



**Sacred Heart
Girls' College**
HAMILTON • NEW ZEALAND



Agent Performance Survey

The Education Code of Practice requires schools to review the performance of their education agents. Please answer the questions below to help us to do this.

I am a Parent / Student

Name of Agency:

Country where Agency is based:

How happy are you with the service from your agent overall?

(1 = Very unhappy, 6 = Very happy)

PLEASE TICK ONE

1 😞	2	3	4	5	6 😊

What information did the agent show you before enrolment?

- ☐ School website
- ☐ Education NZ website
- ☐ School brochure
- ☐ Agent brochure
- ☐ School videos
- ☐ Other (specify)

How well does the information the agent gave you match your experience of our school?

(1 = Not at all, 6 = Very well)

PLEASE TICK ONE

1 😞	2	3	4	5	6 😊

Did the Agency provide you with a clear list of fees for study and their services?

- ☐ Yes
☐ No
☐ Unsure

How happy are you with communication with your agent since you/your child started at our school?

(1 = Very unhappy, 6 = Very happy)

PLEASE TICK ONE

1 😞	2	3	4	5	6 😊

How often have you received communication (including school reports) about your child from the agent?

- ☐ Never
☐ Once a year
☐ 2 - 3 times a year
☐ 4 - 5 times a year
☐ More than 5 times a year

What do you think your agent does well?

What could your agent do to improve their service?

Is there anything you think the school should know?

Thank you for completing this survey.