



PRE CONNECT

CONNECTING FAMILIES, FEEDBACK & FORWARD ACTION



October 2025



MR JAMES MCDONALD
PRINCIPAL CEO

DEAR WESGREEN COMMUNITY,

THANK YOU FOR SHARING YOUR THOUGHTS THROUGH OUR RECENT WEBINARS, WORKSHOPS, AND SCHOOL EVENTS.

YOUR FEEDBACK IS MORE THAN JUST DATA—IT'S A REFLECTION OF OUR SHARED HOPES FOR WHAT EDUCATION SHOULD BE. IT HIGHLIGHTS THE STRENGTHS WE CELEBRATE TOGETHER AND THE AREAS WHERE WE CAN GROW EVEN FURTHER.

AT WESGREEN INTERNATIONAL SCHOOL, WE ARE NOT ONLY BUILDING STRONG FOUNDATIONS FOR LEARNING TODAY BUT ALSO SHAPING THE SKILLS, VALUES, AND MINDSETS THAT WILL PREPARE OUR STUDENTS FOR TOMORROW. YOUR INPUT HELPS GUIDE OUR PRIORITIES AND ENSURES THAT EVERY DECISION WE MAKE KEEPS CHILDREN AT THE HEART OF ALL WE DO.

WE ARE DEEPLY GRATEFUL FOR THE TRUST YOU PLACE IN US AND FOR YOUR ACTIVE PARTNERSHIP IN THIS JOURNEY. TOGETHER, WE ARE CREATING A VIBRANT, INCLUSIVE, AND FORWARD-LOOKING SCHOOL COMMUNITY WHERE EVERY STUDENT HAS THE OPPORTUNITY TO SHINE.

ENCLOSED YOU WILL FIND A SUMMARY OF THE PARENTS SURVEY ANALYSIS, OUTLINING THE KEY INSIGHTS GATHERED.

THANK YOU ONCE AGAIN FOR YOUR ENCOURAGEMENT AND COLLABORATION. WITH YOUR CONTINUED SUPPORT, WE ARE EXCITED TO TAKE THE NEXT STEPS IN OUR JOURNEY TOWARDS EXCELLENCE.

WHAT IS WORKING WELL



POSITIVE ENVIRONMENT & STUDENT HAPPINESS

FEEDBACK FREQUENTLY HIGHLIGHTS THAT STUDENTS FEEL HAPPY, COMFORTABLE, AND POSITIVE ABOUT THEIR START TO THE SCHOOL YEAR.

ENGAGING PARENT WORKSHOPS

OUR RECENT PARENT WORKSHOPS HAVE BEEN EXTREMELY WELL RECEIVED. THANK YOU FOR YOUR APPRECIATION OF THE CLEAR AND ENGAGING PRESENTATIONS THAT SUPPORTED YOUR UNDERSTANDING OF OUR CURRICULUM, SAFEGUARDING, WELFARE, AND BEHAVIOUR POLICIES.



EFFECTIVE INDUCTION FOR NEW STUDENTS

MANY PARENTS HAVE SHARED THAT THEIR CHILDREN HAVE SETTLED QUICKLY INTO SCHOOL ROUTINES AND CLASSES, WITH TRANSITIONS MANAGED SMOOTHLY AND EFFECTIVELY.

STRONG COMMUNICATION

PARENTS FEEL SUPPORTED AND REASSURED BY CONSISTENT COMMUNICATION FROM CLASS TEACHERS AND TUTORS, INCLUDING PROACTIVE CHECK-INS AND TIMELY FOLLOW-UPS THAT BUILD STRONG HOME-SCHOOL PARTNERSHIPS.

SCHOOL BUILDING UPGRADES

WE'VE ALSO MADE SIGNIFICANT UPGRADES TO OUR SCHOOL FACILITIES TO ENHANCE THE LEARNING ENVIRONMENT. FROM REFRESHED CLASSROOMS AND IMPROVED OUTDOOR SPACES TO UPGRADED TECHNOLOGY AND SAFETY FEATURES, THESE ENHANCEMENTS ARE DESIGNED TO SUPPORT BOTH ACADEMIC EXCELLENCE AND STUDENT WELLBEING.



