



Ardroy OEC

School Key Performance Indicators Aug09 – Dec 10



		Aug 09 - Mar 10		Apr 10 – Dec 10	
		ave / 5	%	ave / 5	%
COURSE ADMINISTRATION	Pre Course Information	4.45	89	4.55	91
	Speed of response to queries	4.67	93	4.82	96
TRANSPORT	To Ardroy (if applies)	4.39	88	4.58	92
	While at Ardroy	4.74	95	4.84	97
BUILDING	Decoration and appearance	3.79	76	3.71	74
	Heating	4.05	81	3.81	76
	Bathrooms	4.00	80	4.20	84
	Dormitories and Beds	3.92	78	4.15	83
	Drying rooms	4.42	88	4.25	85
	Recreational areas	4.08	82	4.25	85
FOOD	Quality	4.63	93	4.80	96
	Quantity	4.76	95	4.85	97
	Appropriate to your needs	4.61	92	4.88	98
EQUIPMENT	Activity Equipment	4.92	98	4.90	98
	Personal Issue	4.65	93	4.62	92
INSTRUCTORS	Professionalism	4.92	98	5.00	100
	Attitude to Group	4.89	98	4.88	98
	Relationship with Group	4.92	98	4.93	99
	Attitude to Visiting Leaders	4.97	99	4.90	98
COURSE CONTENT	Met your expectations	4.84	97	4.93	99
	Appropriate to your needs	4.79	96	4.90	98
	Evening programme	4.71	94	4.80	96
	Value for money	4.84	97	4.85	97
	Over all Performance	4.89	98	4.90	98
	Educational objectives fulfilled	4.87	97	4.88	98
	Value of log books	4.03	81	4.31	86

*Note: All teachers are asked to complete a feedback sheet at the end of an Ardroy course, and to score our performance from 1-5. 1=poor, 5=excellent
This data has been recorded then expressed as an average for the period. A percentage score is also shown.*