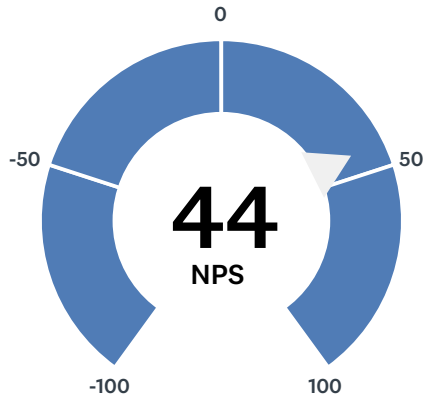


Q1 How likely is it that you would recommend WCBCS to a friend or colleague?

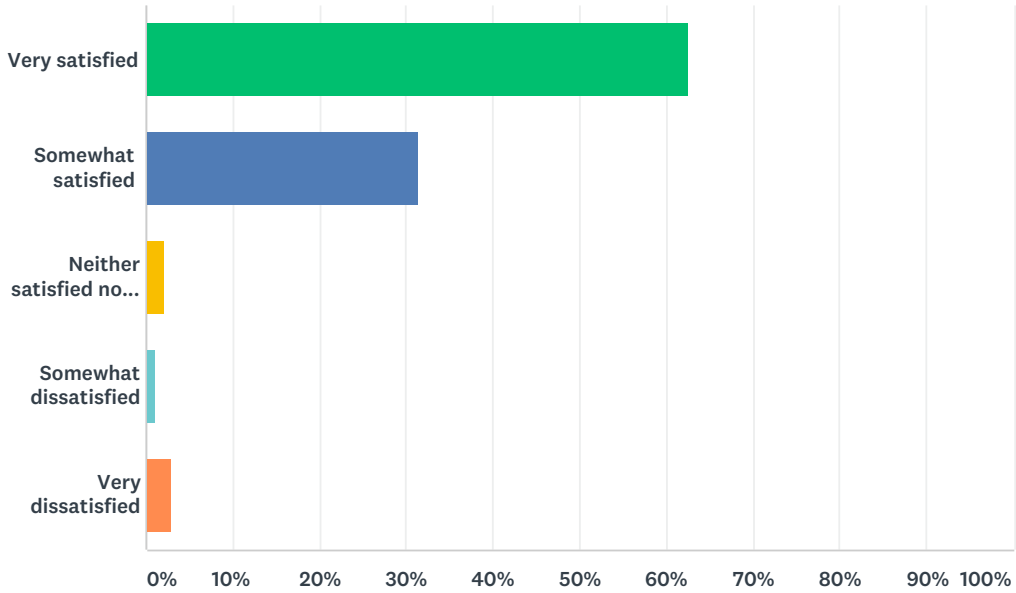
Answered: 97 Skipped: 3



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
14% 14	27% 26	59% 57	44

Q2 Overall, how satisfied or dissatisfied are you with WCBCS?

