of time to complete it.	28	27
B	Yes, it links fairly well and I have time to complete it.	41	44
C	Yes, it sometimes links with classwork and there is usually enough time.	20	17
D	No, it is not linked to classwork and I am given insufficient time to complete it.	2	5
E	Other	9	8

14. What contact do you have with your Pupil Support Teacher?

A	Regular contact on an informal basis.	16	20
B	Regular contact on a formal basis.	18	18
C	Some contact on a regular basis.	32	24
D	Little contact.	50	34
E	Other		4

Survey 2012
S5/6 Responses

% Responses 2009 2012
--

15. Your Pupil Support Teacher is there to give you help and support. How have you found them to be?

A	Very helpful and supportive.	36	27
B	Quite helpful and supportive.	26	25
C	Will offer help and support if asked.	28	29
D	Not very helpful or supportive.	10	15
E	Other		5

16. Do you think your Pupil Support Teacher is well informed of your needs and abilities?

A	Very well informed.	26	25
B	Quite well informed.	33	41
C	Not very well informed.	20	18
D	Could be better informed.	18	11
E	Other	3	4

17. What do you think of your Social Education programme?

A	Very useful at helping me to develop my personal and social skills.		13
B	Quite useful at helping me to develop my personal and social skills.		37
C	Not very useful at helping me to develop my personal and social skills.		19
D	Not very interesting or helpful.		22
E	Other		7

18. If you have used the Careers Service in School, how have you found it to be?

A	Very helpful and supportive.	16	17
B	Helpful and supportive.	24	23
C	Sometimes helpful and supportive.	19	15
D	I haven't used the Careers Service.	21	39
E	Other	14	6

19. Do you feel the school is sensitive to your needs and do you know how to raise issues in the school?

A	Yes, the school is very sensitive and I know how to raise issues.	11	11
B	Yes, the school is sensitive and I can raise issues.	28	37
C	Yes, the school can be sensitive and I can raise issues sometimes.	34	30
D	No, the school is insensitive and I do not know how to raise issues.	26	18
E	Other		4

20. Do you find staff of the school helpful and supportive?

[Senior Management Team]

A	Definitely	31	24
B	Mostly	49	34
C	In part	11	23
D	Hardly	7	9
E	Not at all		9

21. Do you find staff of the school helpful and supportive?

[Teachers]

A	Definitely	31	36
B	Mostly	49	43
C	In part	11	16
D	Hardly	7	2
E	Not at all		4

Survey 2012
S5/6 Responses

% Responses 2009 2012
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22. Do you find staff of the school helpful and supportive?
[Technicians]

A	Definitely	31	18
B	Mostly	49	28
C	In part	11	25
D	Hardly	7	15
E	Not at all		13

23. Do you find staff of the school helpful and supportive?
[Administrators/Office Staff]

A	Definitely	31	27
B	Mostly	49	36
C	In part	11	19
D	Hardly	7	10
E	Not at all		8

24. Do you find staff of the school helpful and supportive?
[Janitors]

A	Definitely	31	44
B	Mostly	49	25
C	In part	11	19
D	Hardly	7	6
E	Not at all		6

25. Do you take part in the extra-curricular clubs offered by the school?

A	Yes, I participate in 3 or more clubs.	9	5
B	Yes, I participate in 2 clubs.	20	13
C	Yes, I participate in 1 club.	25	18
D	No, I do not participate in any clubs.	45	57
E	Other		8

26. Across all departments, how would you rate your access to computers?

A	Excellent. I use them frequently in all classes.	21	11
B	Good. They are used regularly in all classes.	32	28
C	Fair. They are used occasionally in classes.	26	39
D	Poor. They are rarely used in classes.	21	18
E	Other		4

For pupils who have been involved in a two year higher

29. How would you compare the pace of a two year Higher to a one year Higher?

A	Much better. I am coping far better with the pace.	61	51
B	Slightly better.	21	24
C	The same. There is no difference in pace as with a one year Higher.	8	6
D	Worse, the pace is too slow.	7	10
E	Other	3	10

30. How do you think having two years to complete your Higher(s) has affected your performance?

A	Much better. I think I am performing far better than I would in one year.	58	41
B	Slightly better. I think I am performing a bit better than I would in one year.	19	30
C	The same. I think I would perform just as well in one year.	5	13
D	Worse. I think I would perform better in one year.	18	11
E	Other		6

For S6 only

31. What Citizenship activities have you undertaken this year as part of your contribution to Dalziel? eg buddying etc. Please list them.

