



## Agent Satisfaction Survey

To help us work with you better, please answer the questions below.

Name of Agency:

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In which country are you based?

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How would you rate our website?

(1= It is awful, 6= It is wonderful)

					
1	2	3	4	5	6

How could we improve our website?

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How would you rate our other marketing materials?

(1= They are awful, 6= They are wonderful)

How could we improve our marketing materials?

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How would you rate our communication with you?

(1= It is very poor, 6= It is great.)

How could we improve our communication?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you use our online enrolment system, how would you rate the process?  
(1= It is very poor, 6= It is great.)

					
1	2	3	4	5	6

If you use paper-based enrolments, how would you rate the process?  
(1= It is very poor, 6= It is great.)

					
1	2	3	4	5	6

How could we improve our enrolments processes?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How often would you like to be visited by a staff member from our school?

- Never
- Once every 2 years
- Once a year
- Twice a year
- As often as possible

What would be your preferred time(s) of year for visits?

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

How could we make our visits more effective?

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How could we improve our service to you or our students?

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Thank you for completing this survey.