

WELFARE CHANNEL

One response triggered the welfare screen. The content was directed to the address recorded for the school's designated safeguarding lead at the point of submission. ETI360 does not receive, hold, or action safeguarding content. This report contains no safeguarding determination and no description of the matter.

The screen reads written answers submitted through this instrument. It is not a review of the trip, and it states no absence of concern.

All eight dimensions are placed into the three groups below by rule, and the rule is printed above each. Nothing is selected, promoted, or held back.

BELOW A RECORDED REFERENCE, OR CARRYING A THEME PRESENT IN THE PRIOR RUN

Communication with parents

BELOW PRE-TRIP EXPECTATION 4.0

▼ -0.4 ON THE PRIOR RUN

RATED 2 OR BELOW
4 of 22

3.1 n = 22

Off-grid notification: named by 16 of the 24 asked.

22 rated responses · expectation 4.0 recorded by ETI360 at assessment from communications plan — the update cadence committed pre-departure · prior-run mean 3.5, held by ETI360

Transport & logistics

BELOW PRE-TRIP EXPECTATION 3.9

FLAT ON THE PRIOR RUN

RATED 2 OR BELOW
7 of 40

3.4 n = 40

2 THEME KEYS PRESENT IN THE PRIOR RUN

Punctuality: named by 10 of the 42 asked, and present in the prior run. Journey length: named by 4 of the 42 asked, and present in the prior run.

40 rated responses · expectation 3.9 recorded by ETI360 at assessment from ARP — location exposure, plus the transport plan for each leg · prior-run mean 3.4, held by ETI360

Food & dietary needs

IN LINE WITH PRE-TRIP EXPECTATION 3.9

▲ +0.2 ON THE PRIOR RUN

RATED 2 OR BELOW
5 of 38

3.8 n = 38

1 THEME KEY PRESENT IN THE PRIOR RUN

Dietary requirements: named by 5 of the 40 asked, and present in the prior run.

38 rated responses · expectation 3.9 recorded by ETI360 at assessment from dietary register — the requirements declared before departure · prior-run mean 3.6, held by ETI360

AT OR ABOVE EVERY RECORDED REFERENCE

Supervision & safety **4.5** n = 40

IN LINE WITH PRE-TRIP EXPECTATION 4.4

▲ +0.3 ON THE PRIOR RUN

RATED 2 OR BELOW
0 of 40

Activity supervision: named by 3 of the 42 asked.

Accommodation **4.2** n = 22

IN LINE WITH PRE-TRIP EXPECTATION 4.0

▲ +0.6 ON THE PRIOR RUN

RATED 2 OR BELOW
0 of 22

Cleanliness: named by 6 of the 22 asked.

Educational value **4.7** n = 38

ABOVE PRE-TRIP EXPECTATION 4.2

FLAT ON THE PRIOR RUN

RATED 2 OR BELOW
0 of 38

Guiding quality: named by 14 of the 40 asked.

Wellbeing & pastoral care

IN LINE WITH PRE-TRIP EXPECTATION 4.1

FLAT ON THE PRIOR RUN

RATED 2 OR BELOW
3 of 38

4.0 n = 38

Altitude and fatigue: named by 5 of the 40 asked. Widest cohort gap in this set — parents 4.3 (n = 18) · students 3.6 (n = 16).

NO RECORDED REFERENCE, WITHHELD, OR OUTSIDE WHAT THIS INSTRUMENT RECORDS

Value for money **3.6** n = 22

NO COMPARATOR

▼ -0.2 ON THE PRIOR RUN

RATED 2 OR BELOW
3 of 22

Extras and spending: named by 3 of the 24 asked.

No operational record

This report records what participants experienced. It holds no incident, medical, or itinerary-deviation record, and a high score on supervision and safety is not a statement that nothing occurred. Five responses describe altitude effects or fatigue during the trek; what took place is recorded in the school's own files, not here.

Cohorts withheld from every figure

Staff (4 of 4 responded) and Provider (2 of 3 responded) fall below the 5-response rule, so no column for them is printed anywhere in this report, and their comments are not quoted. They answered; the withholding is the rule operating, not a shortfall in the return. Their ratings remain inside the pooled figures above.

This report states what was reported and what it can be read against. It does not recommend, certify, or approve, and does not establish cause. The decision on each finding sits with Harborview International School.

Pre-trip expectations are recorded by ETI360 during assessment — ETI360's expectation for this trip, not the school's own commitments, so a dimension below one has not failed a promise. Every figure and placement here is computed from the response set by rule, and the same responses always produce this page. The base is 40 rated responses and 2 by email, against 55 invitations. Those who reply are not always representative of those who do not. 92 comments cluster into 19 themes; the most-raised are on page 3.

