

OISESA
Survey Questions
2027



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Office of Independent
Schools Evaluations
Southern Africa

The Surveys

Please note that these surveys are run by OISESA and facilitated by the school. The school may not run these surveys themselves and submit the results to OISESA as this compromises the integrity of the process.

1. Purpose & Structure of the Surveys

The purpose of the stakeholder surveys is to provide direction for the school's self-study – highlighting strengths and identifying areas of vulnerability.

We currently offer the following surveys:

General Surveys

- Parent Opinion Survey
- Staff Opinion Survey
- Admin Staff Opinion Survey
- Student Opinion Survey (from Grade 4 upwards)
- Board Opinion Survey

Boarding School Surveys

These surveys would be administered in addition to the general surveys, but they would only apply to stakeholders involved in boarding.

- Boarding School Parent Opinion Survey
- Boarding School Staff Opinion Survey
- Boarding School Student Opinion Survey

There are currently no surveys for service and ground staff. The mentor may request to run a focus group discussion with service staff during the onsite visit.

The full set of surveys is also available in Afrikaans. Translations of the parent survey questions are available in isiZulu, isiXhosa, and Sesotho. Any changes to questions in different languages need to be provided by the school.

The parent survey makes provision for parents who have more than one child in a particular phase. Parents with students in more than one phase will be required to complete more than one survey. Parents who are board members and complete that survey must also complete the parent survey.

2. Implementation

- The school completes the survey information form, indicating any changes needed to the surveys. These are sent to info@oisesa.org. **Note that OISESA only accommodates minor changes.**
- Complex schools complete one separate form for each section of the school. Clear information is needed as to how phases are divided, e.g., 000 – 0, Grade 1 – 4, College or Preparatory, and so on.
- There is only one board survey per school.

- OISESA sends the live survey links to the Team Leader who runs brief check and requests any further changes if necessary.
- The school sends the OISESA survey links to stakeholders at least six to eight weeks before the visit. Schools may choose to do the surveys much further in advance.
- Clear communication with stakeholders is needed regarding the surveys to ensure a high level of participation. We recommend sending out additional reminders as well during the process.
- The surveys are designed using Microsoft Forms and can easily be answered on either a laptop or a cell phone. The respondent does not need to be a Microsoft user to complete them.
- The staff survey should take around 15 minutes to complete, the admin staff survey 10 minutes, the parent survey 10 minutes, the board survey 10 minutes, and the student survey 5 minutes. The boarding surveys will each take around 5 minutes to complete.
- It is suggested that the surveys are run over a short, intense period (3 – 5 days). It may be useful to set aside slots for staff to complete their survey, e.g., in a staff meeting or during a break, and for students to use an IT lesson or form period to complete their surveys.
- The student survey can be used with students from Grade 4 upwards. Teachers may need to provide guidance for younger students.
- The school notifies OISESA at info@oisesa.org when they are ready to close the surveys. Schools may request a progress report to gauge the number of responses before closing.
- OISESA sends through the results to the head, both as a pie chart version, and an Excel document which allows greater flexibility in working with data.
- The results are shared with the mentors working with the school and are treated as confidential.

3. Results

- Individual schools will decide how best to use the data provided by the multiple-choice responses as well as by the comments, noting questions that elicit negative or strongly negative responses, as well as those that are positive or strongly positive.
- When interpreting and reporting on the results, it is important to include information about how many respondents completed each survey out of the total number for each group. The higher the percentage of responses, the more credible the findings, for example, 91 of 100 students completed the survey, and so on. A table is provided in the self-study report for this.
- In analyzing the comments, schools would look for themes that may be useful to include in the self-study report or to address in focus groups or further surveys.

Note: Please do not share any comments which are of a personal nature.



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OISESA Admin Staff Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 10 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

Mission

1. I understand the school's mission.
2. The school's mission is supported by the school's stakeholders.

Governance & Leadership, Sustainability

3. The school has an effective leadership structure. (The head and the senior leadership team)
4. The board acts in the best interests of the school.
5. The board communicates effectively and appropriately with the school community.
6. The school's policies reflect the core values of the school.
7. The school promotes the importance of environmental sustainability.

Culture & Climate

8. The school promotes a culture of diversity and inclusion of administrative staff.
9. The school promotes a culture of diversity and inclusion of students and families.
10. A culture of respect underpins interactions within the school community.
11. I am treated with respect by the head of school and the senior management of the school.
12. I am treated with respect by the teaching staff.
13. I am treated with respect by the students.
14. I am treated with respect by the parents.
15. I feel included in the life of the school.

- 16. The school trains staff in current topics related to racism, sexism, discrimination, bias and other aspects of diversity, equity, and inclusion.
- 17. The school has processes in place to recruit, hire, and support a diverse staff.

