

# Customer Survey 2008-2009 Entry

## Background

The School Admissions Team provides a school placement service for parents & schools within the Plymouth City boundary.

One of the team's functions is the allocation of community primary school places when children become of school age.

## The Survey

We are always interested in feedback from parents and one of the methods that we use to gather this is by issue of a customer survey. The purpose of the survey is to look at ways of improving the service that we offer.

Parents applying for a 'starting school' place were issued with a survey form either as part of their on-line application or as an attachment in the Starting School Booklet.

Parents were asked for their comments on the following topics:

- ◆ How helpful they found the information provided to them
- ◆ Whether the information they were looking for was easy to find
- ◆ Whether the information was clearly presented
- ◆ How easy the application form was to complete

Parents were also invited to submit general comments

## What we learnt

2,596 parents applied for primary school places for September 2008/January 2009. Of those parents who applied, 2,545 survey forms from the on-line and booklet survey were returned. (98% of the application cohort)

Of the 2,545 forms received from the on-line and booklet survey;

- ◆ 78% of parents found the information provide very helpful.
- ◆ 73% of parents found the information they required very easy to find.
- ◆ 82% of parents found the information very easy to understand
- ◆ 79% liked the style and presentation of the information.
- ◆ 455 individual comments were also received.
- ◆ Most parents found the application process quick to complete
- ◆ The majority learnt about the online facility via council literature and the school

## Positive Comments from Parents

On-line Comments

- ◆ Very easy and straight forward to use
- ◆ Very good application, saved printing the form
- ◆ This is a straight forward and efficient enrolment process
- ◆ I thought it was user friendly
- ◆ The application was very easy to understand and didn't take very long
- ◆ Just continue the way you are – service is excellent

## Booklet Comments

- ◆ It was easy enough to fill out so it don't need to be improved
- ◆ No way, presentation fine
- ◆ Do not need to be improved more I found it straight forward which is good
- ◆ It was fine
- ◆ In my opinion, booklet is set out clearly, it is easy to read and the information provided were very helpful
- ◆ It couldn't be, It's not to bulky, just the information you need and want, very quick and easy to fill in

Where possible parental suggestion have been incorporated into procedure design for the year 2009/10 intake year.

## **Recommendations**

Recommendations centred upon comments received from parents are as follows;

- ◆ Repeat the survey for new parents.
- ◆ Repeat the promotion of the on-line website.
- ◆ Include details of both parents/carers on the application form.
- ◆ Revise on-line application to include update facility.
- ◆ Clearer catchment maps online
- ◆ Open days for the schools

## ON-LINE COMMENTS – PRIMARY ADMISSIONS 2008/2009

**Q1 How easy was it to complete the online application form?**

Very Easy 1628	Very Difficult 2	Easy 512	Difficult 10	N/A 38	No Response 17
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**Q2 How long did it take to complete the online application form?**

0-5 Minutes 1131	6-10 Minutes 796	11-15 Minutes 170	16-20 Minutes 60	21+ Minutes 20	No Response 30
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**Total Forms Received = 2207**

**Q3 How did you hear about the online application form?**

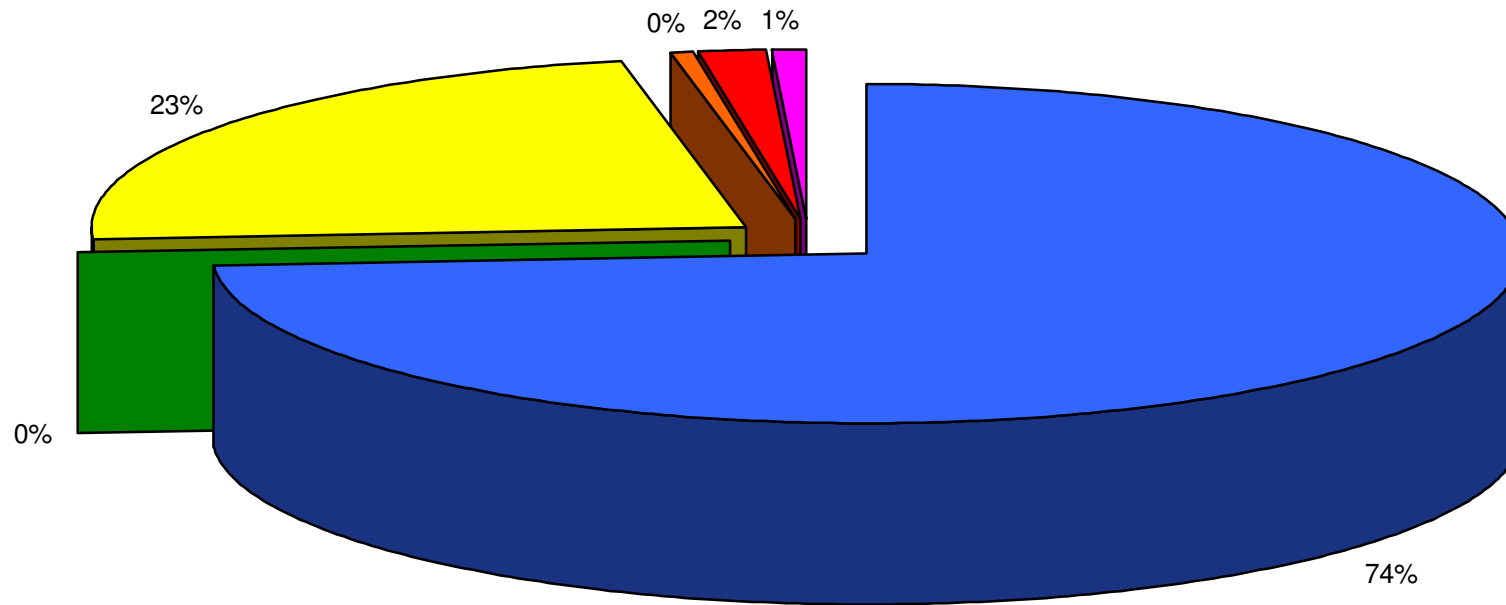
Parent 246	School 808	Booklet 372	Media 23	Leaflet 865	Poster 114
Other 239	Previous Use 284				

