

Report Highlights on Parents' Opinions on School Services

In order to improve our school's services, the Norwood Chinese School decided to collect parents' opinions from our 341 students. Self-administered anonymous survey and two focus groups were conducted during February 24 and March 10, 2018. We received 114 valid questionnaires constituting 172 students. Return rate is 50%. There were 24 parents attending the two focus groups. Thank you again for your time.

Important Findings and Observations

1. Students' Profile

- 87% of the students have at least one family member speak Chinese to them. 13% have no spoken Chinese exposure at home.
- 18% of families have both parents do not speak Chinese.
- 34% of parents rated their children proficient or above in understanding, speaking, reading and writing Chinese. 12% rated proficient in understanding and speaking only. 54% rated not proficient in understanding or speaking.
- Out of the 92 students with both parents speaking Chinese, 45% of them are proficient in understanding, speaking, reading and writing. 38% of them, however, not proficient in understanding and speaking.
- Out of the 47 students with only one parent speaking Chinese, 60% of them are not proficient in understanding and speaking.
- Out of the 33 students with both parents not speaking Chinese, 91% of them are not proficient in understanding and speaking.
- 49% of the students study the same grade as in their normal school. 29% of them study one grade lower. 9% of the students study 3 to 6 grades lower.

2. Curriculum and Teaching Modes

66% of parents think the teaching hours (rated most important) should be spent on "Daily usage and practical elements". The existing curriculum does not seem to match the needs of the children. Modes of teaching (teacher's explanation, multiple teaching tools, games and small group interactions) are appropriate. Amount of homework is appropriate to too little. More parents think there is too little speaking and reading practice. 65% of parents think 20 and 30 minutes homework time is appropriate. Other than regular Chinese class, more parents are interested in interest classes for children (32%.), some mentioned are martial arts, lion dance, chinese dance, tai chi.

3. Teachers Quality and Management

Teaching format and requirements are not standardized. There is a lack of communication between teachers. Some teachers are teaching students in a traditional way, too strict or stubborn. Children lost interest in learning.

4. Support for Parents

37% of parents indicated that they need additional support. Parents are interested in sharing useful resources such as apps and cartoons. They tend to stay at or around school, either grocery shopping/errands (61%), waiting (18%) or hanging around with a younger child (16%). Most parents are interested in attending seminars related to child development (44%) and interests class (37%) followed by family/parent child relationship (32%) and skills training (30%).

5. School Fees and Volunteering

Most parents think that the school fee is good value. More than 20% of them are willing to be volunteers. Around 60% of them are willing to become volunteers depending on the conditions.

6. School Administration

Most parents are satisfied with the school administration in terms of enrollment, tuition payment, communication with parents, administrative support, learning environment and parking. They enrolled their children to Norwood Chinese School because the school has a formal school structure (46%), followed by teaching quality and no particular reason (36%). 74% parents think communication with teacher is enough but 26% think not enough. 82% of parents chose E-mail as means of communication.

Recommendations

1.Reform Curriculum

Curriculum reform is urgent. A specialized committee should be set up. Shortened textbook, room for conversation and cultural activities through various modes of teaching such as songs, drama, craft, games, role play, etc may be employed to engage the students better. More methods have to be explored to engage the children and keep them interested and motivated. Additional classes outside the regular Chinese class can be considered. Extra-curricular activities such as Chinese New Year, Mid-autumn festival, etc could be held to cultivate Chinese culture.

2. Improve Teachers Quality and Standardize Practice

Regular assessment and supervision of teachers are needed. Better remuneration, teachers' development or even subsidizing promising teachers to further study are recommended. There should be regular contacts between teachers, school administrators and parents to standardize practices and exchange resources. A focus group to collect teachers' opinions is necessary.

3. Provide Support for Parents

Parents support group can be set up. A parents corner on the school website can be created for parents to exchange resources. An orientation to new parents can be organized to help new parents get to know the school. Activities such as seminars or monthly theme focus group on topics such as homework help, child development and parenting, interest class, etc. could be held. A room can be designated for parents to get together.

4. Build Volunteers

The school could build a volunteer system which includes volunteer policy, training and recognition to encourage parents to participate more in school affairs.

5. Increase School Income for Better Services

Parents want to see an upgrade of teachers' performance and services and do not mind paying a higher school fee. Volunteer deposit could be introduced.

