

THE INTERNATIONAL SCHOOL OF VANCOUVER

CIS Community Survey Results June 2019



By the Numbers

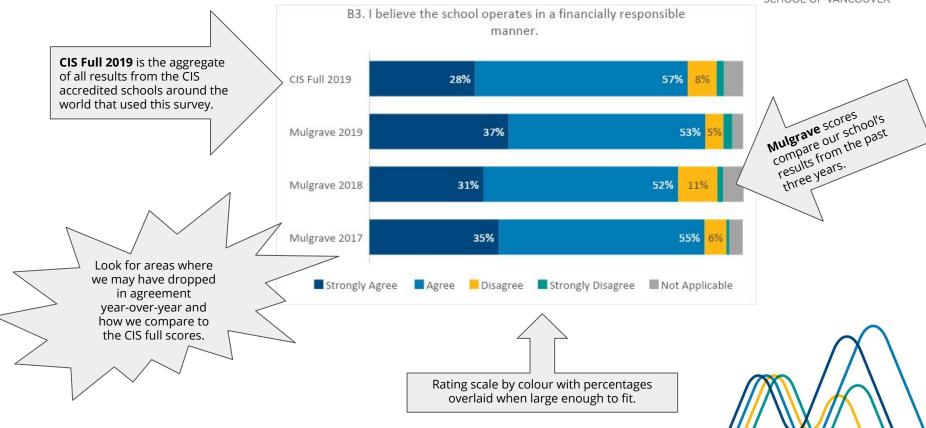


- The Council of International Schools' Community Survey is completed by schools that are being accredited or are going through re-accreditation.
- The survey is completed by students in Grades 4-11, faculty members, support staff, parents, and the Board of Directors.
- Response rates:

	Students	Faculty	Support Staff	Parents	BOD	
2017	548	90	n/a	447	n/a	
2018	504	94	41	394	11	
2019	509	98	41	425	13	\square

How to read these charts...



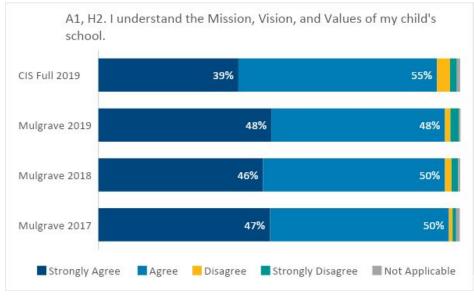


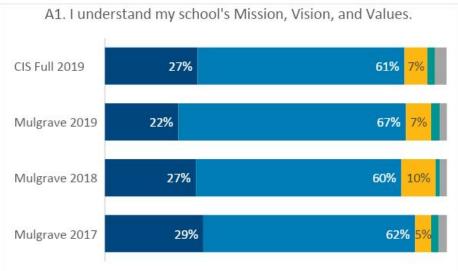
Mission & Vision



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Parent Feedback



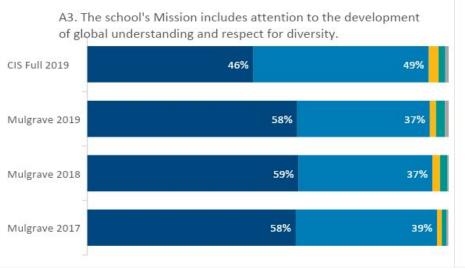


Respect for Diversity



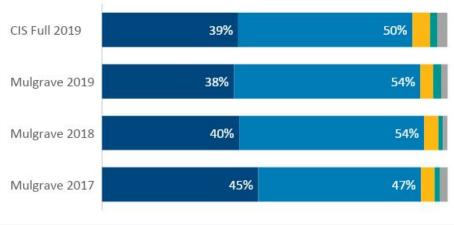
THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback



Student Feedback

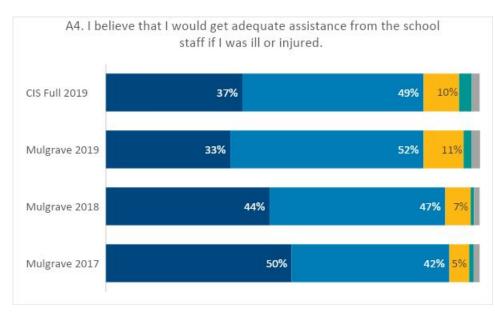
A3. The school's Mission includes respect for diversity and the development of global understanding.



Assistance from School



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Highlighted Comments for Domain A: Purpose and Direction

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Parent Feedback

- Not only are values stated, they are actually lived daily. A reason we chose this school!
- Noble mission; it would be good to further explain the mandate, or at least impact, of being focused as an International School. The community could use a better understanding.
- School has successfully expanded capital infrastructure with a clear vision of where it wants to be in the future. Very strong empathy and pluralistic attitude complimented by strong fiscal planning and performance.

We will definitely take this suggestion and will work to better explain what it means to be an International School.

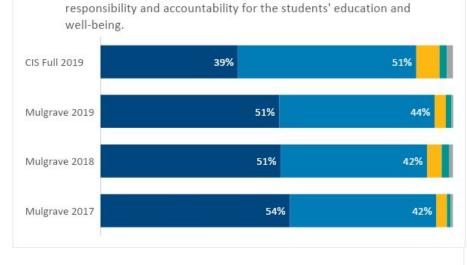
- I believe the school's purpose is to have a diverse friendly environment and endorse a high standard of learning. I believe this school is achieving this goal because as half Lebanese person who has special traditions I feel welcomed in this school.
- I like how the school includes many co-curricular activities to help balance our school life out. Inspiring Excellence in Education (school) and Life (co-curricular activities).
- Values directed towards preparedness for life. Not just didactic learning but awareness of our global communities and cultures through many balanced opportunities giving students a great amount of balanced knowledge about the world we live in.



Leadership

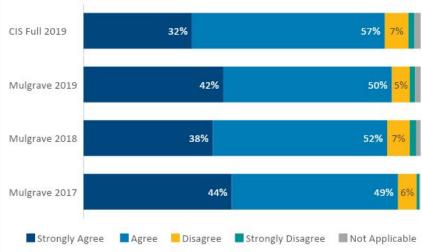
THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback



B2. The Head of School, as the educational leader, shows ultimate

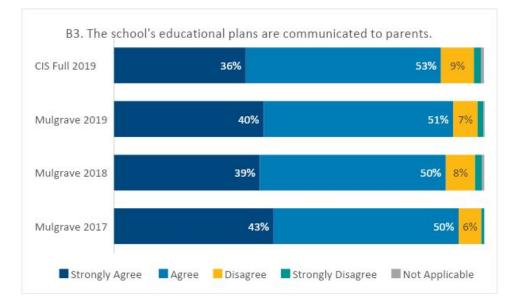
B2. The actions of the school's leadership are aligned with the school's Mission and Values.