**Note:- Some parents indicated more than one source.**

**Note: Breakdown of “Others”:**

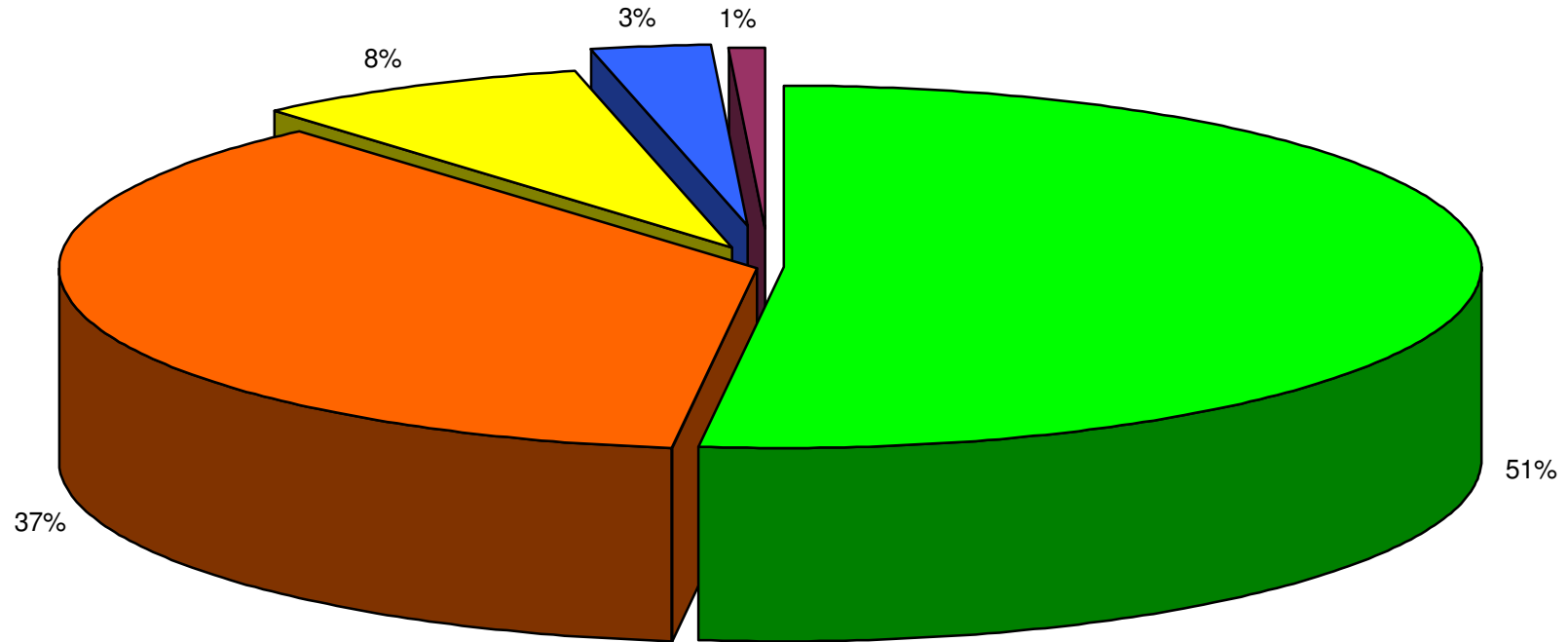
A5 Flyer 69	PCC Letter 81	Telephone Enquiry 15	PCC Website 61	PCC Employee 6	Other Agencies 7
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### Q1. How Easy Did You Find The Application To Complete?



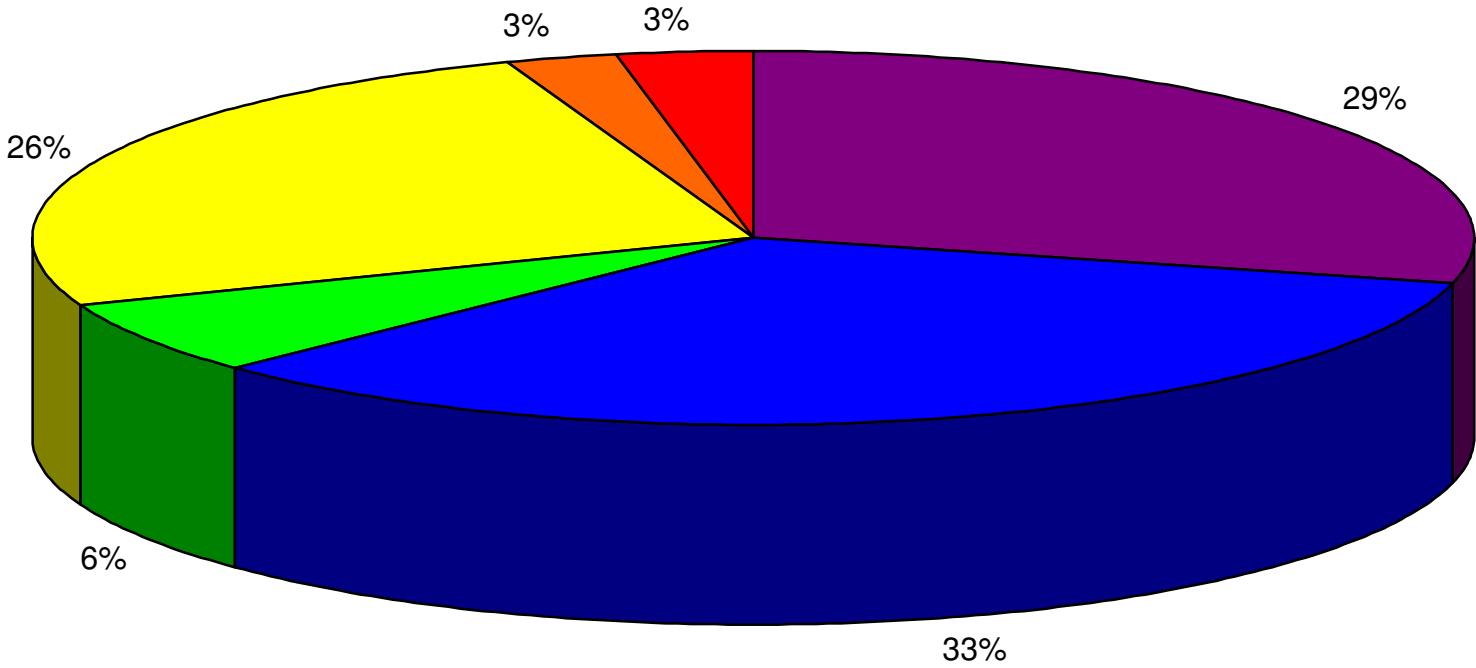
■ V.Easy ■ V.Difficult ■ Easy ■ Difficult ■ Neither ■ No Response