Kathmandu & Himalaya Trek

HIS-T28 • June 2026 run • travelled 14 – 21 June 2026 • 42 responses

Harborview International School • HIS-T28 • Nepal • travelled 14 – 21 June 2026 • provider World Expeditions Schools

40

RATED RESPONSES OF 55 INVITED

73%

RESPONSE RATE

2

BY EMAIL • THEMES ONLY

4

SYSTEMIC THEMES

WHO RESPONDED

COHORT	INVITED	FORM	EMAIL	RATE	TREATMENT
Parents	24	18	2	75%	Reported in full
Students	24	16	—	67%	Reported in full
Staff	4	4	—	100%	Withheld from cohort breakdowns — fewer than 5 responses
Provider	3	2	—	67%	Withheld from cohort breakdowns — fewer than 5 responses

EXPERIENCE SCORECARD

Each dimension is rated 1–5 by the people who were there, then read against two comparisons: what the pre-trip evidence base said to expect for this trip, and how the same dimension scored on the June 2025 run. Cells built on fewer than 5 responses are withheld rather than printed.

DIMENSION	EXPERIENCED	DISTRIBUTION 1–5	BASE	VS PRIOR YEAR	VS PRE-TRIP EXPECTATION
Supervision & safety	4.5		40	▲ +0.3	in line
Communication with parents	3.1		22	▼ -0.4	below expected
Transport & logistics	3.4		40	flat	below expected
Accommodation	4.2		22	▲ +0.6	in line
Food & dietary needs	3.8		38	▲ +0.2	in line
Educational value	4.7		38	flat	above expected
Wellbeing & pastoral care	4.0		38	flat	in line
Value for money	3.6		22	▼ -0.2	no comparator

Distribution runs 1 (left) to 5 (right). Segment width is the share of respondents giving that rating.

ON THIS PAGE

- 2 responses arrived by email. Emailed replies carry no rated items, so they inform themes and are excluded from every score and from the response rate.
- Verbatim comments from Provider, Staff are held back. Those cohorts fall below the 5-response threshold, and a quote attributed to a cohort that small identifies its author as surely as a name would. Their ratings remain inside the pooled figures.
- One response triggered the welfare screen. The content was directed to the address recorded for the school's designated safeguarding lead at the point of submission. ETI360 does not receive, hold, or action safeguarding content. This report contains no safeguarding determination and no description of the matter.
- Every figure above is reproducible from the response set: the same responses always produce the same table.

Kathmandu & Himalaya Trek

HIS-T28 • June 2026 run • travelled 14 – 21 June 2026 • 42 responses

Themes cluster on what a comment is about rather than the words it uses, and rank by how many separate respondents raised them. A theme reads **systemic** when a quarter of respondents raised it across two or more cohorts, **recurring** when it was present in the prior run, and **localized** otherwise.

Communication with parents — off-grid notification

SYSTEMIC

16 of 42

Raised by Parents, Staff • sentiment negative

“Tell parents in advance when the group goes off-grid, so we are not guessing.”

PARENT • NEGATIVE

“A single line saying 'they are walking today, next contact Thursday' would have been enough.”

PARENT • NEGATIVE

Educational value — guiding quality

SYSTEMIC

14 of 42

Raised by Parents, Students, Staff • sentiment positive

“The guides were superb and my daughter came back a different person.”

PARENT • POSITIVE

“The guides knew everything about the mountains and actually explained it.”

STUDENT • POSITIVE

Educational value — student engagement

SYSTEMIC

11 of 42

Raised by Parents, Students • sentiment positive

“She came home with a confidence we have not seen before.”

PARENT • POSITIVE

“Getting to the top on the hardest day.”

STUDENT • POSITIVE

Transport & logistics — punctuality

RECURRING

10 of 42

Raised by Parents, Students, Staff, Provider • sentiment negative

“The bus to Lukla was ninety minutes late and we had no word to the parents the whole way.”

PARENT • NEGATIVE

Accommodation — cleanliness

SYSTEMIC

6 of 42

Raised by Students, Staff • sentiment positive

“The lodges were much better than I expected.”

STUDENT • POSITIVE

Food & dietary needs — dietary requirements

RECURRING

5 of 42

Raised by Parents, Students • sentiment negative

“My son's nut allergy was handled carefully at the hotels but not on the trail days.”

PARENT • NEGATIVE

BEYOND THIS PAGE

- 13 further themes were raised by one or two respondents each. They are not ranked here — a count that low does not establish a pattern — and each is held in the response record and readable in full.
- Quotes are reproduced as written. Names of individuals are removed at coding and are never stored.

