



BRITISH INTERNATIONAL SCHOOL
OF HOUSTON
A NORD ANGLIA EDUCATION SCHOOL

2023 – 2024 PTO SURVEY

Pride Unity Respect





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The PTO Survey

Key themes included questions / comments around:

- Pricing of concessions & events
- Concession food quality
- Alternative events or event times

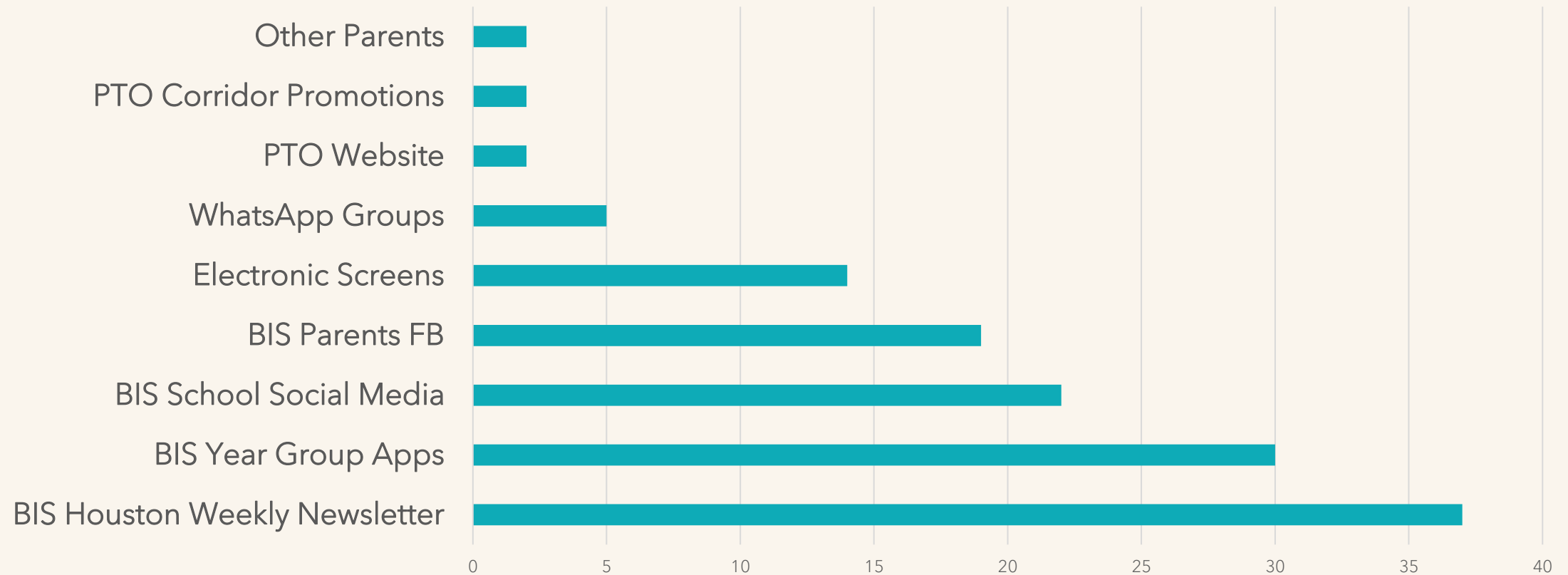
The PTO will look into these issues and seek to improve them.

Some actions – like moving Summer Fayre to Spring – would need school approval and be planned for the next school year due to the calendar process.



How Parents Heard About the PTO

46 Respondents Chose Multiple Options





How Can We Improve Our Communication? (1)

- Provide a satisfaction survey after each event
- Mass communications over so many year groups are not good for all items
- More incentive for kids to volunteer and earlier communication to school
- I found that the PTO links in emails frequently didn't work, so fixing that would be an improvement.
- WhatsApp group is more convenient
- Maybe the pto staff can go to the classes and introduce each one and tell to the students which is the role that you have
- I think your communication is very clear.



