



CUSTOMER SATISFACTION QUESTIONNAIRE

Summer 2019

As part of our pledge to continuously review and improve our service to you, please could you take a few moments to feed back to us on the following questions relating to your experience of the NTA service. If you have any further feedback or suggested improvements to any aspect of the service we offer, please feel free to comment in the box at the bottom of the questionnaire.

| | | Excellent | Good | Satisfactory | Unsatisfactory | N/A | A representative selection of comments below: |
|---|--|-----------|------|--------------|----------------|-----|--|
| 1 | If you have used any of the NTA support material (found in the Resources Section of NQT Manager), how helpful was it? | 44% | 32% | 3% | 0% | 21% | Really like the exemplars Resources are relevant and supportive to our NQTs |
| 2 | How helpful have you found the comments made by the Quality Assurance Officer in response to the assessments submitted by your school? | 53% | 35% | 12% | 0% | 0% | I always really appreciate that someone has taken the time to read the assessment - a really useful positive affirmation, thank you. It has been a good support to have comments so that we know how to improve in the writing of the next assessment. |
| 3 | How robust do you feel the NTA process is overall? | 68% | 23% | 6% | 0% | 3% | Online support as well as phone communication has always been a positive |
| 4 | How do you rate the overall value for money? | 50% | 35% | 3% | 0% | 12% | We have used NTA for a number of years and continue to enjoy but also benefit from using them as the appropriate body. |
| 5 | If you have contacted the NTA office with a question or a request for support, how would you rate the resolution to your problem / question? | 54% | 14% | 3% | 0% | 29% | The follow up has been excellent and very promptly and efficiently handled. There is always somebody at the end of the phone / email which has always been much appreciated. Responses are always prompt. |
| 6 | How useful are the termly newsletters for NQTs and Induction Co-ordinators? | 14% | 50% | 15% | 0% | 21% | Keeps us 'in the know.' |
| 7 | If your school has received a Quality Assurance visit, how did you find the communication prior to and following on from the visit? | 41% | 9% | 6% | 0% | 44% | Clear guidance in order to prepare for visit. We have now had 3 visits and each one has been very well communicated and always in a timely manner so we have time to plan etc. |



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| 8 | How well handled were any questions you had during the Quality Assurance visit? | 44% | 6% | 3% | 0% | 47% | Our most recent visit in May was (as previously) a two way process where we very much felt a valued part of the process. |
| 9 | Overall how would you rate the QA visit and the value that your school got from it? | 44% | 3% | 6% | 0% | 47% | Being able to share positives as well as look at next steps is always beneficial - teaching and education are forever evolving and we are always keen to further develop what we do. |
| 10 | Are there any further comments you would like to add or do you have any suggested improvements to any aspect of our service? | <p>A selection of comments below:</p> <ul style="list-style-type: none"> • I have felt well supported and I am confident that if I have a concern it is responded to promptly. • We changed from the service provided by our LEA to you last year. You have provided - better value for money, better training, better support through your resources and quick responses • Responses on the termly assessments - Previously the LEA never responded if they were satisfied. You offer praise, targets and guidance. Brilliant, so impressed by the NTA. • I have been so grateful to have made the change to the NTA this year. The service we have received as a secondary school has been so much more than I have received from past providers. I would recommend the NTA to other schools with regards to the process of managing NQTs through the process of reports and assessments. • It would be amazing if the NQTs could access the NQT manager for reviews throughout the year not just as they open up. They could add evidence and dates as they go. It makes it a long process and hard to find cover to sit with the NQT, their mentor and myself as lead mentor to complete the assessments and then pressured to sort it before closing. <i>NTA reply – The online assessment form is open 28 days before the due date. We have created a new Resource – available in the Resources Section of NQT Manager. This is a blank template of the assessment form so tutors and NQTs can work on the assessment throughout the term, adding evidence and dates as they go.</i> • Our QA visitor was excellent. She was very helpful in helping me to make our NQT more robust and streamline in the future. She had a great rapport with everyone she met on her visit and all involved felt very positive about the QA visit. • We are looking forward to registering another NQT with you for the upcoming academic year. We are also always recommending you as an appropriate body to colleagues as often as possible. | | | | | |