Communication

Parent Feedback





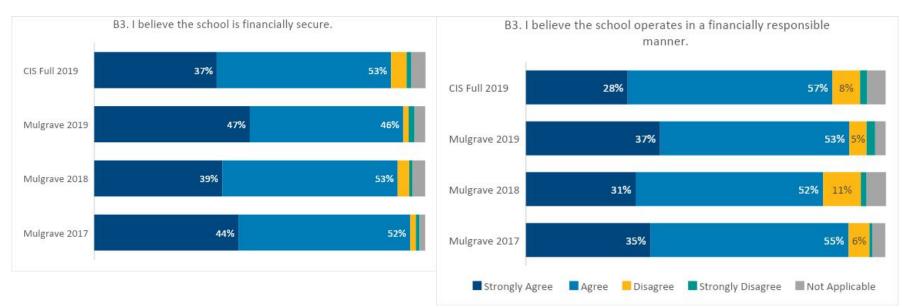


MULGRAVE SCHOOL

THE INTERNATIONAL SCHOOL OF VANCOUVER

Finances

Parent Feedback

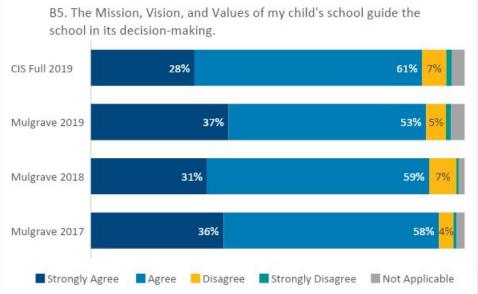


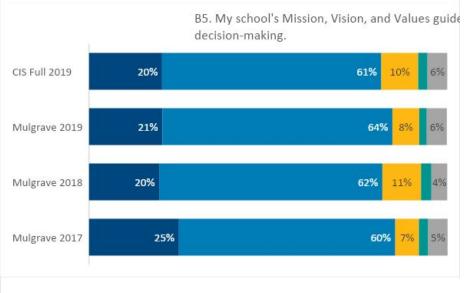
Decision-Making



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Parent Feedback



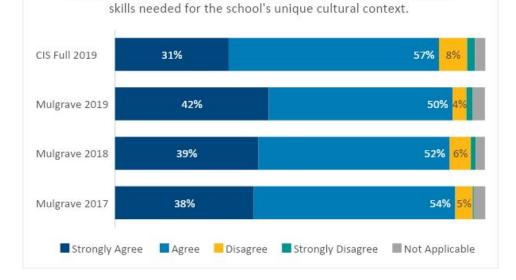




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Intercultural Skills

Parent Feedback



B6. The Head of School and leadership team have the inter-cultural



Highlighted Comments for Domain B: Governance & Leadership

We agree and will work on this!

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SCHOOL

MULGRAVE

Parent Feedback

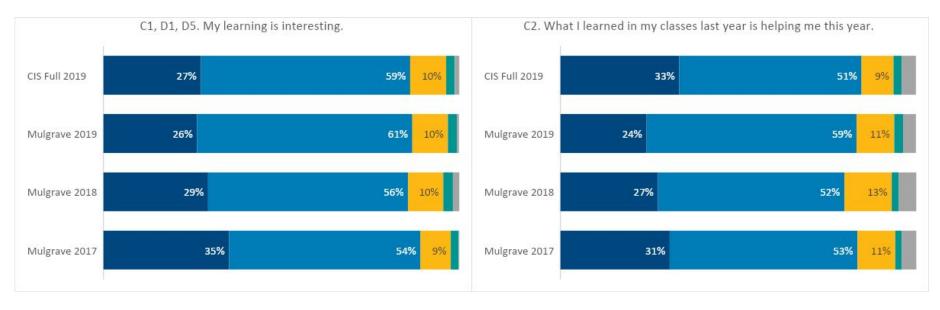
- I don't follow it closely, but I liken governance/leadership to a good waiter at a restaurant - you never notice the good waiters, only the bad ones. I think governance and leadership is very strong. Mr Wray communicates clearly and proficiently, and hits all the important points. Well done!
- I've been very impressed with communications from his team. The school reaches out to students and parents on a regular basis and the teachers are passionate about their students and very quick to provide support and feedback.

- The people who run Mulgrave are fair, and I agree with the way the school is being run.
- I like how this school focuses on the students' opinion. Grade 6 leadership is a great example of this.
- The people who work at Mulgrave teach people to be the best people that they can be. They are caring, kind, and just really good people in general. The people who helped to build this school did a fantastic job in doing so.
- I think that kids should be able to make rules as well as adults.



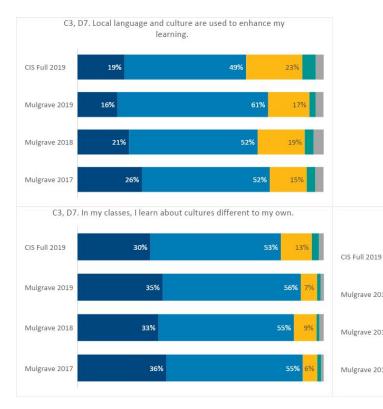
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Student Learning

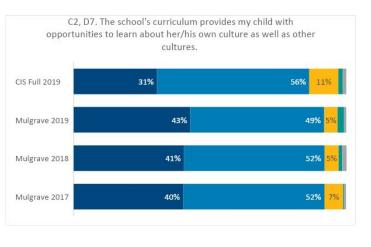


Sharing Culture

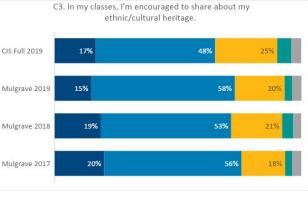
Student Feedback



Parent Feedback



MULGRAVE SCHOOL



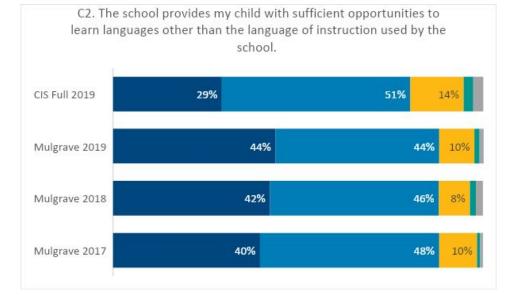




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Language Learning

Parent Feedback



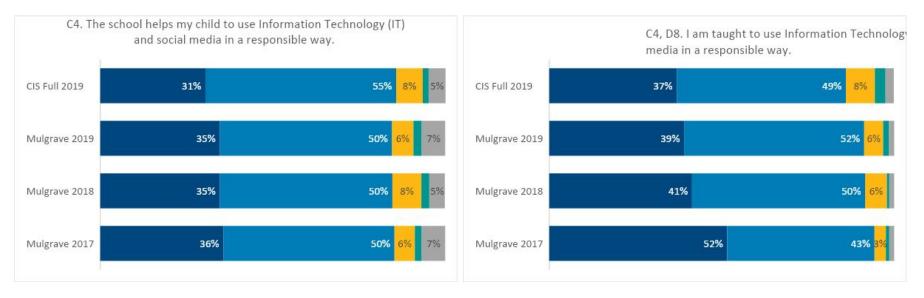


Information Technology



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Parent Feedback

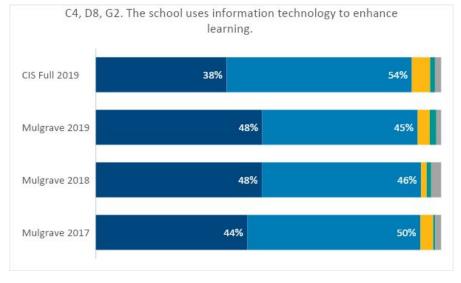


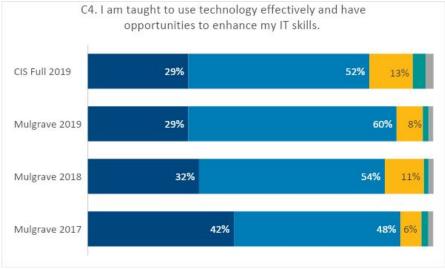
IT to Enhance Learning



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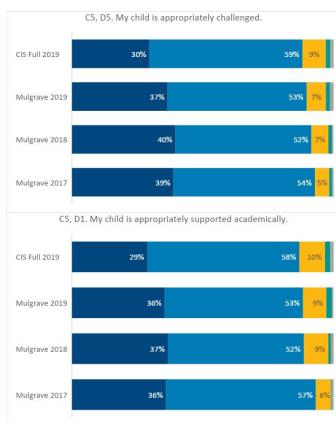
Parent Feedback