Responses: buddying, health fayre, amnesty, art club, fair trade, fir park Christmas party, food donations, singing events, coaching rugby, burns supper

Customer Service Excellence questions

32. The school policies, in your opinion, meet learners' needs.

A	Definitely		9
B	Mostly		43
C	In part		38
D	Hardly		7
E	Not at all		4

33. The school policies, in your opinion, reduce barriers to learning.

A	Definitely		9
B	Mostly		19
C	In part		33
D	Hardly		25
E	Not at all		14

34. When you communicate with the school, we respond in a prompt manner.

A	Definitely		14
B	Mostly		39
C	In part		31
D	Hardly		9
E	Not at all		7

35. The school disseminates information to parents clearly and promptly.

A	Definitely		16
B	Mostly		41
C	In part		29
D	Hardly		9
E	Not at all		5

36. The school is easy to get in touch with.

A	Definitely		27
B	Mostly		42
C	In part		19
D	Hardly		8
E	Not at all		4

37. The school staff are always polite.

A	Definitely		25
B	Mostly		37
C	In part		26
D	Hardly		9
E	Not at all		3

38. I find parents' evenings useful.

A	Definitely		19
B	Mostly		32
C	In part		22
D	Hardly		11
E	Not at all		15

39. The primary transition programme is helpful.

A	Definitely		20
B	Mostly		33
C	In part		32
D	Hardly		5
E	Not at all		10

40. The target setting programme for S1 - S6 is helpful.

A	Definitely		18
B	Mostly		29
C	In part		26
D	Hardly		16
E	Not at all		11

41. Are you aware of the following school organisations?

Please tick any that you are aware of.

A	School Board		56
B	PTA		72
C	Pupil Council		61

42. Pupils and parents are treated fairly by the school.

A	Definitely		17
B	Mostly		46
C	In part		24
D	Hardly		7
E	Not at all		6

43. Overall I am satisfied with the school.

A	Definitely		23
B	Mostly		39
C	In part		25
D	Hardly		6
E	Not at all		7

A written response was requested for the following questions.

The table below lists the most common responses.

27. Can you briefly tell us what you consider to be the best feature of the school?

28. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none">• Teachers• Supported study• Choral shield• Social area• Extracurricular activities	<ul style="list-style-type: none">• Toilets• Relax school rules about mobile phones and drinking in class• Better course choices• More choice of activities in P.E.• Some teachers need the quality of their teaching assessed

Summary of Pupil Responses

By comparing the responses from the 2009 survey with the present survey, it is clear that we are making improvements in a number of areas.

Compared responses from 2009 and 2012 surveys

- Most pupils are more than satisfied with the courses they are following and the way in which lessons are taught.
- The vast majority of pupils think their teachers work hard and are helpful and supportive.
- The vast majority of pupils think that their teachers encourage them to take responsibility for their own learning.
- Most pupils feel they are making good progress through their courses. However, there is slight drop in the number of S4 pupils who are happy with their progress.
- Most pupils think the work they are asked to do in their subjects is relevant and interesting.
- Pupils are satisfied that their class teachers know them well and know what they are capable of. In S5/6 there is an increase in the number of pupils who feel this way.
- Pupils state that teachers assess them regularly and help them with difficulties they are having.
- The vast majority of pupils believe their reports are fair and accurate with a slight increase in the number of pupils in S5/6 who feel this way.
- Pupils are satisfied that homework is linked to classwork and issued regularly, with enough time for completion. There is a slight decrease in the number of pupils in S4 who feel this way.
- Pupils state they have regular contact with their Pupil Support Tutor.
- The majority of pupils feel the support they receive from their Pupil Support Tutor is helpful. There is a slight increase in the of S4 pupils who feel this way but a decrease in the number of S5/6 pupils who feel this way.
- Pupils feel that their Pupil Support Teacher is well informed of their needs and abilities.
- Less than half the pupils surveyed in S2-4 have used the careers service and the number of pupils who have used the careers service in S5/6 has decreased.
- The majority of S1 pupils felt the school were sensitive to their needs and knew how to raise issues, but this number dropped for S2 onwards.
- Most pupils found the SE and RE programmes useful.

