

School Survey

Overview

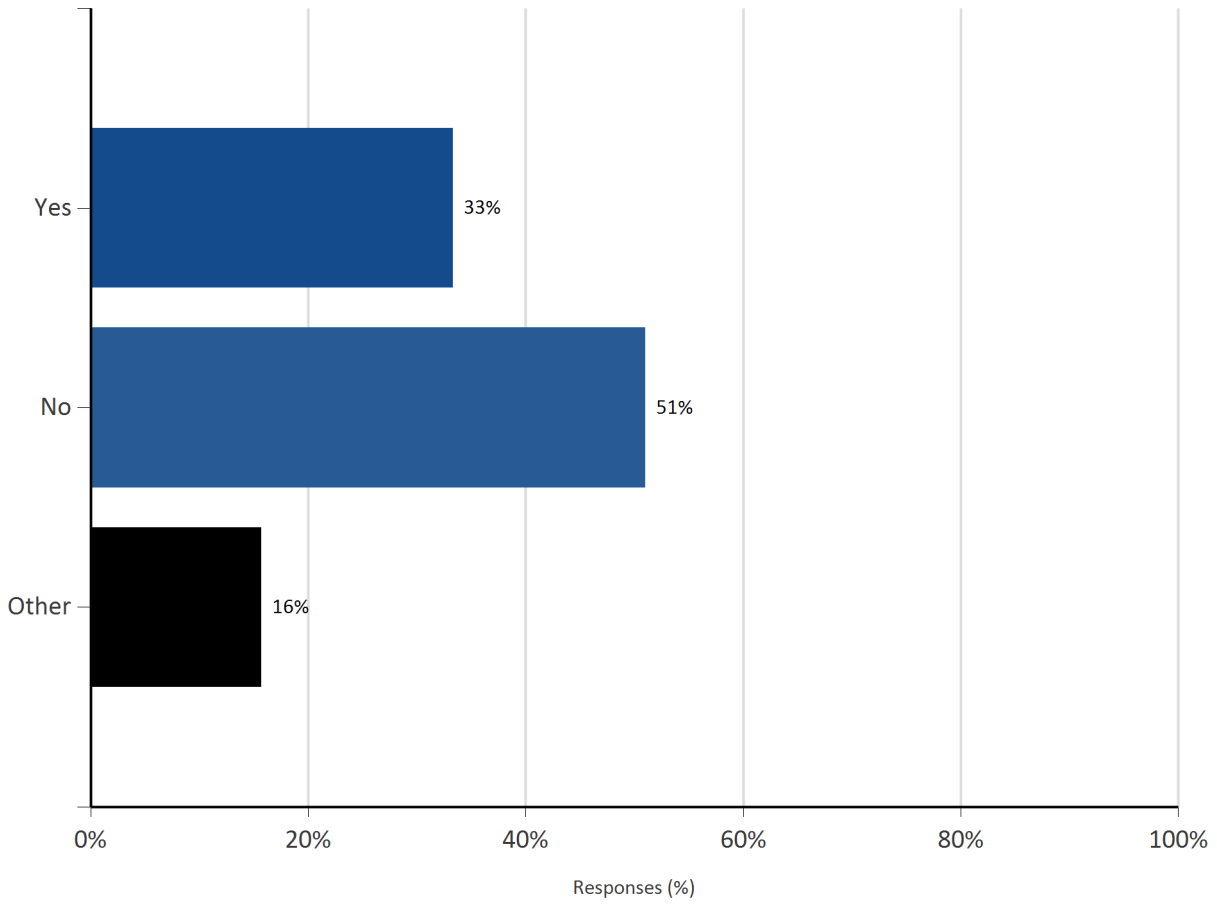
Survey title	Bannister Creek Primary - School Photo Provider
Report title	Distribution - single
Organisation name	Bannister Creek Primary School
Generation time & date	1:43PM - 01 Sep 2016
Generated by	Lynnette Macauley
Distribution name	Bannister Creek Primary - School Photo Provider - 16/08/2016 2:51 PM
School year	2016
Num of online responses	46
Num of manual responses	0

Question overview information	Yes
N/A responses	Yes
Open text responses	Yes
'Other' responses	Yes
Order of questions	Sequential
Graphs	Yes

1 . Do you believe the photo packages offered by 3P Photography represented value for money?