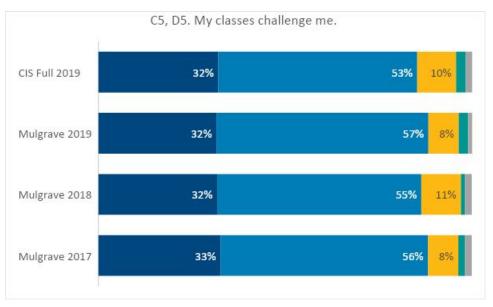


Academic Challenge

Parent Feedback



Student Feedback



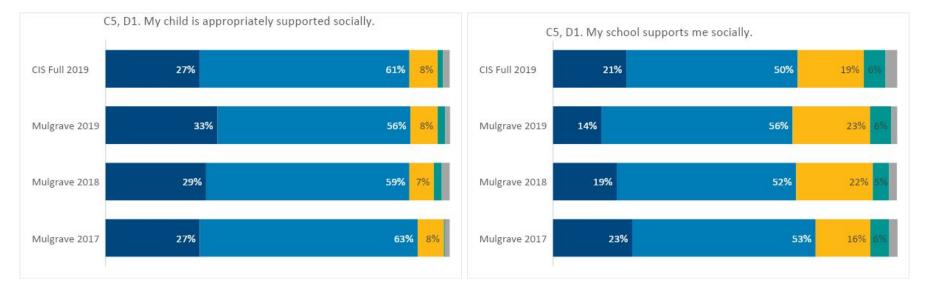


Social Support



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Parent Feedback

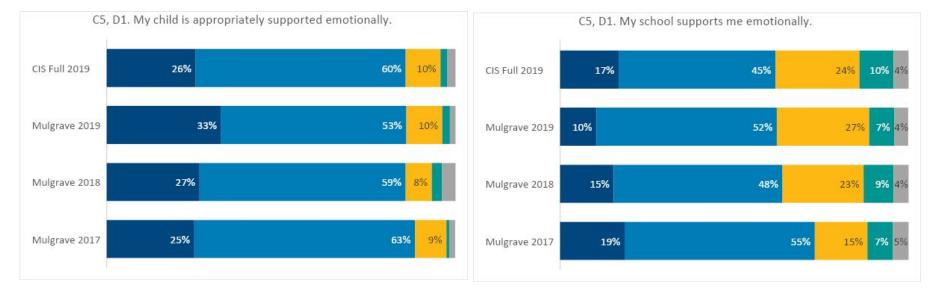




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Emotional Support

Parent Feedback

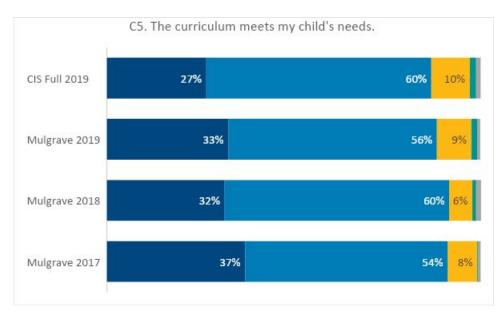


Appropriate Curriculum



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Parent Feedback



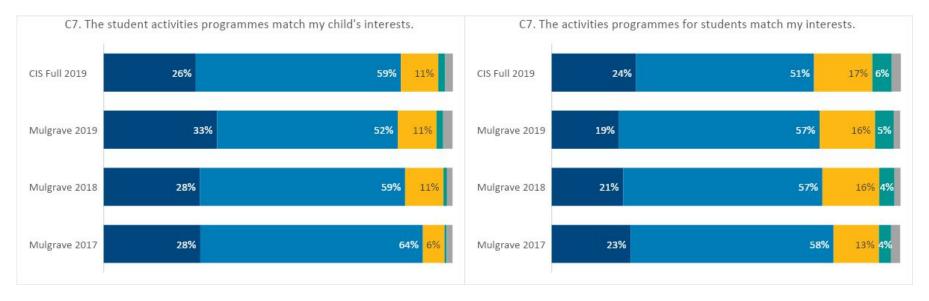


Activities Match Student Interests



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Parent Feedback



Highlighted Comments for Domain C: The Curriculum



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Parent Feedback

- Homework varies from light to quite heavy. Teachers could better coordinate the timing of assignments.
- My child is a very creative, out-of-the-box thinker. I can think of numerous examples where the school has actively supported my child in his endeavours, with a focus on continuous experiential learning that complements the curriculum in the classroom.

Property ownership is not part of the curriculum, but we do cover politics, taxes and life skills across the curriculum and especially through 'Life Skills' in the MS and 'Character Development' in the SS.

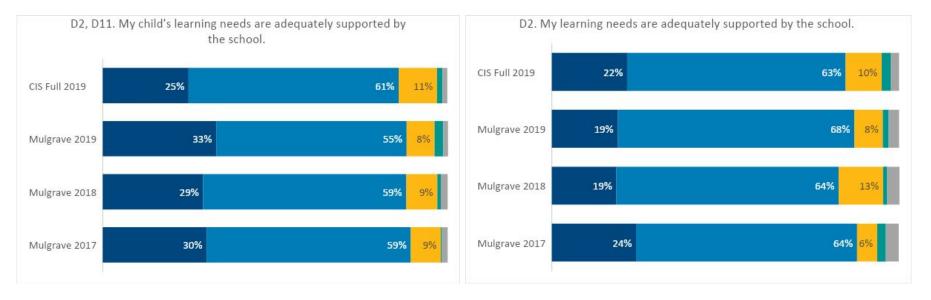
- Before the winter break, I had a very hard time telling teachers about social and emotional problems. I am glad I was able to talk to my teachers before the winter break to sort things out with them and this has changed my mindset much more. I think this should be more encouraged.
- There are lots of options in learning. For example, 1:30 electives three days a week offer many choices.
 - We need to learn about more important things like politics, taxes, money, how to actually live life because that's what school is supposed to prepare you for. Learning about cultures and how to responsibly use social media will not help me buy my first apartment. Of course it's important to know but that is not school's purpose.