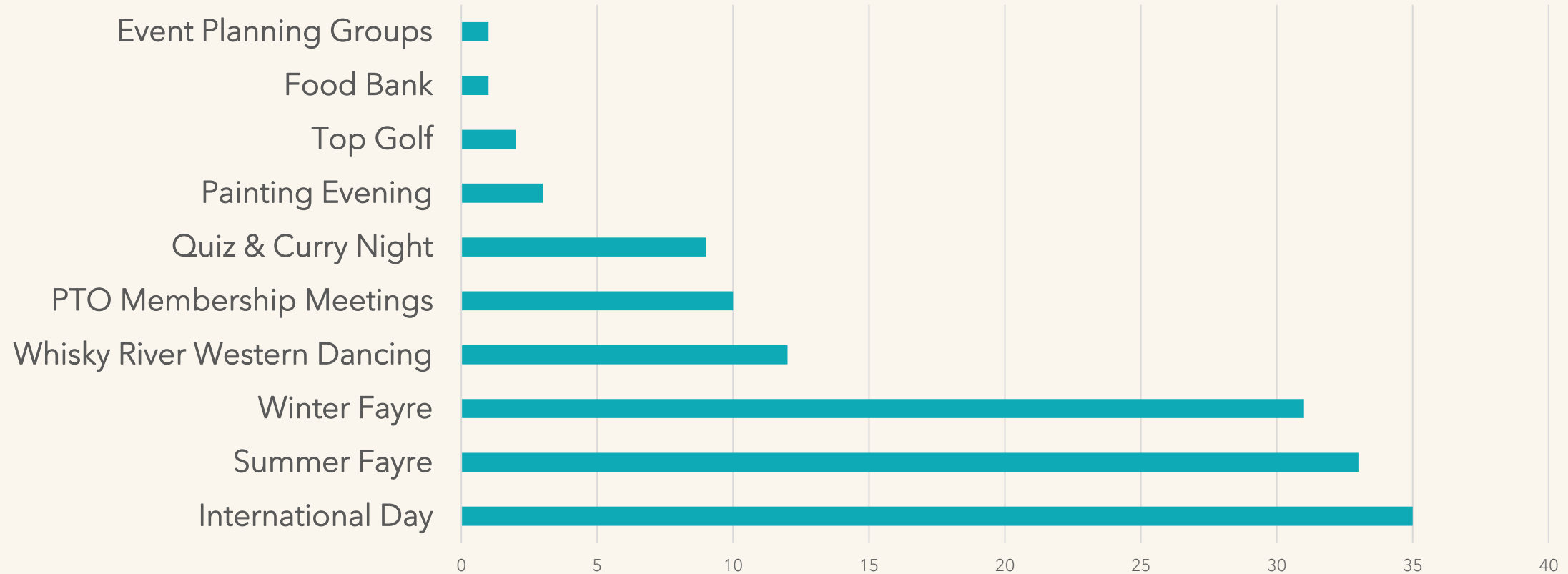
How Can We Improve Our Communication?(2)

- Send all events in calendar invite .ics so we don't each have to convert them for every single event
- Try to condense it
- I think you don't need improvement
- The electronic boards work very well in my opinion along with updates on the Parents chat groups from the Year Reps. I am not confident that the majority of parents read the weekly newsletter & if they do likely don't make it all the way to the bottom.
- Not all events were provided information about on the year group app. There seems to be too many places where some pieces are shared. Also I had too many questions about some events as being my first year and not enough answers on the communications and had to ask parents around.



Which events have you attended?

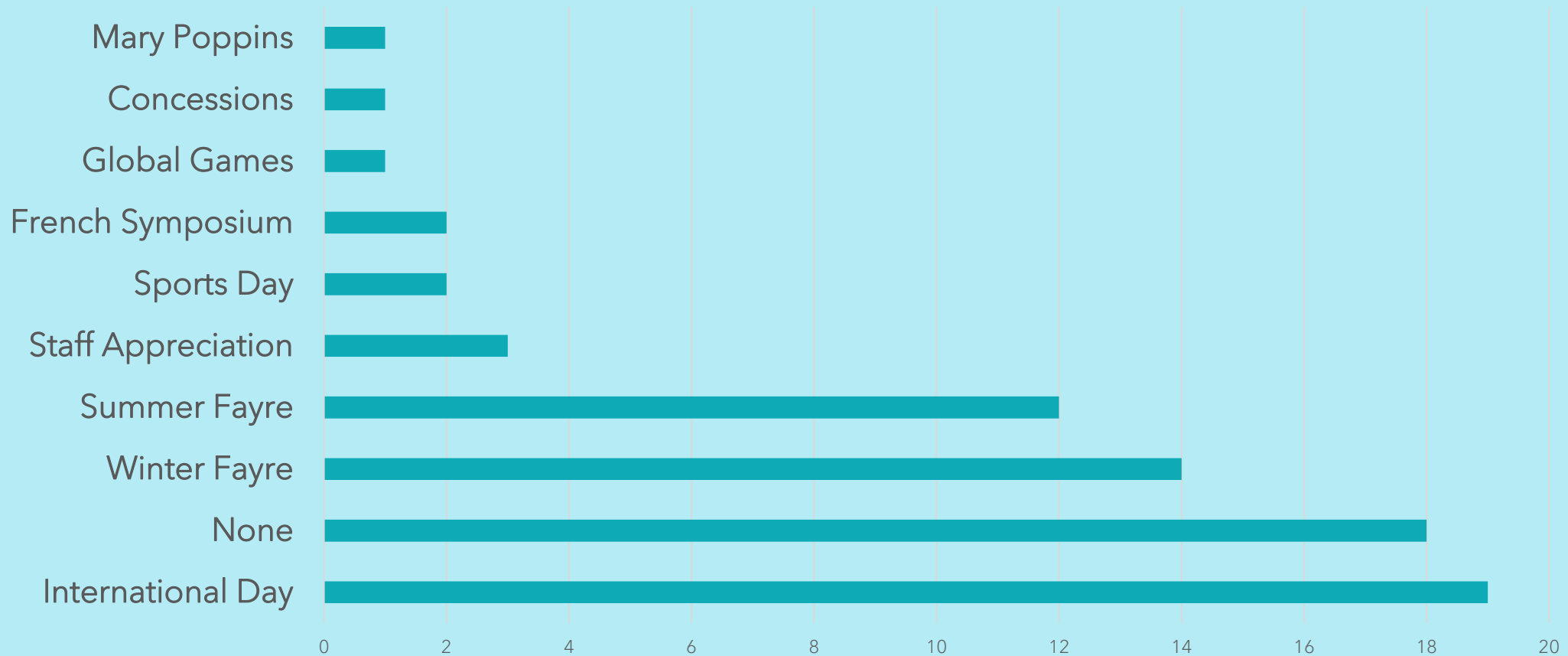
Which events have you attended? Multiple selections were allowed.