Communication

- 18. The school communicates important information clearly and effectively with me.
- 19. The school ensures I am aware of all communication going out to stakeholders so that I can answer questions effectively.
- 20. The school values constructive feedback.
- 21. There are clear and effective reporting structures for me to raise any concerns.
- 22. Appropriate feedback is provided should I raise any concerns.

Staffing

- 23. I have the materials, resources, and equipment to do my job effectively.
- 24. I have adequate time to complete my job effectively.
- 25. The hours I am expected to work are realistic.
- 26. I am able to take leave at appropriate times during holidays / term time.
- 27. There is an effective performance management process which provides opportunities for me to improve.
- 28. I am encouraged to improve the skills I need to do my job effectively.
- 29. The school supports the well-being of staff.
- 30. There is a code of conduct in place for all staff which complies with the ISASA Code of Conduct.

Facilities & Infrastructure

- 31. The school is a safe, well-organised place.
- 32. The school’s facilities are clean.
- 33. The school’s facilities are well maintained.
- 34. The school’s information management systems are effective.

Comments

35. Please add any additional comments here.



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OISESA Staff Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 15 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

Mission

1. I understand the school's mission.
2. The school's mission is supported by the school's stakeholders.
3. The school's mission effectively guides the school's educational programme, planning and decision making. The school does what it says it does.
4. The school's admissions process is ethical, and transparent.
5. The school endeavours to meet the diverse needs of students accepted for admission.

Governance & Leadership, Sustainability

6. The school has an effective leadership structure. (The head and the senior leadership team)
7. The leadership team is committed to innovation and continuous improvement.
8. The board acts in the best interests of the school.
9. The board communicates effectively and appropriately with the school community.
10. The school's policies reflect the core values of the school.
11. Policies are reviewed and updated regularly.
12. Policies are implemented fairly.
13. The school promotes the importance of environmental sustainability.

Culture & Climate

14. The school promotes a culture of diversity and inclusion of staff.
15. The school promotes a culture of diversity and inclusion of students and families.

16. A culture of respect underpins interactions within the school community.
17. I am treated with respect by my colleagues.
18. I am respected as a professional by my students.
19. The school trains staff in current topics related to racism, sexism, discrimination, bias and other aspects of diversity, equity, and inclusion.
20. The school has processes in place to recruit, hire, and support a diverse staff.

Communication

21. The school communicates important information clearly and effectively with me.
22. The school values constructive feedback.
23. There are clear and effective reporting structures for me to raise any concerns.
24. Appropriate feedback is provided should I raise any concerns.

The Education Programme: Curriculum; Teaching & Learning

25. The objectives of the school's curriculum are clearly communicated.
26. The curriculum is relevant, dynamic, and innovative.
27. There is effective provision for the learning of different official languages.
28. The school's academic programme supports the growth of my students.
29. I have the materials, resources, and equipment to do my job effectively.
30. The school has the capacity to implement a variety of effective learning formats.
31. The school's achievements in various external examinations meet stakeholders' expectations.
32. I use a variety of assessment strategies to affirm and evaluate student learning accurately.

The Co-Curricular Programme

33. The school's sports programme supports the growth of my students.
34. The school's cultural programme supports the growth of my students.
35. Opportunities are provided for students to engage in age-appropriate community service.

Student Well Being

36. Students are happy at this school.
37. The school supports the well-being of its students.
38. There are clear and effective reporting structures in place for students to report incidents.

Safeguarding

39. The school has safeguarding policies and procedures in place to protect students from harm.
40. The school provides appropriate adult supervision during school hours.
41. The school provides appropriate adult supervision on any trips and excursions.
42. Teachers strive to develop students' understanding of strategies for their personal safety and protection, including the importance of digital citizenship.

Staffing

43. I am encouraged to improve my own professional learning.

- 44. There is an effective performance management process which provides opportunities for me to improve.
- 45. Staff are appropriately included in decision-making.
- 46. The school supports the well-being of staff.
- 47. There is a code of conduct in place for all staff which complies with the ISASA Code of Conduct.

Facilities & Infrastructure

- 48. The school is a safe, well-organised place.
 - 49. The school’s facilities are clean.
 - 50. The school’s facilities are well maintained.
 - 51. The school’s information management systems are effective.
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Comments

- 52. Please add any additional comments here.
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-
-

Teaching Phase Information

- 53. I work in the following phase/s in the school. Tick more than one answer if applicable.

This section can be adapted per school.

- Grades 000, 00 ,0
 - Foundation Phase: Grades 1 - 3
 - Intermediate Phase: Grades 4 - 6
 - Senior Phase: Grades 7 - 9
 - FET: Grades 10 - 12
 - I would rather not say
-



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OISESA Board Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 10 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly Disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

Mission

1. The school's mission is clearly communicated to the community.
2. The mission effectively guides the school's educational programme, planning and decision making.
The school does what it says it does.