## Q2. How Long Did It Take You To Complete The Application?



0-5 Minutes 6-10 Minutes 11-15 Minutes 16-20 Minutes 21+ Minutes

# Breakdown of "Others"



■ A5 Flyer ■ PCC Letter ■ Telephone Enquiry ■ PCC Website ■ PCC Employee ■ Other Agencies

## Starting School In Plymouth Booklet Comments Primary Admissions 2008 - 2009

**Q1 How helpful was the information provided?**

Very Helpful	Adequate	Unhelpful
265	73	0

**Q2 Was the information you required easy to find?**

Very Easy	Adequate	Difficult
248	88	2

**Q3 How clear was the style and presentation of the booklet?**

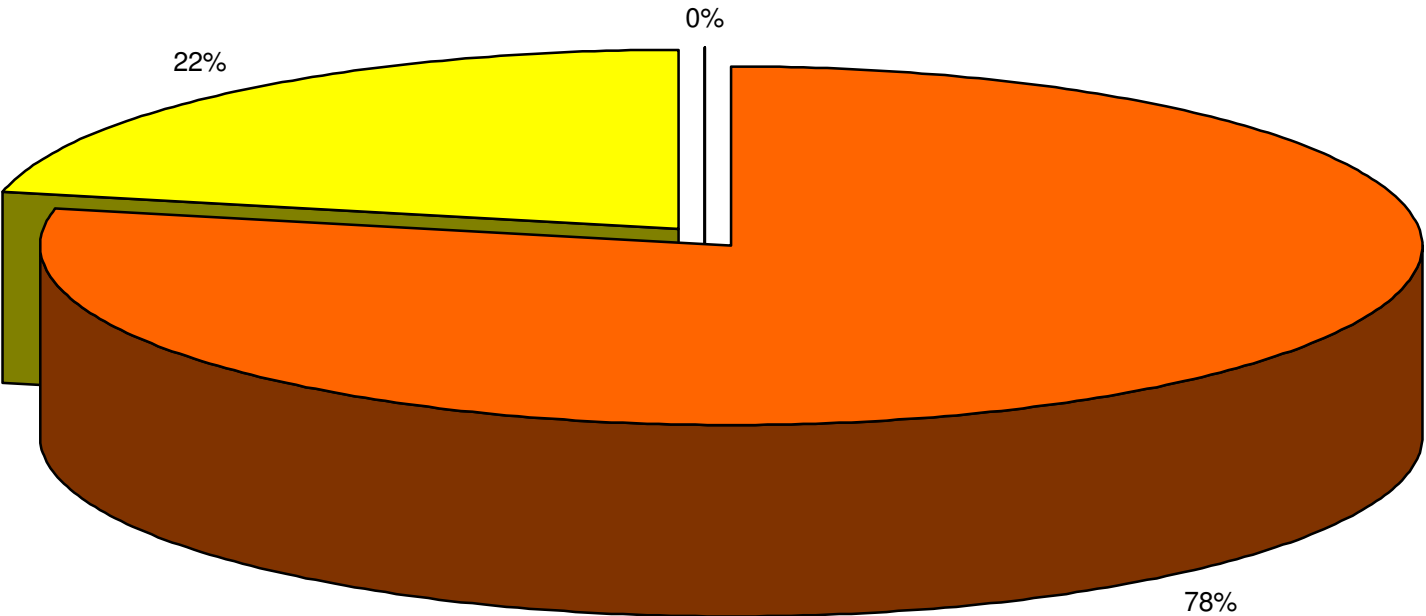
Very Clear	Adequate	Unclear
265	72	1

**Q4 How easy was it to understand the application form?**

Very Easy	Adequate	Difficult
277	60	1

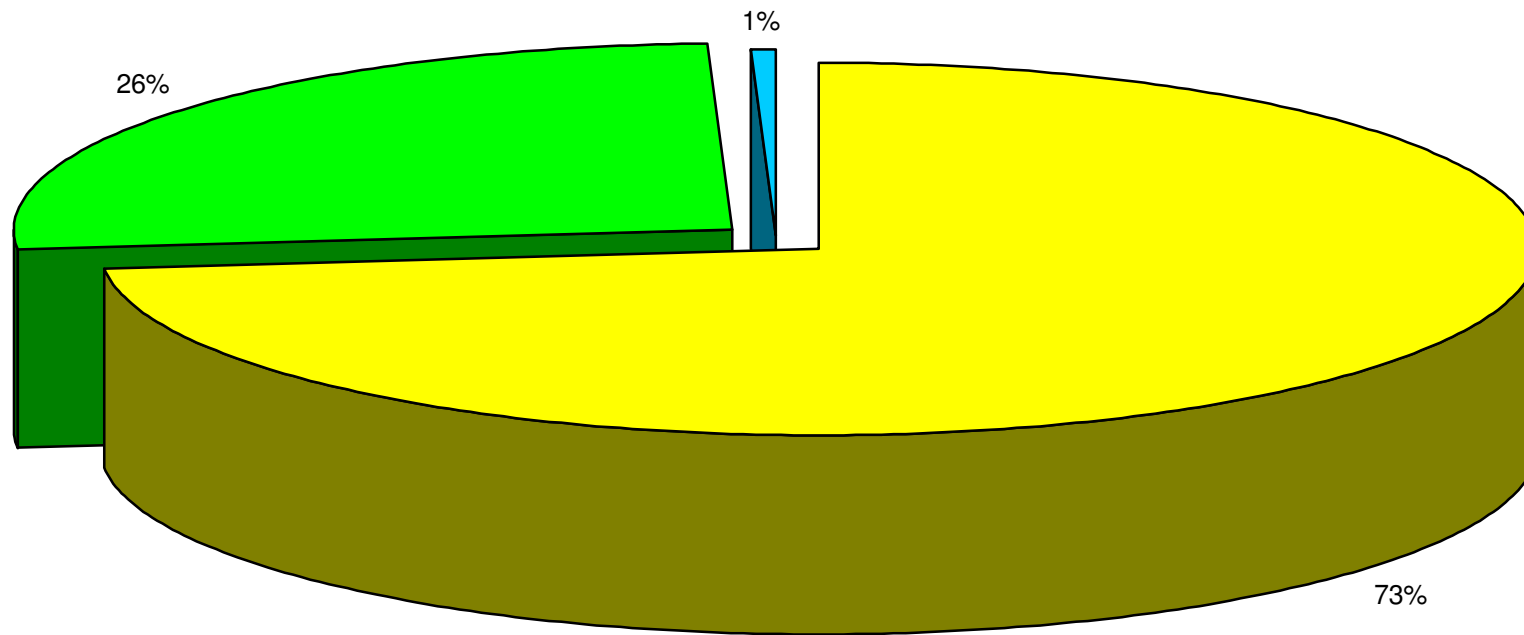
**Total Forms Received: 338**

**Q1. How Helpful Was The Information Provided?**



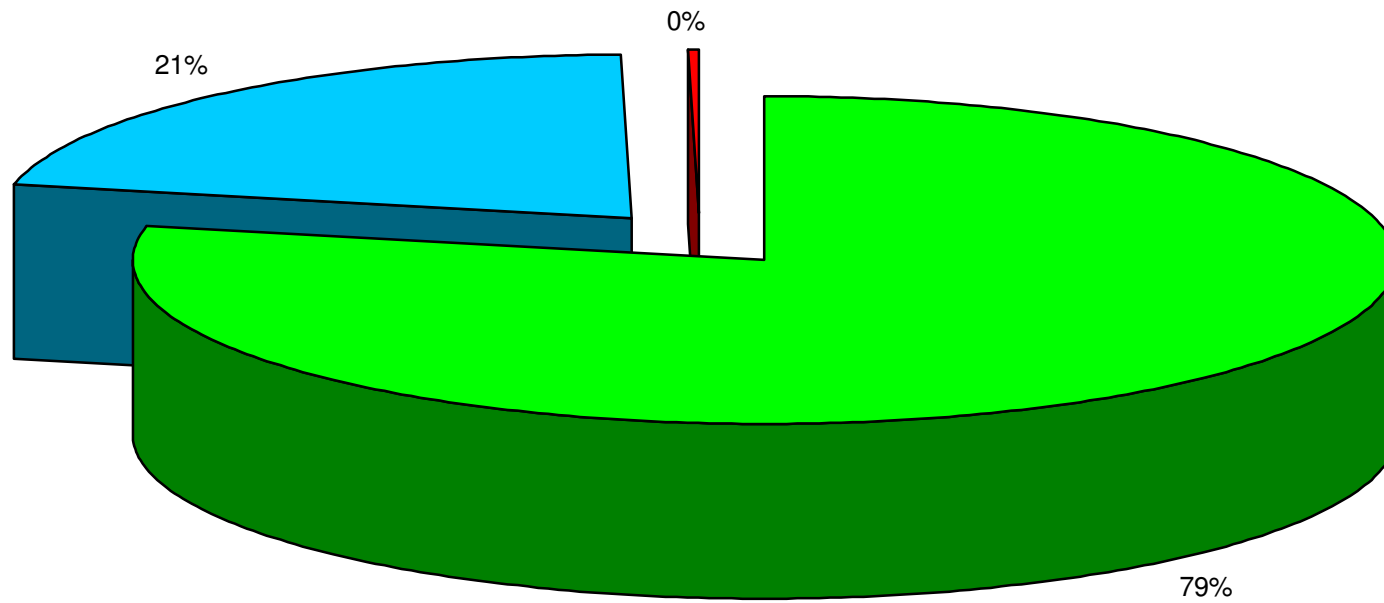
V.Helpful Adequate Unhelpful

## Q2. Was The Information You Required Easy To Find?



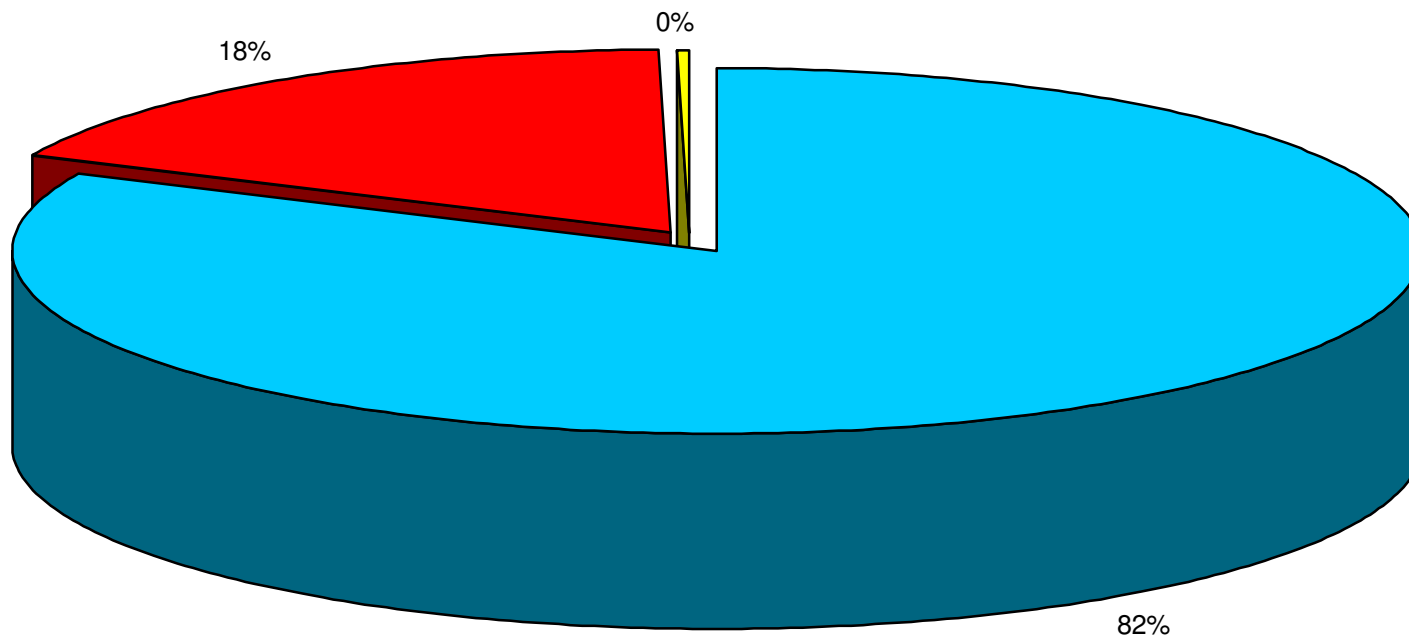
■ V.Easy ■ Adequate ■ Difficult

### Q3. How Clear Was The Style and Presentation of the Booklet?



■ V.Clear ■ Adequate ■ Unclear

#### Q4. How Easy Was The Style and Presentation of the Booklet?



■ V.Easy ■ Adequate ■ Difficult

## **COMMENTS MADE BY PARENTS**

<b>Comments</b>
A greater selection of titles to choose from. I prefer to be known as Dr, but this choice was not available to me.
A link to the school website, and also what hours my child would need to start school, are they eased in and only do morning or afternoon hours or do they go into school full time.
A link to the South Hams information to show that I have applied to Wembury Primary School.
A little more space in the on-line text boxes.
A lot easier way of completing the form.
a map of school locations around Plymouth
a more list of school.
Access to the server ( my application was "timed out")
Additional space availability when providing reasons for school preferences.
addresses of the other junior schools to be able to judge distance if first choice school was unavailable.
Allow parents to refuse to answer 'ethnic' origin and background questions. Currently unable to do so. I do not agree with acknowledging race difference in any way and therefore do not wish to declare my own/childrens racial background. It is no-one's business.
ALTHOUGH WHEN I FIRST RECEIVED THE LEAFLET HAD DIFFICULTY TRYIN TO APLLY ONLINE.
An area for both parents' details not just one
An instant receipt by email that application has worked.
As a note it would be beneficial where schools are about to or have names changed to have thier previous/new name in brackets also