For which events have you volunteered?

Where Respondents Volunteered; Multiple Selections Allowed

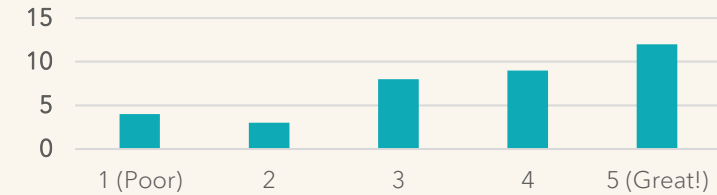




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Please rate the Winter Fayre.
Average is 3.6



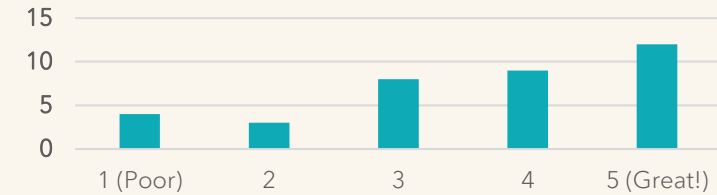
- Wasn't able to attend
- It was good to see stalls of Local business. There was plenty for the children to do. Corridors were too busy and no food on offer other than the coffee shop that ran out of items and over priced.
- Selection of vendors, activities, it's a great event!
- It was too much!
- Maybe make a primary and a secondaire version on two different days with age appropriate activities
- Not for secondary age
- So much to do
- Music would be festive ?
- I think you can offer different activities every year to



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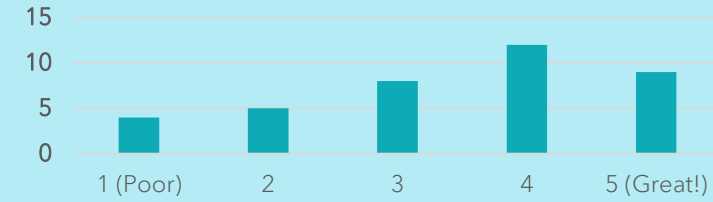
Please rate the Winter Fayre.
Average is 3.6



- Aimed at younger children.
- Everything was wonderful
- Every event is always pricey
- Great event
- There never seems to be enough interesting to do. (For the upper years here's nothing)
- More vendors and food options
- More stalls for Christmas shopping and more to attract teens
- The mix of internally organized options was good. A lot to keep the younger kids happy & occupied. There was also a good mix of different external vendors for adults and older kids to look at & make purchases. The Santa experience was a popular one.
- I understand the multicultural spectrum of our community, but it lacks of a Christmas vibe
- No prior communication on the need for tickets and activities.



Please rate the Summer Fayre.
Average is 3.4

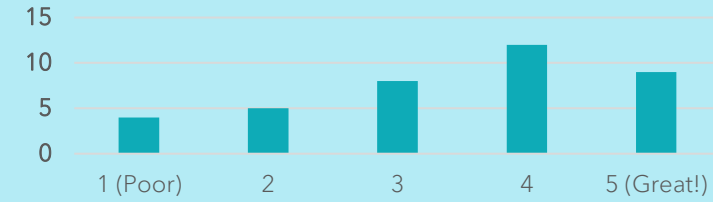


- Need volunteer and student volunteer safety briefing and if empty spots in volunteer areas we need to figure out how to increase numbers
- It was more spacious. Our children and their friends loved it. I did feel like it was overpriced, wrist bands should stay at one price until the day of. This helps families who work and don't know if they can attend until closer to the day. The deadline dates on the sale wrist bands wasn't clear and still showed sale price on the website until the day off. 4 tokens for one slice of small pizza.
- Very hot! Too close to end of year. Loved the water slides
- Too loud! The games were stupid
- There should be a possibility for parents to buy drinks, etc, indepently of tickets. Also, we need somewhere to "cool" when the weather is hot. Put some water mist for parents in the gazebos. If the kids are old, you can stay inside the building, but when the kids are little, the parents need to keep an eye on them. Parents are scared to leave their kids outside. Many parents struggled with the heat.



