

HFS15 Student Satisfaction Survey on Education Agent

Please complete the satisfaction survey to provide feedback on your education agent.

Student name (Optional)		Student phone number (Optional)	
Education Agent Name:			
What course are you studying? (Code and Name)			

How did you find your education agent?			
Institute's website	<input type="checkbox"/>	Agent advertisement	<input type="checkbox"/>
Education exhibition	<input type="checkbox"/>	Family/friend recommendation	<input type="checkbox"/>
Other (please specify):			<input type="checkbox"/>

What made you choose the education agent?			
Ethical and reliable reputation	<input type="checkbox"/>	They were the closest location to me	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>	They represent the Institute	<input type="checkbox"/>
They represent the Institute	<input type="checkbox"/>	Their services were free of charge	<input type="checkbox"/>
Other (please specify)			<input type="checkbox"/>

Did your education agent charge you a service fee?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did your education agent advise you to do a particular course for migration purposes?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did your education agent recommend the right course for your future education pathways?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Were the counseling sessions with your education agent satisfactory?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
The information I received about my course before I enrolled (signed up) was clear	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you consider yourself happy with the recommendation provided by your education agent?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Would you recommend your education agent to others?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

How do you rate the services provided by the education agent? <i>(please select one of the options from 1 to 4)</i>	Dissatisfied		Satisfied	
My agent made it easy for me to sign up with College.	1	2	3	4
My agent explained what I would be doing before I enrolled (signed up).	1	2	3	4
My agent did not force me to sign up with my college of choice.	1	2	3	4
My agent is knowledgeable, and I trust him/her.	1	2	3	4

How do you rate your agent overall?							
Excellent	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Acceptable	<input type="checkbox"/>	Poor	<input type="checkbox"/>
Additional comments							

Tick here to be contacted by our team to discuss your agent feedback
You must include your details on top of the form

Thank you for providing your valuable feedback.