ACADEMIC OUTCOMES

WE ARE PROUD TO SEE CONTINUED PROGRESS IN ACADEMIC ACHIEVEMENT ACROSS KEY STAGES. OUR STUDENTS ARE DEMONSTRATING STRONG OUTCOMES IN CORE SUBJECTS, AND WE REMAIN COMMITTED TO SUPPORTING EVERY LEARNER TO REACH THEIR FULL POTENTIAL. THESE RESULTS REFLECT THE DEDICATION OF OUR STAFF AND THE SUPPORT OF OUR FAMILIES.

**WE'RE LISTENING BECAUSE YOU
MATTER!**



PRIMARY SCHOOL

Your Feedback

TRAFFIC OUTSIDE IS CONGESTED

**THERE'S TOO MUCH
INFORMATION**

**YOU ASKED FOR MORE
INFORMATION ON OUR
CURRICULUM**

**YOU WANTED TO BE INVOLVED IN
YOUR CHILD'S LEARNING**

Our Response

**WE OPENED OUR GATE AT 6:40AM TO
ALLOW PARENT WAITING AREA**

**WE STREAMLINED OUR
NEWSLETTER SO MOST OF OUR
COMMUNICATION IS SHARED ON A
THURSDAY IN A CENTRAL LOCATION**

**WE HAVE HOSTED MORE ONLINE
PARENT EVENTS TO EXPLAIN BY
SUBJECT HOW WE TEACH AT WGP**

**WE HAVE TAILORED OUR PARENT
ENGAGEMENT EVENTS TO ALLOW
YOU TO INTERACT IN THE LEARNING
WITH YOUR CHILD**



**WE'RE LISTENING BECAUSE YOU
MATTER!**



SECONDARY SCHOOL

Your Feedback

**HOMEWORK AND CLASS
RESOURCES: TO ENSURE THAT
THESE RESOURCES WERE ADDED
IN A CENTRAL PLACE AND WITH
MORE CONSISTENCY.**

**BATHROOM ENVIRONMENT:
FIXING THE BATHROOM
DOORS AND ENSURING
CLEANINESS**

**TRIPS: FROM 2024-25, MORE
OPPORTUNITIES FOR STUDENTS
TO HAVE EDUCATIONAL TRIPS
ABROAD.**

**SUPERVISION: DURING LUNCH AND
BREAK COVERING A GREATER
AMOUNT OF RECREATIONAL
AREAS.**

Our Response

ADDED TO GO 4 SCHOOLS REGULARLY

**MAINTAINANCE ON BATHROOM TO
IMPROVE ENVIRONMENT - REGULAR
CHECKS BY SLT AND SUPPORT
STAFF TO ENSURE SAFE CLEAN
ENVIRONMENT**

**TWO INTERNATIONAL TRIPS THIS
YEAR**

**MORE STAFF ALLOCATED TO
SUPERVISION DURING LUNCH AND
BREAK.**



**WE'RE LISTENING BECAUSE YOU
MATTER!**



ARABIC AND ISLAMIC

Your Feedback

**HOMEWORK AND CLASS RESOURCES:
TO ENSURE THAT THESE RESOURCES
WERE ADDED IN A CENTRAL PLACE
AND WITH MORE CONSISTENCY.**

**ARABIC IS A DIFFICULT LANGUAGE, MAINLY
FOR THE NON-ARABIC SPEAKERS, WHO
HAVE NEVER LEARNED ARABIC BEFOR.**

**SUPPORTING QUR'AN AND ISLAMIC
AWARENESS.**

**ENRICHING TEACHING AND
LEARNING.**

Our Response

**WE SEND IT THROUGH EMAILS WEEKLY.
FROM NOW ON, IT WILL BE ADDED TO
GO4SCHOOLS REGULARLY. IT IS DONE
THROUGH LINK IN PRIMARY.**