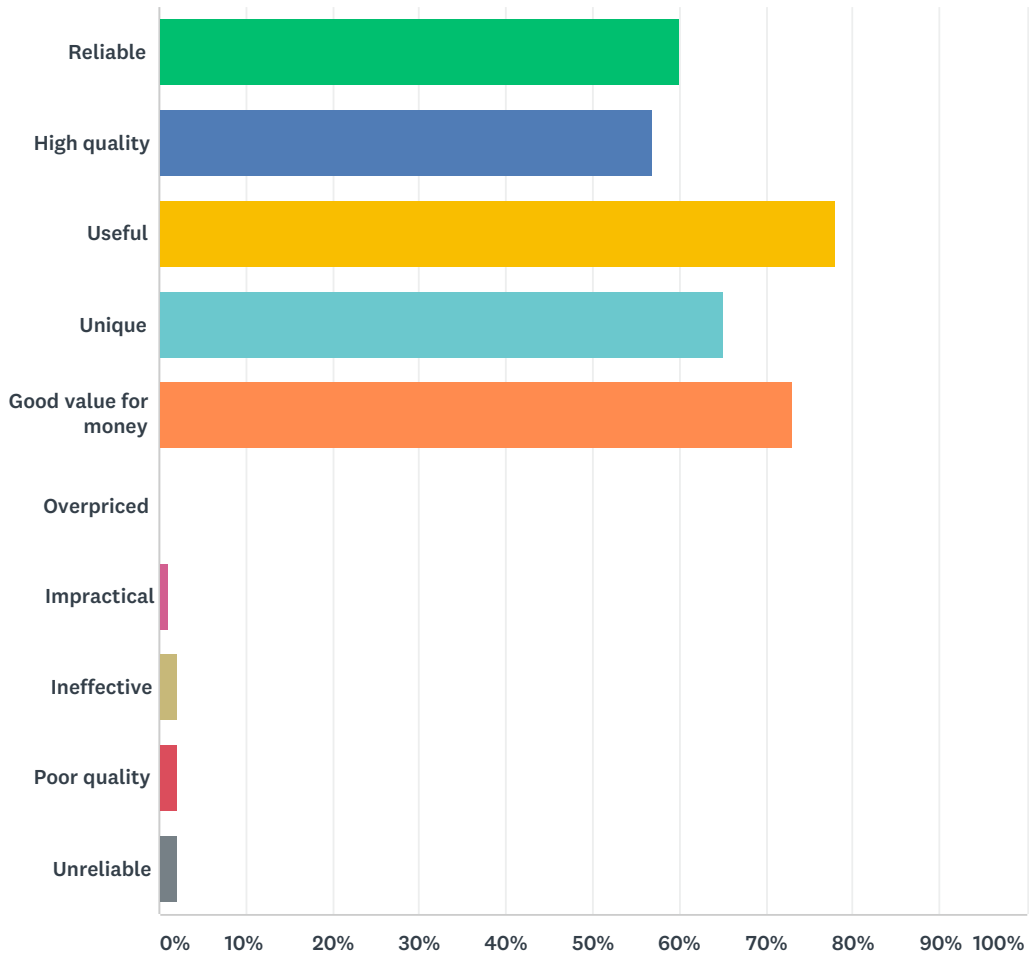
Answered: 99 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	62.63%	62
Somewhat satisfied	31.31%	31
Neither satisfied nor dissatisfied	2.02%	2
Somewhat dissatisfied	1.01%	1
Very dissatisfied	3.03%	3
TOTAL		99

Q3 Which of the following words would you use to describe West Coast? Select all that apply.

Answered: 100 Skipped: 0



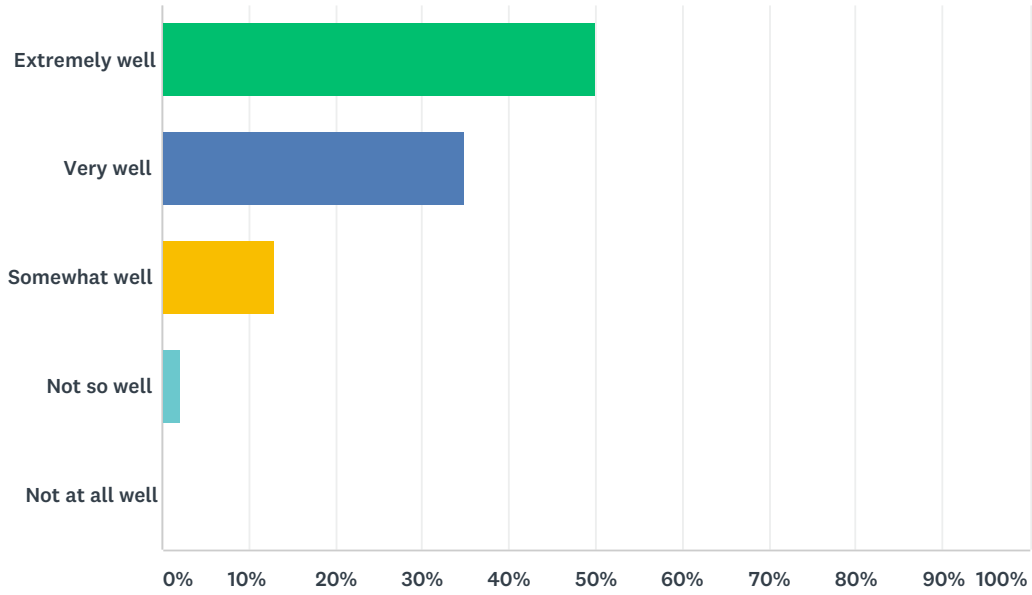
ANSWER CHOICES	RESPONSES	
Reliable	60.00%	60
High quality	57.00%	57
Useful	78.00%	78
Unique	65.00%	65
Good value for money	73.00%	73
Overpriced	0.00%	0
Impractical	1.00%	1
Ineffective	2.00%	2
Poor quality	2.00%	2
Unreliable	2.00%	2

WCBCS Student Satisfaction Survey

Total Respondents: 100

Q4 How well do our offerings meet your needs?

