**Appendix 4**

**Evaluation of Improve Education Services Form**

Improve Education (IE) always aim to provide high quality services to the Shell Education Services Department and to Shell schools (including Shell-affiliated schools). To help us monitor our performance and make our work even better, please spend a few minutes completing this evaluation form and return it to us.

As a reminder, here are the principles that underline our work with you and something about the way in which the evaluation takes place.

**The Principles:**

* We accept that each school is rightly responsible for managing its own affairs at local level and is most able to be responsive to local need.
* We seek to work in partnership with the Shell Education Services Department and Shell schools at all times.
* We believe that the central purpose of Shell schools, and indeed all schools, is to maximise children’s learning. This involves developing, to the fullest, children’s intellectual, social, emotional and physical abilities.
* We believe that Shell schools should reflect the international dimension of the children they educate and provide opportunities for children to begin to develop an appreciation and understanding of international issues.
* We see our purpose as helping schools to develop more effective management, teaching and relationships with the community so that children’s learning can be maximised.

**The Evaluation**

Whenever we work directly with a school the purpose of the particular activity should be clear to everyone concerned. When the work is finished we ask the person who commissioned us (normally the head teacher or the HR Manager) to respond to what we have done. We ask you to comment particularly on the extent to which the activity matched what had been agreed. We also ask you to comment particularly on how we worked to meet the principles set out above.

We will use your comments to inform our own self-evaluation and to provide data to be included in our annual report to the Shell Education Services Department.

**Please complete the following information as fully as possible and return this form to IE as soon as possible.**

**A Background Information**

1 School:

2 Evaluation completed by:

3 Date of completion:

4 Who from the IE team worked with you on this activity?

5 Please give a brief description of the activity

6 When did the activity take place?

**B Evaluation**

7 Please rate your experience of the following aspects on a scale of 1 to 4 (with 4 being the highest)

7a How well did the activity match what was agreed beforehand?

 1 2 3 4

 What is the reason for your evaluation?

7b To what extent did we work within the principles set out above?

 1 2 3 4

 What is the reason for your evaluation?

7c How well did we demonstrate our understanding of the school’s context?

 1 2 3 4

 What is the reason for your evaluation?

8 What aspects of this activity pleased you most?

9 What lessons could IE, Shell Education Services and the school learn from this activity that would result in improved services in the future?

10 Any additional comments: