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Nota di contenuto	Book Cover; Title; Contents; List of figures; Acknowledgements; Introduction; Serena; Mrs Kaur: Serena's mother; Tom Ericson: the history teacher; Mrs Barre: the headteacher; Ursula: the critical friend; Coffee with the professor; The professor revisited; A change of story; Self-evaluation: the power of three; The SEP: what it is and how to use it; Methods of self-evaluation; The work of the critical friend; The schools; What have we learned?; Notes; Bibliography; Index
Sommario/riassunto	In a political and economic climate in which school performance is made public, performance tables and inspectors' reports can only tell a partial story. This is a unique book. It tells the story of one school seen through the eyes of a pupil, a parent, a teacher, a headteacher and a critical friend. The story is a compelling journey through the process of school improvement; theories of school effectiveness and school

improvement are progressively clarified. This book is based on a well-known and well-documented research project that represents eighteen European countries, which clearly
