EASS PARENT/CARER SURVEY 2009

We are always looking of ways to improve the services we offer to our customers and therefore we'd like you to complete and return this survey to us.
Please tick or circle your answers below.

Pupilõs name é é é é é é é é é é é é é é é
School é é é é é é é é é é é é é é é é é é
Instrument/Activity é é é é é é é é é é é é é
(completion of the above details is optional)

SURVEY RETURNS RECEIVED FROM 495 PARENTS/CARERS

1. Are you aware that EASS offers the following? ***(please indicate as appropriate)***

	Yes	No	Comments
Instrumental lessons in school	**96.8%**	**1.6%**	
Instrumental lessons at the EASS Saturday Centre	**78.4%**	**16.2%**	
Free instrumental lessons for low income families	**81.4%**	**13.3%**	
Free ótasterôlessons on some instruments	**68.3%**	**25.5%**	
Free instrument practice notebooks	**67.3%**	**26.7%**	
Local venue for graded music examinations	**48.5%**	**43.2%**	
Annual pupil progress reports	**70.3%**	**24.4%**	
Instrument hire	**86%**	**9.1%**	
Assisted instrument purchase scheme	**49.7%**	**42.8%**	
Progressive range of weekly after-school music activities (choirs, orchestras, bands, ensembles, music clubs)	**68.7%**	**24.9%**	
Regular end of term concerts for EASS activity members	**58.2%**	**33.5%**	
Music Theory classes	**39%**	**54.3%**	
Music & drama activities at the EASS Saturday Centre	**62.2%**	**30.9%**	
One-day courses	**38.8%**	**53.3%**	
Termly bulletin	**79.4%**	**13.7%**	
General advice on music education issues	**48.7%**	**42.3%**	
Information on the EASS website	**62.2%**	**28.9%**	

2. How satisfied are you with your child's progress in music lessons/activities?

1 (very satisfied)	2	3	4 (dissatisfied)
38.4%	**42.4%**	**14.6%**	**2.2%**

3. How satisfied are you with communication between yourself and your child's tutor

1 (very satisfied)	2	3	4 (dissatisfied)
28.7%	**38.8%**	**19.6%**	**8.9%**

4. How satisfied are you with communication between yourself and the EASS office?

1 (very satisfied)	2	3	4 (dissatisfied)
29.7%	**46.7%**	**18.6%**	**2.7%**

5. Do you feel that the services that EASS provides offer value for money?

1 (excellent value)	2	3	4 (poor value)
28.9%	**50.3%**	**16.2%**	**2.2%**

6. Please tick the factors below that might contribute to your child maintaining interest and making good progress in their instrumental lessons/music activities.

	Very important	Important	Quite important	Not important
Regular practice	81.8%	4.3%	1.01%	0.2%
Relationship with tutor	74.1%	21%	1.6%	1.4%
Playing in a musical group	24.1%	31.7%	24.7%	12.1%
Choice of music	33.3%	41%	16.8%	1.8%
Friendship groups	17.4%	27.1%	30.9%	14.3%
Performance opportunities	29.7%	32.1%	23%	9.3%
Taking music examinations	28.3%	31.3%	19.6%	11.5%s
Other (please specify)	3.84%			

7. Does your child participate in any other forms of music and/or drama activities, either in school or out of school time? *(please give details)*

Plays in a school music group	28.3%
Plays in an EASS music group	11.3%
Sings in a choir at school	23.8%
Sings in an EASS choir	2.4%
Member of school drama group	8.1%
Member of EASS drama club	2%
Other outside music/drama activity please give details	28.3%

8. Where would you most likely look to find out about the services EASS provides?

In local press	8.5
Local library	14.1%
EASS website	49.7%
Publicity at your child's school	54.8%
EASS office	30.1%
Other (please specify)	5.1%

9. How satisfied are you <u>overall</u> with the services EASS provides? *(please circle)*

1	2	3	4
(very satisfied)			(dissatisfied)
36.6%	46.1%	11.7%	1.2%

10. Do you have any comments about the services EASS provides and/or do you have any suggestions about how we could expand or improve our services?

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Thank you for taking the time to complete this survey.
Please return it by post as soon as possible in the envelope provided.
Alternatively fax the form to 020 8351 1090
or scan and email to info@enfieldartssupportservice.org.uk

Make sure you return your survey by 1st May 2009 to give yourself a chance to win a £20 Amazon voucher