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Learning Needs

Parent Feedback

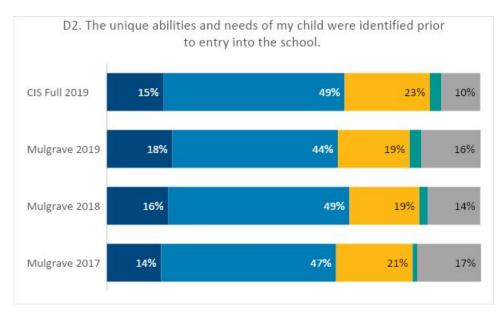


Unique Abilities Identified



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Parent Feedback

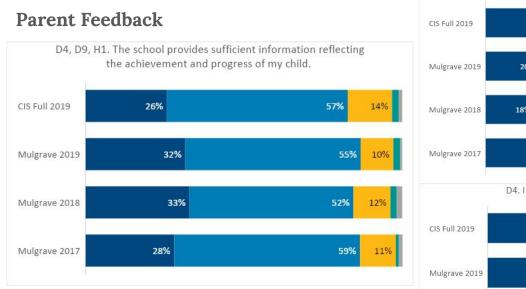


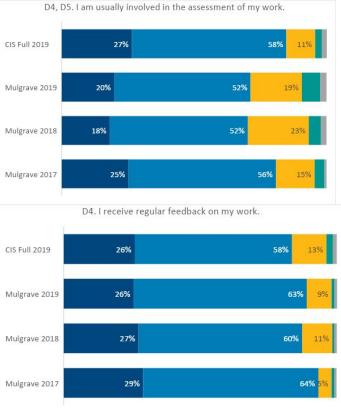


Assessment & Feedback



Student Feedback



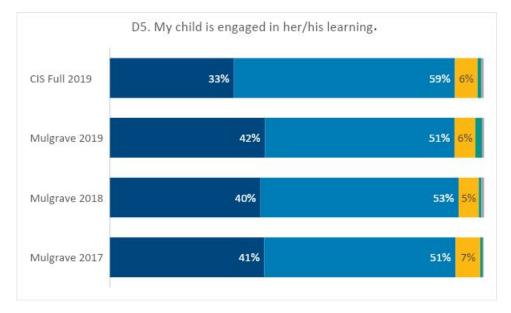


Engagement in Learning



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Parent Feedback





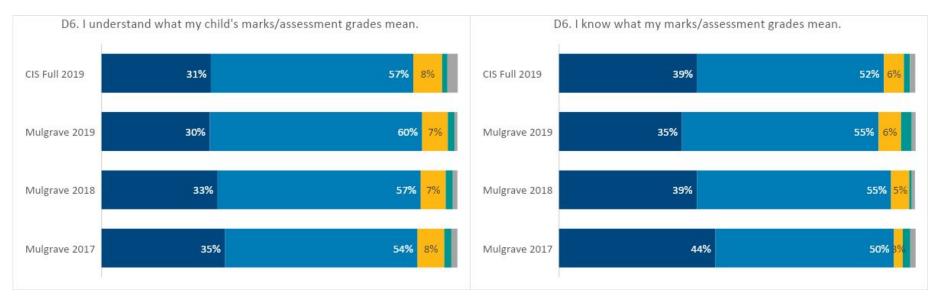
Marks & Assessment Understanding



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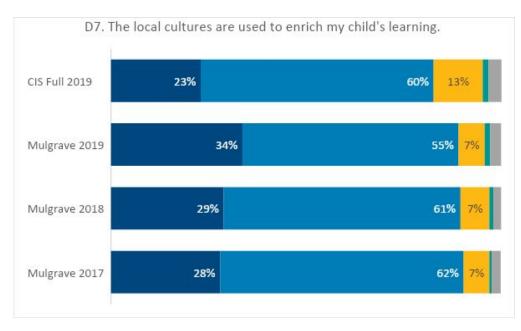
Parent Feedback





Local Cultures

Parent Feedback

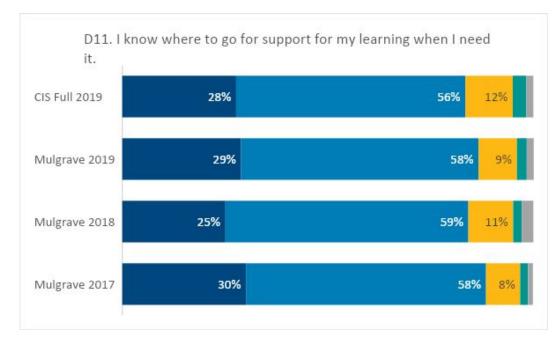






Learning Support

Student Feedback



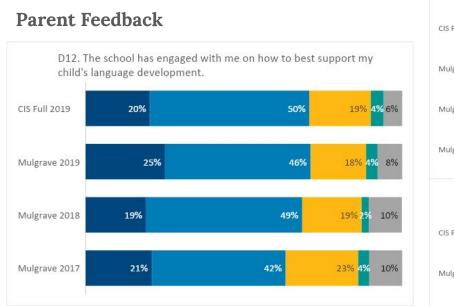


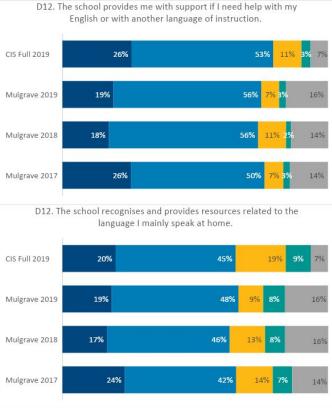


Language Development



Student Feedback





Highlighted Comments for Domain D: Teaching & Assessing

THE INTERNATIONAL SCHOOL OF VANCOUVER

MULGRAVE

SCHOOL

Parent Feedback

- Amazing teachers, truly impressive professionals.
- Lots of detail; strong report card rubric. Teachers always open to follow-up questions. Very satisfied.
- Our teachers go above and beyond to ensure my child is supported. They make themselves available and we really appreciate the commitment.
- We chose the school for a more challenging curriculum for our son. He is well supported and thriving while experiencing a wide variety of activities!

Student Feedback

- I think that the feedback from the teachers helps a lot with my evaluation skills and encourages me to improve.
- I think that the teachers are patient, and if I need help then I am not afraid to ask.
- The assessments at Mulgrave are there to challenge my learning they are there to be helpful and to see where I am at. The language support is very good and I think that they should keep going. The teachers are there to support me.

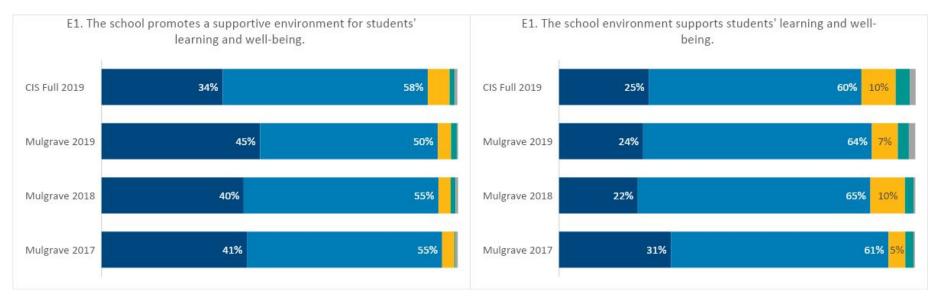
Thank you for the positive feedback. Our teachers put so much heart into what they do, and these comments serve to inspire them to give even more of themselves to our students.