**WE HAVE CREATED A LEARNING ENVIRNOMENT
DEPENDS ON LEVELS. WHERE STUDENTS SIT AS
PER THERE LEVEL AND YEARS OF STUDYING.
THIS STEP HAS PARTICIPATED IN MAKING IT
EASIER TO ADDRESSS THE GAP AMONG STUDENTS
IN CLASSES.**

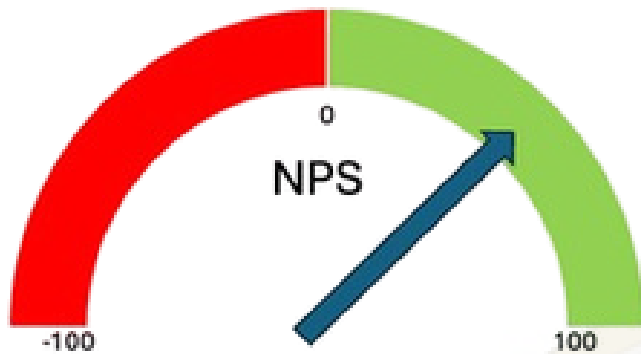
**WE HAVE LAUNCED MORNING QUR'AN
RECITATION CLUB IN PRIMARY AND
SECONDARY. THIS CAN HELP IN IMPROVING
RECITATION AND MEMORISATION SKILLS.
BESIDES, RAISING THE ISLAMIC AWARENESS.**

**CPD (INTERNAL AND EXTERNAL TRAININGS AND
WORKSHOPS) IS BEING CONDUCTED TO ADDRESS AREAS
NEED TO BE EITHER IMPROVED OR ENRICHED TO MAKE IT
STRONGER AREAS OR EVEN TO MAKE IT BETTER SO FAR.
LAUNGING IT WORKSHOPS AND ONLINE PROGRAMMES TO
INTEGRATE MORE IT AND RECENT METHODOLOGIES AND
SAFE RECOMMENDED AI PLATFORMS.**

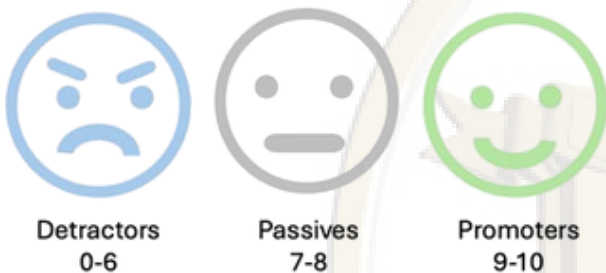
UNDERSTANDING PARENT SATISFACTION RATINGS

NEW PARENTS WILL SHORTLY BE ASKED COMPLETE A GEMS NPS SURVEY. HERE IS SOME GUIDANCE ON WHAT

THIS MEANS:



THE NPS MEASURES PARENT SATISFACTION AND LOYALTY. ANY SCORE ABOVE 0 IS CONSIDERED GOOD, AS IT INDICATES MORE PROMOTERS THAN DETRACTORS. A SCORE OF +46 IS A GOOD RANGE TO BE IN, THOUGH WE ALWAYS STRIVE FOR IMPROVEMENT.



WE MEASURE PARENTS SATISFACTION USING THE NET PROMOTER SCORE (NPS), WHICH CATEGORISES FEEDBACK INTO DETRACTORS (0-6), PASSIVES (7-8), AND PROMOTERS (9-10).

WHY YOUR NPS SCORE MATTERS

IN OUR NPS (NET PROMOTER SCORE) SURVEY, A SCORE OF 9 OR 10 IS MORE THAN JUST A NUMBER—IT'S A STRONG SIGNAL THAT WE'RE ON THE RIGHT TRACK. IT TELLS US THAT YOU BELIEVE IN THE DIRECTION WE'RE HEADING AND TRUST US TO CONTINUE IMPROVING AND SUPPORTING YOUR CHILD'S EDUCATION. THIS IS YOUR CHILD'S SCHOOL; WE NEED YOUR SUPPORT TO MAKE IT BETTER.