Governance: The Board

3. The board is strategic in planning for the school's future.
4. The board's strategic planning aligns with the mission of the school.
5. The board maintains a collaborative and effective working partnership with the head of the school.
6. The board delegates the operational and educational functions of the school to the head of the school.
7. The board has both a written contract and a performance contract with the head and regularly communicates their expectations to the head.
8. The board communicates strategic decisions effectively and appropriately with the school community.
9. There is a clearly communicated policy which governs the appointment and tenure of board members.
10. The board provides an orientation programme for new board members.
11. Board members have a clear understanding of the board's role and of individual expectations and duties.
12. Board members always act in the best interests of the school.

13. The board engages in training and education related to best practices for the governance of an independent school.
14. The board has processes which ensure that it operates efficiently and effectively.
15. The board effectively maintains its fiduciary responsibility and engages an independent accounting firm to conduct an annual audit or review of the school's financial statements and practices.
16. The board has appropriate policies to manage conflicts of interest.

Leadership (The Head and the Senior Leadership Team)

17. The school has an effective leadership structure.
18. The board supports the head of the school to provide appropriate leadership and guidance.
19. The school plans effectively for leadership development and succession.
20. Policies are reviewed and updated periodically.

Sustainability

21. There is sound management of finances, ensuring the long-term financial sustainability of the school.
22. Appropriate financial controls are in place to ensure sound management of the financial resources of the school.
23. The school has adequate insurance coverage and meets the minimum requirements to qualify for the ISASA umbrella insurance.
24. The school's risk management plan caters effectively for continuity and stability through periods of crisis.

Culture & Climate

25. The school promotes a culture of diversity and inclusion of students, staff, and families.
26. A culture of respect underpins interactions within the school community.

Comments

27. Please add any additional comments here.
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OISESA Parent Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 10 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

Mission

1. The school's mission is clearly communicated to the community.
2. The mission effectively guides the school's educational programme, planning and decision making.
The school does what it says it does.
3. The school's admissions process is ethical and transparent.

Governance & Leadership, Sustainability

4. The school has an effective leadership structure. (The head and the senior leadership team)
5. The leadership team is committed to innovation and continuous improvement.
6. The board acts in the best interests of the school.
7. The school's policies reflect the core values of the school.
8. Policies are implemented fairly.
9. The school promotes the importance of environmental sustainability.

Culture & Climate

10. The school promotes a culture of diversity and inclusion of students, staff, and families.
11. A culture of respect underpins interactions within the school community.
12. I feel welcome in the school.

Communication

13. The school communicates important information clearly and effectively with me.
14. The school provides regular, meaningful feedback about my child's progress and well-being.
15. The school values constructive feedback.

- 16. There are clear and effective reporting structures for me to raise any concerns.
- 17. Appropriate feedback is provided should I raise any concerns.
- 18. I am aware of the school's code of conduct for parents.

The Education Programme & Staffing

- 19. The objectives of the school's curriculum are clearly communicated.
- 20. The school's academic programme supports the growth of my child.
- 21. The school's sports programme supports the growth of my child.
- 22. The school's cultural programme supports the growth of my child.
- 23. My child's teachers provide a positive learning experience for them.
- 24. My child's teachers encourage their growth and development.
- 25. The school maintains its commitment to manageable class sizes.

Student Well-Being

- 26. My child is happy at school.
- 27. The school supports the well-being of my child.
- 28. There are clear and effective reporting structures in place for my child to report any concerns.

Safeguarding

- 29. The school has safeguarding policies and procedures to protect students from harm.
- 30. The school provides appropriate adult supervision during school hours.
- 31. The school provides appropriate adult supervision on any trips and excursions.
- 32. The school teaches my child strategies for their personal safety and protection, including the importance of digital citizenship.

Facilities and Infrastructure

- 33. The school is a safe, well-organised place.
- 34. The school's facilities are clean.
- 35. The school's facilities are well maintained.

Comments

- 36. Please add any additional comments here.
-
-
-

Year Group Information

This section will be adapted per school

- 37. My child is in the following year group. Tick more than one answer if applicable.

- Grade 000
 - Grade 00
 - Grade 0
 - Grade 1
 - Grade 2
 - Grade 3
 - Grade 4
 - Grade 5
 - Grade 6
 - Grade 7
 - Grade 8
 - Grade 9
 - Grade 10
 - Grade 11
 - Grade 12
 - I would rather not say
-



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OISESA Student Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
 - This survey will take approximately 5 minutes to complete.
 - The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
 - A section for additional comments is provided at the end of the survey.
-

1. I understand the school's mission.
2. The school rules are applied fairly.
3. I am treated with respect by my teachers.
4. I am treated with respect by other students.
5. The school's academic classes support my growth.
6. The school's sports activities support my growth.
7. The school's cultural activities support my growth.
8. My teachers support and encourage my learning.
9. I am encouraged to think critically in lessons.
10. I am encouraged to participate in lessons.
11. There are ways in which I can get involved in community service.
12. The school teaches me about the importance of protecting the environment.
13. I am happy at my school.
14. I have good friends at school.
15. The school supports the well-being of all students.
16. There are teachers I can approach for help and advice.
17. There are teachers present to supervise me during the school day.
18. There are teachers present to supervise me on school outings and trips.
19. I know how to report an incident if something worries me.
20. The school is a safe, well-organised place.
21. The school's facilities are clean.