6. Enhance Communication

An updated email list, family profile and volunteer list should be created. Enrolment could be digitalised. School administrators and teachers should fully utilize the data to better meet the students' needs and communicate with parents.

家長對學校服務意見 調查報告

為了改善本校服務，樂活中文學校於2018年2月24日和3月10日期間，向341名學生家長收集意見。包括不記名問卷調查和舉行兩場焦點小組。共收到114份有效問卷，合共172名學生。回報率是50%。另有24位家長參加了焦點小組。再次感謝您們付出的時間。

重要數據和觀察

1. 學生的語言背景

- 有87%的學生家裡最少有一位成員與其說中文。亦即有13%的學生家裡沒有人跟其講中文。
- 18%的家庭的學生父母不會說中文。
- 34%的家長認為他們的孩子在聽、講、讀和寫方面普通或以上。12%認為孩子只能在聽及講達到普通或以上。54%認為孩子在聽及講方面均未達到普通程度。
- 父母均說中文的92名學生中，45%的學生被父母評為在聽、講、讀和寫方面達到普通或以上。但是也有38%的學生被父母評為在聽及講方面均未達到普通程度。
- 父母只有一方說中文的47名學生中，有60%的學生被父母評為在聽及講方面均未達到普通程度。
- 父母雙方都不會講中文的33名學生中，91%的學生被父母評為在聽及講方面均未達到普通程度。
- 49%的學生與其平日就讀的學校同級。29%讀低一級。9%讀低3至6級。

2.課程與教學模式

66%的家長認為“生活實用元素”為“最重要的”教學內容。現時的課程似乎並不太切合兒童的需要。大部份家長認為教學模式（老師講解說、明、多元教學工具、遊戲、小組互動）是合適的。家課量合適至太少。練習講和練習讀偏少。65%的家長認為20和30分鐘的家課時間合適。除了中文課外，家長對兒童興趣班感興趣（32%），如武術等、舞獅、中國舞、太極等。

3.教師素質與管理

有家長認為不同教師的教學形式與要求不統一。教師之間缺乏溝通。有些教師以傳統的方式教學、過於嚴格或固守。學生失去學習興趣。

4.對家長的支援

37%的家長表示需要額外的支援。家長希望能分享有用資源，如應用程式和卡通片。他們在接送子女期間較多買餸/在學校附近辦小事（61%）、等候（18%）、或陪伴年幼子女（16%）。大多數家長有興趣參加有關兒童發展（44%）和興趣班（37%），其次是育兒管教（32%）和技能培育（30%）的講座/課程。

5.學費和義務工作

大多數家長認為學費物超所值。有20%以上家長願意成為義工。亦有約60%家長在情況許可下願意成為義工。

6.學校管理

大多數家長對“申請入學、交學費、家校溝通、行政支援、教學環境、泊車安排”等方面感到滿意。選擇本校是有“較完善的學校體制”（46%），其次是“教學質素”和“沒有特別原因”（36%）。74%的家長認為與老師溝通足夠，但亦有26%認為不足夠。82%的家長選擇以電郵作為溝通方式。

建議

1.改革課程

課程改革迫在眉睫。建議成立檢討委員會，探討縮短教授課文、增加生活實用對話和中國文化元素的可行性。探索多元教學模式，如唱歌、戲劇、手工、遊戲、角色扮演等，增加孩子學習興趣。可考慮在中文課之外的其他課程。可多舉辦如農曆新年、中秋節等課外活動，培養中華文化。

2.提高教師素質和管理

教師需進行定期評估和監督。建議適量提高薪酬、增加教師發展、資助有潛質教師進修。教師、學校行政人員和家長之間應定期聯繫，改善管理和交流資源。建議為教師舉行焦點小組收集意見。

3.支援家長

可在學校網站建立家長資源角交換資源。開學日可舉辦迎新活動，讓新家長了解學校。可以成立家長組支援家長，定期舉辦講座/小組等活動，如協助學生家課、兒童發展、育兒管教、興趣班等。可安排房間讓父母聚在一起。

