



International School of Stavanger

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RE: Results of the 2009 User Survey for Barnhager in Stavanger

2 March 2010

Dear Parents,

Results of the user survey conducted in November 2009 by the *Barnehage* office in Stavanger have just arrived. This information will be presented on the ISS website.

Thank you to everyone who responded in the survey. There were 50% of parents who responded. This is a bit lower than that of *barnehage* results for Stavanger in general (72%). Just the same, views of half the parents through the survey give a good indication of how we are doing relative to other institutions in Stavanger.

On the question of an overall view, ISS pre-school had a rating of 92%. The survey used a Likert scale from 1 to 6, so the ISS rating means the response of parents was an average of 5.5 out of 6. All results for ISS were at or over the target set by Stavanger Kommune. ISS results also were higher than that of the mean of other *barnehage*. The two highest results were for respectful treatment and predictability. While we can always improve in all areas, the survey shows we may need to review influence of parents on the running/content of the pre-school and the manner in which information is conveyed.

Follow-up will be done by meeting with the teachers and assistants to review these results and consider how we can maintain the positive areas and work on continuous improvement.

A poster (in Norwegian) of the overall results of the survey will be posted at school and on the ISS webpage. It can also be found on the reverse side of this letter. If you would like more information or clarification, please feel free to ask me.

Sincerely,

Len Duevel, PhD
Primary School Principal

BRUKERUNDERSØKELSEN i BARNEHAGENE 2009

Vi takker for din deltakelse i årets brukerundersøkelse som ble gjennomført i november 2009.

Total svarprosent for samtlige barnehager som deltok i Stavanger er på 71,5 %, et nivå som gir godt grunnlag for å vurdere virksomheten.

I din barnehage var svarprosenten på 50 %.

Nedenfor presenteres resultatene fra din barnehage. Vi har her valgt å gjengi resultatene for de hovedtema som brukerundersøkelsen tar opp. Resultatene vises i form av søyler som representerer gjennomsnittsverdi (basispoeng) for hhv snitt for din barnehage (blå søyle) og snitt for samtlige barnehager i Stavanger (rød søyle). I tillegg vises målkrav i form av grønn, horisontal strek.

Resultatene presenteres på en skala fra 0 til 100, hvor 100 poeng er det beste resultatet.

