With regard to public-legal audits secondary schools received 52 deadlines to adopt measures and to remove detected deficiencies and in total 8 suggestions concerning problems in schools were submitted to regional authorities for further investigations; problems were most frequently caused by non-compliance with legal regulations concerning drawing money on the state budget. Further results of SSs in comparison with the data from other schools are included in B16c; the most frequent errors are to be found in Table B19b.

## Results of Inspection Activities on the Basis of Suggestions, Complaints and Petitions (Sec. 174 (4) of the Education Act)

Results of analyses of complaints and suggestions in secondary schools indicate a high satisfaction rate with the provision of education. Some incidents, which were later proved to be justified, were detected in 8.2% of SSs. In the past school year the CSI examined in total 117 complaints about SSs, but the total number of points included in such complaints was 207, of which 21.7% were assessed as justified. The most frequent problems were those concerning communication between the school and statutory representatives of pupils (parents). The whole analysis according to individual topics and types of schools is included in Table B15, where the data are compared with those of the previous year. Results demonstrate that the proportion of justified complaints is at the lowest level among all other types of schools in secondary schools.

**Overall Evaluation of Secondary Schools by the CSI in the School Year 2009/2010** The findings gathered from all inspections and some partial analyses of secondary education concentrated on six key areas of the effectiveness of schools. The achieved level of effectiveness is based on the summary evaluation of criteria and indicators characterising the given areas. Interpretation of selected characteristic features by the CSI is based on the comparison of the situation in secondary schools with requirements of the Education Act in terms of a four point inspection scale.

## Table 36

## Overall evaluation of secondary schools (309 SSs)

Key areas of evaluation		Proportion of schools in the achieved level of evaluation (%)			
		Α	В	C	D
Results of secondary schools					
K1	Satisfaction with provision of education	0.7	6.9	81.8	10.6
K2	Results of education	0.7	6.3	81.1	11.9
K3	Results of supportive innovative and preventive programmes	0.4	4.7	85.6	9.3
Prerequisites of secondary schools					
K4	Adherence to legal regulations and fulfilment of formal conditions	0.3	0.6	81.9	17.2
K5	Staffing material and financial prerequisites and effective organisation of education	0.3	4.1	83.5	12.1
K6	School systems (self-evaluation, internal audit, consultancy)	0.3	6.9	84.2	8.6

Key for individual levels of evaluation:

A Situation displays high risks which can lead to the removal of a school from the Register of Schools pursuant to the provisions of Sec. 150 of the Education Act.

B A school entity does not achieve a prescribed standard; identified risks can be corrected within the given deadline.

*C* A school entity achieves, within the given criterion, a typical regional or national standard prescribed for the same type of school and school facility.

D Activities of a school entity are in some areas above the standard or they are evaluated as an example of good practice (the scheme prepared by the Research Education Institute for examples of good practice was used).

