

End of training satisfaction surveys

REPORT SUMMARY

GLOBAL SATISFACTION

EDUCATIONAL MONITORING

GENERAL SATISFACTION

INFORMATION, GUIDANCE AND LOGISTICS

TRAINING AND NOTICE

COMMENTS AND REMARKS

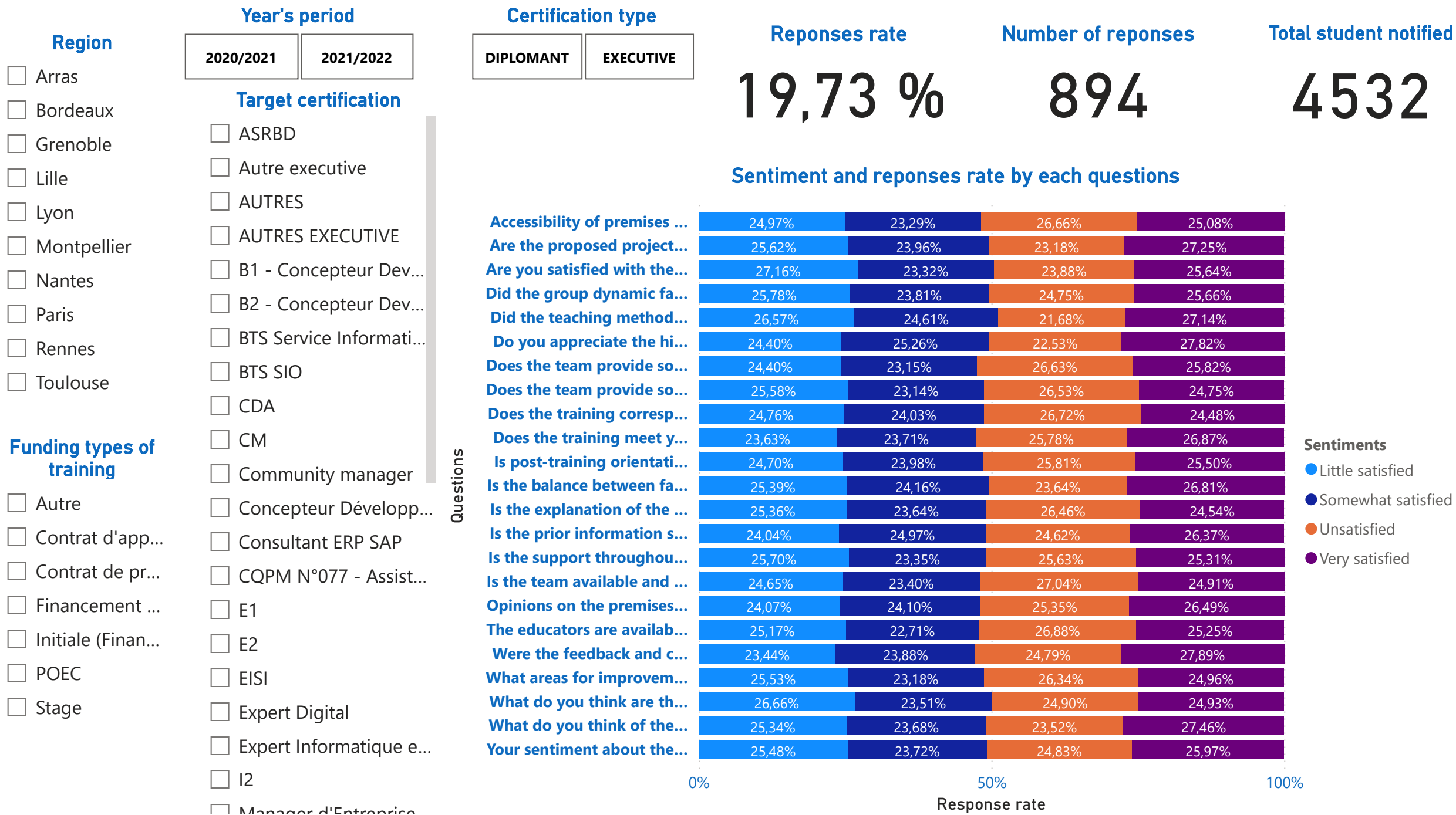
NPS : NET PROMOTER SCORE

CES : CUSTOMER EFFORT SCORE

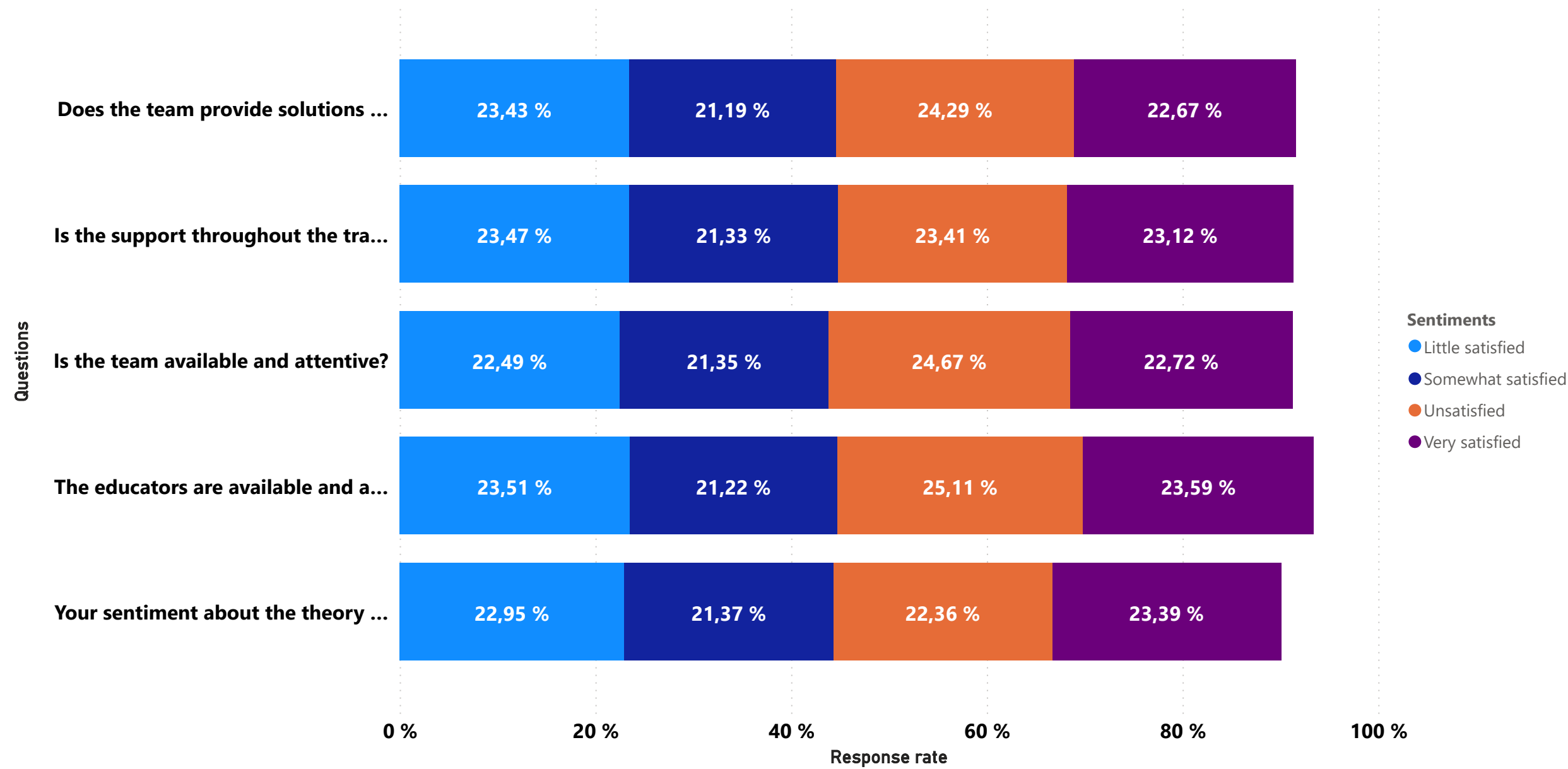
CES : CUSTOMER EFFORT SCORE (1)