As far as i was aware i had enrolled my daughter for College Rd five months ago however i am extremely dissappointed at this short notice to be told the application was invalid five months later. My wish is for my children to attend the same school
As i am not from plymouth and dont know anybody from here i didn't know which schools i had the option of to send my child or how good they were. There is no where clear to obtain this information. I was also unaware that if i chose a catholic school i had to complete an extra form
As the primary schools are becoming only two instead of four and our changing names i wouldve liked to know bfore hand which schools are which instead of having to phone. There is no indication which new school is which.
Availability of data of % success of school pupils gaining entry to Devonport High Schools via 11+.
Availability of information on line of school's yearly results and location to help choose alternatives to first choice.

Because I didn't leave a gap in the postcode I was held up for a long time, maybe this should be made clearer.
Being able to review the information given.
Better explanation of where some schools are, it's not always possible to tell by the names!
Better notification/advertisement, as we only found out by chance about the online application.
Bickleigh Down was not on the list of primary school - could it be added?
bigger box to write more info
bit slow!! otherwise much easier and ecofriendly than a paper application. Nice to get a confirmation email so we know you got it.
both parents should be able to put there details on the form not just one.
By listing all primary schools in drop down (ie Plympton St Mary C of E Infant School missing)
choice of title to parents name could be broadened to for instance Dr, Reverend etc
Clear indication that I am able to keep a copy of the application submitted.
Clearer map for the catchment areas.
contacts for the schools
Convenient to apply online. Good as it is, thanks.
correct school lists
could not move on from page that asked what school the child is already at, as the child is not at any school I left this blank which was rejected as an answer, get some decent programmers to sort the problem out!
DIDNT FIND TWO SCHOOLS ON THIS FORM APART FROM THAT IT WAS OK
Didnt work the first time I tried, unfortunately but tried later on and was simple and easy to use.
Does stating the second and third choices for a School need to be compulsory ?. I found it difficult to choose, when I know my eldest Sons School meets all of our requirements.
Drop down menu didn't have my choice of schools so I had to enter them manually. Otherwise site ok.
