

## HOW CAN WE IMPROVE OUR SERVICE? SCHOOL ADMISSIONS - CUSTOMER SURVEY

Name: (optional) \_\_\_\_\_

Address: (optional) \_\_\_\_\_

In which school phase are you applying for a place for your child in September 2015? (place X in box)

• Reception (First/Primary school)

• Year 5 (Middle School)

• Year 7 or Year 9 (Secondary/High School)

**The Admissions Information (online booklet)**  
(please indicate with X as appropriate)

**Strongly Agree**

**Agree**

**Disagree**

**Strongly Disagree**

1. Were you able to find the information you were looking for easily and quickly?

2. Is the information provided easy to understand and free of jargon?

3. Was the style and presentation of the information clear and easy to read, e.g. font size, colours used etc.?

4. Was all of the information you needed to make an application for a place for your child included?

Is there anything further that you would have liked to be included in the information (please continue on sheet overleaf)?

**The Admissions Application Form** (place X in box as appropriate)

**Strongly Agree**

**Agree**

**Disagree**

**Strongly Disagree**

5. Did you find the Admissions Application Form easy to complete?

6. Which version of the Admissions Application form did you use? (place X in box as appropriate)

• Online (website)

• Paper copy

**Additional information**

7. How did you find out that you needed to apply for a school place? (place X in box as appropriate)

Letter from Local Authority

School

Word of Mouth

County Publications

Other (please explain)

8. Do you have any other comments or ideas on how we can improve the Admissions Application Process (please continue on sheet overleaf)?

Thank you for taking the time to complete this form.

Please scan and e-mail this form to [Pat.Hughes@northumberland.gov.uk](mailto:Pat.Hughes@northumberland.gov.uk) or post to The School Admissions Team, Children's Services, County Hall, Morpeth, Northumberland, NE61 2EF

***Further information continued:***