CSAT: CUSTOMER SATISFACTION SCORE

KPI SATISFACTION

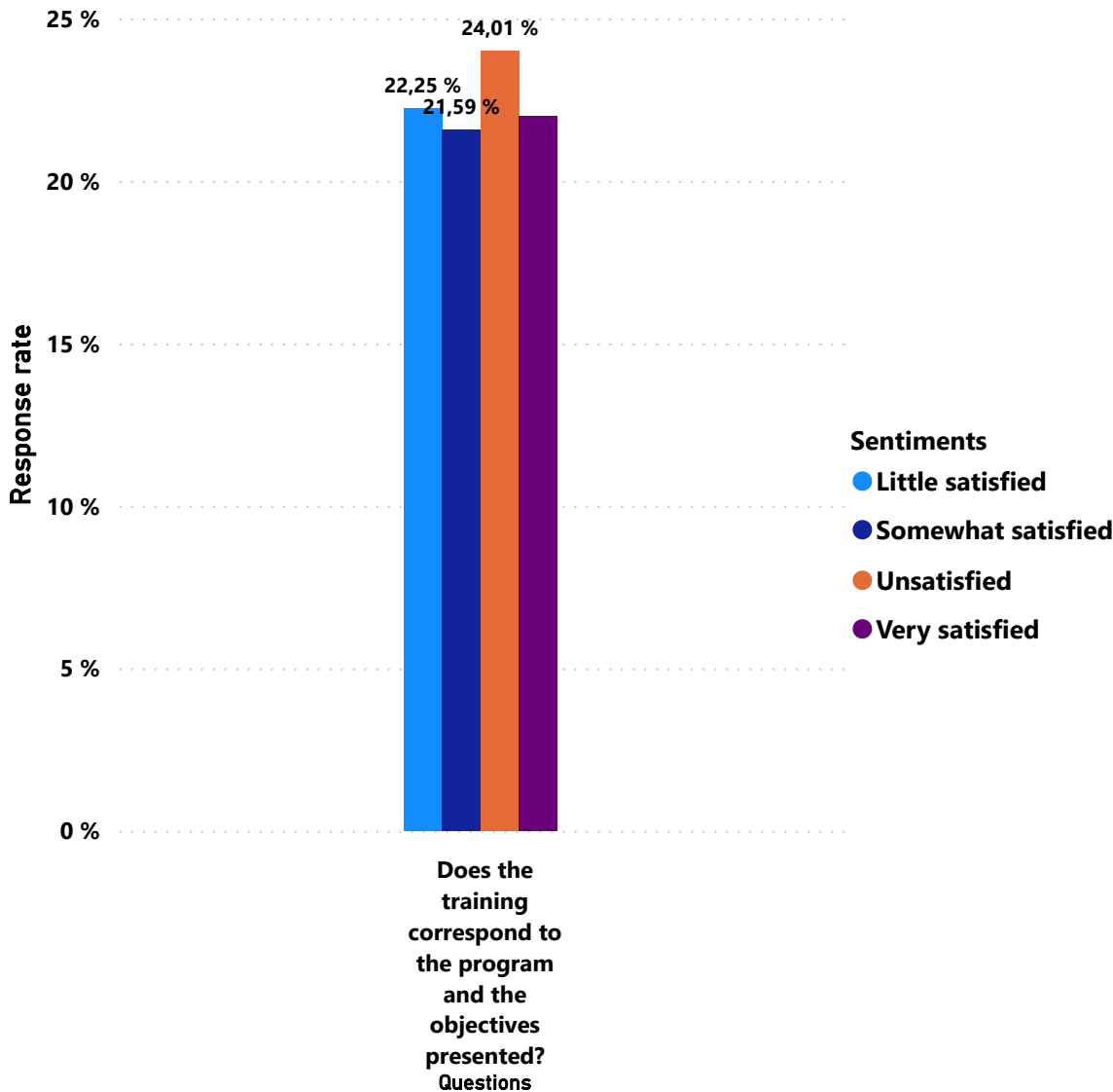


EDUCATIONAL MONITORING

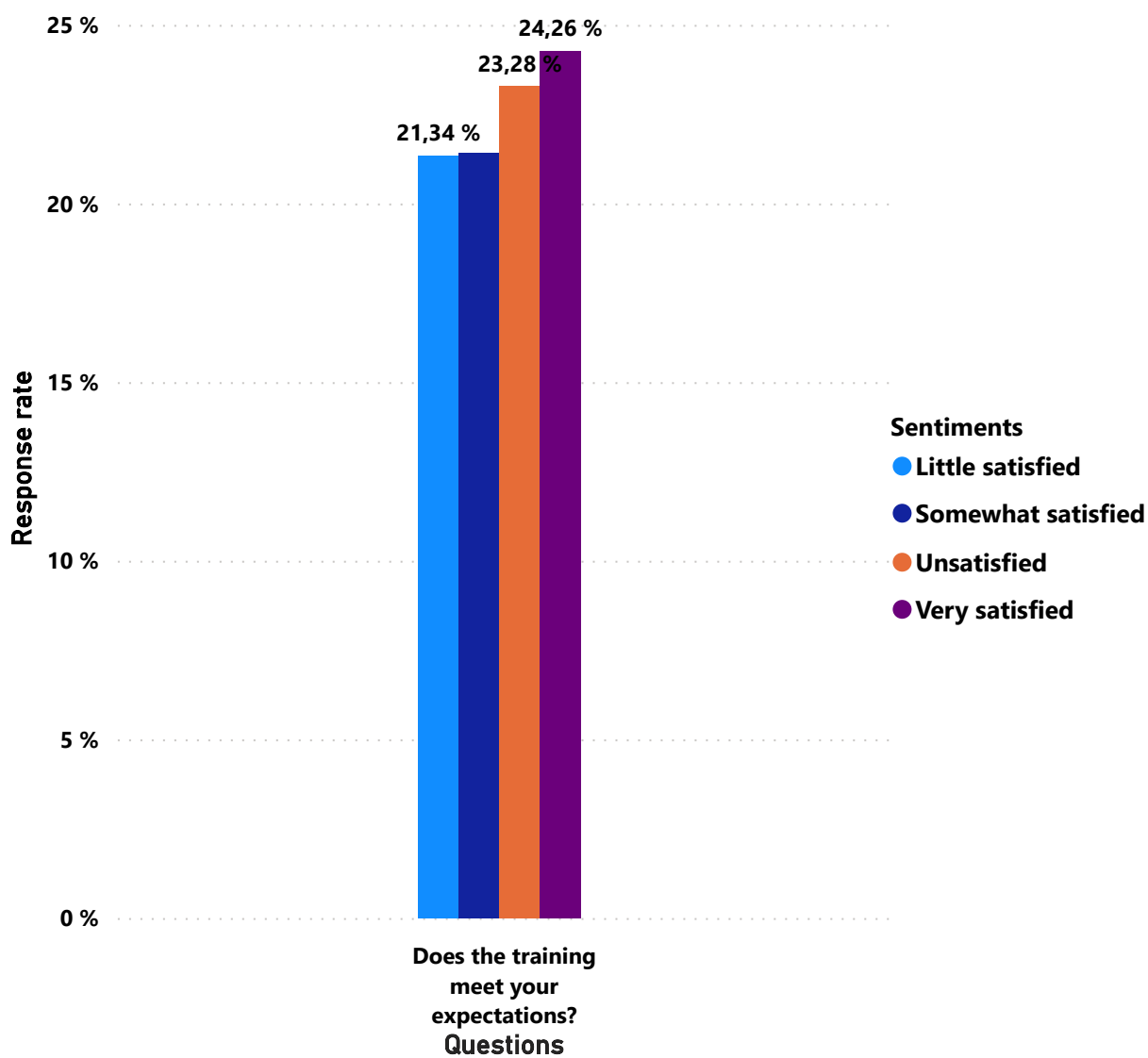