- The vast majority of pupils found the teachers of the school helpful and supportive.
- The majority of S4-6 pupils do not take part in an extracurricular club. There is an increase in the number of pupils from S2-6 who do not take part in an extracurricular club. However, the vast majority of S1 pupils take part in an extracurricular club.
- Across the school there is a decrease in the number of pupils who feel they have regular access to computers.
- The vast majority of pupils involved in Passport to Health feel they are gaining a lot from the programme and would recommend the programme to their friends.
- The vast majority of S2/3 pupils involved in the STAR programme have found it to be of benefit to them, however several pupils commented that they do not have a tutor. There has been a drop in the number of S1 pupils who have found the STAR programme of benefit to them.
- Most pupils find the pace of the two year higher better and feel they are performing better than if they would have sat a one year higher.

New Customer Service pupil question responses

- The majority of S1 pupils feel that the school's policies meet learners' needs, however only about half the pupils in S2-6 agree with this.
- Most pupils feel the school policies reduce barriers to learning at least in part.
- Most pupils feel that when they communicate with the school, the school responds in a prompt manner.
- The majority of pupils agree that the school disseminates information to parents clearly and promptly
- Most pupils feel the school is easy to get in touch with.
- The vast majority of pupils in S1 and most of the pupils S2-6 feel that school staff are always polite.
- The vast majority pupils in S1 and the majority of pupils in S2-6 find parents' evenings useful.
- The vast majority of pupils in S1 and most pupils in S2-6 agree that the primary transition programme is helpful.
- The vast majority of pupils in S1 find the target setting programme helpful and most pupils in S2-6 find the target setting programme helpful at least in part.
- The school organisations that pupils in S1-S4 are most familiar with are the pupil council (the vast majority of pupils) then the PTA (with around half of the pupils in each year

group) and the organisation the pupils are the least aware of is the School Board (45% in S1 and approximately one third of S2-4). Pupils in S5-6 are most aware of the PTA (72%), followed by the Pupil Council (61%) and finally the School Board (56%).

- The majority of S1 pupils and most of the pupils in S2-6 feel pupils and parents are treated fairly by the school.
- Overall, the majority of pupils in S1 and most of the pupils in S2-6 are satisfied with the school

Of the remaining questions, best features, one improvement and areas of improvement for our Special Needs Services refer to the tables listed previously.

**Survey 2012
Parental Responses**

	Leftmost Box			Rightmost Box		
n	not at all	hardly	in part	mostly	definitely	y

1. Do you think that in general the school offers a good range of courses for pupils in all year groups?		n			y	
2012	2	1	8	52	37	
2009	2		5	28	65	

2. Do you think that the courses offered are interesting and challenging?		n			y	
2012	1		8	53	38	
2009		2	5	42	51	

3. Do you think that the teachers motivate pupils to do their best?		n			y	
2012	2		11	49	37	
2009			11	40	49	

4. Do you think that the teachers encourage pupils to take responsibility for their own learning?		n			y	
2012	2	1	14	53	30	
2009			9	37	53	

5. Do you think that the coursework is suited to pupils' needs and abilities?		n			y	
2012		3	7	69	21	
2009		2	9	47	42	

6. Do you think that the coursework is relevant and interesting?		n			y	
2012	2	3	8	69	18	
2009		2	12	42	44	

7. Do you think that staff know your child well and are aware of his/her capabilities?		n			y	
2012	2	3	13	42	39	
2009		5	20	33	42	

8. Do you think that your child is regularly assessed and supported in class?		n			y	
2012	1	6	15	44	33	
2009			19	23	57	

9. Do you think that staff keep you up to date on your child's performance?		n			y	
2012	2	10	27	35	25	
2009	2	5	23	30	40	

	n			y	
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**Survey 2012
Parental Responses**

