



MSF SURVEY RESULTS 2024

Dear Parents! Thank you so much once again for completing the survey and sharing your thoughts with us. We appreciate your praise, as well as your suggestions for improvement! We looked at each and every comment, and we share with you some of the action we will be taking in order to address the feedback received from our community.

94%¹ of families who completed the survey would recommend MSF to a friend or colleague.

Areas of Overall Strengths

1. **Teaching Excellence & Staff:** Teachers are described as fantastic, motivated, professional, caring, & supportive; staff is well-qualified, empathetic, & approachable, fostering strong teacher-student & teacher-parent relationships; individualized attention for students' development, addressing strengths & weaknesses; high-quality teaching in core subjects (e.g., math, English) & accelerated programmes.
2. **Positive Atmosphere & Community:** Warm, friendly, & inclusive school environment, making children feel safe & happy; strong sense of community & collaboration between staff, students, & parents; celebrations & events contribute to a vibrant & welcoming school culture.
3. **Curriculum & Learning:** Balanced curriculum integrating academic, social, & emotional learning; emphasis on critical thinking, independence, & confidence building; multilingual approach & effective use of technology in learning; structured & diverse learning activities, fostering creativity & curiosity.
4. **Communication & Organization:** Excellent communication with parents via various channels (e.g., bulletins, apps); clear support for transitions (e.g., from kindergarten to primary, primary to middle school); teachers & school leadership are accessible, fostering trust & collaboration.
5. **Support for Student Well-Being:** Strong focus on pastoral care, ensuring emotional & social well-being; emphasis on teaching life skills, respect, & resilience alongside academics; efforts to accommodate special needs & nurture holistic growth.
6. **Extracurricular Activities & Opportunities:** Wide range of after-school clubs & holiday programmes, supporting varied interests; positive feedback for initiatives like chess, cooking, & the Duke of Edinburgh programme; integration of music, arts, & outdoor learning enriches the student experience.
7. **Inclusivity & International Perspective:** Culturally diverse environment celebrating global perspectives; support for new families & inclusiveness for students transitioning from other schools; strong international ethos embedded in the curriculum & school values.
8. **Parent Engagement & Satisfaction:** Parents feel included & valued, with opportunities for meaningful engagement; strong alignment between the school's academic goals & family expectations; positive feedback on school management's openness to feedback & innovation.

¹ 28% of MSF families responded to the survey. According to [SurveyLab](#) a response rate of 20-25% is considered acceptable for online surveys.

Responses are categorised by Strategic Priority:

[Identity](#)

[Teaching & Learning](#)

[Programme](#)

[Financial Stability & Environmental Sustainability](#)

IDENTITY

Theme	YOUR FEEDBACK / SUGGESTIONS	WHAT WE WILL DO / HAVE DONE
Communication & Transparency	○ Precise & timely communication with parents, including during pick-up/drop-off times. ○ Better coordination in using communication platforms (streamlining apps, notifications). ○ Improved feedback from teachers about children's progress, with actionable insights. ○ Transparency about policies & decisions, including those on sensitive topics. ○ Enhanced communication about construction & its impact on students.	○ Develop a master communication plan that outlines the frequency and format of updates for key areas like construction, teacher transitions, and academic progress. ○ Allow multiple feedback channels to encourage open dialogue. ○ More effective use of MSF Bulletin and the Parent Zone to highlight policies etc. ○ Conduct an audit on the feasibility of a single, streamlined communication platform to reduce redundancy and confusion. ○ Schedule regular parent forums and Q&A sessions with school leadership to address policy updates and decisions. ○ Regular updates in the Parent Zone of construction progress. Create a live update section on the school parent zone for real-time updates.
Community Engagement	○ Encouragement of cultural events to celebrate diversity & inclusivity. ○ Parents desire clearer updates on academic progress & school policies.	○ Redevelopment of Welcoming Committee. ○ Review of MSF community events in collaboration with Friends of MSF to collaborate on event planning and provide direct feedback on academic and cultural events. ○ Feedback through parent reps as to suggested formats for academic progress updates. ○ Involve parents and students in planning events to align with their interests. ○ Introduce more culturally themed events to reflect the diversity of the school community. ○ Ensure events are well-publicized and inclusive. ○ Host workshops or webinars to explain new programmes, assessments, or policies to parents.

