



CUSTOMER SATISFACTION SURVEY

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

Very impressed. Pleased that it covers pre-schoolers to year twelve.

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

Yes.

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 9 8	<u>7</u> 6	5 4	3 2 1
Honesty	10 9 8	<u>7</u> 6	5 4	3 2 1
Answers to your questions	10 9 <u>8</u>	7 6	5 4	3 2 1
Competence	10 9 <u>8</u>	7 6	5 4	3 2 1
Confidence	10 9 <u>8</u>	7 6	5 4	3 2 1
Product Knowledge	10 <u>9</u> 8	7 6	5 4	3 2 1
Clear Explanation	10 9 <u>8</u>	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 helpful. Very willing to explain and show the programme..

Do you remember anything special about the tutor?

Very friendly and informative.

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

To assist their learning through the school years..

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?

I used the support centre. The tutor was quite helpful.

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

Name of Child

Significant Changes

Marus

Spelling, addition and subtraction.

Name of Child

Significant Changes

Maddison

Writing numbers comprehension.

Name of Child

Significant Changes

Hayley and Kirralee

Counting and doing puzzles.

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

Yes.

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

Homework – Yes.

Classwork Yes, according to the teachers.

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

If your child is just keeping up with the rest of the class this programme will benefit them.

What is your overall impression of Maths and Learning Excellence?

Excellent.

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: *15/12/05*