10. Do you feel that the school provides an effective response to any enquiries about your child's attainment and progress?	2012	2		13	37	48
	2009		5	19	21	55
11. Do you think that the school reports are informative, fair and accurate?		n		y		
	2012	2		13	41	44
	2009		5	7	24	64
12. Do you think that the school reports for S1 clearly show your child's strengths, development needs and next steps in learning?		n		y		
	2012	3		21	25	51
	2009		2	5	26	48
13. Do you think that homework is linked to classwork and is issued regularly with adequate time given for its completion?		n		y		
	2012	2	3	20	54	21
	2009		7	9	44	40
14. Do you know which member of staff has responsibility for your child's pastoral care? (Pupil Support)		n		y		
	2012	6	4	8	7	74
	2009	2	5		20	72
15. Do you contact the Pupil Support Staff if you wish information on your child?		n		y		
	2012	23	13	11	13	40
	2009	16	7	7	26	42
16. Do you find the Pupil Support staff helpful and supportive?		n		y		
	2012	6	4	18	20	52
	2009		3	8	21	68
17. Do you think the Pupil Support staff are well informed to give advice and support in the selection of suitable courses for your child?		n		y		
	2012	5	1	27	28	38
	2009	2	5	5	40	48
18. Do you think that the school's Social Education programme is effective in developing your child's personal and social skills?		n		y		
	2012	6	3	23	45	23
	2009	2	7	12	36	43
19. Are pupils encouraged to participate in a wide range of extra-curricular activities?		n		y		
	2012	2	4	20	31	42
	2009	2	2		19	77

**Survey 2012
Parental Responses**

20. Do you find staff of the school helpful and supportive? [Senior Management Team]		n			y	
	2012	3		10	27	60
	2009		2	14	33	51

21. Do you find staff of the school helpful and supportive? [Teachers]		n			y	
	2012	2	1	7	38	52
	2009		2	14	33	51

22. Do you find staff of the school helpful and supportive? [Technicians]		n			y	
	2012	3	3	10	42	41
	2009		2	14	33	51

23. Do you find staff of the school helpful and supportive? [Administrators/Office Staff]		n			y	
	2012	3	3	6	32	56
	2009		2	14	33	51

24. Do you find staff of the school helpful and supportive? [Janitors]		n			y	
	2012	2	6	7	32	53
	2009		2	14	33	51

25. Are you aware of the procedures for raising issues in the school?		n			y	
	2012	7	1	17	29	46
	2009	14	2	12	12	60

26. Were you kept informed of the action taken regarding the issue you raised?		n			y	
	2012	6	7	16	9	62
	2009	9		22	4	65

27. Do you feel that the school services provide good value for money to the tax payer?		n			y	
	2012	3		13	41	42
	2009	2		12	12	73

28. Do you feel that the school as a whole is sensitive to the needs of parents?		n			y	
	2012	3	4	18	49	26
	2009	2	5	7	34	52

For guardians of S3 only

29. Are you happy that your child is now sitting all Standard Grades in S3?		n			y	
	2012	6	2	23	19	49
	2009	17			33	50

**Survey 2012
Parental Responses**

		n			y	
30. Are you fully aware of the choices available for your child next year?	2012			45	55	
	2009				100	

		n			y	
31. Are you fully aware of the new Curriculum for Excellence courses in all subjects?	2012	14		15	30	41
	2009					

For guardians of passport to health pupils only

		n			y	
32. Do you feel that the Passport to Health programme has been beneficial to your child?	2012	3		21	36	39
	2009			25	50	25

		n			y	
33. Do you think the existing Passport to Health contains enough information on health related issues?	2012	3		14	46	36
	2009			20	60	20

		n			y	
34. Would you recommend this programme for your other child/children?	2012	4			40	56
	2009			33		66

		n			y	
35. Has your family seen the benefits of this programme?	2012	3	11	25	50	11
	2009			25	50	25

For guardians of STAR pupils only

		n			y	
36. Do you think the STAR programme has been beneficial to your child?	2012	12	0		38	50
	2009					

School Complaints Procedure

		n			y	
37. If you have had to make a complaint or report to the school, did you find the complaints system clear and easy to use?	2012	4	16	4	44	31
	2009	9	9		9	73

		n			y	
38. If you had cause to complain, were you satisfied with the manner in which it was dealt with?	2012	21	4	22	22	30
	2009	9	9	9		73