Easier access to school information via webstes - perhaps easier direct navigation to school websites from an alphabetical list so you can get a better 'feel' for the school before deciding on a visit / choice for your child.
easy as it this
Easy links to Ofstead reports and League tables. Whilst this is not the only considertation, it is very useful when making final decissions.
Easy once it worked and stopped crashing!
EVERYTHING WAS FINE THANKYOU

Excellent site, good luck.
Faster server connection
Fine as it is!
for some reason the questions were blurred and difficult to read.
form keeps freezing, doesn't recognise some fields even when completed in line with instructions. many other parents advised of difficulties in completing on line. Been trying to complete this form for over 2 weeks without it freezing!
Format of the Java script blocked by fire wall software - needs to be vista compliant.
gives no indication to when you hear back to show which school she has got into
Having put in our address a list of schools just in our locality would have been helpful
I am new to the area so had to research the schools, although the application held a list of schools it didn't give a link to any further details about the schools. That would have been useful.
I completed it throughout the duration of the morning, returning to it several times due to work commitments. It would be a good idea if there was an option to save the application form at various different stages, knowing that you could come back to comp
I couldn't find Langely school on the drop down list - other than that the form was very easy to fill in.
i couldnt get onto it at home
I did not have an actual thrid choice in mind (ie Montpelier) so I feel a bit cornered into having to put it on the form.
I didn't realise the second and third choice school boxes were mandatory fields and my first 10 emailed forms failed. when they failed I was given no reason and it took time to work out why. On other websites the form would appear again with a red asterix
i found it very quick and very easy, thank you for making the process less daunting.
I found this a very easy to use facility, therefore I would not change anything about it.
I had difficulty in finding the application form on line it didn't come under the websight given.
I had problems downloading the Java program
I had to contact you reference the 'current school' field as he is yet to attend primary. This field could be adapted to include current preschool.
I have had to complete this at work as I was unable to access the form from my home PC even though I have Java installed. It should be available in more formats.
i think its very easy to follow
i think that people should be made aware that you need the java application to get into the application form process