Comments & suggestions for Summer Fayre (2)

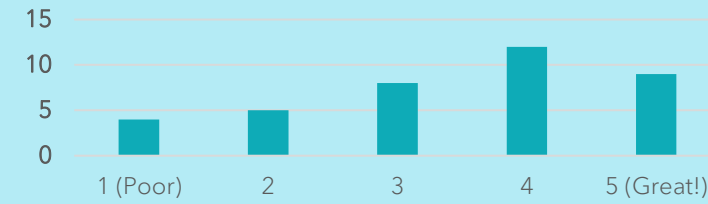
Please rate the Summer Fayre.
Average is 3.4



- Maybe make a primary and a secondaire version on two different days with age appropriate activities
- Not for secondary age
- Long lines. Cost was not flexible
- More games for the kids
- Better than previous years and lots under cover. Snow cone queue could have more people next time and some free activities for the kids as it felt rather over priced. Nice to have a range of options to suit everyone perhaps
- Vendors should be able to accept cash if you run out of tickets
- The bracelet and ticket was expensive and nobody control nothing about the bracelet or tickets like face painting
- Aimed at primary children.
- The only think I do not like is the hot. Is nothing to be with PTO or School is only the way our city is
- It was too hot and every event is always pricey
- I miss the grill station. I was not much impressed by pizza or Cane restaurante. I really enjoyed burgers and hot dogs made in front of us
- Should be moved to be a spring fayre, summer is way too hot



Please rate the Summer Fayre.
Average is 3.4

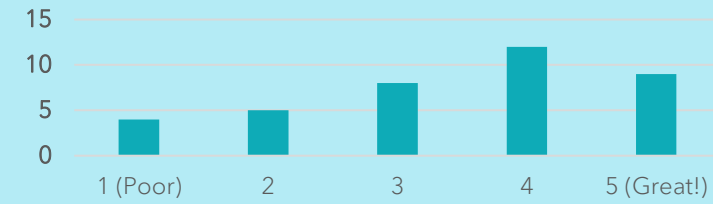


- The inflatable with water was great. Queues were too long for number of kids. Also not good for secondary years
- No checking of wrist bands. No shade, too hot, should have been a morning event. It was just too hot.
- Loved the splash element. Great event
- Summer Fayre was a blast! Maybe we should add canopy for the waiting line at the inflatables?\
- Only suitable for smaller families - disorganized - the ticket system is a poor choice
- There was too crowded near exit and a big line to ice cream. Not too much water activities as last year.
- The amount of inflatables offered was tremendous, you could tell the kids loved them. There were however obvious staffing / supervising issues at the beginning. Basically not enough bodies to cover all the inflatables safely.
- It was very fun for children of all ages. Food choices can be better.
- Too many outdoor activities. It was hot. Not enough pizza.



Comments & suggestions for Summer Fayre (4)

Please rate the Summer Fayre.
Average is 3.4



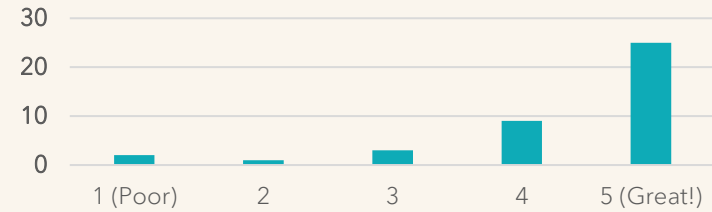
- The amount of inflatables offered was tremendous, you could tell the kids loved them. There were however obvious staffing / supervising issues at the beginning. Basically not enough bodies to cover all the inflatables safely. Given that the event was clearly advertised as providing safety people to supervise, as opposed to parents being fully responsible, this was poor. There was also a water issue that delayed opening half the inflatables, it needed to be turned on by the school. The gentlemen from the inflatable company had only the main school number which was going to voice mail. Perhaps he could have been given a cell number for one of the key organizers so that any issues like that could have been flagged quickly & dealt with. The ice cream stand was a great idea, I am sure it went down well given the heat. The DJ providing the music was a fun touch but the volume was off the charts! Like ear bleeding loud. Was it due to the location, sound being held in because the speakers were under the covered area? I did have two comments made to me, separately, on the music being too loud. I do also think the pricing of the concessions, sold by the PTO, needs to be looked at. I feel they are a bit too high. Almost to the point it feels a bit mercenary. I understand the desire to make a profit but surely not at the expense of having parents feel ripped off. I do believe the event was enjoyed by all that attended and these large events are always a challenge to staff with volunteers. I do believe very strongly however that if it is apparent that there are not going to be enough adult bodies to create a safe environment (volunteers sign up in advance so numbers can be checked prior to the event running) and it can not be remedied then adjustments to what is available, in this case inflatables needs to be made. I appreciate the change of date may also have impacted volunteer numbers.