**Survey 2012
Parental Responses**

Customer Service Excellence questions

39. The school policies, in your opinion, meet learners' needs.

	n				y
2012	1	4	14	52	28
2009					

40. The school policies, in your opinion, reduce barriers to learning.

	n				y
2012	6	6	13	48	28
2009					

41. When you communicate with the school, we respond in a prompt manner.

	n				y
2012	3	4	1	31	61
2009					

42. When you visit the school, you are dealt with promptly at reception.

	n				y
2012	1	1	7	21	69
2009					

43. The school disseminates information to parents clearly and promptly.

	n				y
2012	3	6	10	37	45
2009					

44. The school is easy to get in touch with.

	n				y
2012	1	1	7	24	66
2009					

45. The school staff are always polite.

	n				y
2012	3	1	8	17	70
2009					

46. I find parents' evenings useful.

	n				y
2012	3	4	7	23	63
2009					

47. The primary transition programme is helpful.

	n				y
2012	1		13	27	59
2009					

48. The target setting programme for S1 - S6 is helpful.

	n				y
2012	3	1	18	39	38
2009					

**Survey 2012
Parental Responses**

49. Pupils and parents are treated fairly by the school.

	n		y		
2012	3		15	35	46
2009					

50. Overall I am satisfied with the school.

	n		y		
2012	3		6	37	55
2009					

51. Are you aware of the following school organisations?

School	PTA	Pupil Council
86	96	73

A written response was requested for the following questions.

The table below lists the most common responses.

52. Can you briefly tell us what you consider to be the best feature of the school?

53. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none"> • Staff • Art department • Uniform • School ethos • Pupil Support system • The library • School events & opportunities offered • History & tradition 	<ul style="list-style-type: none"> • Extracurricular activities • Regular communication about strengths and weaknesses of pupils (before parents' nights) • Toilets

54. Are there any areas of our Special Needs Services (e.g. Hearing Impaired Department, Learning Support Department) which you feel could be improved?

If so, please suggest ways in which this could be done.

Include notes from Special Needs Services in the School Reports.

Summary of Parental Responses

In many areas parents are satisfied with learning and teaching and support for pupils within the school. Below are responses that differed by more than 5% when compared to the previous survey.

Compared responses from 2009 and 2012 surveys

- The vast majority of parents think teachers encourage pupils to take responsibility for their own learning however the percentage of parents who feel this way has dropped from 90% to 83%
- There has been an increase in the percentage of parents who feel that staff know their child well and are aware of his/her capabilities from 75% to 81%
- A smaller percentage of parents feel they are kept up to date on their child's performance, a drop of 10% from 70% of parents in 2009 to 60% in 2012.
- A higher percentage of parents, 85% in 2012, feel the school provides an effective response to any enquiries about their child's attainment and progress compared to 76% in 2009.
- 76% of parents think that the S1 school reports clearly show their child's strengths, development needs and next steps in learning compared to 64% in 2009.
- There has been a decrease in the percentage of parents who think that homework is linked to classwork and is issued regularly with adequate time given for its completion from 84% to 75%.
- The vast majority of parents know which member of staff is responsible for their child's pastoral care, however the percentage of parents who agree with this statement has dropped from 92% in 2009 to 81% in 2012.
- The percentage of parents who contact Pupil Support Staff for information about their child has dropped from 68% to 53%. Additionally the percentage of parents who find Pupil Support staff helpful and supportive has dropped from 89% to 72%.
- There has been a drop in the percentage of parents who think that Pupil Support staff are well informed to give advice and support in the selection of suitable courses for their child from 88% to 66%.
- A smaller percentage of parents think that the school's Social Education programme is effective in developing their child's personal and social skills, a drop from 79% to 68%.
- There has been a decrease in the percentage of parents who think that pupils are encouraged to participate in a wide range of extracurricular activities, from 96% to 73%.

- The majority of parents surveyed feel the school is sensitive to the needs of parents, however the percentage of parents who feel this way has dropped from 86% to 75%.
- Most parents surveyed are happy that their child is sitting all their Standard Grades in S3, however the percentage of parents who feel this way has dropped from 83% to 68%.
- There has been an increase in the percentage of parents who would recommend the Passport to Health programme to their other child/children from 66% to 96%. However, the percentage of parents who have seen the benefits of the programme has dropped from 75% to 61%.
- 75% of parents who have had to make a complaint or report to the school find the complaints system clear and easy to use as opposed to 82% of parents in 2009. Additionally, of the parents who had cause to complain, 52% were satisfied with the manner in which it was dealt with compared to 73% in 2012.