I think there should be open days at all the schools so you can look round and up to date ofsted reports available to compare your schools. As for keep changing the process you are confusing people and it is a very important time. Your childs first day at
I think you should be able to choose how many schools you apply for, as on the written form.
I tried sending the form several times before I realised it wasn't going through because second and third choice schools are mandatory fields. there should be notification of this - perhaps the form should reappear with asterixs by the errors
I tried to enter two pre-schools separated by a comma but it gave a server error. I removed the second pre-school and it was fine then but this was just a guess that either the comma or length of response was a problem.
I was unable to access the guidance notes, which may be due to the computer I'm using rather than a fault of the website. I would like an indication of when a decision is made and process (unless this information is given at the end)
I WASN'T ABLE TO USE MY OWN COMPUTER TO FILL THE FORM DUE TO SOMETHING WRONG WITH THE SERVER. HAD TO USE MY SISTERS COMPUTER.
i wish i could have confirmation send to my email so i dont have to fill it again. thanks
I would feel happier if there was a box i could tick saying i was the foster carer . There wasnt anything in it to say i wasnt the parent or that the address the children are living in is a secure address. Apart from this the form was very easy to fill in
I would like to be able to enter my postcode and be given a list of schools in my catchment area.
I would like to of just had my 1st choise & skip other 2nd & 3rd. Maybe is 1st wasn't avable, go back to choose others.
I would like to see an address for the schools so I know exactly which road it is on and therefore how close it is to me.
i would like to see that it gives a list of the nearest schools to your area. as new people will not know which schools are in their surrounding area.
I would prefer to have both parents names shown
If a child's guardians are living together and not married I feel you need to have the space for both parents to have their details on the online form.
if don't want to choose three schools should make it possible on form
If the choice of schools are arranged according to distance from place of residence, filling the form becomes easier.
If you are sending multiple children it would be nice to complete just one form rather than having to duplicate most details and do it twice.
If you navigate away from this questionnaire (which I did, to confirm the name of the school as it will be changing from Langley Infants to Oakwood), all information is lost & I had to start from the beginning!
Improved - no. Think there may be a small problem with: Flat name / No. House name / No. As I had to fill both fields with the same info before the program would let me continue. Maybe it was my haste though!
In fact the information was very good and answered all my questions..

indication to enter 'none' in second preference if applicable rather than leaving blank which is then an error and requires reworking.
Information about schools and/or a map of schools in the area to help locate nearest schools.
It didn't work for me the first time
it is alot easier than before, thank you
It is fine as it is.
It is not possible to fully research 2nd and 3rd choice schools so have been chosen geographically. It would be preferrable to make this choice at a later stage if the first choice were not available.
It kept asking me to enter a chosen school...even though I had already done so.
It may be helpful if it indicated at the start how long it took to complete.
It might be useful to attach the list of schools in form of a map to guide the parents of their catchment areas and the nearest schools at hand.
It needs to be slicker in it's implementation. For example standard software engineering practices should be used, such as when in a combo box the list should filter as you type. People now expect this as they use the web all the time.
It seems really easy and straight forward
It took me a while to actually find it in the first place.
It was difficult because I live in the South Hams, although Ivybridge is classed as a Plymouth post code. I work at a Plymouth primary school and want my son to go to my school. I would like to have the back up of the school near our house in Ivybridge just in case
It was hard choosing a school seeing as the current school my child attends does not exist anymore so have had to presume that it's now the honicknowle new school however it would have been better to have had in brackets formally chaucer and west park primary
It was unclear what the 'other' box referred to on the selection of school page, under the name of the school selected. I think this meant any other name for the school but I wasn't sure and for a moment thought I had to enter the second preference school
it would be more helpfull if a booklet was sent directly to parents.
It's fine as it stands
Java applet form does not work correctly in Windows Vista.
java form script would not work on home computer. had to wait several days to find a computer that it worked on.
just continue the way you are-service is excellent
kept having to restart as kept taking too long to complete
larger boxes to write comments in so you can see all you typed.
Larger format rather than selecting 'next' every few seconds!
Larger text fields for input of 'reason' answers

Last blank space for entering reason for choosing school is obscured
Links from each schools name to view their ofsted report would be useful.
links to suggested schools, it would be helpful to be able to click on the hichlighted school and read other parents views and reports
LOOKS FINE TO ME
Make it more user friendly, and kept having connection problems with your server
Make the downloading process easier.
Make the paper version and the electronic version more equivalent. This electronic version does not allow you the choice of not responding. It also ignores a person's title, unlike the paper form and so on.
Map of where schools are.
Maybe a summary page which will show all the details you have entered, just to double check the details you have entered are correct. This page could be printable for people who do not have an e-mail account.
maybe addresses where the schools are. my main choice was woodford primary, i researched into this school and i am extremely happy with it. this is my first child going to school and it never ocured to me that he may not get into our preferred school.
Maybe guide lines of school encatchments for areas. as i was unsure of a third school to nominate. As i am not a Plymouth born resident
more clarity/choices about ethnic background and languages for the kids who are british (born here in uk) but their parents are born outside uk
more info on school place numbers etc
More room for both parent's details. More room for choice of school.
More room to explain your choices would have been more appropriate or even a seperate form for children with medical conditions that need to be declared for school suitability to be established.
more schools listed,.... couldn't see langley or southway? which would have been my 2nd and 3rd choices. Although Widewell is mine and Billys first Choice and that was listed.
more space for reasons
more space for reasons for preference please
more space to write additional information
More Variety of schools for children
Need to either get rid of the word count when writing reasons for choosing the school or inform applicants prior to filling in the form that a word count is used. I lost a lot of words when filing in each schools reasons and couldnt remember what I had written
Needs space to inform about twin siblings.