Safety & Security	○ Enhanced supervision during school hours to ensure children's safety. ○ Clear communication about safe construction management around student areas.	○ Conduct regular training sessions for staff on effective student supervision during transitions, recess, and high-traffic times. ○ Review duty rosters ensuring adequate coverage in key areas such as playgrounds, hallways, and drop-off zones. ○ Install temporary barriers and clear signage around construction zones to prevent unauthorized access by students. ○ Provide parents and staff with weekly updates on safety measures and progress, ensuring transparency and reassurance. ○ Organize age-appropriate workshops for students on playground safety and emergency procedures. ○ Integrate safety education into the curriculum, focusing on awareness and responsible behavior near construction areas. ○ We are continuously discussing such topics around duty supervision and potential safety hazards during divisional meetings. The Facility Manager is in daily walkthroughs and meetings with the construction site manager to ensure the safest possible environment during these disruptive times. Teachers are alert to safety hazards and immediately report any potential concerns to the facilities manager. Furthermore, an external safety firm conducts weekly checks on the building site to ensure compliance with German building regulations.
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TEACHING & LEARNING

Theme	YOUR FEEDBACK / SUGGESTIONS	WHAT WE WILL DO / HAVE DONE
Feedback & Assessment	○ More frequent & meaningful feedback on students' progress beyond formal report sessions. ○ Lack of proactive communication regarding key changes (e.g. teacher changes).	○ As Toddle is a new system, the use and development of this platform is ongoing and increasing. ○ Parent reps are asked to give feedback in divisional meetings about what formats and systems would work better for them. ○ Through the MSF Bulletin, divisions will communicate teacher transitions (from one year to the next) and staffing changes more regularly.

Curriculum Development	○ Differentiated learning for students at varying academic levels. ○ Additional focus on foundational skills like handwriting & mathematics. ○ Inclusion of modern, innovative programmes such as robotics, AI, & STEAM. ○ Gaps in math & science instruction. ○ Greater academic differentiation for students who need extra challenges or support. ○ Further development of SEC arts programmes to include, for example, end-of-year performances.	○ Provide tailored interventions and communicate available services clearly to parents. ○ Share success stories of technology enhancing learning outcomes. ○ Review MAP data and provide community updates on MSF's achievements in Maths and Science, and conduct regular curriculum reviews with parent and student feedback on areas like maths and science. ○ Review learning support provision to include extension support. ○ With the building of the new theatre, there will be an increasing focus and investment in the Arts to coincide with the opening of the new theatre space. ○ Further connections will be made with local organisations to enhance the Arts at MSF. ○ Look to introduce pilot programmes for STEAM, robotics, and AI to test their integration into the curriculum.
Teacher Recruitment & Development	○ Stronger German & English language programmes with structured support for beginners. ○ Mixed-age grouping in SEC raises issues with [inappropriate] language & behavior exposure.	○ Develop orientation programmes for new teachers to align with MSF's goals for language programmes. ○ Review GAL and EAL progression inline with CEFR framework and review feasibility of introducing Deutsch Prüfungen for students from the age of 10. ○ Assess the impact of mixed-age groupings and implement targeted supervision or separate groupings if needed.

PROGRAMME

Theme	YOUR FEEDBACK / SUGGESTIONS	WHAT WE WILL DO / HAVE DONE
Extracurricular Engagement	○ Broader range of after-school & holiday activities and sports camps. ○ Greater access to academic support clubs ○ Longer duration for club offerings to promote sustained engagement. ○ Poor sports scheduling & limited options for team sports. ○ Lack of consistent athletics offerings throughout the school year.	○ Expand the range of extracurricular offerings based on student interest surveys. ○ Ensure clubs are well-organized and staffed with trained professionals. ○ Partner with external organizations to enhance sports and holiday programming, including long-break sports camps. ○ Regularly communicate the benefits and details of these activities to parents.