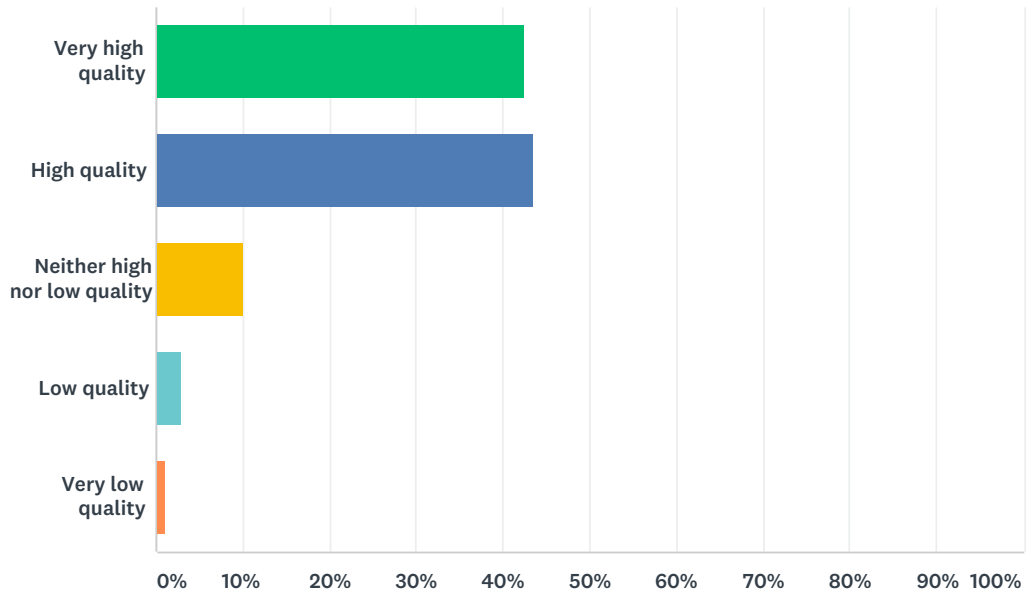
Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely well	50.00%	50
Very well	35.00%	35
Somewhat well	13.00%	13
Not so well	2.00%	2
Not at all well	0.00%	0
TOTAL		100

Q5 How would you rate the quality of your education at West Coast?

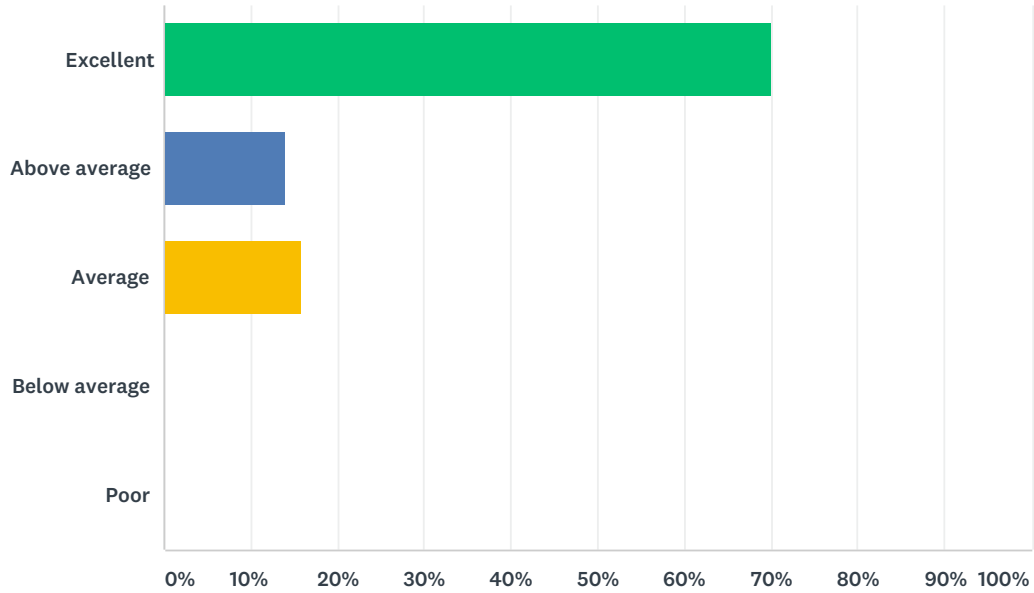
Answered: 99 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very high quality	42.42%	42
High quality	43.43%	43
Neither high nor low quality	10.10%	10
Low quality	3.03%	3
Very low quality	1.01%	1
TOTAL		99

Q6 How would you rate the value for money of the product?

