

# SURVEY SUMMARY

## *Mactech Distance Education*

Mactech Distance Education is accredited by the Canadian Education and Training Accreditation Commission of Canada (CETAC) and is ISO 9001-2008 registered. Quality standards and the quality of education and service are paramount to the management and staff of the college. In June, 2009, CETAC performed an impartial student survey. This document summarizes the results of the latest CETAC survey.

“ We have received many prestigious acknowledgements during the past eighteen 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 survey results indicate a 100% satisfaction rating in the areas of: providing sufficient and accurate information, professionalism of enrollment staff and accuracy of advertising fulfillment information.

ACTIVE

Whereas 99% of our students thought that the staff was helpful in providing info regarding funding options, 99% were also satisfied with the information provided on tuition and other costs.

## 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 survey indicate that 98% of our students were satisfied with the equipment and textbooks, and 99% were satisfied with the program content and the practical training that was provided.

ACTIVE

## 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: knowledge of curriculum, and policies and procedures, and they received a 99% satisfaction rating for willingness and availability to provide assistance.

**“99% agree that the skills testing and evaluation adequately measure their mastery of objectives presented in their course outline”**

## 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 willingness and availability to provide assistance and a 99% satisfaction rating for professionalism and knowledge of policies and procedures.

## THE END RESULT

In the CETAC survey, Mactech Distance Education scored a 99% approval rating for overall satisfaction.