Language & Cultural Integration	○ Inconsistent quality in GAL (German as an Additional Language) programmes. ○ Suggestions for more structured support & progression into advanced levels. ○ Improved strategies for language immersion & native language grouping for younger children.	○ Review the progression framework for German as an Additional Language (GAL) including clear milestones and regular assessments. ○ Develop structured language immersion activities and provide bilingual newsletters or updates to assist parents.
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FINANCIAL STABILITY & ENVIRONMENTAL SUSTAINABILITY

Theme	YOUR FEEDBACK / SUGGESTIONS	WHAT WE WILL DO / HAVE DONE
Facilities & Infrastructure	○ Improvement of playground facilities, especially during construction. ○ Better maintenance of toilets & sanitation facilities. ○ Addressing overcrowding and timings in cafeteria & playground spaces. ○ Better parking solutions & traffic management during drop-off & pick-up, including access arrangements for disabled spaces. ○ Expanding access to sports facilities & green spaces. ○ Outdated group room furniture & limited space for personal belongings. ○ Review of cafeteria menu variation and portion sizes.	○ Schedule and communicate timelines for playground upgrades and building improvements, ensuring minimal disruption. ○ Revise cleaning and maintenance schedules to address sanitation concerns and optimize cafeteria operations. ○ Consult with a traffic management specialist to improve drop-off and pick-up logistics, including better parking solutions. ○ Communicate plans for upgrades or improvements to parents with timelines. ○ Review the lunch program with input from nutrition experts and student surveys. ○ Share menus with parents more visibly and gather feedback for improvement. ○ Review the whole school daily schedule to see how more time can be built in for lunch.
Financial Accessibility	○ Alternative, more affordable school bus services. ○ Affordable extracurricular options for families.	○ Evaluate and negotiate with bus service providers for more affordable and flexible transport options. ○ Review the pricing model for extracurricular programmes to make them accessible to a wider range of families. ○ Share external provider / club details with families for more in-depth sports training outside of school.

SOME OF YOUR QUOTES WHICH WARMED OUR HEARTS

Teachers are fantastic, very supportive, caring and professional. Excellent communication between school and parents. I always feel very included. Events are planned and organised very well.

The teachers are extraordinary. They are motivated, competent, professional and kind. They always find the time to give a quick feedback about our child's day. They have easily and quickly found a way to win our child's heart and trust. Another strength is the school's communication via the bulletin, toddle app or storypark. We always feel up-to-date.

Positive atmosphere, creative ways of learning, learning through respect, encouraging diversity, experiencing the newest achievements in education, science, and technology, taking care of the emotional health of children, and emotional resilience, which is equally important as academics.

Use of technology and use of the educational material is well above the average standards.

The settling in process in Grade 1 has been seamless. And full credit for that goes to the Grade 1 teachers and all the other staff in the school!! I find that we are well informed about what the children are learning and I love the weekly updates from the teachers with the photographs.

Atmosphere at the school is friendly and open. Bringing in experts for parent education is very valuable, especially about use of devices and sex education was much appreciated and informative. The outdoor learning curriculum is great! The PY teachers are responsive.

I feel that the school communicates very well with parents and that channels for dialog are clear should we ever have any issues. Having seen our child go through the transition from Primary to Middle School this year we feel that MSF have handled this incredibly well, easing the children into Middle School with support, care and compassion whilst being firm about the expectations and challenges that come with secondary.

Top IB counseling

Pastoral care at the school is great. The teachers and staff know the children well and look out for them. Nice community. The teachers care about the students.

Thank you all for being so incredible and supportive and for helping us to improve!

Looking forward to exceeding your expectations,

MSF