4.建立義工團隊

學校應建立義工制度，包括義工政策、培訓和表彰，鼓勵家長更多地參與學校事務。

5.提高學校收入

家長期望教學服務有所提昇，並不介意支付更高的學費。可以考慮實施義工存款。

6.加強溝通

建立健全的電郵表、學生背景及義工資料。招生可電子化。學校行政人員和教師可利用這些數據，更好地滿足學生的需要及與家長溝通。

家长对学校服务意见 **调查报告**

为了改善本校服务，乐活中文学校于2018年2月24日和3月10日期间，向341名学生家长收集意见。包括不记名问卷调查和举行两场焦点小组。共收到114份有效问卷，合共172名学生。回报率是50%。另有24位家长参加了焦点小组。再次感谢您们付出的时间。

重要数据和观察

1. 学生的语言背景

- 有87%的学生家里最少有一位成员与其说中文。亦即有13%的学生家里没有人跟其讲中文。
- 18%的家庭的学生父母不会说中文。
- 34%的家长认为他们的孩子在听、讲、读和写方面普通或以上。12%认为孩子只能在听及讲达到普通或以上。54%认为孩子在听及讲方面均未达到普通程度。
- 父母均说中文的92名学生中，45%的学生被父母评为在听、讲、读和写方面达到普通或以上。但是也有38%的学生被父母评为在听及讲方面均未达到普通程度。
- 父母只有一方说中文的47名学生中，有60%的学生被父母评为在听及讲方面均未达到普通程度。
- 父母双方都不会讲中文的33名学生中，91%的学生被父母评为在听及讲方面均未达到普通程度。
- 49%的学生与其平日就读的学校同级。29%读低一级。9%读低3至6级。

2. 课程与教学模式

66%的家长认为“生活实用元素”为“最重要的”教学内容。现时的课程似乎并不太切合儿童的需要。大部份家长认为教学模式（老师讲解说明、多元教学工具元、游戏、小组互动）是合适的。家课量合适至太少。练习讲和练习读偏少。65%的家长认为20和30分钟的家课时间合

适。除了中文课外，家长对儿童兴趣班感兴趣（32%），如武术等、舞狮、中国舞、太极等。

3.教师素质与管理

有家长认为不同教师的教学形式与要求不统一。教师之间缺乏沟通。有些教师以传统的方式教学、过于严格或固守。学生失去学习兴趣。

4.对家长的支援

37%的家长表示需要额外的支援。家长希望能分享有用资源，如应用程序和卡通片。他们在接送子女期间较多买餸/在学校附近办小事（61%）、等候（18%）、或陪伴年幼子女（16%）。大多数家长有兴趣参加有关儿童发展（44%）和兴趣班（37%），其次是育儿管教（32%）和技能培育（30%）的讲座/课程。

5.学费和义务工作

大多数家长认为学费物超所值。有20%以上家长愿意成为义工。亦有约60%家长在情况许可下愿意成为义工。

6.学校管理

大多数家长对"申请入学、交学费、家校沟通、行政支援、教学环境、泊车安排"等方面感到满意。选择本校是有"较完善的学校体制"（46%），其次是"教学质素"和"没有特别原因"（36%）。74%的家长认为与老师沟通足够，但亦有26%认为不足够。82%的家长选择以电邮作为沟通方式。

建议

1.改革课程

课程改革迫在眉睫。建议成立检讨委员会，探讨缩短教授课文、增加生活实用对话和中国文化元素的可行性。探索多元教学模式，如唱歌、戏剧、手工、游戏、角色扮演等，增加孩子学习兴趣。可考虑在中文课之外的其他课程。可多举办如农历新年、中秋节等课外活动，培养中华文化。

2.提高教师素质和管理

教师需进行定期评估和监督。建议适量提高薪酬、增加教师发展、资助有潜质教师进修。教师、学校行政人员和家长之间应定期联系，改善管理和交流资源。建议为教师举行焦点小组收集意见。

3.支援家长

可在学校网站建立家长资源角交换资源。开学日可举办迎新活动，让新家长了解学校。可以成立家长组支援家长，定期举办讲座/小组等活动，如协助学生家课、儿童发展、育儿管教、兴趣班等。可安排房间让父母聚在一起。

4.建立义工团队

学校应建立义工制度，包括义工政策、培训和表彰，鼓励家长更多地参与学校事务。

5.提高学校收入

家长期望教学服务有所提升，并不介意支付更高的学费。可以考虑实施义工存款。

6.加强沟通

建立健全的电邮表、学生背景及义工资料。招生可电子化。学校行政人员和教师可利用这些数据，更好地满足学生的需要及与家长沟通。