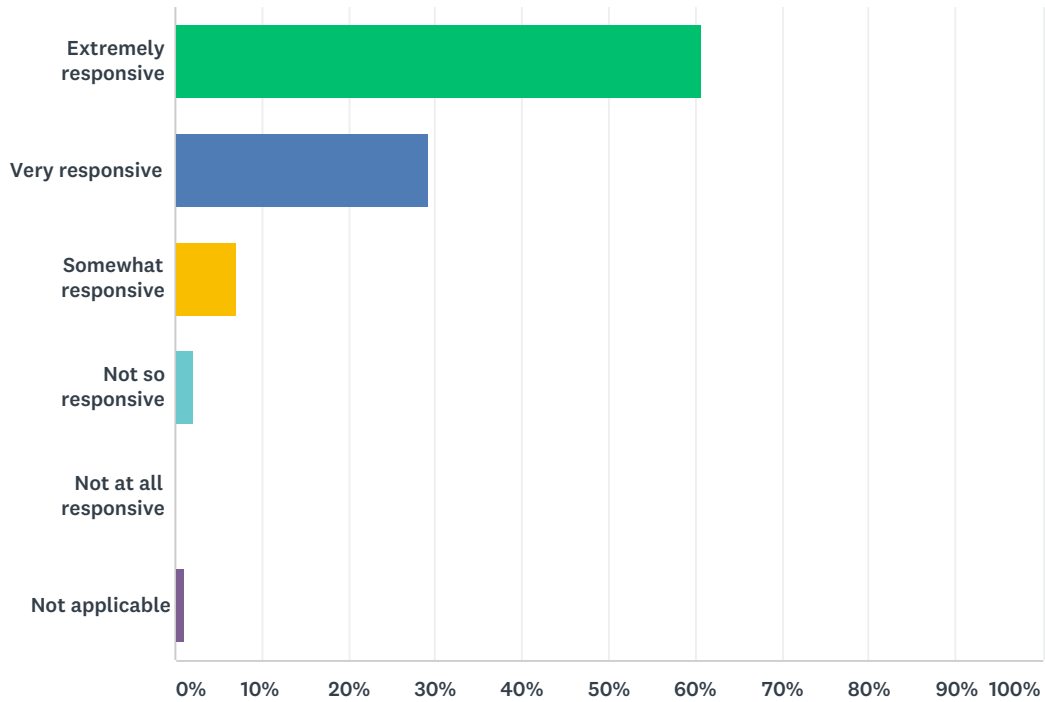
Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	70.00%	70
Above average	14.00%	14
Average	16.00%	16
Below average	0.00%	0
Poor	0.00%	0
TOTAL		100

Q7 How responsive have we been to your questions or concerns about our services?

