

## PCSchool Financial Conference 2009 – Questionnaire

Our aim at PCSchool is to continually strive to provide you with a better product. The enclosed questionnaire is designed to enable us to identify our strengths and weaknesses, and as a result to grow and hence serve you better. To this end would you take the time to complete the items below.

Name (optional):

Your years of experience with PCSchool:

School (optional):

Student population:

### Support Services

Module Component	Knowledge			Manner			Follow Up			Provide Solution		
	✓ Poor	✓ Satisfactory	✓ Excel	✓ Poor	✓ Satisfactory	✓ Excel	✓ Poor	✓ Satisfactory	✓ Excel	✓ Poor	✓ Satisfactory	✓ Excel
Help Desk			✓			✓			✓			✓

#### Comments

- "Help Desk is exceptional"
- "Thanks for the great job"
- "Excellent, very helpful, quick and efficient."
- "Good customer service and beyond what would be expected"
- "I find the support desk very helpful and the added Teamviewer capabilities helps solve problems quickly"
- "Help has been great as an early user. Generally very knowledgeable and overall has facilitated us greatly in moving to the new system. I love having someone to take over and fix up issues"
- "I have called the help desk many times, and often for the same question, and have always received efficient, friendly and knowledgeable assistance. Any system is as good as its support desk and I have found them to be excellent in assisting with problems and providing solutions. Thank you."

Conference Results	
Support Services	
Did not Comment	10
60%	1
80%	9
85%	3
90%	4
95%	3
100%	25
Total Responses	55
<b>Average % Score</b>	<b>93%</b>

### On Line Help Documentation

Module Component	Content			Ease of Finding		
	✓ Poor	✓ Satisfactory	✓ Excel	✓ Poor	✓ Satisfactory	✓ Excel
Debtors						
General Ledger			✓			✓
Payroll						

Conference Results	
On Line Help	
Did not Comment	27
60%	9
70%	5
80%	10
90%	2
100%	2
Total Responses	55
<b>Average % Score</b>	<b>74%</b>

## Users Experience with the PCSchool Software

Module Components	Years in Use	Would you like to Implement	Functionality			Ease of Use			Speed			Reliability		
<b>PCSchool Overall</b>														
<b>Debtors</b>														
<b>Ledger</b>														
<b>Elect Fee Collection</b>														
<b>Email within PCS</b>														
<b>eMerge</b>														
<b>Projects</b>														
<b>Budgets</b>														
<b>Creditors</b>														
<b>Order Entry</b>														
<b>Electronic Payments</b>														
<b>Assets</b>														
<b>Payroll</b>														
<b>Curriculum</b>														
<b>Library</b>														
<b>Foundation</b>														
<b>Spider</b>														
<b>Point of Sale</b>														
<b>SMS Messaging</b>														
<b>Alumi Portal</b>														
<b>Payment Portal</b>														
<b>Web Based Orders</b>														

Conference Results	
Functionality	
Did not Comment	13
60%	5
80%	26
100%	11
Total Responses	55
<b>Average % Score</b>	<b>83%</b>

Conference Results	
Ease of Use	
Did not Comment	13
40%	1
60%	7
80%	24
100%	10
Total Responses	55
<b>Average % Score</b>	<b>80%</b>

Conference Results	
Speed	
Did not Comment	13
20%	1
60%	7
80%	17
100%	17
Total Responses	55
<b>Average % Score</b>	<b>83%</b>

Conference Results	
Reliability	
Did not Comment	13
40%	1
60%	6
80%	16
100%	19
Total Responses	55
<b>Average % Score</b>	<b>85%</b>

Are you attending ASBA: (Please circle)      Yes or No

## Conference Evaluation

Program Item	Presentation			Content			Suitability		
	Poor	Satisfactory	Excel	Poor	Satisfactory	Excel	Poor	Satisfactory	Excel
<b>Conference Overall</b>									
<b>Day 1</b>									
<b>Road Map</b>									
<b>Spider Unleashed</b>									
<b>Breakout Sessions</b>									
<i>Account Consolidation</i>									
<i>Electronic Messaging eMerge &amp; Text</i>									
<i>Balancing the GST</i>									
<i>Automatic Billing</i>									
<i>Electronic Processing</i>									
<i>Ledger Reporting</i>									
<i>Document Management</i>									
<b>Web Access &amp; Order Entry</b>									
<b>Success or Failure – Who's Call?</b>									

Conference Results	
Conference Overall	
Did not Comment	9
60%	3
80%	21
93%	2
100%	20
Total Responses	55
<b>Average % Score</b>	<b>88%</b>