New Questions – Customer Service Excellence

- The vast majority (80%) of parents agree that the school policies meet learners' needs.
- 76% agree that the school policies reduce barriers to learning.
- 92% of parents state that when they contact the school, the school responds in a prompt manner.
- 90% of parents state that they are dealt with promptly at reception.
- 82% of parents agree that the school disseminates information to parents clearly and promptly.
- 90% of parents think the school is easy to get in touch with.
- 87% of parents think that school staff are always polite.
- 86% of parents find parents' evening useful.
- 86% of parents find the primary transition programme helpful.
- 77% of parents think the target setting programme for S1-6 is helpful.
- 81% of parents think that pupils and parents are treated fairly by the school.
- 92% of parents are satisfied overall with the school.
- 96% of parents are aware of the PTA, 86% of parents are aware of the School Board and 73% of pupils are aware of the Pupil Council.

Of the remaining questions, best features and one improvement, refer to the tables listed previously.

**Survey 2012
Staff Responses**

	Leftmost Box			Rightmost Box		
n	not at all	hardly	in part	mostly	definitely	y

1. Do you think that in general the school offers a good range of courses for pupils in all year groups?		n			y	
2012			15	62	23	
2009		4	14	32	50	

2. Do you think that the courses offered in your department are interesting and challenging?		n			y	
2012		1	10	45	44	
2009			9	36	55	

3. Do you vary your teaching methods according to the requirements of each lesson/topic?		n			y	
2012			7	34	59	
2009			5	27	68	

4. Do you always motivate pupils to do their best?		n			y	
2012			3	18	79	
2009				32	68	

5. Do you encourage pupils to take responsibility for their own learning?		n			y	
2012		1	7	27	64	
2009			5	18	77	

6. Do you think that your coursework is suited to pupils' needs and abilities?		n			y	
2012			10	60	30	
2009			14	41	45	

7. Do you fully differentiate coursework to accommodate the needs of all pupils?		n			y	
2012		1	18	47	34	
2009		4	23	41	32	

8. Do you know your pupils well and are you aware of their capabilities?		n			y	
2012			3	33	64	
2009			4	32	64	

9. Do you assess all pupils regularly?		n			y	
2012			10	25	66	
2009				23	77	

	n			y		
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**Survey 2012
Staff Responses**

10. Do you provide pupils with regular feedback on their performance?	2012		1	5	34	59
	2009			5	27	68

11. Do you use assessments to target areas for support for individual pupils?		n			y	
	2012	1	5	18	25	51
2009				18	27	55

12. Do you praise pupils if they have done well?		n			y	
	2012				18	82
2009				9	5	86

13. Do you issue homework regularly making sure it is linked to classwork, and allowing an appropriate time for its completion?		n			y	
	2012	4	3	10	26	58
2009				3	29	68

14. Are you aware of the details of the school promoting achievement policy?		n			y	
	2012	3	5	21	38	33
2009				9	36	55

15. Are you aware of the details of the school homework policy?		n			y	
	2012	1	3	18	27	51
2009				9	36	55

16. Are you aware of the details of the school discipline policy?		n			y	
	2012	1	3	16	29	51
2009				9	36	55

17. Do you think that school policies are implemented consistently across all departments?		n			y	
	2012	8	10	33	48	1
2009				27	32	41

18. Are you confident that the courses you offer are differentiated to meet the needs of your pupils?		n			y	
	2012			18	55	27
2009						

19. Are you fully aware of the pupil tracking/monitoring methods used in your department?		n			y	
	2012			7	18	75
2009					14	86

n			y		
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**Survey 2012
Staff Responses**

20. Do you have regular contact with the Pupil Support Staff?	2012		10	12	30	48
	2009			5	23	73
21. Do you find the Pupil Support Staff helpful and supportive?		n			y	
	2012		4	19	41	36
2009				9	41	50
22. Do you get regular feedback from enquiries to the Pupil Support Department?		n			y	
	2012	1	11	21	41	26
2009			9	9	41	41
23. Do you find the DHTs helpful and supportive?		n			y	
	2012		3	18	36	44
2009				3	39	55
24. Do you get regular feedback from the DHTs on enquiries/referrals made?		n			y	
	2012	1	5	18	34	41
2009				5	18	77
25. Do you find the other staff of the school helpful and supportive? [Senior Management Team]		n			y	
	2012		4	15	30	51
2009					14	86
26. Do you find the other staff of the school helpful and supportive? [Teachers]		n			y	
	2012			3	52	45
2009					14	86
27. Do you find the other staff of the school helpful and supportive? [Technicians]		n			y	
	2012		1	1	19	78
2009					14	86
28. Do you find the other staff of the school helpful and supportive? [Administrators/Office Staff]		n			y	
	2012				15	85
2009					14	86
29. Do you find the other staff of the school helpful and supportive? [Janitors]		n			y	
	2012				14	86
2009					14	86