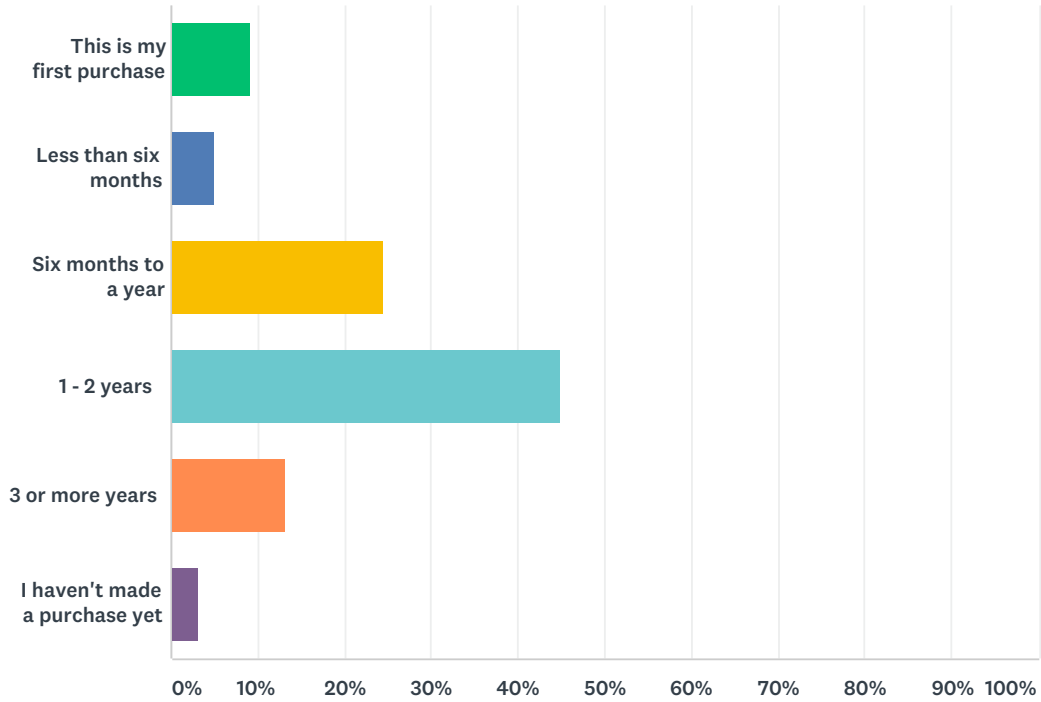
Answered: 99 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely responsive	60.61%	60
Very responsive	29.29%	29
Somewhat responsive	7.07%	7
Not so responsive	2.02%	2
Not at all responsive	0.00%	0
Not applicable	1.01%	1
TOTAL		99

Q8 How long have you been a customer of WCBCS?

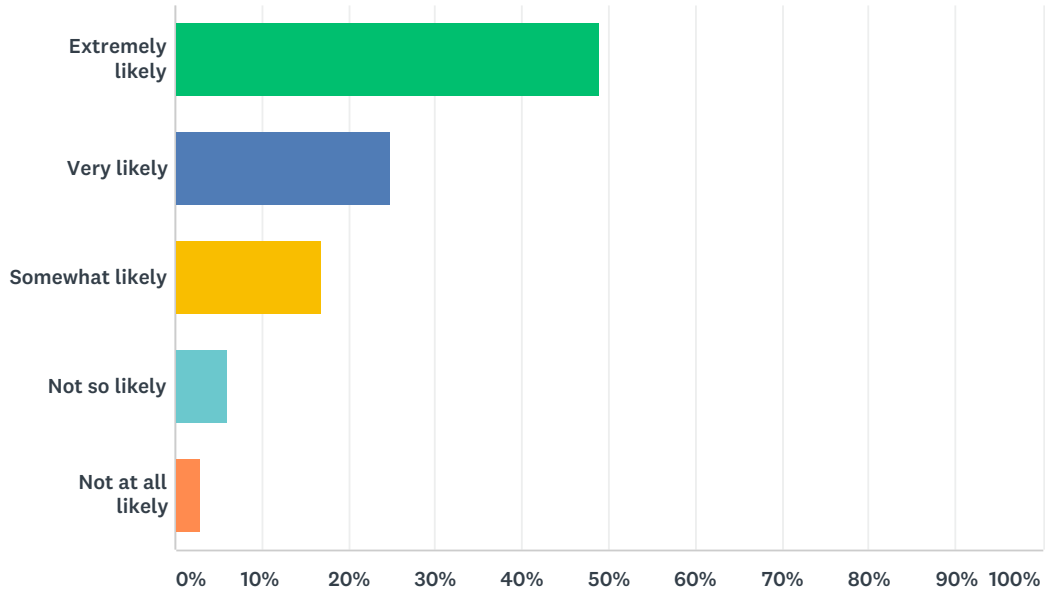
Answered: 98 Skipped: 2



ANSWER CHOICES	RESPONSES
This is my first purchase	9.18% 9
Less than six months	5.10% 5
Six months to a year	24.49% 24
1 - 2 years	44.90% 44
3 or more years	13.27% 13
I haven't made a purchase yet	3.06% 3
TOTAL	98

Q9 How likely are you to purchase any of our services again?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	49.00%	49
Very likely	25.00%	25
Somewhat likely	17.00%	17
Not so likely	6.00%	6
Not at all likely	3.00%	3
TOTAL		100

Q10 Do you have any other comments, questions, or concerns?

Answered: 27 Skipped: 73