

# Post Lesson Survey

Lesson Number		Lesson Date	
Student		Instructor	

Please answer the following questions about your lesson:

Did you know what this lesson was going to cover before you showed up today?	YES	NO
Did your instructor follow the lesson plan as appropriate today?	YES	NO
Did your instructor assign & schedule your next lesson today?	YES	NO

Please rate your instructor in each of the below areas on a scale of 1-5, with 1 being poor/not likely and 5 being great/highly likely:

How welcoming and professional was your instructor?	1	2	3	4	5
How effective was your instructor in teaching today?	1	2	3	4	5
Did your instructor listen to your concerns and questions?	1	2	3	4	5
Do you believe your instructor cares about your success?	1	2	3	4	5
How likely are you to return with the same instructor?	1	2	3	4	5

Any additional comments or concerns?

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How to calculate customer experience score:

Yes/No Questions: Yes = 5, No = 1

Add all the questions up.

Max = 40

Min = 8

The comments should be reviewed at bi-weekly check-ins. Unless they are very pressing and then management can deal with them case by case.