

OCTOBER 2024 NEC PARENT SURVEY RESULTS SUMMARY

1. Where did you hear about us?

Friend	27%
Internet	43%
Professional practitioner	
Word of Mouth	27%
Other: relative	3%

2. My child feels that the Centre is a warm and inviting place to learn.

Totally agree	94%
Mostly agree	6%
Somewhat agree	
Don't agree	

Reason/Comment:

- My child is always happy to go whereas before it has been a battle.
- My child enjoys learning at NEC much more than school.
- Teachers are encouraging and supportive.
- Friendly staff
- Always, especially with a reserved child who feels comfortable and looks forward to sessions.
- Very efficient and responds well to my son's educational needs.
- My children are always happy to attend their sessions.

3.I was given all of the information that I needed at the initial interview.

Totally agree	93%
Mostly agree	7%
Somewhat agree	
Don't agree	

Reason/Comment:

Overall a very good first impression

4. I am happy with the level of communication that I have from NEC.

Totally agree	83%
Mostly agree	13%
Somewhat agree	4%
Don't agree	

Reason/Comment:

- Always available, always helpful

- All communication in texts and emails timely and clear
- Excellent communication
- Communication keeps us up to date.
- Incredible level of communication.
- They always follow up texts.
- Very organised business

5. I am satisfied with NEC's follow up to issues or questions that I have had.

Totally agree	93%
Mostly agree	7%
Somewhat agree	
Don't agree	

Reason/Comment:

- Advice offered is always forthcoming, well-meaning and helpful.
- Teachers are approachable and always willing to help.
- Any issues raised were actioned.
- Always responsive with any queries.

6. I am satisfied with the content and delivery of lessons.

Totally agree	80%
Mostly agree	20%
Somewhat agree	
Don't agree	

Reason/Comment:

- My child is being supported with the concepts she struggles with.
- Content and delivery always focused and aimed at improving my child's ability.
- Above and beyond; incredible amount of time and effort. Can't thank you enough.
- My son has improved so much that his teachers are commenting and impressed.
- We are always consulted on what areas need attention and the content is adjusted to suit that requirement.
- Lessons appear to be set at the appropriate level for my child and their homework is achievable.

7. I find NEC reports satisfactorily informative.

Totally agree	73%
Mostly agree	7%
Somewhat agree	
Don't agree	
Not applicable as none received yet	20%

Reason/Comment:

- Much more helpful than school reports
- NEC reports are always detailed and transparent for parents to have a better idea of their child's progress.
- Very informative and specific to each child.

8. I would recommend NEC to others.

Totally agree	97%
Mostly agree	3%
Somewhat agree	
Don't agree	

Reason/Comment:

- In a heartbeat!
- Have already recommended NEC to 4 families.
- Daughter has gained confidence, and we have recommended NEC to other families.
- Third child in and have recommended to many parents.
- I would recommend NEC as I have seen a lot of improvement in my son's work.
- Yes, because of ease of communication and improvement in sons' English marks and confidence in their abilities.
- Absolutely 100%. Always do recommend NEC whenever the opportunity arises.
- We are very pleased, thank you.

9. If I had to suggest a change for NEC, this is what I would like to see:

- Nothing
- Nothing – excellent overall and my children have gained maths knowledge and confidence
- Weekend lessons availability
- Intensive holiday courses
- None at all