GENERAL SATISFACTION

Does the training correspond to the program and the objectives presented?

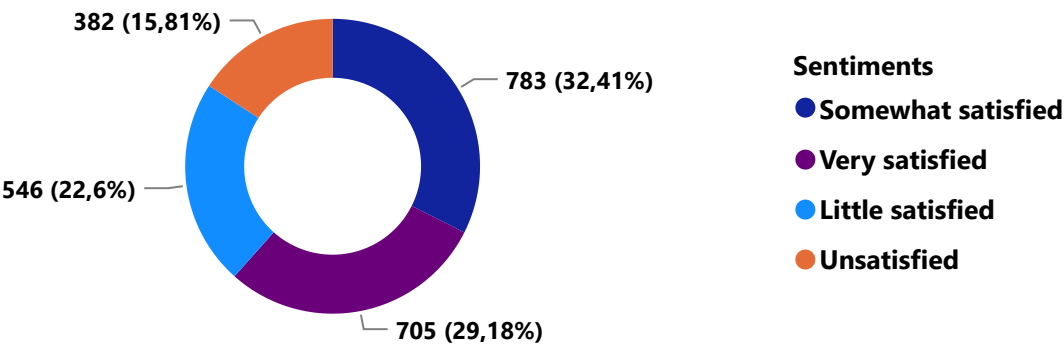


Does the training meet your expectations?