LOOK AT WHAT WE'VE ACCOMPLISHED:

- RECORD-BREAKING GCSE AND A LEVEL RESULTS – IN LINE WITH THE HIGHEST PERFORMING SCHOOLS IN THE UAE AND AROUND THE WORLD
- OVER 85% OF STUDENTS EXCEEDING EXPECTED PROGRESS IN ENGLISH, MATHS, AND SCIENCE
- 142 PARAMETER IMPROVEMENTS ACROSS TWO SPEA INSPECTIONS
- TES INTERNATIONAL AWARD WINNER FOR WELLBEING IN SCHOOL
- BSO ACCREDITED
- HMC ACCREDITED SCHOOL
- HOME TO SHARJAH'S FIRST FARM AND FOREST SCHOOL
- INTRODUCTION OF CODING AND PROGRAMMING TO THE CURRICULUM
- TOP SCHOOL FOR TIMSS AND PISA OUTCOMES IN SHARJAH

THESE MILESTONES ARE JUST A GLIMPSE OF THE EXCELLENCE WE CONTINUE TO DELIVER.

ANYTHING BELOW A 9, HOWEVER, IS CONSIDERED A DETRACTOR. IT CAN NEGATIVELY IMPACT OUR ABILITY TO MOVE FORWARD WITH THE EXCITING PLANS WE HAVE FOR THE SCHOOL. JUST LIKE LAST YEAR, WE'RE AIMING HIGH—BECAUSE HIGH SCORES EMPOWER US TO INVEST IN BETTER RESOURCES, STRONGER PROGRAMS, AND A MORE ENRICHING LEARNING ENVIRONMENT FOR EVERY STUDENT.

YOUR FEEDBACK DRIVES OUR PROGRESS. LET'S KEEP PUSHING AHEAD TOGETHER.

YOUR VOICE, OUR COMMUNITY



MS LANA ABOU ZOULOF
PARENT RELATIONS EXECUTIVE

AT WESGREEN, WE BELIEVE THAT STRONG PARTNERSHIPS BETWEEN PARENTS, STUDENTS, AND STAFF CREATE THE FOUNDATION FOR A THRIVING COMMUNITY. AS YOUR PARENT RELATIONS EXECUTIVE, I AM COMMITTED TO NURTURING THIS CONNECTION EVERY STEP OF THE WAY.

DEAR PARENTS,

IT HAS BEEN A VERY EXCITING WEEK AT WESGREEN! WE ARE BUILDING UP TO OUR MUCH-ANTICIPATED PINK DAY CELEBRATIONS, AND THE ENERGY AROUND THE SCHOOL IS FANTASTIC. THIS WEEK, WE ALSO HOSTED A SUCCESSFUL UNIVERSITY FAIR, GIVING OUR OLDER STUDENTS A GLIMPSE INTO THEIR FUTURE ACADEMIC PATHS.

OUR YOUNGEST LEARNERS IN EYFS ADDED TO THE FUN BY COMING TO SCHOOL DRESSED AS THE PROFESSIONALS THEY ASPIRE TO BE WHEN THEY GROW UP. IT WAS HEARTWARMING TO SEE THEIR DREAMS COME TO LIFE THROUGH THEIR OUTFITS AND ENTHUSIASM.

I AM ALSO THRILLED TO SHARE WITH YOU MY VERY FIRST NEWSLETTER! THANK YOU FOR ALL THE VALUABLE FEEDBACK YOU'VE SHARED SO FAR. EVERY SIX WEEKS, I WILL UPDATE YOU ON WHAT YOU TOLD US AND THE ACTIONS WE'VE TAKEN AS A RESULT. I HOPE THIS ONGOING COMMUNICATION WILL STRENGTHEN THE BOND BETWEEN OUR SCHOOL AND THE WIDER WESGREEN COMMUNITY.

I HAVE PROUDLY WORKED AT WESGREEN FOR SIX YEARS AS THE PARENT RELATIONS EXECUTIVE. IT IS ALWAYS A PLEASURE TO HEAR YOUR THOUGHTS, AND I AM HONOURED TO BE YOUR VOICE WITHIN THE SCHOOL.

PLEASE FEEL FREE TO CONTACT ME ANY TIME AT PRE_WGP@GEMSEDU.COM