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Comments & suggestions for International Day(1)

Please rate International Day.
Average is 4.3



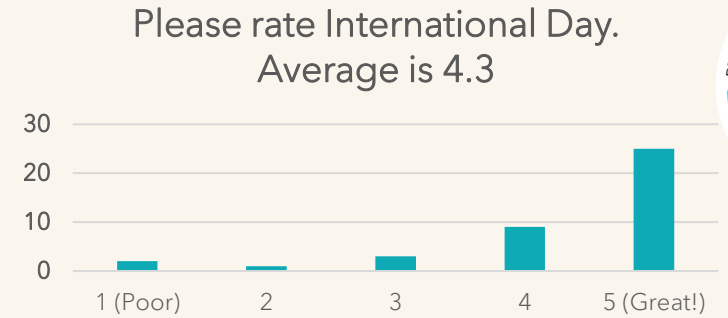
- I wish that school will encourage the students participate in the event, not only in the final assembly at the end of the event.
- Much of the offerings were great but they were poorly laid out and lacked the ability to enjoy. The end seemed totally out of the schedule sent
- More space
- It was a fantastic event. Great organization and pretty good participation in general. I think it was a total success.
- Love international day and always will. Unfortunately this year there wasn't enough food and items for all year groups. Some year groups didn't get the chance to experience everything.
- It's a great day but not enough time for the kids to visit each stall and really understand about the countries. So much work is put in and it's great



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Comments & suggestions for International Day(2)

- Lovely to see the huge cultural variety of the school
- Truly amazing and inspirational
- It's awesome. Keep it up
- Love this day
- Is a lovely idea
- Not enough time for the children to experience everything there is on offer. No enough time to eat the food. Too rushed for the incredible effort parents put in.
- Excellent
- when there was assembly, it was very crowded and couldn't see anything
- Incredible display of nationalities. Like the focus on a few
- More screens to hang flags etc on
- International Day is always amazing!

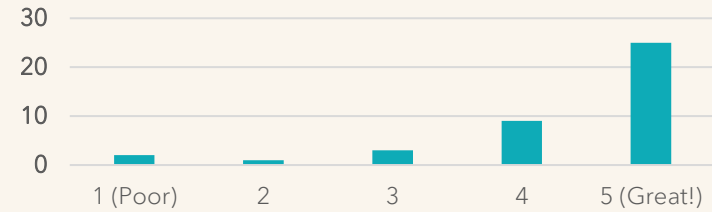




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Comments & suggestions for International Day(3)

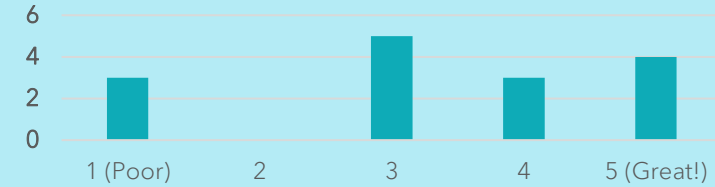
Please rate International Day.
Average is 4.3



- I was unable to attend myself but the feedback from other parents who did was extremely positive. Mentions of lots of effort clearly having been made by those running & putting together the country tables. I look forward to coming along to next years.
- The display was amazing, but felt that lost its essence in a way. Too many competition, expensive for some countries that demanded economic participation to their nationals. Some families share two or three nationalities, and they have the option to rotate their support if desired. Do not need to force participation or include nationals that have not expressed their willingness to participate in one country that year.
- The celebration is wonderful but they're should be some rules about how much money is spent so the purpose is not lost. It should be a parent and children led event without the need of so many external and expensive additions. Simplicity is key. It's about sharing our cultures, food, countries, from our own perspective.



Rate Quiz & Curry Night.
Average is 3.3



- Didn't get to go as the baby sitting only went to age 9. Hope to go next year
- One cuisine restricts those who can't eat this
- I didn't participate
- Quiz whistle was awful. Not enough questions - the usual British quiz format is much better than that.
- The questions were a bit odd this year. Especially those about teacher preferences. Otherwise fun night.
- It was great fun!. Reserving a table was a great idea. Much fun was had on our table. I have recommended this night to quite a few parents new and old who haven't been.
- Had fun. It was a fun night. Good was ok



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Comments & suggestions for Whisky River Western Dancing

- Did not attend
- The dance was not line dance
- More often!
- Not for me
- Good idea
- So fun!