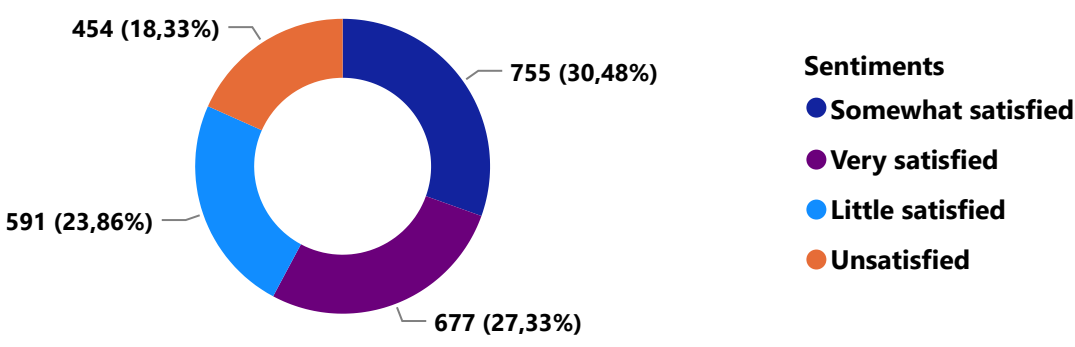


INFORMATION AND GUIDANCE

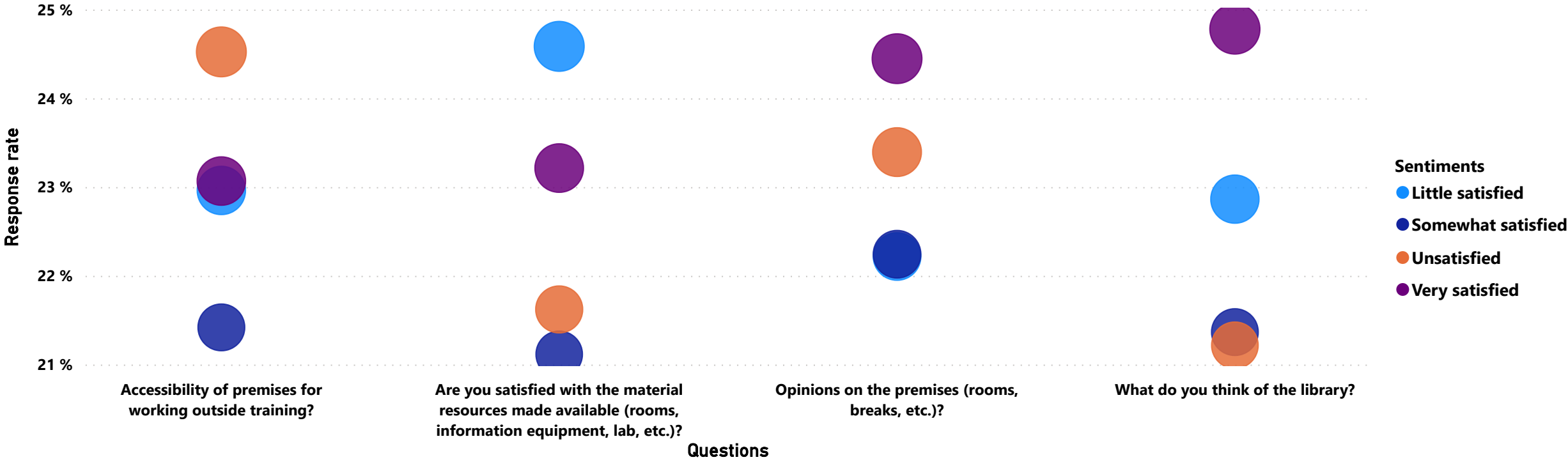
Is the prior information satisfactory?



Is post-training orientation useful?



