

# South Derbyshire Music Centre

Summer 2015

## **Results of the Parent Questionnaire – 2015**

We recently invited you to complete a questionnaire to obtain your views about South Derbyshire Music Centre. Around 60% of parents responded, and the results are summarised below. They have provided us with some useful information which will shape our practice.

**Q1 : *I feel I can go into Centre at any time because I get such a nice welcome***

97% of all responses agreed with this statement; (60% strongly agreed).

**Q2 : *I really feel they know my child as an individual***

99% of parents confirmed that this is the case; (55% strongly agreed).

**Q3 : *I feel we are normally given sufficient notice for Centre activities and events***

96% of all responses agreed with this statement; (60% strongly agreed).

**Q4 : *Music Centre staff are approachable and sympathetic***

97% of responses agree' (67% strongly agreed).

**Q5 : *Teachers expect good behaviour***

100% of parents agreed with this statement; (59% strongly agreed).

**Q6 : *I read the emails from music centre and encourage my child to take note of what they say***

100% of parents agreed with this statement; (53% strongly agreed).

**Q7 : *I follow music centre information on the SDMC Facebook page***

21% strongly agreed; 21% agreed; 27% disagreed; 32% strongly disagreed.

**Q8 : *If you had the following options for when to pay your child's fees, which would be your preference?***

Pay annually: 5%; pay three times a year: 23%; pay five times a year: 71%

**Q9 : *If you had the following options for how to pay your child's fees, which would be your preference?***

Pay online: 64%; Continue to pay by cash or cheque: 36%

**Q10 : *Are you registered on the Giving Machine website, and if so, is SDMC a beneficiary?***

Yes: 16%; No: 84%

**Q11 : What aspects of music centre do you like most?**

A range of very positive comments were received, and **every single comment** has been made available to the Trustees, Ensemble Directors and Parent-Helpers.

Typical of the comments were variations on the following:

- The confidence the centre has given both my children.
- Vast opportunities that the centre offers.
- Well-organised
- Involvement of parents
- High quality of music, and high expectations of the conductors/tutors.
- Everybody is very helpful and friendly, and always have time to help.
- 'Can do' attitude of the players; they are willing to learn more and more each week.
- Choice of music – I think the vast majority of the music chosen is great.
- The very enjoyable concerts.
- Staff are really good at trying to find a solution.
- The welcome; the care and attention you give to all the children.
- The support given to the ones who don't always find things so easy.
- JP satellite is close and very convenient.
- The fact that Sue knows everyone's name.
- Old kids really help the younger ones.
- Everything – from entering to leaving.
- Good value!

**Q11 : Do you have any suggestions for improvement in the music centre?**

Again, a range of helpful comments were received, and **every single comment** has been made available to the Trustees, Ensemble Directors and Parent-Helpers.

Typical of the comments were variations on the following:

- *Consider timing of the evening concerts when parents are working.*
- *Introduce an intermediate band.*
- *More positive feedback when they get things right.*
- *More involvement of professional musicians to talk about opportunities in music.*
- *Feedback after auditions, when moving from one group to the next.*
- *More help for new members/parents in understanding the procedures.*
- *More activities at the satellite venue.*
- *More music that the children know.*
- *Encouraging some of the senior players to work alongside some of the less experienced players in an informal mentoring role.*
- *Some of the concerts finish too late.*
- *Some healthier options at the Tuck Shop.*
- *Group music theory lessons.*
- *None (the overwhelming response!)*

**Thank you** for taking time to complete the questionnaire. We have found the responses extremely supportive and helpful. Please remember that you can talk to us at any time about any aspect of SDMC – you don't have to wait for the next questionnaire!