Student Learning & Well-Being



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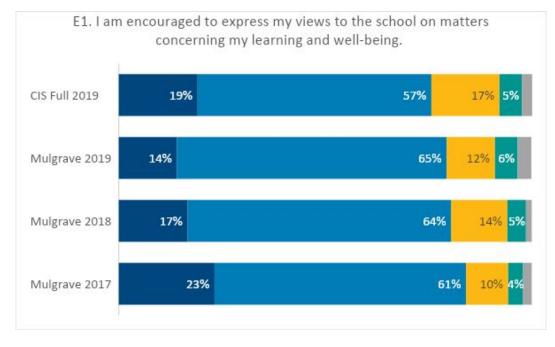
Parent Feedback



Student Voice



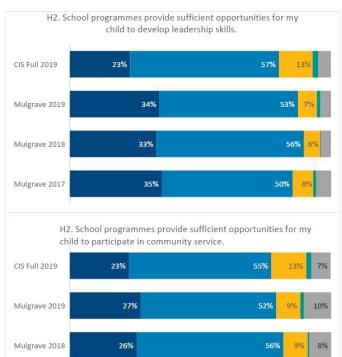
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Community Service

Parent Feedback



30%

Mulgrave 2017

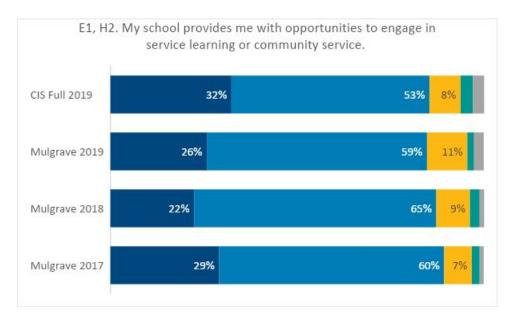
10%

45%

14%

MULGRAVE SCHOOL

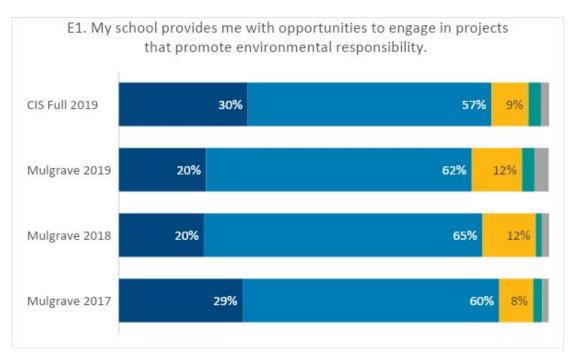
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Environmental Responsibility



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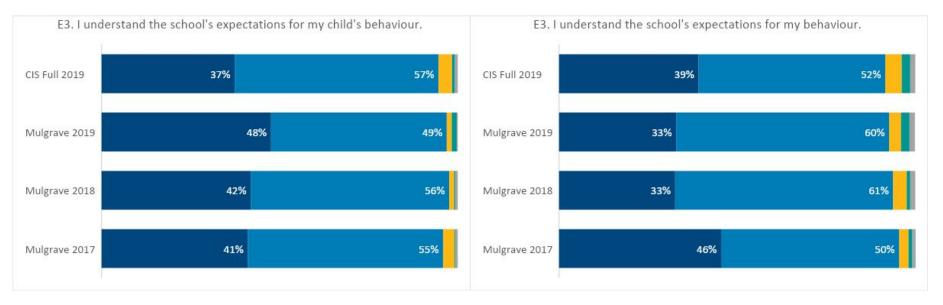


Behaviour Expectations



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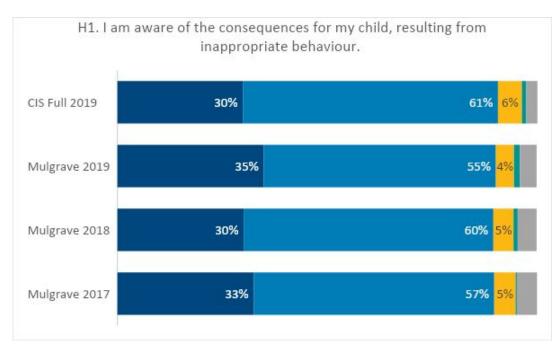
Parent Feedback



Consequences for Behaviour



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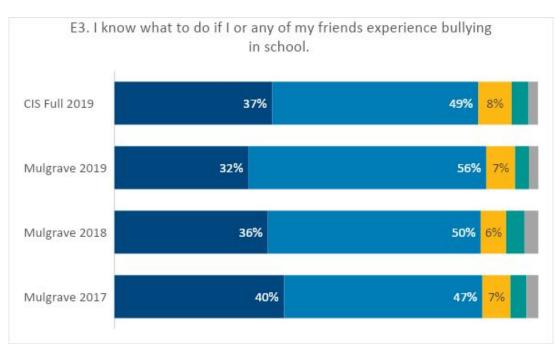






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Help for Bullying





Healthy & Safe Environment



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6%

Parent Feedback

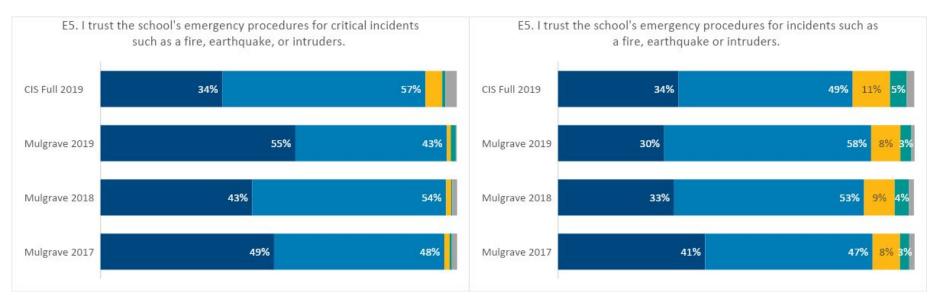
E4. The school provides a healthy and safe environment for my E4. The school provides a healthy and safe environment for all child. members of the school community. 41% 53% CIS Full 2019 29% 55% 11% CIS Full 2019 50% 46% Mulgrave 2019 26% 63% Mulgrave 2019 6% Mulgrave 2018 46% 51% Mulgrave 2018 26% 61% 9% 48% 48% Mulgrave 2017 32% 58% Mulgrave 2017

School Emergency Procedures



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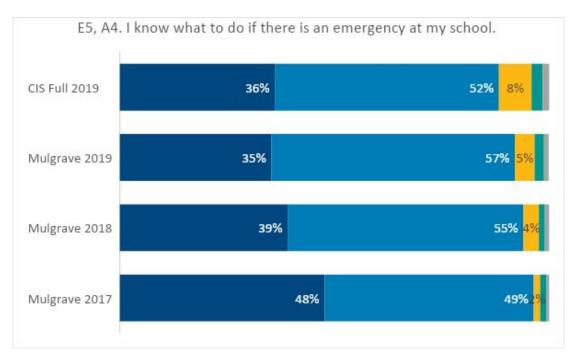
Parent Feedback





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School Emergency



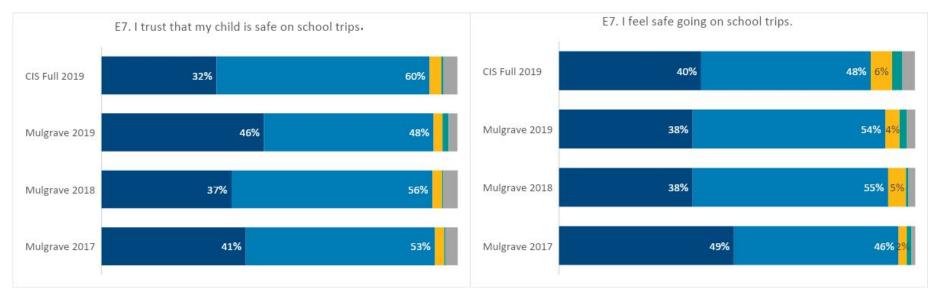




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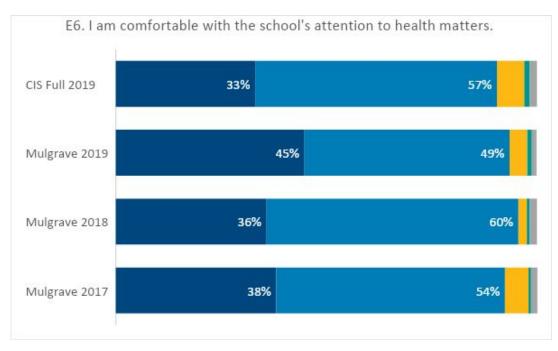
School Trip Safety