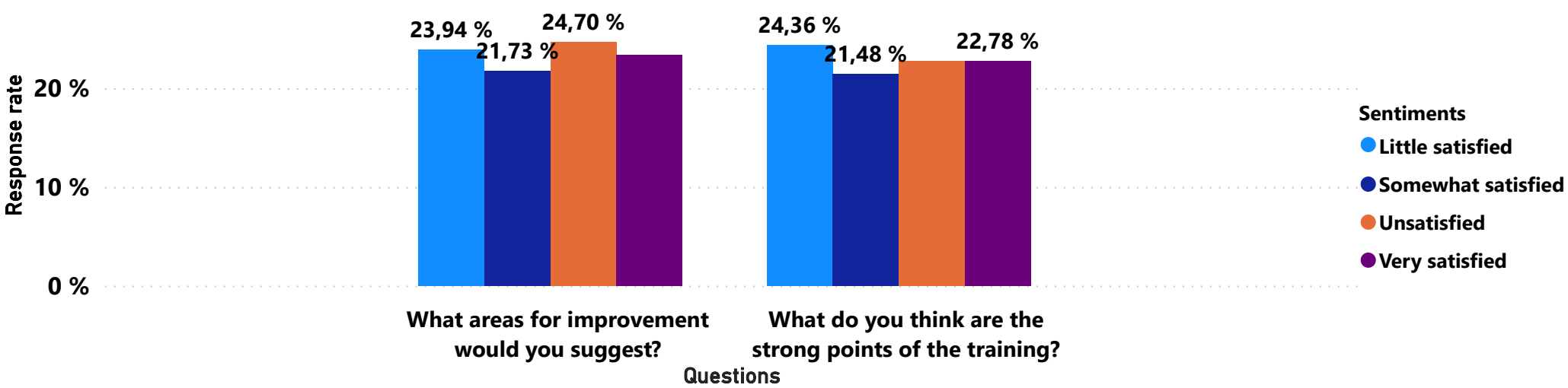
LOGISTICS



TRAINING

Questions	Little satisfied	Somewhat satisfied	Unsatisfied	Very satisfied
Are the proposed projects interesting?	22,85 %	21,37 %	20,67 %	24,30 %
Did the group dynamic favor your learning (group size, level)?	22,93 %	21,18 %	22,01 %	22,82 %
Did the teaching methods promote your learning?	23,04 %	21,34 %	18,80 %	23,53 %
Do you appreciate the highlights and events?	21,92 %	22,69 %	20,24 %	24,99 %
Is the balance between face-to-face and remote work satisfactory?	22,22 %	21,15 %	20,69 %	23,47 %
Is the explanation of the training are sufficient?	23,69 %	22,08 %	24,71 %	22,92 %
Were the feedback and corrections useful?	20,85 %	21,24 %	22,05 %	24,81 %

NOTICE



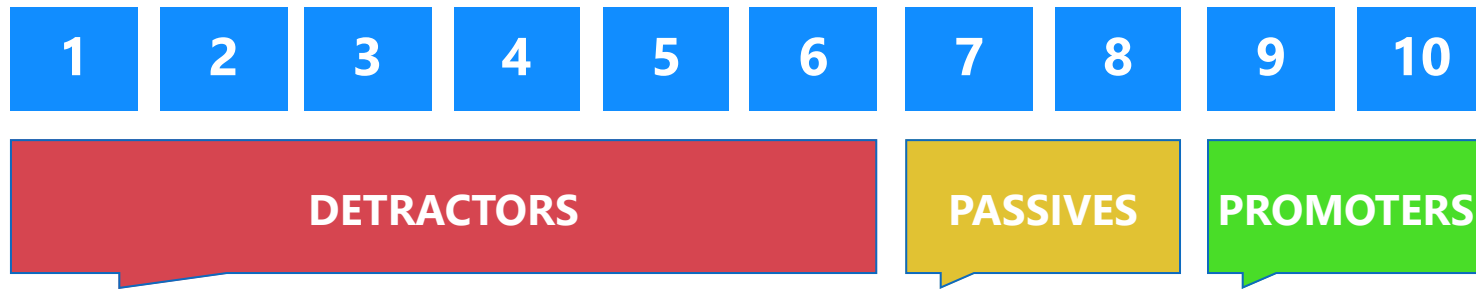
COMMENTS AND REMARKS

Comments topics

- ☐ **Administrative service**
- ☐ **Animation performance**
- ☐ **Areas for improvement**
- ☐ **Development service**
- ☐ **Does the team provide solutions**
- ☐ **Educational platforms meet your needs**
- ☐ **Educational responsibility**
- ☐ **Evaluations during training**
- ☐ **Library equipment**
- ☐ **Organization and logistics**
- ☐ **Provision of IT resources**
- ☐ **Recommendation of this training**
- ☐ **satisfaction with the learner services provided**
- ☐ **satisfied with the premises provided**
- ☐ **Strengths of the school**
- ☐ **The evaluation methods and criteria been clearly explained**
- ☐ **The pace of training suitable for your learning**
- ☐ **The support throughout the training sufficient**

NPS : NET PROMOTER SCORE

ON A SCALE FROM 0-10, HOW LIKELY ARE YOU TO RECOMMEND YOUR TRAINING EXPERIENCE TO YOUR FRIENDS, COLLEAGUES OR YOUR ENTOURAGE GENERALLY ?