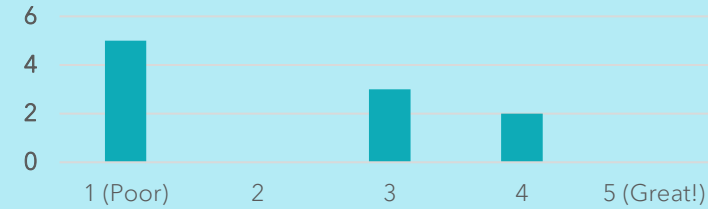




Comments & suggestions for Top Golf

- Did not attend
- Not great for large groups who don't know each other really imho
- Didn't go - too expensive.
- We didn't even know about this event
- Poorly budgeted - if you had done the sums at the start you would have realized it was not a viable option - obviously someone wanted to paly golf - but did not want to listen to the market place
- The organizer of the event did a good job of informing everyone coming of where they were to go and what was included. Fun event .

Rate the Top Golf Event.
Average is 2.2

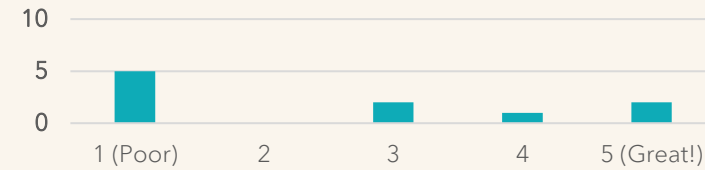




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Rate the Painting Evening.
Average is 2.5



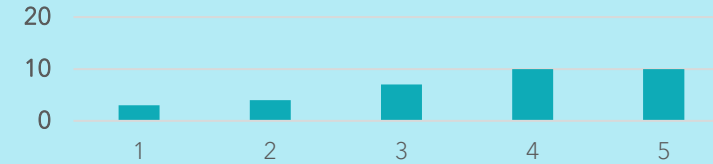
Comments & suggestions for the Painting Event

- Did not attend
- Very niche
- Didn't go - not my cup of tea but did sound lovely.
- Love it
- Could you try and put some sophisticated fun into something?- or speak to the wealth of international communities we have and find out what they do - rather than mimic England
- I am very sorry that didn't participate in this



Comments & suggestions for Future Fund (1)

Rate Future Fund.
Average is 3.6

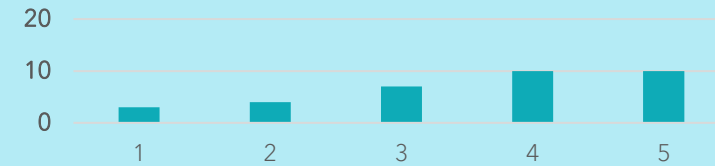


- Hard to answer - they tell us all so little about it
- The costs are high
- It's been great so far
- Wasn't really sure I donated to the right group and then the parent reps couldn't confirm they'd received
- Difficult to find
- It's easy to use. But I suggest asking one fund for whole year and not on various occasions.
- I like it
- Is ok
- It's a bit confusing to get started with.
- No problem with that system
- New parents don't have enough information about it



Comments & suggestions for Future Fund (2)

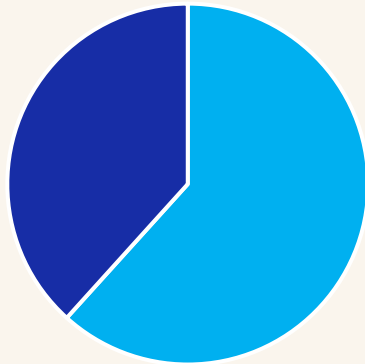
Rate Future Fund.
Average is 3.6



- Great concept. Always difficult to get all parents to contribute. Would be great to get more parents onboard to keep it fair
- As a reps, we don't have access to the money raised. FF also suffers severe weird bugs.
- I will not give money again - most expensive donation I have ever made - as my children got NOTHING back for it!
- It's easy and quickly. But many parents don't remember if they donated or not and how much.
- Straight forward to use. No issues
- Easy to use
- I think it was great but would be good to know how much money was on my year group and if there was a need for more donations. I wasn't sure if they had enough money for events or not and maybe lacked. It felt other year groups had more activities and money.



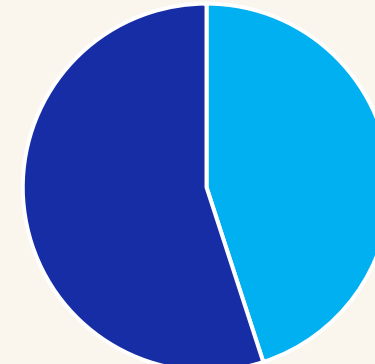
Do you know where the Used Uniform Shop is?



■ Yes ■ No

- However, would it be better to have a section of used uniform within the Bulldogs Retail Store?
- After Servane left, I kind of lost track of it, because of the timing.

Have you bought anything from the shop?



