



AGENT STUDENT FEEDBACK FORM

This form is to be completed by the student during his or her orientation in ACE.

1. AGENT DETAILS

Agent Name:

Primary Contact:

2. STUDENT DETAILS

Student Name:

Student ID:

Course Enrolled:

3. STUDENT SURVEY

Please choose one: (1 – Strongly Disagree; 4 – Strongly Agree)

1

2

3

4

The Agent has given General Description of Content before enrolment.

The Agent has provided details of Qualifications gained on completion.

The Agent has explained the duration of the Program.

The Agent has explained about the teaching methods used.

The Agent has explained about the assessment methods used.

The Agent has explained the obligation of the College regarding 'mandatory' reporting of unsatisfactory attendance and course progress and the possibility of loss of visa for breaching the conditions.

The Agent has provided General Description of Facilities like equipment, learning resources used.

The Agent has explained the minimum level of English Proficiency required.

The student received a copy of Offer Letter & COE from the Agent.

The Agent has given details of the enrolment process.

The Agent has provided details of all the fees payable for the Program.

The Agent has explained about ACE's refund policy.

The student has been updated regularly about his or her application status by the agent.

The communication with the Agent was timely.

Did the Agent paint the right picture of ACE as you see it now?



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3. STUDENT SURVEY

Please choose one: (1 – Strongly Disagree; 4 – Strongly Agree)

1

2

3

4

Would you recommend the agent to your friends?

All relevant information was discussed by the Agent with applicant

If NO, what was missed by the Agent?

The Agent reviewed the applicant's application ensuring that all parts were completed in full

If NO, what was missed by the Agent?

Other Comments:

Student Signature:

Date: