

Ask the right questions! Create your survey in minutes by choosing the right questions from the list of pre-written questions.

COACHING CLASSES

The Feedbank

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Coaching Classes Category

Questions

Q1: When did you start your journey with us?

- a. 2018
- b. 2019
- c. 2020
- d. Before 2018

Q2: Which batch did you join?

- a. Weekdays
- b. Weekends
- c. I attended both, depending on my availability

Q3: What were your weaknesses when you started?

- a. Time management
- b. Usage of tips and tricks
- c. Confidence
- d. Other, please specify

Q4: Were you able to overcome your weaknesses?

- a. Definitely yes
- b. Probably yes
- c. Not sure
- d. Probably not, please explain why
- e. Definitely not, please explain why

Q5: Who was your favorite teacher?

- a. Name A
- b. Name B
- c. Name C
- d. Name D
- e. Name E
- f. Name F

Q6: What did you like the most about your favorite teacher?

- a. Teaching technique
- b. Approachable
- c. Other, please specify

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Q7: In which area the other teachers need to improve?

- a. Teaching technique
- b. Should be more approachable
- c. Should listen to students more patiently
- d. Other, please specify

Q8: How did you find the enthusiasm of the teacher in the class?

- a. Poor
- b. Average
- c. Good
- d. Excellent

Q9: Did the teachers use some innovative or new methods of teaching to teach the tips and tricks?

- a. Definitely yes, most of the times
- b. Sometimes, can be increased
- c. Never

Q10: Did you get the study material of your course on time?

- a. Yes, it was always available on time
- b. Sometimes it was late, please specify the subject and teacher details
- c. I never got the study material on time

Q11: Did you find the study material helpful?

- a. Yes, it was easy to understand
- b. It was not that simple, but I understood it with the help of my teacher
- c. It was not at all helpful
- d. Teacher didn't answer my queries from the study material

Q12: How should we improve the study materials?

- a. It is perfect, needs no improvement
- b. I prefer soft copy over hard copy
- c. It should be available in both soft and hard copy
- d. The language should be simpler
- e. It should have more test papers

Q13: Were the number of class tests enough for preparation?

- a. Yes, number of tests were enough
- b. No, they should be increased
- c. They should be decreased

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Q14: How many mock tests did you attempt?

- a. 1-5
- b. 6-10
- c. More than 10

Q15: Did you find mock tests helpful for the overall preparation?

- a. Definitely yes
- b. Probably yes
- c. Not sure
- d. Probably not, please explain why
- e. Definitely not, please explain why

Q16: Did you opt for our hostel facilities?

- a. Yes
- b. No

Q17: If yes, how would you like to rate the hostel facilities?

- a. Excellent
- b. Very good
- c. Good
- d. Average, needs improvement
- e. Bad

Q18: Where should we improve the hostel facilities?

- a. Food
- b. Staff
- c. Cleanliness
- d. Size of the rooms
- e. Ventilation
- f. Other

Q19: In the class, what are the three things that can be improved?

Answer:

Q20: How did you hear about us?

- a. Newspaper
- b. Social Media
- c. Through a friend
- d. Other, please specify _____

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Q21: Would you recommend our coaching classes to others in the future?

- a. Definitely yes
- b. Probably yes
- c. Not sure
- d. Probably not, please explain why
- e. Definitely not, please explain why

The Feedbackank

Coaching Classes Category

Tips to Remember

- Design survey of 5 (minimum) or 10(maximum) questions.
- Use multiple choice questions to receive the accurate feedback. Customers may ignore open ended questions.
- Ensure that there is at least one open-ended question, so that customers can provide their own explanations / experience / suggestions of what's good or bad with the product/service.
- Do not flood customers inbox with multiple survey emails in a single day to receive feedback. Have patience!
- Ensure most of the questions are optional. Don't force your audience to answer each question if they are not willing to.