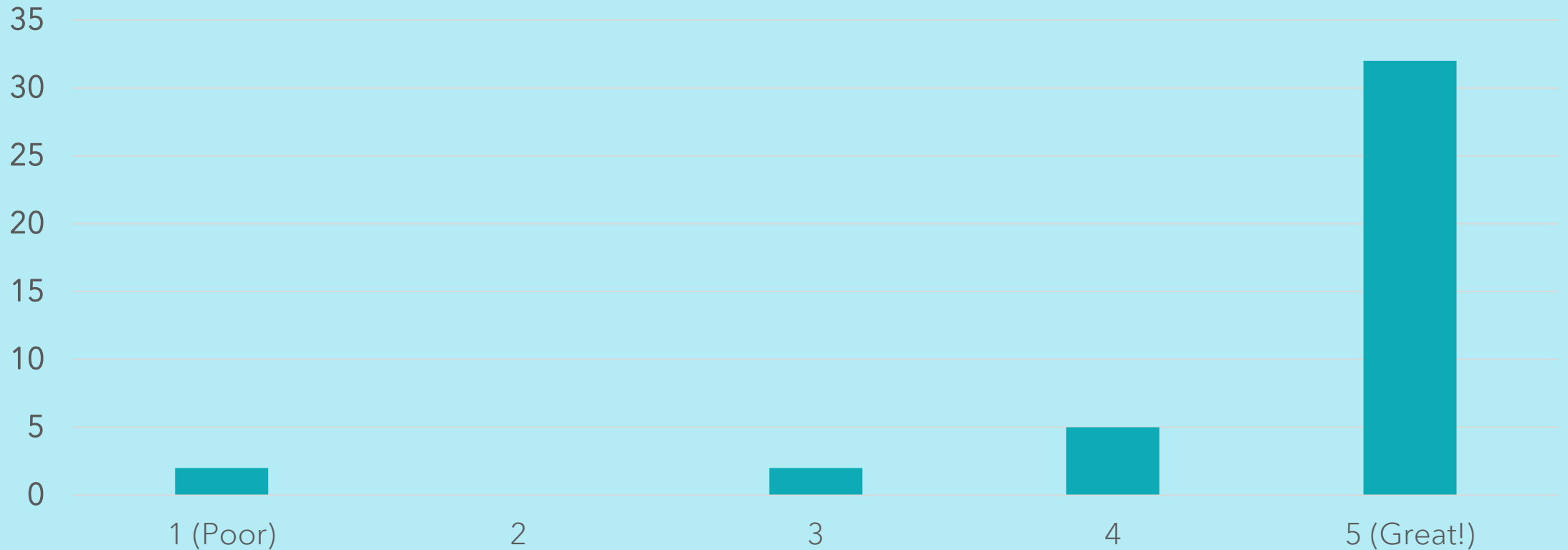
■ Yes ■ No

- Child is year 12 so not needed
- Why were you calling for people to check the lost property prior to the sale, even though you had already packed up all items for the sale?



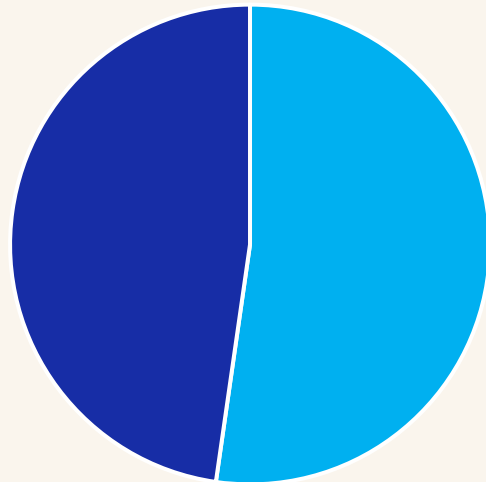
How satisfied are you with the methods of payment offered by the PTO?

Rate your satisfaction with the range of payment options offered by the PTO. 1 (Poor) 2 3 4 5 (Great!)
Average is 4.6



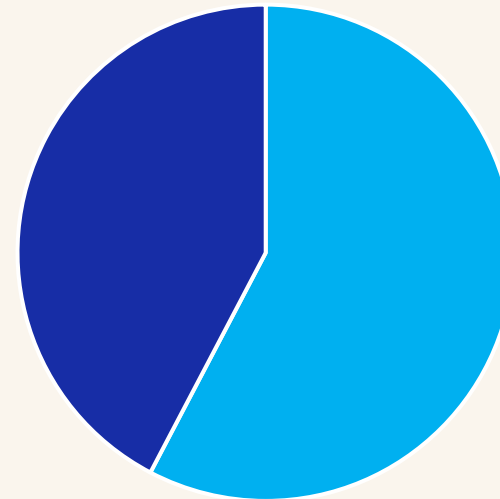


Did you know about the PTO's passive sources of income?



■ Yes ■ No

Have you bought any concessions during any school events?