NPS DETRACTORS PERCENT

61,62 %

Dissatisfied, they can rub off on the image of the brand because of negative word of mouth

NPS PASSIVES PERCENT

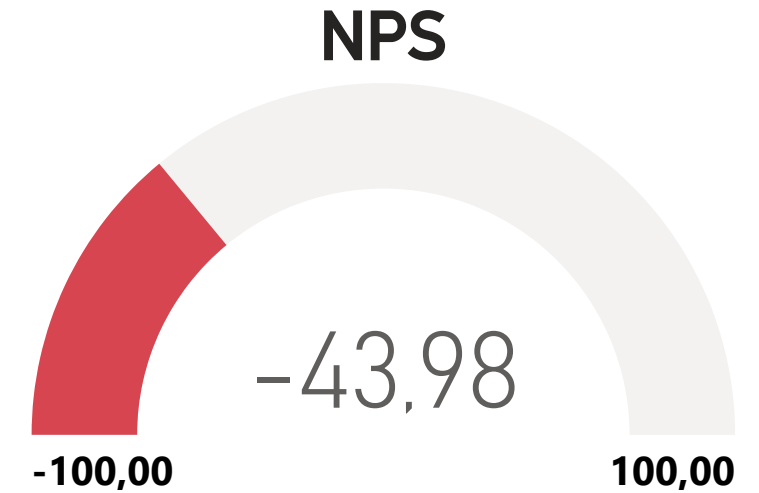
20,75 %

Satisfied, they are not particularly attached to the brand. They can easily turn to the competition

NPS PROMOTERS PERCENT

17,63 %

Satisfied, they are not particularly attached to the brand. They can easily turn to the competition



CES : CUSTOMER EFFORT SCORE

CES : 1-10 SCALE

ON A SCALE FROM 1-10, HOW LIKELY ARE YOU TO RECOMMEND YOUR TRAINING EXPERIENCE TO YOUR FRIENDS, COLLEAGUES OR YOUR ENTOURAGE GENERALLY ?



