

Parental Feedback – Online Applications Analysis of Comments

Q1: How was the process of registering to use the online application?

- Never got beyond the registration of personal details
- Multiple stage of creating a new account, waiting 40 minutes for verification email, logging back in, then completing steps turned a simple exercise into a frustrating experience
- Email verification should come back straightaway
- Unable to access as used system previously for third lower school child – not able to transfer child to middle school
- No email received to confirm registration – tried other email addresses without success. No contact number to call for help – absolutely rubbish and frustrating - have wasted over an hour
- Not easy to find and time consuming
- Password needs too many variations, capital letters and numbers and punctuation, once submitted took you to a screen which was confusing
- Screen was too crowded

Q2: How was the process of entering the details of you and your child?

- Registered last year – system recognises email address – cannot remember secret question and answer from last year
- Generally simple, except 'secure password policy' is not visible until you have failed to comply with it
- Password was complicated – some instructions were misleading. Not clear whether parent or child's details were required, or whether current or requested school details required. Religious screen can't be skipped
- School's nursery unit was not listed
- Private nursery not listed

Q3: How was the process of selecting your preference schools?

- Slightly unclear
- Consider making schools of choice appear in a drop down box, dependent on child's age and location. Some rubric such as 'select schools of your choice by clicking on them first from the list in the order of your choice', 'add any supporting commentary in the box next to your choice after you have selected school'

Q4: How was the process of submitting your application?

- No comments received

Q5: Did you go back to your application after you submitted it?

- Wanted to make sure applications successfully submitted
- Couldn't access the site as had forgotten password

- Q6: Did you receive an email confirming that your application had been received?
- No comments received
- Q7: From where did you access the online application site?
- No comments received
- Q8a: Did you need to contact the Admissions Team for assistance?
- Very helpful
- Q9: Would you use the online application system again?
- No comments received
- Q10: What were the main benefit in using an online application rather than a paper form?
- Takes less time, easy and clear, knowledge that all questions and sections have been completed, knowledge that it has been received and not lost in the post
 - Speed, efficiency and peace of mind
 - None, still had to submit religious declaration form
 - Quicker and more direct
 - Thought it would be quicker, but it wasn't
 - Swift, instant process, that is transparent and flags up any potential issues, more efficient and less wasteful resources
- Q11: Any other comments:
- Easy to navigate, quick to load, clear site
 - Regret that not able to apply online
 - Good system, easy to use
 - Electronic systems are usually a time saver and make it easier than completing forms. Would have been quicker to complete paper form – took one hour to complete process. This system, especially email delays, comes close to worst system I have had to use
 - Make login simpler, especially if you have more than one child
 - Very easy and quick – confused at the end – not clear that had to use save button before submitting
 - Slightly jumbled screen titles, not clear to follow. People not confident with a computer would not feel happy completing this online form. Used much more user friendly ones
 - Review and improve setting up of passwords
 - System should be as easy as filling in a form
 - Data entry pages are not secure
 - Can't seem to add more than one sibling
 - Would have liked a section for deferred lower school place
 - Would be useful if there had been a question mark by the side where technical terms are used rather than having to refer to guidelines

June 2009