Conference Results	
Spider Unleashed Session	
Did not Comment	5
53%	1
60%	4
80%	15
87%	6
93%	1
100%	23
Total Responses	55
<b>Average % Score</b>	<b>88%</b>

Conference Results	
Web Access & Order Entry	
Did not Comment	9
47%	1
60%	4
73%	2
80%	12
87%	4
93%	5
100%	18
Total Responses	55
<b>Average % Score</b>	<b>87%</b>

Conference Results	
Road Map Session	
Did not Comment	2
60%	4
73%	2
80%	11
87%	3
93%	5
100%	28
Total Responses	55
<b>Average % Score</b>	<b>90%</b>

Conference Results	
Breakout Sessions	
60%	1
80%	19
87%	1
93%	3
100%	31
Total Responses	55
<b>Average % Score</b>	<b>92%</b>

Conference Results	
Success or Failure Who's Call?	
Did not Comment	10
60%	3
80%	9
87%	2
93%	1
100%	30
Total Responses	55
<b>Average % Score</b>	<b>93%</b>

Conference Results	
Maximising PCS Functionality	
Did not Comment	1
60%	4
67%	1
73%	1
80%	17
87%	8
93%	4
100%	19
Total Responses	55
<b>Average % Score</b>	<b>87%</b>

Program Item	Presentation			Content			Suitability		
	Poor	Satisfactory	Excel	Poor	Satisfactory	Excel	Poor	Satisfactory	Excel
<b>DAY 2</b>									
<b>Maximising PCS Functionality</b>									
<b>Specialise Financial Reporting</b>									
<b>Break Out Sessions</b>									
<i>Electronic Messaging eMerge &amp; Text</i>									
<i>Automatic Billing</i>									
<i>Point of Sale</i>									
<i>Balancing the GST</i>									
<i>Document Management</i>									
<i>Web Base Order Entry &amp; Access to Budgets</i>									
<b>What Other PCSchool Users Are Doing</b>									
<b>Plenary Session</b>									
<b>Conference Facilities</b>	<b>Venue</b>			<b>Meals</b>			<b>Value for Money</b>		

Conference Results	
Financial Reporting Session	
Did not Comment	6
60%	4
73%	1
80%	15
87%	7
93%	5
100%	17
Total Responses	55
<b>Average % Score</b>	<b>87%</b>

Conference Results	
What Other PCSchool Users Are Doing	
Did not Comment	11
60%	2
73%	2
80%	8
87%	2
93%	3
100%	27
Total Responses	55
<b>Average % Score</b>	<b>92%</b>

Conference Results	
Plenary Session	
Did not Comment	19
60%	4
67%	1
73%	2
80%	6
87%	3
93%	1
100%	19
Total Responses	55
<b>Average % Score</b>	<b>89%</b>

## Testimonial:

We are very interested in your overall opinion of our product, PCSchool and our service. Please feel free to provide your testimonial (either positive, negative, or somewhere in between)

Please indicate if we can publish your comment (please circle):

Yes

No

- “I like the direction PCSchool is taking with web based applications.” *G. Paget, St Phillip's College (NSW)*
- “Always very supportive and helpful. The programs provide what our school requires” *B. Keegan, Padua College (QLD)*
- “PCSchool competes with the more expensive school administration systems and has the same functionality with better support for a lot less money” *K. Simpfenderfer, Suncoast Christian College (QLD)*
- “The Help Desk is the best I have ever come across. System is easy to use, though some modules are still improving. The PCSchool staff, at all levels, are approachable and really listen. Our staff trust the software.” *K. Verryt, Waikato Diocesan School (NZ)*
- “PCSchool has made my position in overall management of school software a lot easier. A very professional approach in School Management Systems. Well done PCSchool, very much appreciated.” *N. Spalding, St Dominic's College (NZ)*
- “PCSchool is a package that is continuously developing and improving on an already sound integrated database. I value and appreciate the great support that everyone of your staff provide! I look forward to seeing the road map come to reality and applaud you for recognising your areas of weakness. I look forward to ensuring the maximum functionality for our school. Thank you for a great conference which has again renewed my motivation and enthusiasm.” *S. Manning, Kerikeri High School (NZ)*
- “Thankyou for your help on-line. We don't feel alone as you are only a phone call away and so very helpful (even when is a stupid question!). I want to pursue this one integrated system within our school as I have run on a few occasions separate program and it was a nightmare and time consuming. PCSchool is one database and time saving – complete school system.” *G. Strong, St Phillips College Gosford (NSW)*