Parent Feedback



Health Matters







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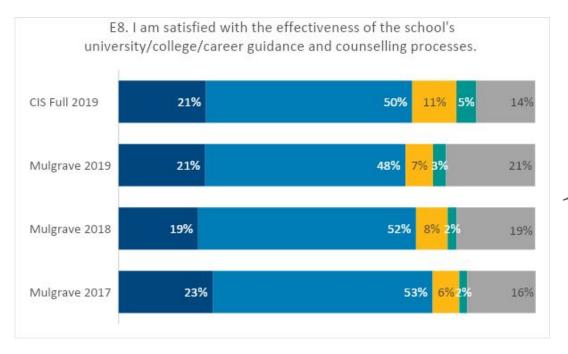


Effective University Counselling



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Student Feedback



Please note that the larger number of 'Not Applicable' is because students in Grades 4-8 do not receive university counselling support.

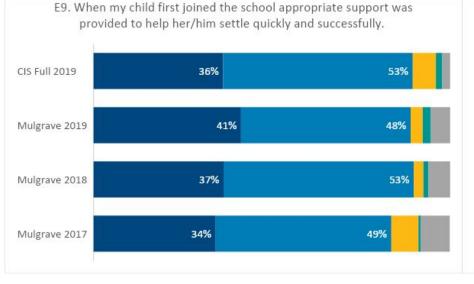


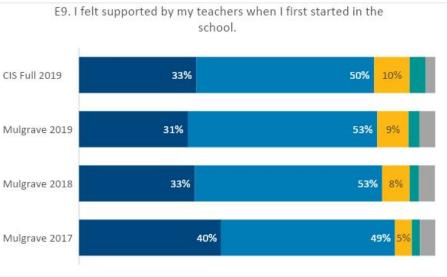
Teacher Support - New Students



THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback





Highlighted Comments for Domain E: Student Learning & Well-Being



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Parent Feedback

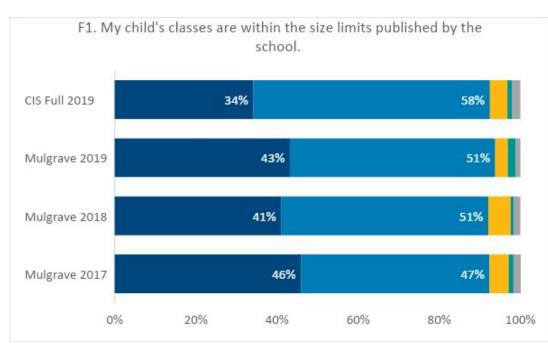
- Mulgrave is very special in providing incredible social and emotional support based on our family's experience.
- My child, although he doesn't realize it, has exhibited a very high sense of school spirit during his years at senior school. I was most pleased and pleasantly surprised to see this!
- The care and attention shown my child on his eastern Canada trip was extraordinary and remarkably caring and patient.
- This area is a strength of the school. The school is inclusive and liberal in its approaches which I appreciate. The IB values/learning profile underpin everything.

- Mulgrave is built very well for learning. However, there could be more options for students to provide feedback to the school, but it's generally adequate.
- The school promotes the students, teachers, and families' well being. The school does this by constantly sending emails to the families about updates on the school, and also has multiple ways of communicating with families in a case of emergency or when events are urgent. The school supports the student's learning by having multiple reliable online learning resources/databases students can refer to when doing assessments.

MULGRAVE SCHOOL

THE INTERNATIONAL SCHOOL OF VANCOUVER

Class Sizes



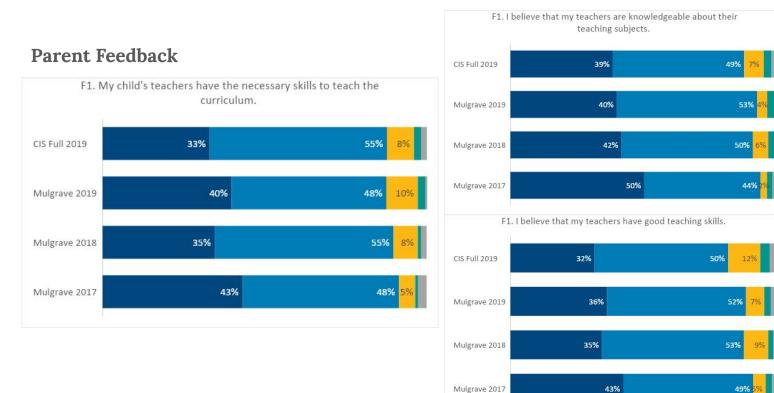


Teacher Skills



Student Feedback

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Highlighted Comments for Domain F: School Staffing



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Parent Feedback

- I'm very happy with staffing at the school. I appreciate the great effort that is put into staff. However, a greater emphasis on matching student with staff based on styles of learning would be a great focus for future
- A lay comment: I have noticed that many of the new teachers hail from other IB schools internationally. I think there is also value in selecting/hiring teachers from the public school system -- they bring their own unique perspectives to Mulgrave (I understand that the labour market may make this challenging).
- Excellent staff. We are very comfortable with the PK3 teachers who are responsible, relatable, knowledgeable and empathetic.

Student Feedback

- I feel that I am in a very safe environment with all the teachers and staff in the school.
- I like how our teachers encourage us to be risk-takers and try new things. I like how the staff care about our learning.
- The school has an excellent array of staff and they are very knowledgeable in the subjects they teach they are really great people and i am proud to work with them.
- The teachers are doing a good job communicating with students when they are in need of help.

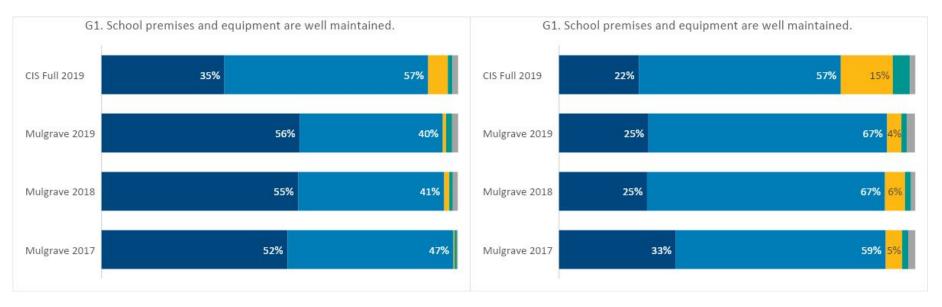
We are working to recruit outstanding teachers from public IB schools and have a few starting with us next year. We will keep working on developing strategies to continue this work.