**Survey 2012
Staff Responses**

30. Are pupils encouraged to participate in a wide range of extra-curricular activities?	n		y		
	2012	1	1	30	67
	2009		5	5	90

31. Are you aware of the procedures for raising issues in the school?	n		y			
	2012	1	7	10	36	47
	2009			4	14	82

32. If you have raised an issue were you kept informed of the action taken?	n		y		
	2012	5	25	33	37
	2009		16	21	63

33. Do you feel that the school services provide good value for money to the taxpayer?	n		y		
	2012		4	33	63
	2009			14	86

34. Do you feel that the school as a whole is sensitive to the needs of staff?	n		y			
	2012	1	5	23	48	22
	2009			23	27	50

35. Are you aware of which pupils are involved in the STAR programme?	n		y		
	2012	1	11	38	49
	2009	5	5	26	63

36. Do you feel that the STAR programme has been beneficial to the pupils involved?	n		y		
	2012		16	33	51
	2009		10	45	45

For Passport to Health tutors only

37. Do you feel that the programme has been beneficial to your tutor group?	n		y		
	2012	11	44	33	11
	2009		12	50	38

38. Do you think the existing passport contains enough information on health related topics?	n		y		
	2012		40	30	30
	2009			78	22

39. Do you think you have had the time and knowledge to adequately support your pupils?	n		y			
	2012	13	13	63		13
	2009			22	33	44

**Survey 2012
Staff Responses**

40. Would you like to see this programme extended to include additional pupils?

	n			y	
2012	11		44	11	33
2009				50	50

41. Would you be willing to continue to be a tutor on this programme?

	n			y	
2012			11	33	56
2009	14				86

Customer Service Excellence questions

42. The school policies, in your opinion, meet learners' needs.

	n			y	
2012			11	60	29
2009					

43. The school policies, in your opinion, reduce barriers to learning.

	n			y	
2012	4	1	16	53	25
2009					

44. When you communicate with the school, we respond in a prompt manner.

	n			y	
2012			14	40	47
2009					

45. The school disseminates information to parents clearly and promptly.

	n			y	
2012			5	37	58
2009					

46. The school is easy to get in touch with.

	n			y	
2012		1	7	22	70
2009					

47. The school staff are always polite.

	n			y	
2012			3	32	66
2009					

48. I find parents' evenings useful.

	n			y	
2012		1	14	23	62
2009					

49. The primary transition programme is helpful.

	n			y	
2012	3	3	19	32	44
2009					

**Survey 2012
Staff Responses**

50. The target setting programme for S1 - S6 is helpful.

	n			y	
2012	3	7	33	27	30
2009					

51. Pupils and parents are treated fairly by the school.

	n			y	
2012			1	37	62
2009					

52. Overall I am satisfied with the school.

	n			y	
2012			8	36	56
2009					

53. Are you aware of the following school organisations?

School	PTA	Pupil Council
86	89	88

A written response was requested for the following questions.

The table below lists the most common responses.

54. Can you briefly tell us what you consider to be the best feature of the school?

55. If you could suggest one improvement to the school, what would it be?

Best Feature	Main Improvements
<ul style="list-style-type: none"> • Staff • School ethos • Extracurricular activities • Traditions, reputation & academic achievement • The inclusive nature of the school • Uniform • Staff/pupil relationships 	<ul style="list-style-type: none"> • Better accommodation, more rooms • Reduce litter in corridors • Universal standard of Reports • Remove afternoon interval • A review of school calendar regarding reports etc • Revisit discipline procedures and every teachers' role within • Address issues with pupils in corridors during interval and lunch

56. Are there any areas of our Special Needs Services (e.g. Hearing Impaired Department, Learning Support Department) which you feel could be improved?

If so, please suggest ways in which this could be done.