■ Yes ■ No



Please tell us what you liked/didn't like about the concessions. (1)

- Good prices
- Parents pay lots for school etc and summer fayre tickets are also pricey. Concessions should be cheaper. A soda should be one dollar not two
- It was great
- Too long queue, so much trash! Use more reusable cups, plates
- There was expired packaged food (veggies puffs) this summer fayre at the concessions. I understand it was an accident, but it's an important thing to pay attention.
- Over priced at times - is it a social or a fund raiser ? It wld be nice to have socials sometimes that are based on covering costs only



Please tell us what you liked/didn't like about the concessions. (2)

- I liked
- Food at sports day was weird - kids didn't know when they could go, when they could take money, not enough time to eat etc
- None event should cost parents money or time, if they cost they shouldn't be made
- there is a lot of chips and candies that contain very unhealthy dyes. there are a lot of other choices to replace Takis or sour patches for example
- That you can pay with credit card. Would like more options that aren't 100% junk.
- Types. More variety should have been good
- Great selection and prices
- Price are very good. Would it be possible to sell fruits or is it too complicated (keep cold, etc.)?
- It would be great to have more healthy food
- A little too expensive. I understand that part of the point, after offering snacks & drinks as a nice addition to events, is to make some profit but how much of a profit should that be? Probably not as much as it is currently making. A captive audience can end up feeling a bit ripped of



Please tell us what you liked/didn't like about the concessions. (3)

- Food/snack selection is very poor. A healthier approach should be ideal in parallel with all the efforts schools does on providing nurturing and healthy options.
- I would welcome focus on less junk food.
- It was ok. I think it lacked some variety like pizza or other hot food.



Other Comments & Suggestions (1)

- I think that you all do a wonderful job. Thank you.
- The PTO are fabulous and do a great job, thank you!
- The PTO is doing a wonderful job! I am always happy to help but I would never commit to PTO because it's too much for me (might be a cultural thing). The events are too big and too much effort, could include the kids more.
- Keep up the good work!
- On behalf of my family, I want to extend our deepest gratitude for your unwavering dedication and hard work throughout the year. Your tireless efforts have made an incredible impact on us, and many other students and families! Thanks for organizing so many engaging events to ensuring the kids have a truly enriched educational environment. Your commitment and enthusiasm are truly inspiring. Thank you for making a difference and for being such an integral part of the school community. We look forward to volunteer next year!



Other Comments & Suggestions (2)

- It would be good if PTO polled ideas for neighborhood events rather than a few people decide for all. Polling is simple and means the PTO is responsive to parent majority rather than the PTOs members preferences
- I what to talk about rep parent classes . I think that every year have to be a different parents and not every year the same one
- Your time is very much appreciated! Thank you for all you do. I'd love to see a welcome back Fayre - late September when the weather is nicer. By the winter Fayre we are all busy and the summer one is super hot. Something to get new and old families mixing much earlier in the year would be good.
- You are going above and beyond thanks a lot For your hard work
- Thank you for all the hard work you are doing! it is always fun to attend the events
- Send events in .ics format, working parents cannot stress how helpful it would be to help keep track of events.
- Sports day was also great. The nuisance of trying to get everyone to use the school app is a waste. Many people simply get their info from the WhatsApp groups.



Other Comments & Suggestions (3)

- The on going activities for the kids to feel part of the school community seem to be limited. Would love to see an intermural house games happening for all years in multiple sports
- Maybe a carnival might be a good event during spring evening with funnel cakes and popcorns and little rides or show
- Pto you have been amazing this year. So many events and such a presence in the school. Super grateful for all your efforts. Love the back to school coffees and think more of these would be popular especially for newbies
- You guys rock! Only "complaints" for me is about FF (and as a reps)



Other Comments & Suggestions (4)

- I personally have had an overwhelmingly positive experience being a part of the PTO & the wider BISH community. I do believe that we all need to remember that everyone who gives their time, for free, be it one hour here & there or numerous hours every week is valuable. We need to remember to treat & speak to one another kindly. The PTO runs on the time people are willingly to give up out of their busy lives. We need to try & make each volunteer experience a really positive one so that as many people as possible come back to do it again. They need to feel confident that they understand what they are supposed to be doing & that they know who to go to if they have an issue or a question. I don't think this is always the case. Things often feel very rushed, on occasion bordering on chaotic & new volunteers are just left to get on with it the best they can. This is not going to inspire people to volunteer next time. I know it's super hard to entice people to help, especially if they have never done so. It might be time well spent creating a group of willing PTO people to do some brainstorming on the issue. You never know what creative ideas people have unless you ask. Last comment is just to say thank you to all those who have given up their time to make all the above happen. It's not an easy task at all & sometimes very thankless.



Other Comments & Suggestions (5)

- There are times with so many events requiring volunteers at the same time.
- Great effort from the PTO lead team to do things differently.
- I think it is great to have the pto and there is a lot of things being done and I appreciate the effort and work done. I think it can be better on communication and inclusion of people outside the pto. I saw some meetings that were pto meetings and seemed to be open to everyone but didn't feel anyone other than pto members were allowed. I liked the parent coffees but those also seemed to stopped after the winter break.