Maintenance of School Premises



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Parent Feedback

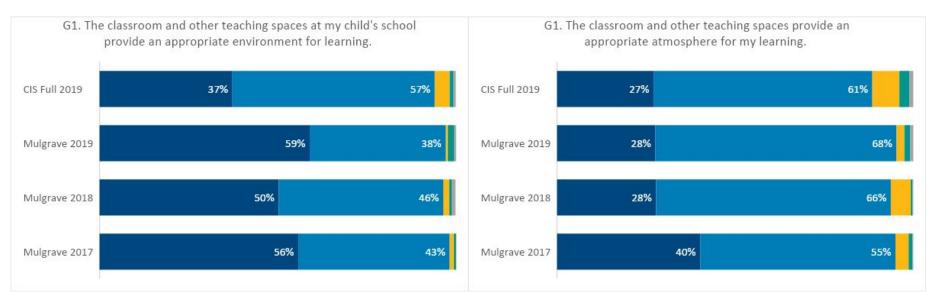


Learning Environment



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Parent Feedback

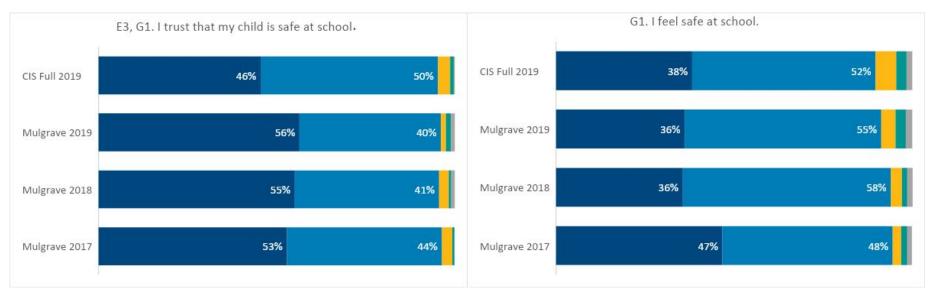


School Safety



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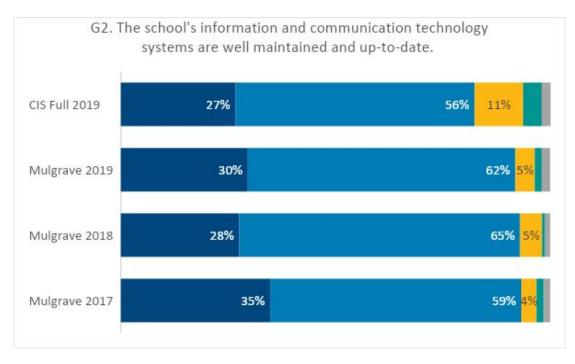
Parent Feedback







