

## Evaluation questionnaire

Trinity College *London* welcomes your feedback on all aspects of our examination service. We would be grateful if you would take the time to complete this short questionnaire at the end of your examination session. It will provide us with valuable data, which we can use to help us provide and maintain a high-quality service. Information supplied will be treated in the strictest confidence. Please return this questionnaire, by fax or post, when your examination sessions are finished.

### 1 Your centre details

Centre name: \_\_\_\_\_ Centre number: \_\_\_\_\_  
Telephone: \_\_\_\_\_ e-mail: \_\_\_\_\_  
Contact name: \_\_\_\_\_ Job title: \_\_\_\_\_

### 2 Your examination session

Please indicate which examination session(s) you have just completed

Session dates: \_\_\_\_\_ Grades examined: \_\_\_\_\_

What is your overall impression of Trinity's examination service? *(Please circle)*

Excellent                      Good                      Satisfactory                      Poor

What is your overall impression of Trinity examiner(s) this year? *(Please circle)*

Excellent                      Good                      Satisfactory                      Poor

Please add any comments on the examination session and/or your examiner(s)

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### 3 Contact with national/area consultants

What is the overall impression of the service of your national/area consultants? *(Please circle)*

Excellent                      Good                      Satisfactory                      Poor

Please offer any comments about your dealings with your national/area consultants in relation to this examination session

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In what ways, if any, could they help to improve the Trinity service in your area?

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**4 Contact with Trinity College London**

How satisfied were you with the following from Trinity?

**a)** Help in preparation of your students for the examination day (*Please circle*)

Excellent                      Good                      Satisfactory                      Poor

**b)** Assistance on administrative matters (*Please circle*)

Excellent                      Good                      Satisfactory                      Poor

**c)** Supply of available publicity materials (*Please circle*)

Excellent                      Good                      Satisfactory                      Poor

**d)** Despatch of examination forms and certificates (*Please circle*)

Excellent                      Good                      Satisfactory                      Poor

Please add any comments to explain your answers above

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What additional services, if any, would you like to have to assist you in the provision of Trinity ESOL examinations?

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Thank you very much for taking the time to complete this questionnaire. If you have any further comments, please do feel free to attach extra sheets.

Please return to:  
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