

Admissions to schools for the 2009/10 school year

We value your comments, they help us improve our services.
Choosing a school for your child is an important decision. The Admissions & Exclusion Team provides information for parents and carers on how and when to apply for a school for their child. We try to ensure that information is clear and easy to understand.

To help us to improve our services to parents and carers, we would ask you to spare some time in completing this questionnaire, **after** you have completed the process of applying for a school place. Postage is paid for. Alternatively, you can complete the questionnaire on line at

www.nottinghamcity.gov.uk/schooladmissions

A – Type of application	Transfer from Primary to Secondary School	Transfer from Infant to Junior School	First admission to school at age 5	Transfers at other times
Please ✓ as appropriate				

B – Going to School in Nottingham Booklet					
In your opinion: (Please ✓ as appropriate)	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly Disagree
1. The booklet was easy to understand					
2. It contained all the information you wanted					
3. It was clearly laid out					
4. It made it clear when to apply for a place and the closing dates for making applications					
5. It made it clear when you would receive a decision on your application					
6. It gave details of who to contact for help or advice					

If you wish to add any comments please use the space below: _____

Overall did you find the information in the booklet helpful? YES NO

C – Applying for a school place					
In your opinion: (Please ✓ as appropriate)	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly Disagree
7. The information attached to the application form was easy to understand					
8. The application form was easy to complete					
9. Your application form was acknowledged within 21 days					
10. You received a decision on your application by the date specified					
Which school(s) did you request a place at?					

If you wish to add any comments please use the space below: _____



Admissions and Exclusion Team
 Pupil Planning and Support Service
 Nottingham City Children's Services
 FREEPOST MID 21382
 NOTTINGHAM
 NG7 1BR

D – If you contacted the Admissions & Exclusion Team

In your opinion: (Please ✓ as appropriate)	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly Disagree
11. The staff were pleasant and polite					
12. They gave you clear information or advice over the telephone or by email					
13. They contacted you promptly about your enquiry over the telephone or by email					
14. If you wrote to the Team, you received a response within 10 days					

If you wish to add any comments please use the space below: _____

E – Choice Advice Service

15. Have you heard about the Choice Advice Service? YES NO

16. If you have heard about Choice Advice Service, did you use this service to gain more information/support to help you with the application process? YES NO

17. If you wish to add any comments please use the space below: _____

18. Overall how would you rate the customer service provided by the Admissions & Exclusion Team? Please give a rating between 1 and 10, with 10 being the highest and 1 being the lowest	
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F – Any Other Comments

Do you have any other suggestions for improving the information or the process for parents and carers?

Any other comments: _____