THE INTERNATIONAL SCHOOL OF VANCOUVER



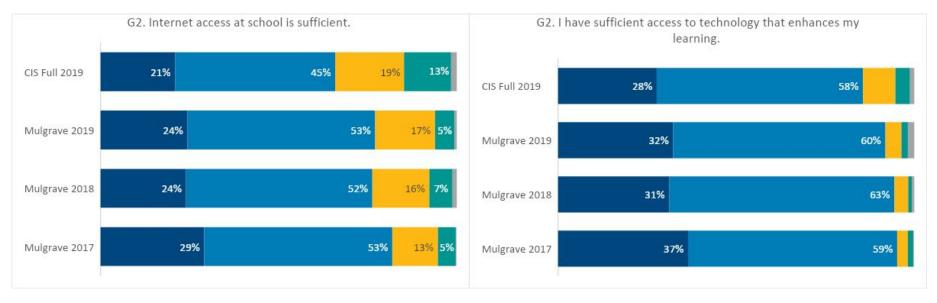


IT Access



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Student Feedback

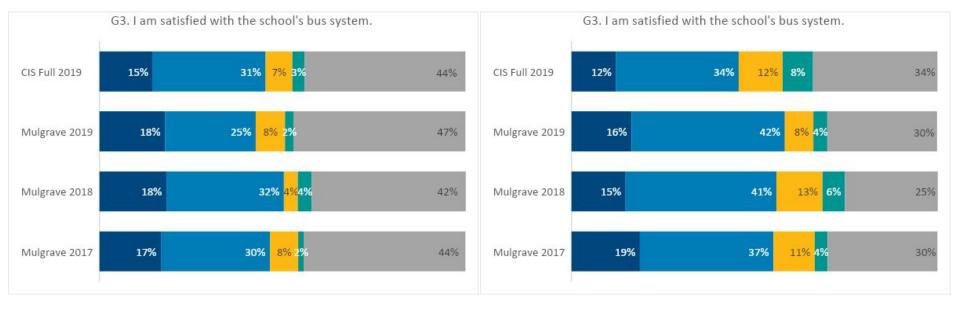


Bus System



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Parent Feedback

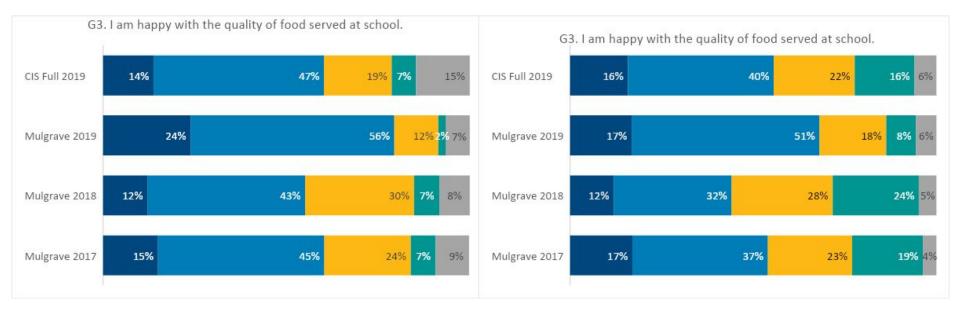


Quality of Food



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Parent Feedback

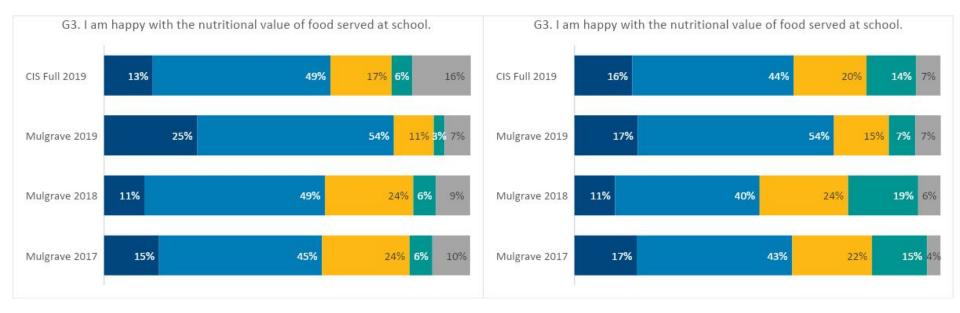


Nutritional Value of Food



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Parent Feedback

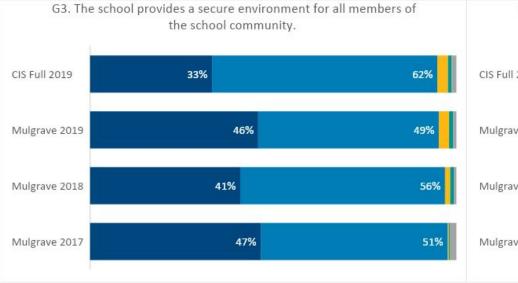


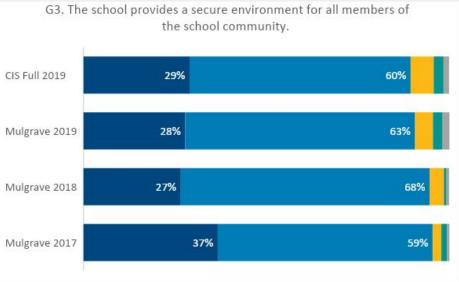
Secure Environment



THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback



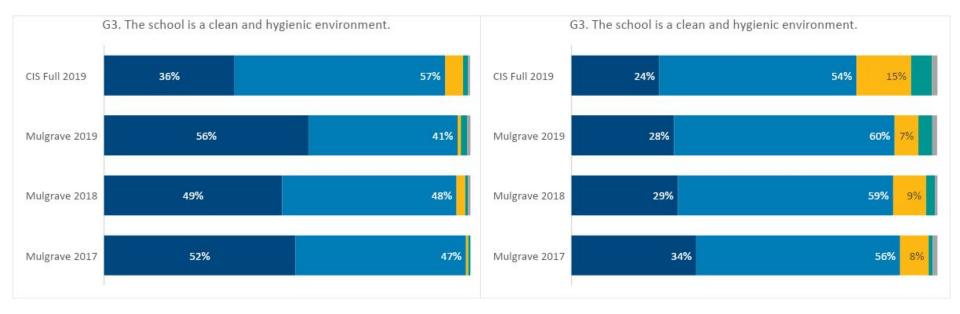


Clean & Hygienic Environment



THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback



Highlighted Comments for Domain G: Premises and Physical Accommodations



THE INTERNATIONAL SCHOOL OF VANCOUVER

Parent Feedback

- Fabulous. Excellent job done by caretakers, cleaners and traffic control staff who take a fair amount of abuse. I have seen it with my own eyes!
- I will be happy to see better provision for junior art, the West Wing is a great setting for Middle and Senior school and more attention needs to be paid to supporting junior level art. I believe this is happening next year so I am pleased about that.
- Mulgrave's physical environment can't be beat.

Student Feedback

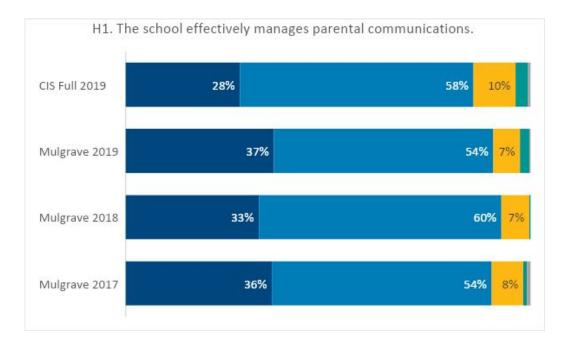
- Food was changed last year -- it is way better now! Much higher quality and nutrition!
- I like how the school cafeteria serves different types of foods from around the world. I like how it has a variety of choices to choose from.
- I think that it is cool that the cafeteria staff serves fresh smoothies and absolutely delightful food.
- This school is a safe and welcoming environment. It has healthy nutritional food and has advanced and up to date technology.

Our Facilities team is the kindest and most patient group of employees. Their systems are in place to keep traffic moving efficiently. Let's remind ourselves to treat them with respect as they work to keep us and our children safe.

Parent Communications



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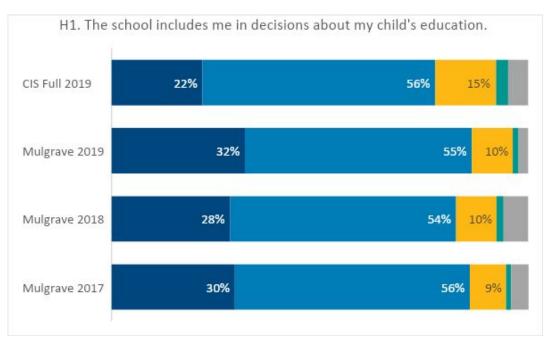




Educational Decisions



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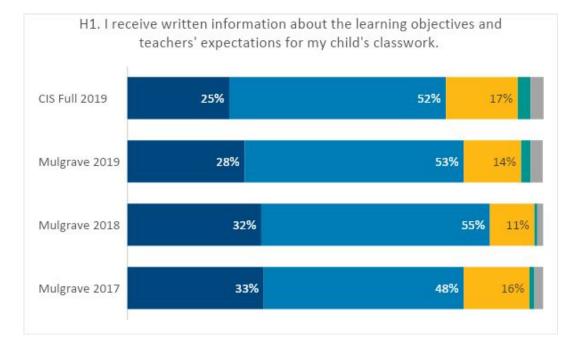




Teachers' Expectations



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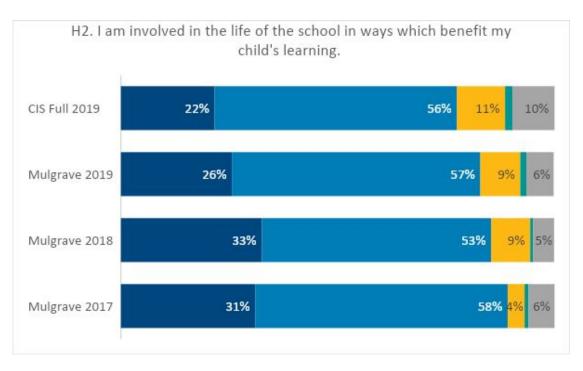






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Parent Involvement





Highlighted Comments for Domain H: Community and Home Partnerships

MULGRAVE SCHOOL

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Parent Feedback

- Excellent partnership. It was a real culture shock for me when we first enrolled in the school the expected level of parental involvement in their learning and follow-up. That's not a bad thing, it just took a while to get used to.
- Parents can be involved as much as or as little as they wish. Great way to make friends if you are new.
- Leadership and community service opportunities should not be elective ...each child should work on these as part of their student responsibility.

Student Feedback

- My parents inspire me to volunteer for things I don't normally volunteer for. The relationship between my parents and my teachers is very good.
- My school provides many leadership opportunities such as leadership, clubs, groups and so much more. I have really learned how to be a leader/role model to specifically little children from the Grade 6 Leadership I attend every Thursday.

Service is a required element of the IB programme, and it is a cornerstone of our educational provision and an essential element of our mission and vision as a school.

In Response to Feedback



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The three major areas that we will want to improve on further following the questionnaire feedback from teachers, student and parents are:

- 1. Increased training for teachers in learning differentiation for students with a variety of additional learning needs (learning differences, English language level, and giftedness);
- 2. Further focus on developing students' intercultural skills and using the cultural diversity of our community to enrich our education;
- 3. Ensuring that knowledge of, and information about, students is communicated effectively as students come into the school and pass from the teachers in one grade to another.

Do You Have Thoughts to Share?



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If you didn't have a chance to share your comments or if you would like a reply to a comment you shared, please reach out to any of the following:

- John Wray, Head of School jwray@mulrgave.com
 - Any inquiry about the school, leadership and/or direction
- Lindsey Berns, Deputy Head of School Iberns@mulgrave.com
 - Any inquiry about our educational provision
- Martin Jones, Assistant Head of School mjones@mulgrave.com
 - Any inquiry about our enrichment provision
- Elizabeth Calderon, Assistant Head of School ecalderon@mulgrave.com
 - Any inquiry about the parent experience at Mulgrave

Thank You!



THE INTERNATIONAL SCHOOL OF VANCOUVER

This survey is used with the very express purpose of finding out how we can improve the work that we do every day to inspire our children to reach their personal best.

Thank you so very much for your participation and for helping us identify areas where we can adjust what we do to serve your needs.

Our results are remarkable, but please know that we are digging into this data to see how we can do even better. As always, our doors are open, and we look to you for constructive feedback. In partnership, we can accomplish so much!