

**Test date:**

**Test Location: Tallinn University Centre for International Examinations Centre number: EE003**

Please circle the most appropriate responses and give extra information where applicable

**1.Travel time to venue**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Under 1 hour | 1-2 hours  | 2-3 hours | 3-4 hours | Over 5 hours |

|  |  |  |
| --- | --- | --- |
| 2. Did your trip involve an overnight stay? | YES | NO |

|  |  |  |
| --- | --- | --- |
| 3. Was Tallinn University convenient for you to take the test? | YES | NO |

If not please state which major city was more convenient for you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| 4. Was this your first choice of date? | YES | NO |

If not please state your first choice of date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| 5. Was IELTS your first choice as the English language test you needed? | YES | NO |

If not which test(s) were your first choice(s) :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Why did you choose to take IELTS? (you may indicate more than one)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Availability of dates |  Location of venue |  Recognition of test |  Fast results |  Other – please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**7. How did you find information about the test?** ( you may indicate more than one)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Website  | Phone |  | Publicity material | Place of study |  Employer Other – please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

 If you used a website, which was it? (you may indicate more than one)

|  |  |  |  |
| --- | --- | --- | --- |
|  | British Council |  IELTS.org  |  Google Tallinn University website Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |
| --- | --- | --- |
| 8. Was the payment method convenient? | YES | NO |

|  |  |  |
| --- | --- | --- |
| 9 Was online registration easy for you | YES | NO |

**10. Why are you taking IELTS?**

|  |  |  |
| --- | --- | --- |
|  | Needed to do a work or study placement abroad  | YES/NO |
|  | Needed to apply for a FULL undergraduate degree course abroad | YES/NO |
|  | Needed to apply for a FULL postgraduate degree course abroad | YES/NO |
|  | Needed to apply for a degree course in Estonia because part/all of the course is taught in English | YES/NO |
|  | Required for your degree course in Estonia even though it is not taught in English and does not involve a placement abroad | YES/NO |

|  |  |  |
| --- | --- | --- |
| **11. Did you Know that IELTS is widely recognised in the USA?** | YES | NO |

**12. How do you rate each of these areas?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| The standard of administration leading up to this test? | Excellent | Good | Neither good nor bad | Bad | Very bad |
| The standard of administration during the test? | Excellent | Good | Neither good nor bad | Bad | Very bad |
| Facilities at the test venue | Excellent | Good | Neither good nor bad | Bad | Very bad |
| Accessibility of the test venue | Excellent | Good | Neither good nor bad | Bad | Very bad |

**13. If you rated any areas above as bad or very bad can you please say why?**

|  |  |
| --- | --- |
|  |  |

14. Do you have any further suggestions for improving our service to you?

|  |  |
| --- | --- |
|  |  |

**15. Can we contact you in the future for a testimonial\* about your experience with IELTS?**

Yes, I’m happy to provide a written testimonial

Yes, I’m happy to provide a written testimonial or to take part in a video testimonial

No, please don’t contact me

**Contact details:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you very much for taking IELTS and completing the questionnaire!**