



CUSTOMER SATISFACTION SURVEY

At the initial contact, what was your first impression of MALE?

Seemed to be well informed about the product.

Was the presentation helpful in identifying your children's need and future requirements?

Yes. If our children fulfil their academic dreams this program will have helped them dramatically.

Please circle the number you feel best describes your rating of our Agent in terms of:-

	Excellent	Above Average	Average	Below Average
Respect for your family	10 <u>9</u> 8	7 6	5 4	3 2 1
Honesty	<u>10</u> 9 8	7 6	5 4	3 2 1
Answers to your questions	10 <u>9</u> 8	7 6	5 4	3 2 1
Competence	10 <u>9</u> 8	7 6	5 4	3 2 1
Confidence	<u>10</u> 9 8	7 6	5 4	3 2 1
Product Knowledge	<u>10</u> 9 8	7 6	5 4	3 2 1
Clear Explanation	<u>10</u> 9 8	7 6	5 4	3 2 1

In your own words, how would you describe our tutors attitude and manners whilst he/she was in your home?

Very friendly and helpful. The children were happy with explanations given.

Do you remember anything special about the tutor?

She was very confident with the programmes and both children responded well to her.

What was the most important reason for you to enrol your child/ren in the program?

To improve their school marks and help them to understand future problems that may arise.

Have your children used the tutor support centre for help? YES / NO

If yes, how would you describe your dealings with our tutor support centre?

Very helpful. Damien received the answer to his problem.

As parents what positive changes have you noticed in your children since enrolling them in the program?

Name of Child

Significant Changes

Damien

More confident. Not requiring help with his school work.

Name of Child

Significant Changes

Amy

She's happier doing work that stretches her.

Have you seen an improvement in your child/rens Maths and English understanding and/or performance?

Haven't had any reports but both children are more confident with how they feel they are doing.

Has your child/rens marks improved for class work and or homework?

We haven't received any reports since mid-year – just after they started the program.

What advice would you give to someone trying to decide whether to go ahead?

I would encourage them to go ahead to benefit their child/ren as it covers a broader scope than others we looked at.

What is your overall impression of Maths and Learning Excellence?

Seems to suit our children's outlook.

Would you feel comfortable recommending other families to be enrolled in the program?

Yes.

Thank you for taking time to complete our survey.

Name (Parent) *REMOVED*

Date: *10/12/05*