CES 1-10 SCALE = SUM OF TOTAL SCORES / TOTAL NUMBER OF RESPONSES

CES SCORE

4

Total CES Scores

964

Total number of responses

3870

CES : 1-5 SCALE

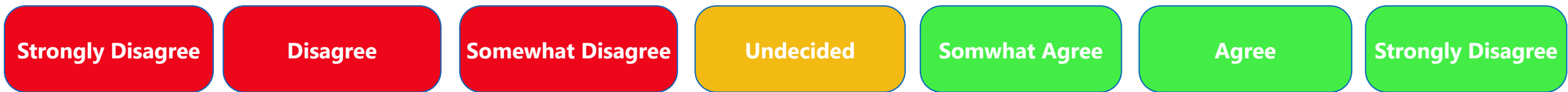


CES 1-7 SCALE = (NUMBER OF POSITIF ANSWERS / TOTAL NUMBER OF RESPONSES) * 100

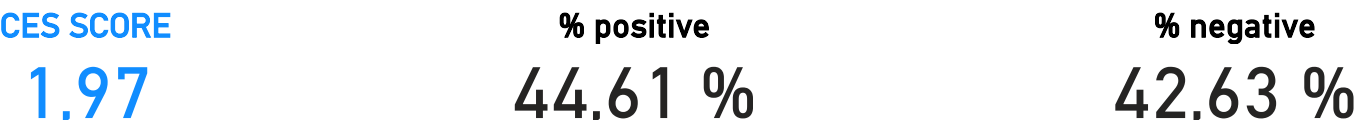
CES SCORE

47,10

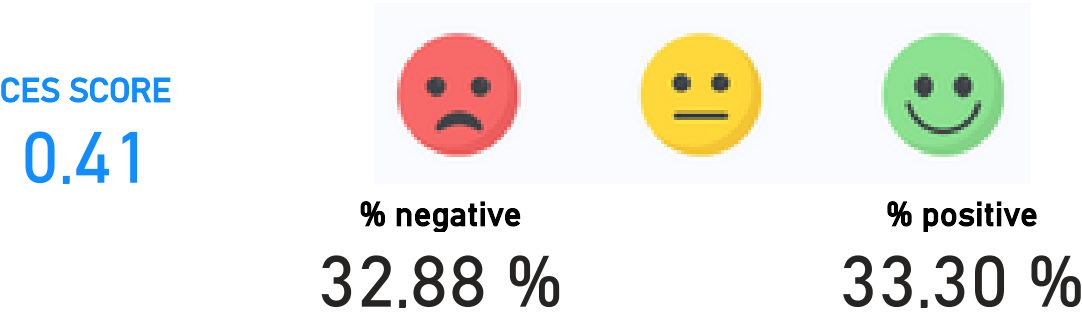
CES : THE LIKERT SCALE



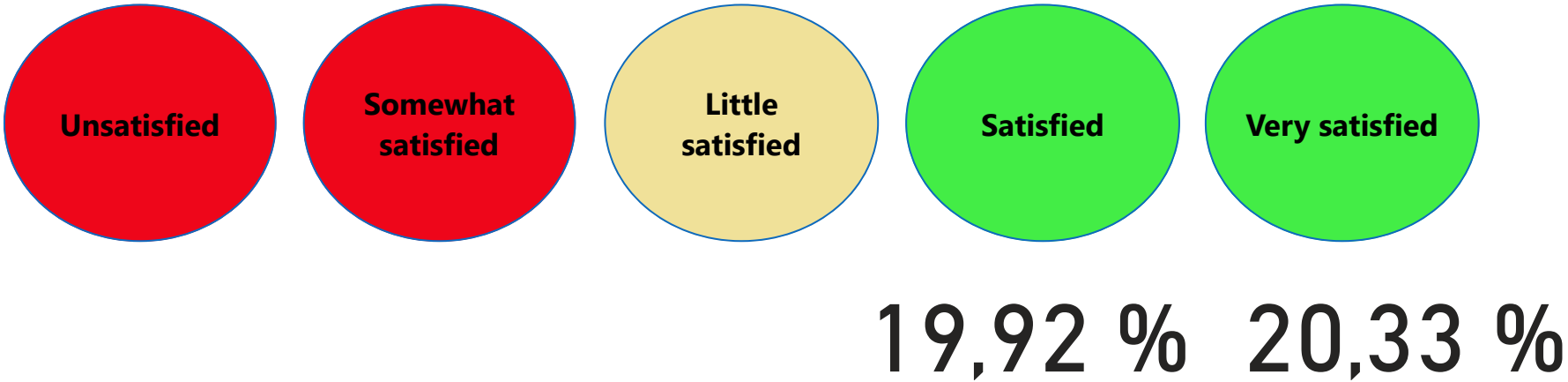
CES LIKERT SCALE = % OF POSITIVE RESULTS - % OF NEGATIVE RESULTS



CES : THE EMOTIONS FACES

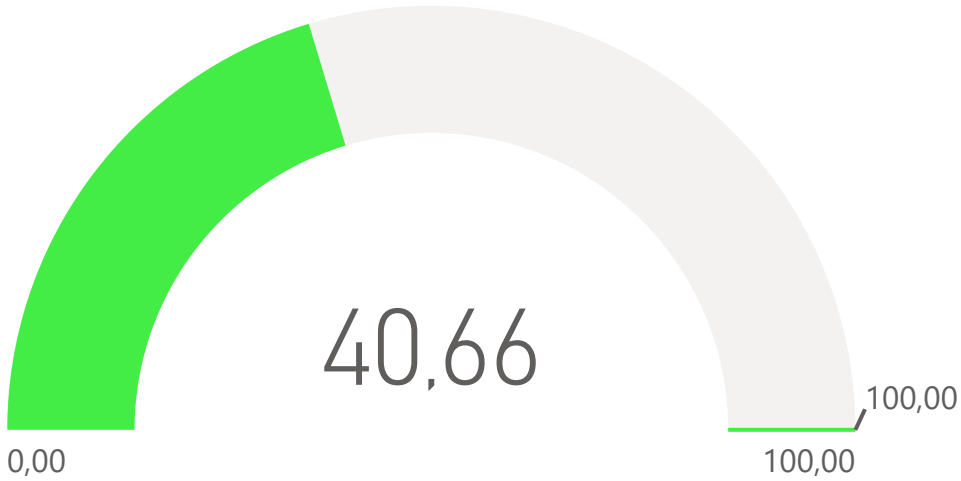


CSAT : CUSTOMER SATISFACTION SCORE



CSAT = % TOTAL SATISFIED + % TOTAL VERY SATISFIED

CSAT SCORE
40,66



STUDENT TRAINING SATISFACATION

NET PROMOTER SCORE

-43,98

CUSTOMER EFFORT SCORE
(1-5 SCLAE)

47,10

CUSTOMER EFFORT SCORE
(1-10 SCLAE)

4

CUSTOMER EFFORT SCORE
(EMOTION FACES SCALE)

0,41

CUSTOMER EFFORT SCORE
(LIKERT SCALE)

1,97

CUSTOMER SATISFACTION
SCORE

40,66