Needs space to inform re twin sibling.
needs to make clear if addresses needed at any point
No - and as it's my last child I will never have to do it again anyway, but I found it very user friendly and would recommend other parents to use it, especially as it saves paper.
no - I found this application very easy to complete and all relevant details pertaining to a school admission placement have been asked.
No - it is all very straight forward and clear.
No - it is so easy to follow the instructions as set out already.
no - probably one of the most user friendly applications ive seen in a long while! great!
No all fine and simple
no all ok
no everything is fine the way it is as its so straight forward
no everything was fully explained and easy to navigate
No excellent. very easy.
no found it very easy
no found it very easy and convenient
NO GREAT AS I DO NOT LIVE IN PLYMOUTH YET AND TAKES MY MND OFF WORRYING ABOUT GETTING HER ENROLLED WITH PAPER FORMS THAT HAVE TO BE SENT OUT.
No I felt the application was very easy and friendly to use.
No i think it is very easy to follow and gives you opportunity to explain your reasons for choosing a school.
No I think it was very good and easy to use, don't really think it could have been made much easier or straight forward. I would stick with what works.
no i think the form is quick, easy and hassle free
No I thought it was very clear and easy to follow the steps required.
no i thought it was very easy to locate and fill in, it;s self explanetory and helpful if you have missed or filled in something wrong.
No I'm not very good on the computer and even I managed it.
No improvement needed
No inprovement needed

NO IT ALL SEEMS STRAIGHT FORWARD AND EASY TO UNDERSTAND AND IT SAVES ALOT OF TIME
No it allows parents/guardians to supply the important information required.
No it asked all the write things and i found it very easy to do thank you.
NO IT IS BETTER OFF BEING KEPT SIMPLY?
no it is fine as it is
NO IT IS VERY GOOD
No it seems fine
No it was at very good standards
No it was fine
No it was straight forward and easy to complete.
no its very straight forward
NO NOT AT THIS TIME
No not really, it is very easy to do
No nothing, the whole process is very easy and straight forward.
no place to put alternative date if schhols not possible would like her to start Jan 2009
no really easy to ccomplete and understand.
No really, quite straight forward to complete.
No space for any auxillary notes if something cannot be filled. I do not have a landline organised yet.
NO THANK YOU
No thank you.
No thanks, it has been a very straightforward process. Lots of information available online and schools happy to supplement this with visits and open days.
No the application was very easy to understand, and it didn't take very long.
no the form was easy to fill out with easy helpful prompts.
no the form was fine
No the whole process is painless. May need further guidance if the school of my choice is not given.
No very easy to follow and complete.
no very good and easy to follow

no very good.!!
No very Happy
no very happy with it
no victoria rd primary school is a really good school.
No!
no! great very simple to use
No, all very simple to complete
No, I found it very good.
No, I think it is straightforward, and as fairly dealt with as it can be.
No, it seems excellent
NO, IT WAS VERY CLEAR.
No, it was very easy to use once it was explained to me. Thanks Sharon!
No, it was very easy.
No, it was very straight forward and easy to follow.
no, it was very straight forward.
No, its straightforward enough for me!
NO, PERFECT
No, really simple to complete
No, thank you
no,it was quite simple
no,very easy
No. And it only took me this long to complete as i had distractions.
No. I think it was very easy to fill in. Not too much information.
No. I Think the application was very professional easy to understand and easy to type being a typist myself. Thank you very much.
No. I thought it was very user friendly.
no. it is very easy and basic
NO. It was fine, i found it easy to follow as prompted throughout.
No. This is a straight forward and efficient enrolment process.

None it was easy to uderstand and formated in a user friendly fashion. Thank you.
None. All is clear and easy.
Nope. It is very good.
Not at all, i found it an easier way by far
Not at all. I found this very user friendly.
Not aware of where some of the schools are so difficult to make 3 choices
not really
not really - is about as simple as you can get!
Not really ...it is clear and simple to fill out.
Not really, an excellent bit of software!!! It was so easy to use and complete.
Not really, the system seems to work.
Not that i can think of
not to have to do it online if it has already been done at school, particulary when you have other children already attending the nominated school
Not to have to fill in and resubmit if you have moved house. Would like to be able to change address details over the telephone.
nothing - very simple to understand
nothing it seems pretty straight forward. this is a very easy way for mums that work full time.
nothing its very easy to use..thank u very much!
nothing needs to be changed.
nothing that i can think of
nothing,found it very easy
notification from schools or t.v prompting
Offer for more than one school would be appreciated, instead of only one offer.
online map to be able to see where schools were if I was new to that location
Only space for one parent to be added I think that both parents details should be added not just one.
Only that either the name Langley or oakwood is put on the list of schools

Option to enter more than one child e.g (twins)
options for parents who do not want their child educated in the state system to immediately make their wishes known
Parents need to be given more information on when and how to apply. I last looked in on the website to do it and at the time was unable to as you had not set it up then. I have looked to do it today and realise that all entries should be in in two days!!!
Perhaps another 50 words on the Reason for Preference section.
Perhaps the schools nearest should be highlighted.
Personally, I found the whole process very simple and easy. Thank you!
plymouth school admissions linked to devon schools as is becomes a bit tricky when you have areas which are very close to plymouth schools ie woolwell. i have to complete 2 application forms 1 for devon and 1 for plymouth as a devon school is my 1st choic
Possible links to school websites would be handy.
Possible links to the school's websites with recent SATs results to enable comparisons to be made about the different schools in particular catchment areas.
Proof of residency. I have concerns that people from outside the area will use a 'catchment address' of a relative/friend to apply. This may be in hand?
Provide a summary page of the information i have given so that i can check all the details are correct. At the moment i have to flip the pages back to check my details are correct....this is very time consuming.
provision to denote schools that you would not want your child to attend.
Reduce time from applying to placements being offered as this will assist working parents who need to make changes to their working hours to accomodate the school hours, travelling times etc. Employers require advance notice of changes to terms and condit
School names not listed - I had to make a phone call to ask for advice
Server / website appeared very slow
Site very good and easy to use, would like to see a SINGLE school preference but that's just my choice.
some of the sentences have been cut of at the top, so you can only read the bottom half of the words.
Space for second parent to be added
Synchronise the ability to apply for a infant place - apparently we have to wait until October! On second choice of school user notes do not show that 'none' is an option.
System could automatically highlight the schools most local to the home address provided

