

SURVEY SUMMARY

Mactech Distance Education

Mactech Distance Education is accredited by the Canadian Accreditation Commission of Canada and is ISO 9000-2001 registered. Quality standards and, the quality of education and service are paramount to the management and staff of the college. On a regular basis, members of the Student Services Team conduct both Active and Graduate Student surveys. The results and feedback we receive enables us to quickly address concerns and share compliments. This document summarizes the results on file for April 1, 2008.

“ We have received many prestigious acknowledgements during the past seventeen years. However, nothing compares to receiving an excellent approval rating from our students. ”

See reverse for survey summary.



SURVEY SUMMARY

KNOWING WHAT IS AHEAD

Potential students receive in-depth information and counseling from the Recruitment and Admission Team so they can be sure the decision that they are about to make is the right one. Our Active survey results indicate a 100% satisfaction rating in the areas of accuracy of information received, relevancy of information provided and approval of the treatment received during the application process.



Whereas 99% of our students thought that, the advertising and fulfillment materials accurately described the courses and services, a representative explained and helped with financial procedures, and that a representative was easily accessible.

THE TOOLS WE PROVIDED

We strive to provide the best quality and service when it comes to our student's education. Not only does this include offering the most up to date curriculum and learning materials, it includes the equipment and software. The results of the Active Survey indicate that 96% of our students thought that technical problems were resolved quickly, and 99% rated the technical staff as courteous, knowledgeable, and capable of providing instructions that were easy to follow. When asked for their overall rating for equipment and software, the result was a satisfaction rating of 97%.



RATING THE INSTRUCTORS

The importance of great instructors cannot be emphasized enough. They are the heart of any education program, and that is especially true with distance learning. Nothing else matters if a program does not have the Instructors to carry out the proper training. When it came to rating the HomeED Instructors, they received a 99% satisfaction rating in each of the following areas: accessibility, friendliness, speedy return of corrected assignments, and providing good comments. They received a 100% satisfaction rating for being knowledgeable in all subject areas.

“90% OF OUR GRADUATES ARE EITHER EMPLOYED, INVOLVED IN FURTHER STUDY, OPERATE, OR PLAN ON OPERATING A SMALL BUSINESS OR HOME BUSINESS IN future.”

REVIEW OF THE ADMIN GROUP

Sometimes, problems occur and it is vital that the situation is dealt with immediately with the best interests of the student in mind. The Administrative staff received a 100% satisfaction rating for ease of accessibility and a 99% satisfaction rating for handling any problems quickly.

THE END RESULT

In both the Active and Graduate surveys, Mactech Distance Education scored a 100% approval rating for overall satisfaction.

