



# **STUDENT & EMPLOYER SATISFACTION POLICY**

*Cultural Center for Language Studies*

## **GENERAL STATEMENT**

CCLS collects and analyzes student satisfaction surveys as part of the school's ongoing effort to ensure student satisfaction and academic progress. In order to enrich every student's experience and to maintain a student-centered environment, we make it a priority to gauge student satisfaction. Additionally, students are informed during their orientation that CCLS maintains an open door policy and students are welcome to discuss any concerns and resolve any academic issues with the Director and/or Academic Coordinator.

## **INDIVIDUALLY ENROLLED STUDENTS**

CCLS administration has implemented two surveys to help document and ensure student satisfaction. These surveys have been digitized for online distribution.

The first is the Student Satisfaction Survey, which is administered at the school at least three times a year at the end of a course and is part of an ongoing effort to systematically garner student feedback. The feedback from our surveys is aggregated and analyzed by the school Director and/or the Academic Coordinator.

Once the end-of-term Student Satisfaction Survey is analyzed, the school Director then communicates the results to the teachers for self-evaluation and retraining, where applicable. The survey allows CCLS to provide frequent and constructive feedback to instructors and to recognize strengths and weaknesses of our teaching staff. Criticism is viewed as an opportunity for improvement and the Director will try to obtain further details from the discontent student in order to improve CCLS services.

The second survey is the Student Exit Evaluation form and is given upon completion of the student's course of study, upon withdrawal from classes, or upon transfer to another school. By conducting and analyzing this survey, we gain valuable insight into the effectiveness of CCLS' learning environment and teaching resources. We ask students to rate the services provided as a whole in order to better meet their needs.

## **CORPORATE AND PRIVATE STUDENTS**

CCLS' assessment policy for corporate and private students differs slightly from that of our individual enrollment students. Feedback regarding student satisfaction is formally solicited directly from the individual student through end-of-term surveys, and the results of these surveys are reported directly to

the employer. The director then reports the feedback to the teacher, who in turn, makes the necessary adjustments and changes to their classes.

Students and employers also receive an End-of-Term Progress Report, which breaks students' performance down into the four language skills: speaking, listening, reading and writing and also accounts for attendance.

Corporate student employers also receive an Employer Satisfaction Survey at least once, at the end of the program. The information is an invaluable tool to review and revise our language programs and improve our services to our clients.

By receiving and reviewing feedback at every level and throughout our students' course of study, CCLS demonstrates its commitment to fulfilling students' (and employers') expectations.