Kathmandu & Himalaya Trek

HIS-T28 • June 2026 run • travelled 14 – 21 June 2026 • 42 responses

SENTIMENT ACROSS 92 CODED COMMENTS



Sentiment is coded per comment, not per respondent — one person can be positive about the guiding and negative about the transport, and the report keeps both.

WHERE PARENTS AND STUDENTS SAW IT DIFFERENTLY

DIMENSION	PARENTS	STUDENTS	GAP
Supervision & safety	4.6	4.5	+0.1
Transport & logistics	3.5	3.2	+0.3
Food & dietary needs	3.9	3.6	+0.3
Educational value	4.7	4.6	+0.1
Wellbeing & pastoral care	4.3	3.6	+0.7

A wide gap is a finding in itself: it says the two groups experienced the same week differently, or that one group could see something the other could not.

SIGNALS FOR REVIEW

What the evidence shows and what it touches. The decision on each sits with school leadership.

Communication with parents is the only dimension below both its pre-trip expectation and last year's score

Communication scored 3.1 against a pre-trip expectation of 4.0 recorded at assessment, and fell 0.4 on the June 2025 run. Sixteen of the 24 respondents asked about this dimension named the same aspect — notification when the group went off-grid. No record of the update cadence committed before departure is held by this instrument, so what was promised cannot be compared here with what was delivered.

Transport punctuality recurs for a second consecutive run with the same provider

Ten respondents raised late departures and transfers, across all four cohorts including the provider's own return. The same theme was present in the June 2025 feedback. The provider attributes it to road conditions on the Kathmandu leg.

Educational value is the strongest dimension and sits above the recorded expectation

At 4.7 against an expectation of 4.2, educational value is the highest-scoring dimension and the one most often explained in free text. Guiding quality is named in fourteen responses across three cohorts, making it the most evidenced positive finding in this set.

Parents and students rate wellbeing and pastoral care differently

Wellbeing and pastoral care scores 4.3 among parents and 3.6 among students — the widest cohort gap in the set. Student free text concentrates on the first two days at altitude and on fatigue by day four. Nothing in this gap triggered the welfare screen; it records a difference in what each cohort saw.

Kathmandu & Himalaya Trek

HIS-T28 · June 2026 run · travelled 14 – 21 June 2026 · 42 responses

This page states how the report was produced and what it does not claim, so that a reader can weigh the figures rather than take them.

WHAT EACH DIMENSION IS COMPARED AGAINST

The pre-trip expectation is **recorded during assessment**, not derived from a formula. A risk score says how demanding an activity is; it does not predict how well a school will run its parent communications, and converting one into the other would be invented arithmetic. Where nothing in the pre-trip evidence base speaks to a dimension, the scorecard says *no comparator* rather than filling the cell.

DIMENSION	COMPARATOR STRENGTH	WHAT SETS THE EXPECTATION
Supervision & safety	Direct	ARP — supervision intensity and emergency response access
Communication with parents	Recorded commitment	Communications plan — the update cadence committed pre-departure
Transport & logistics	Partial	ARP — location exposure, plus the transport plan for each leg
Accommodation	Direct	RAMS — the accommodation control group signed off pre-departure
Food & dietary needs	Recorded commitment	Dietary register — the requirements declared before departure
Educational value	Recorded commitment	Trip brief — the learning objectives stated at approval
Wellbeing & pastoral care	Partial	ARP — physical intensity and environmental conditions
Value for money	None	Nothing in the pre-trip evidence base assesses this

RULES APPLIED TO THIS REPORT

- Small numbers are withheld.** Any figure resting on fewer than 5 responses is withheld rather than printed. On this trip that withholds the staff and provider cohort columns.
- Two channels, one schema, separate denominators.** Emailed replies carry no rated items, so they inform themes and are excluded from every score and from the response rate.
- Welfare content never enters this report.** A passage flagged at screening is routed to the school's designated safeguarding lead on submission and withheld from analysis. It is not counted, ranked, or quoted. ETI360 does not hold the safeguarding decision.
- Anonymous by default.** Responses are not attributable to an individual. Student responses carry no identity field at all. Names appearing in free text are removed at coding.

WHAT THIS REPORT DOES NOT DO

- It does not recommend, certify, or approve. It states what participants reported, what it can be compared against, and what remains unexplained.
- It does not establish cause. A dimension scoring below expectation says what was experienced, not why.
- It is a sample, not a census: 40 of 55 invited responded, and those who reply to a survey are not always representative of those who do not.

Feedback engine v1.0 · taxonomy v1.0 · coding skill:feedback_classify · synthesis agent:feedback_synthesis (claude-sonnet-5) · scores, prevalence, and suppression computed deterministically, without a model · survey window 24 June – 8 July 2026 · issued 14 July 2026 · feeds forward to HIS-T28 · March 2027