

GLS/C/1027-25

CIRCULAR

12 April 2025

Parent Survey Analysis - 2024-25

Dear Parents,

At the outset, I would like to extend my heartfelt thanks to you for participating in the GEMS Parent Survey and for sharing your valuable feedback.

We are pleased to present this edition of our Parent Survey Analysis, which includes a special section titled “Your Voice, Our Actions.” This section highlights the steps we have taken based on your feedback, showcasing how your input has helped us reflect, refine, and enhance our practices.

Please find appended the **Parent Survey Analysis - 2024-25**.

Thank you once again for your unwavering support.

Warm regards,



Asha Alexander أشا ألكسندر

Principal مديرة المدرسة

Executive Leader - Climate Change الرئيس التنفيذي - تغير المناخ

PARENT SURVEY ANALYSIS REPORT

2025

Dear Parent,

I want to extend my heartfelt gratitude for completing the recent GEMS Parents Survey. Your feedback is instrumental in helping us celebrate our achievements and identify areas for further growth.

At GEMS Legacy School, we are committed to delivering the highest standards of education and care. Many of your suggestions, which align with our vision and learning approaches, have been incorporated into our ongoing efforts to enhance the learning experience for all students. Your insights not only inform our continuous development but also strengthen the unique bond within our school community.

Enclosed, please find a summary of our Parents Survey Analysis, highlighting the key findings from the survey which we have aligned to our three-years Education Excellence Plan, structured around the four GEMS pillars: Excellence, Care, One Team, and Always Learning.

Thank you once again for your invaluable support and partnership. We look forward to advancing our shared journey at GEMS Legacy School and creating the best possible learning environment for your children.

Ms. Asha Alexander

Principal and CEO, GEMS Legacy School

**Executive Leader - Climate Change,
GEMS Education**



UNDERSTANDING PARENT SATISFACTION RATINGS



Parent satisfaction is evaluated using the Net Promoter Score (NPS) framework, which classifies responses into three groups: Detractors (scores 0–6), Passives (7–8), and Promoters (9–10).

PARENT SATISFACTION SCORE

The Net Promoter Score (NPS) reflects both parent satisfaction and loyalty. A score above 50 is considered excellent—and we're proud to have achieved a strong NPS of 56.



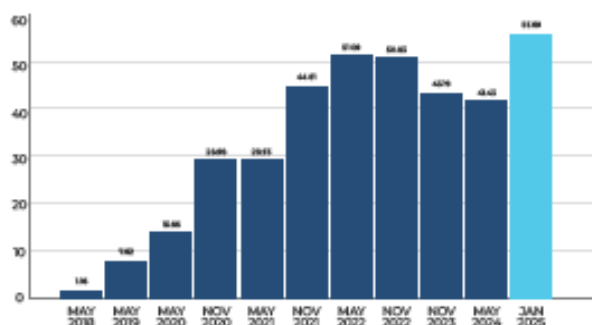
HIGH PARENT SATISFACTION

Achieving 92% Parent Satisfaction reflects our dedication - and we're striving to elevate every experience so even more families become our strongest advocates next time.



NPS SCORE IMPROVEMENT: 1.16 to 56

Our journey from an NPS of 1.6 in May 2018 to an impressive 56 in January 2025 highlights the significant strides we've made in enhancing parent satisfaction.



YOUR VOICE, OUR ACTION - (KG & PRIMARY)



Extended learning time and co-curricular activities for Kindergarten.

Extended day for Kindergarten introduced last year was well appreciated by parents. The additional learning time enhanced the students' personal, emotional, social skills, reading and literacy skills.



A few new students were struggling to speak and understand English and access the curriculum.

The English as an Additional Language (EAL) team led by Ms. Renuka Chabra has been expanded to cater to the specific English Language needs of these students, and they have all made considerable progress over the year.



Additional opportunities for students to explore talents in arts, music, and sports.

Several inter-house and inter-class competitions and matches were conducted where all students were provided an opportunity to participate in the initial rounds and proceed to advanced levels.



The Immersive Learning Centre for the KG and Primary.

The Immersive Learning Centre will be installed in the Primary campus as well during the summer break to provide an immersive learning experience for all students in the Primary campus.



Learning opportunities outside school.

Once in three months students went on a field trip to extend their learning outdoors. These expeditionary outings were not only fun-filled but closely linked to good health and their curricular themes.



Additional Physical Education (PE) periods.

We had added an additional PE period for Grades 1 and 2 so that they have 2 PE periods per week.



Improve public speaking skills.

Public speaking sessions were conducted during AAA club activities. Every month students performed assemblies through the radio conveying their message to a larger audience.



Improving creativity and writing skills in 2nd languages.

The e-magazine 'Multilingual Messenger' was introduced for students of Grades 5-3 which encouraged students to submit their poems, short stories and articles in English, Arabic and other 2nd languages.



YOUR VOICE, OUR ACTION - (MIDDLE & SECONDARY)



Students need more physical fitness activities at school.

A gym is being installed in the Secondary campus to enable physical fitness sessions during school hours and to further reiterate the importance of staying physically fit for excelling in scholastic and co-scholastic domains of learning.



Wider opportunities for students to explore talents in Arts, Music & Sports to further refine their skills.

Several inter-house, inter-class, and intra-grade events and matches have been conducted and will continue in the 2026-2025 to promote healthy competition and foster a sense of achievement among students.



Recognizing academic, attendance, and special achievements boosts student motivation.

Annual Day (Prize Day) has been planned for the academic year 26-2025. Students will be recognized for their academic excellence and other special achievements.



More field trips will offer real-world learning and peer bonding opportunities throughout the year.

Based on suggestions from parents and considering the needs of the students, a total of five field trips—comprising both educational and recreational tours—will be planned for the academic year (2026-2025) for Middle School students.



Career counseling for Grades 9 and 10 students.

We appointed a dedicated career counselor, conducted three targeted workshops, enrolled students on GEMS Unifrog, and launched IELTS training classes and Certiport Career Certifications. An extensive career counseling calendar has also been planned to guide students every step of the way.



Extra support and focused mentoring in Grade 10.

We've on-boarded specially trained CBSE teachers from India and introduced bridging classes to strengthen foundational knowledge and ensure a smooth academic transition. Our goal remains clear: to provide every student with the support they need to excel.



CONCLUSION

Thank you for your continued trust and valuable feedback. Your voice has helped us reach our highest-ever Net Promoter Score (NPS) of 56 - a reflection of the strong partnership we share.

Together, we will keep striving for excellence. We look forward to your continued support as we grow, evolve, and create meaningful learning experiences for every child at GLS.

