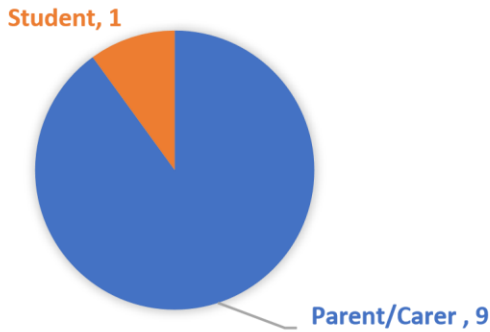


SOS CUSTOMER SURVEY RESULTS - JULY 2021

(10 RESPONSES)

RESPONSES FROM...

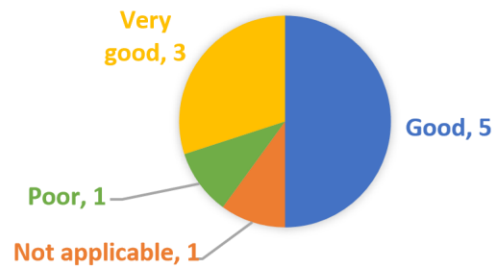


HOW DID YOU FIND...

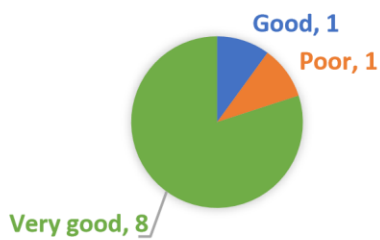
THE PROCESS OF LOGGING ON FOR THE FIRST TIME



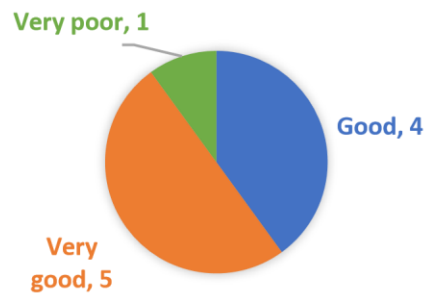
CHOICE OF SUBJECTS



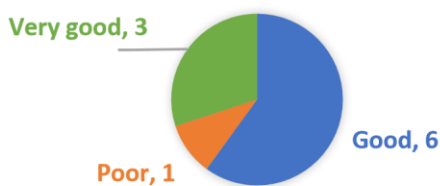
COMMUNICATIONS FROM SOS



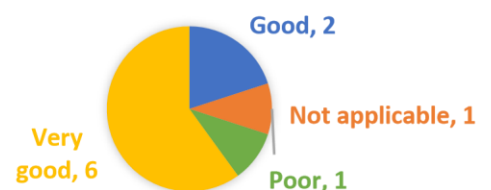
THE LESSON EXPERIENCE



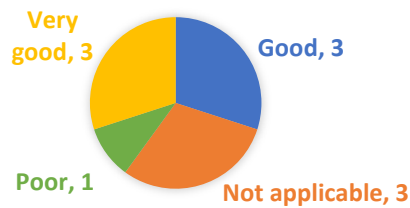
FEEDBACK FROM TUTE TEACHERS



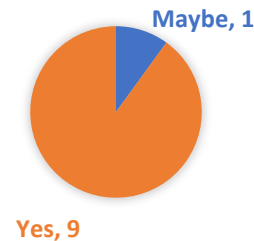
RESOLVING OF ANY PROBLEMS



### WATCHING LESSONS ON PLAYBACK



### WOULD YOU RECOMMEND SURREY ONLINE SCHOOL?



## WHAT DID/DO YOU LIKE ABOUT THE LIVE ONLINE LESSONS?

### Student:

- It's eased my anxiety by being behind a screen but still learning **Parent/carers:**
- Liz is awesome.
- My daughter had no anxiety and was able to understand the lessons due to this.
- My daughter is enjoying her weekly Science lesson
- R felt that the online lessons were absolutely pointless. He didn't learn anything. It was too generalised and due to his special needs he needed tutoring filling in the gaps that he had missed from his education.  
He found the lessons frustrating and too slow paced whilst waiting for other students to answer.
- Staff, very motivated.
- Teacher was very patient and gave lots of positive feedback
- The perseverance of the tutors to make sure each pupil understands the topic.
- Z love being able to contribute whenever he wanted and the validation that he received from the Teachers meant that he grew in confidence in ways that I could never have envisaged happening , Sarah was exceptional at affirming Z passing on positive praise , she was the pivotal link resolving issues at lightning speed which made Z feel worthy, validated, heard, respected he trusted the entire system and part of a class of others giving him a positive sense of belonging for the first time ever. Z felt bonded with his Teachers and didn't want the learning to end he said he missed it when it ended!

## IS THERE ANYTHING YOU THINK COULD BE IMPROVED?

### Student:

- The spaces page would move around so you would be reading a recent message and it would flip and it would be one from a few weeks ago **Parent/carers:**
- Less teacher changes.
- Letting pupils know when there's going to be a change of tutor is possible.

## ANY OTHER COMMENTS

### Parent/carers:

- I would like to say huge thanks, to Surrey Online staff, specially Sarah Simpson, for attention, support and help at the very difficult time to our family.
- Just Liz is tremendous and has made a gigantic difference to us.
- Our daughter's confidence in learning has grown with SOS. It's been a beacon of light this past year.
- Thank you from the bottom of our hearts

- Whilst I understand surrey online school was the only alternative education facility available to my child, it wasn't right for him and therefore has missed out on the education and support that he required

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