22. The school's facilities are well-maintained.

Comments

23. Please add any additional comments here.

Year Group Information

24. I am in the following year group:

This section can be adapted per school.

- Grade 4
 - Grade 5
 - Grade 6
 - Grade 7
 - Grade 8
 - Grade 9
 - Grade 10
 - Grade 11
 - Grade 12
 - I'd rather not say
-



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OISESA Boarding School Staff Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the boarding school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 15 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

The Boarding Programme

1. The school's boarding programme provides a positive, balanced, and enriching experience for students.
2. A culture of respect underpins all interactions in the boarding house.
3. Students are happy in the boarding house.
4. The boarding house staff support the well-being of students.
5. The boarding house has safeguarding policies and procedures to protect students from bullying, initiations, and the abuse of power and privileges.
6. Provision is made for positive rites of passage and induction processes.
7. Disciplinary procedures and appropriate sanctions are clear and applied fairly.
8. There is appropriate adult supervision at all times.
9. Provision is made for the safe use of technology in the boarding house.
10. There are clear communication lines between parents and boarding house staff.
11. There are clear and effective reporting structures for me to raise any concerns.
12. Accommodation and facilities are secure.
13. Accommodation and facilities are age and gender appropriate to meet the needs of students.
14. The boarding house facilities are clean.
15. The boarding house facilities are well maintained.
16. Meals provided are adequate in terms of nutrition, quantity, quality, choice, and variety.

Comments

17. Please add any additional comments here.

Teaching Phase Information

18. I work in the following phase/s in the boarding house. Tick more than one answer if applicable.

This section can be adapted per school.

- Intermediate Phase: Grades 4 - 6
- Senior Phase: Grades 7 - 9
- FET: Grades 10 - 12
- I would rather not say



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OISESA Boarding School Parent Opinion Survey

Thank you for participating in this opinion survey. Your answers will help the boarding school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
- This survey will take approximately 10 minutes to complete.
- The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
- A section for additional comments is provided at the end of the survey.

The Boarding Programme

1. The school's boarding programme provides a positive, balanced, and enriching experience for my child.
2. My child is happy in the boarding house.
3. The boarding house staff support the well-being of my child.
4. The boarding house has safeguarding policies and procedures to protect my child from harm.
5. There is appropriate adult supervision at all times.
6. Boarding house staff communicate important information clearly and effectively with me.
7. There are clear and effective reporting structures for me to raise any concerns.
8. The boarding house is a safe, well-organised space.
9. The boarding house facilities are clean.
10. The boarding house facilities are well-maintained.

Comments

11. Please add any additional comments here.

Year Group Information

This section will be adapted per school

My child is in the following year group. Tick more than one answer if applicable.

- Grade 1
 - Grade 2
 - Grade 3
 - Grade 4
 - Grade 5
 - Grade 6
 - Grade 7
 - Grade 8
 - Grade 9
 - Grade 10
 - Grade 11
 - Grade 12
 - I would rather not say
-



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OISESA Boarding School Student Opinion Survey

Thank you for participating in this survey. Your answers will help the boarding school to celebrate what it does well and to identify areas for improvement.

- The survey is anonymous.
 - This survey will take approximately 5 minutes to complete.
 - The rating scale provided is:
 - Strongly agree
 - Agree
 - Disagree
 - Strongly disagree
 - I don't know
 - A section for additional comments is provided at the end of the survey.
-

The Boarding Programme

1. I am treated with respect by staff in the boarding house.
 2. I am treated with respect by other students in the boarding house.
 3. The boarding house supports my academic needs.
 4. I am looked after in the boarding house when I am not well.
 5. I am happy in the boarding house
 6. I feel safe in the boarding house.
 7. Rules are applied fairly in the boarding house.
 8. I know how to report an incident if something worries me.
 9. The boarding house facilities are clean.
 10. The boarding house facilities are well maintained.
 11. The meals provided in the boarding house meet my needs.
-

Comments

12. Please add any additional comments here.
-
-
-

Year Group Information

I am in the following year group:

This section can be adapted per school.

- Grade 4
 - Grade 5
 - Grade 6
 - Grade 7
 - Grade 8
 - Grade 9
 - Grade 10
 - Grade 11
 - Grade 12
 - I'd rather not say
-

Contact details for OISESA

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