- *more liaising between learning support and pupils subjects*
- *more support for pupils who are not hearing impaired*
- *more support in classes rather than extracting pupils*
- *more learning support staff*

Survey 2012
Staff Responses

57. Can you describe some of the methods used in your Department to support the Learning of pupils?

- *supported study*
- *individual, pairs and group work*
- *targets for homework and detailed feedback*
- *ICT*
- *cooperative learning*
- *differentiated materials*
- *peer assessment*
- *buddying*
- *modelling*
- *scaffolding*
- *media texts*
- *visual stimulus*
- *practical demonstrations*
- *liaison with learning support staff*
- *pupils monitoring*
- *praise*
- *lively and engaging teaching*
- *open door policy*
- *formative assessment*

Summary of Staff Responses

In many areas staff are satisfied with learning and teaching and support for pupils within the school. Below are responses that differed by more than 5% when compared to the previous survey.

- 81% of staff fully differentiate coursework to accommodate the needs of all pupils which is an increase from 73% in the 2009 survey.
- 90% of staff state that they assess all pupils regularly compared to 100% in the 2009 survey.
- 100% of staff praise pupils if they have done well compared to 91% of staff in the 2009 survey.
- 84% of staff issue homework regularly making sure it is linked to classwork and allow an appropriate time for its completion compared to 91% in the 2009 survey.
- 71% of staff are aware of the promoting achievement policy, 78% of staff are aware of the homework policy and 80% of staff are aware of the discipline policy. The awareness of the three policies mentioned above was set as one question in the 2009. The percentage of staff who were aware of all three policies was 91%.
- 49% of staff think that school policies are implemented consistently across all departments compared to 73% of staff in the 2009 survey.
- 93% of staff are fully aware on the pupil monitoring/tracking monitoring methods used in your department compared to 100% in the 2009 survey.
- 78% of staff have regular contact with pupil support staff compared to 96% in the 2009 survey.
- 77% of staff find the Pupil Support Staff helpful and supportive compared to 91% in the 2009 survey.
- 67% of staff get regular feedback from enquiries to the Pupil Support Department compared to 82% of staff in the 2009 survey.
- 80% of staff find the DHTs helpful and supportive compared to 94% in the 2009 survey.
- 75% of staff get regular feedback from the DHTs on enquiries/referrals made compared to 95% in the 2009 survey.
- 81% of staff find the Senior Management Team helpful and supportive, 97% of staff find other teachers helpful and supportive, 97% of staff find the technicians helpful and supportive, 100% of staff find the office staff helpful and supportive and 100% of staff find the janitors helpful and supportive. When this question was asked in the 2009 survey

all responses were grouped together and it was found that 100% of staff found other members (SMT, teachers, technicians, office staff and janitors) helpful and supportive.

- 83% of staff are aware of the procedures for raising an issue in the school compared to 96% in the 2009 survey.
- Of the staff who have raised an issue, 70% were kept informed of the action taken compared to 84% in the 2009 survey.
- 70% of staff feel the school is sensitive to the needs of staff compared to 77% in the 2009 survey.
- Of the staff who are passport to health tutors, 60% feel the existing passport to health booklet contains enough health related topics compared to 100% in the 2009 survey. 44% of the tutors would like to see this programme extended to include additional pupils compared to 100% of tutors in the 2009 survey.

New Questions – Customer Service Excellence

- The vast majority of staff feel the school policies meet learners' needs (89%).
- 78% of staff feel that the school's policies reduce barriers to learning.
- 87% of staff feel that when they contact the school, the school responds in prompt manner.
- The vast majority of staff (95%) think the school disseminates information to parents clearly and promptly.
- 92% of staff think the school is easy to get in touch with.
- 98% of staff think the school staff are always polite.
- 85% of staff find parents' evening useful.
- 76% of staff find the primary transition programme helpful.
- 57% of staff find the target setting programme for S1-6 helpful.
- The vast majority of staff (99%) think that pupils and parents are treated fairly by the school.
- Overall 92% of staff are satisfied with the school.

Of the remaining questions, best features, one improvement and areas of improvement for our Special Needs Services refer to the tables listed previously.

Recommendations

The following recommendations for inclusion in next session's School Improvement Plan are based on the results of the survey:

- To issue Target Setting/Progress Reports to parents prior to annual whole school report being issued
- To raise awareness of School Policies & Procedures
- To refine Passport to Health programme
- To raise profile of Extra Curricular clubs for all year groups and ensure involvement for every S1 pupil.

One other area successfully being addressed is the request for improvements to school toilet facilities. The required improvements will be carried out before next session.