<p>Thank you to the lady who helped when I put in too many characters in the pre-school/nursery question. The only thing I would recommend is when listing the school that the drop down menu is activated when you put in the first initial of the school. Thanks</p>
<p>That was really great and easy to follow.</p>
<p>The ability to cut and paste into the text boxes would help.</p>
<p>The application is very good, very easy to fill out.</p>
<p>The area for current nursery preschool would not save the info inputted. when going back through it had disappeared.</p>
<p>The catholic schools.i was unsure which ones were roman catholic</p>
<p>The details still read for last academic year i.e. 07/08 entry</p>
<p>The drop down list when choosing choice of school gave lists of high schools not primary schools. I had to type in school name. Apart from that very easy and convenient.</p>
<p>The ethnic questions - if we have entered a category from the drop down list we shouldn't need to see any other prompts</p>
<p>The font needs to be bigger and the background needs to be brighter, it made it quite difficult to see what you were typing.</p>
<p>The form was easy to use, but the response time from the server was poor and not available last night (Mon 8th). Other than that , a good facility. Thanks for making it available.</p>
<p>The information leaflet states that up to three choices of schools can be made,indicating that a maximum of three could be chosen, and suggesting that i could state two clear choices if necessary. The online application however does not permit you to make</p>
<p>The interface, bolder font in the text. The background colour of the boxes you type the text into could be changed to an off white or pale yellow.</p>
<p>the main problem was this uid number, but after ringing, adviceline im glad you scrapped that idea, i think parents should supply passport info to catch people who in this country illegally,with false information to prohibit the taxpaying public paying for</p>
<p>The online process is okay - but at times it was not clear why the 'next' icon was not active. The parents guide is difficult to follow - it could be presented in clearer language.</p>
<p>The only aspect which was a bit awkward was that my 1st choice of school (West Park Primary) was not on the list because it is merging with Chaucer so I had to put the new name of Honicknowle Primary. I had to ring up to confirm this was the correct choic</p>
<p>The page keep expiring.</p>
<p>The process with the form is simple and easy to understand. The only issue is with the form forcing you to choose three options - although I understand why you would want to do this I don't particularly like being forced down that route (as a parent)</p>
<p>the questions wouldnt take so long to answer like (03) butb instead you have to put(2003) or you cant move on but is understanderable in ways because you have to get it correct.</p>

The school application is fine, however I am concerned that we have not heard direct from the admissions team to tell us what we have to do to get a school for our daughter. If she was not at pre-school and our son not at school we would not know when to apply
The server is slow.
the space to put a mobile phone number in was a bit odd, but other than that it was straight forward.
The special schools are not on the list of schools.
the street names that the schools are in would be a help as i didnt know the name of the school but knew the street in which the school was. Apart from that one little thing very easy to use.
the support info for each school would be easier to read if the box was bigger.
the web site address on the letter was incorrect! i found the web site by first going to plymouth.gov.uk apart from that the form is very simple and easy to complete - great!
The website wasn't easy to find, had to ask at the school for the address
There is nothing that I can think of.
there was a school name missing earlier in the process which was later added. Thorough checking before launching?
There was problems connecting to the server
Third preference page is incorrect. (The drop down is Secondary schools). It isnt clear whether it is advisable to put a 2nd & 3rd preference or whether we can ignore it if we already attend the feeder school
This box could be bigger each time
This form uses Java. For this form to work, I have to allow a third party program have access to MY computer. This is not an ideal situation. Ideally, this form should have been provided using internet standard SSL security and HTML. As the Java applicati
This is not a personal application, so individual circumstance may not be taken into account. i.e child minders and easy of access.
This is the second attempt at filling in this form - a phone call later says you never recieved it.
This is the second time I have applied online you dont seem to have replied to my original application 2 weeks ago
This method of application was very easy to understand and to complete. However the only concern I have is, how do we know if our application has been successfully received and dealt with at the other end,(Plymouth Council), if sent by e-mail.
To be able to enter a second parents details.

Two of the Primary schools I have oped for (2nd & 3rd Choices) were not on the pull down menu. I don't know if that is because they come under a different council responsibilty, however it would be even easier if all schools were entered.
Unable to correct or amend application once submitted, a new application has to be completed from the start.
very convenient and understandable for the applicant.
very easy and straight forward to use
Very easy and user friendly.
Very easy to follow and much quicker than via post. Brilliant idea.
very good application saved printing the form. two thumbs up! thanks.
Very user friendly.
Wasn't able to list my daughter's present school as it is one that is out of area. She currently attends New Milton Infant School in Hampshire.
We experienced some problems with the 'Pre-school' field. If you are unable to read this, Jasper's pre-school is Little Owls.
WE FEEL EVERYTHING WAS COVERED ,SIMPLE TO UNDERSTAND, PLENTY OF SPACE TO WRITE COMMENTS.
We would like to see Bickleigh Down school on the list as this school would be our first choice
web links to the schools would be useful
when i used linux to try and apply for the school, i sometimes could not see the whole of the page. particuallary on the actual pages where you wrote why you were picking the particular school.
When, in error, I entered both my and my daughter's ethnicity; I found in impossible to cancel one of the fields and had to restart the process all over again.
why asking for ethnicity?
Would be good to know how far away schools are from post code/link to ofsted report esp for forces families new to area.
Would prefer it to be set out in a form.
Yes - a proper summary rather than have to click back through
yes i have twins so an additional child form would be good.
yes I would like to see the completed form prior to submitting it - appreciate this may be on the next couple of pages
yes please eplain the difference between primary and juniour right at the begining.
yes when selecting schools would be better to have only the schools in the area that the child lives.

Yes, the box where you write the reasons for sending your child to a particular school, needs to be bigger. You can only see two very small lines whilst your writing which makes it very hard for reading it through and correcting mistakes.

yes. If there were statistics over how well the school is doing

You could list a number of reason for people to tick.