Question overview

Category	None
Mandatory	No
Type	Multiple response multiple choice
Answered	45
Not answered	1



	Yes		No		Other	
	Num	%	Num	%	Num	%
Number	17	33%	26	51%	8	16%

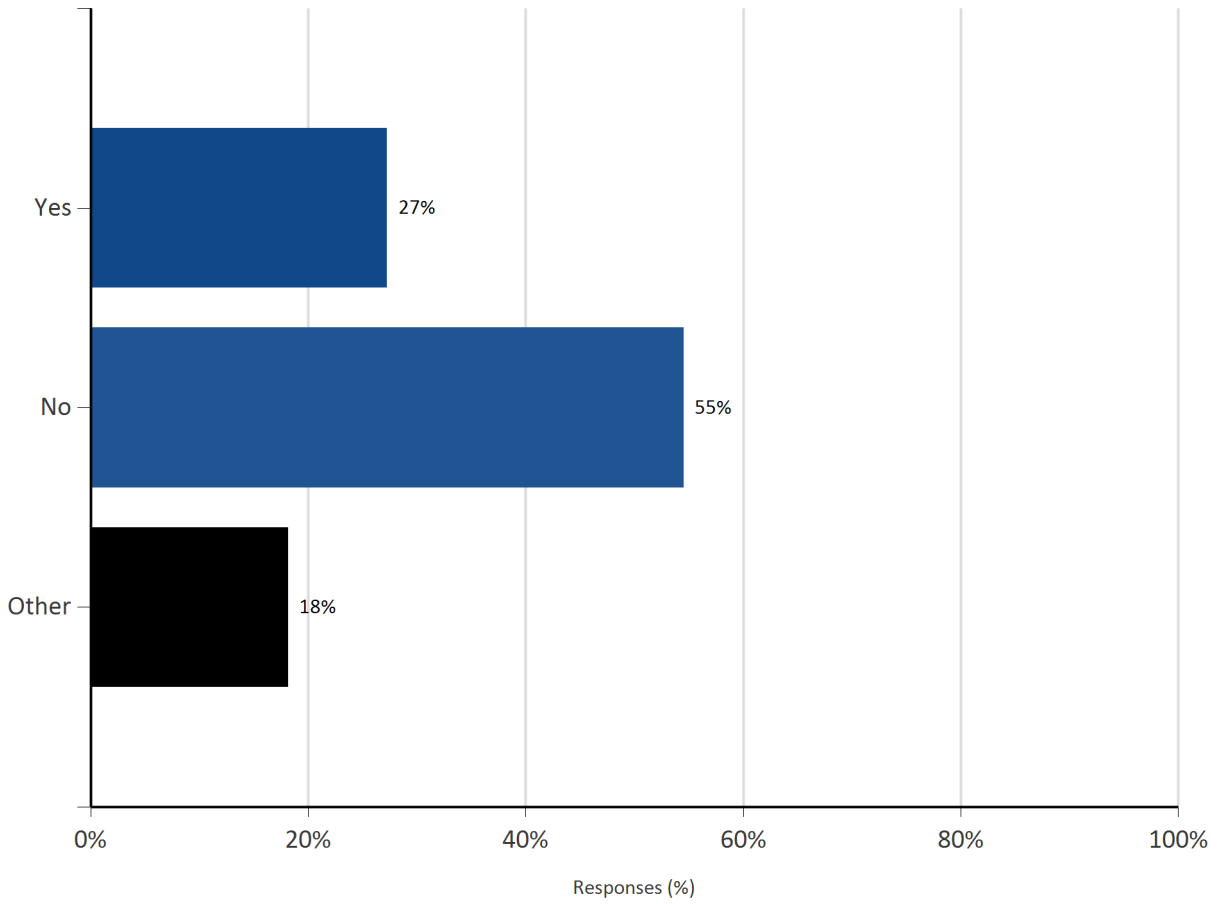
'Other' - Responses:

Response	Count
Paper quality was a lot weaker than previous company.	1
Its likely comparable with other photographers however I don't think the cost is value for money.	1
No, also, when paying for more than one package there should be more than one envelope. I had to seperate and organise 2 extra envelopes for other family members.	1
Good value. However I found it strange to not include both individual class photos and whole group photo in all packages.	1
From photos I viewed yes	1
Not really - I was frustrated that I had only one choice of package if I wanted the school group photo	1
Basic package didn't contain all the photos (class photo and thumbnail portrait photos) other companies include.	1
Photos were discoloured and extremely posed. Students looked uncomfortable and balance in the photos was uneven. Very disappointed.	1

2 . Were you happy with the package options offered by 3P Photography?

Question overview

Category	None
Mandatory	No
Type	Multiple response multiple choice
Answered	45
Not answered	1



	Yes		No		Other	
	Num	%	Num	%	Num	%
Number	15	27%	30	55%	10	18%

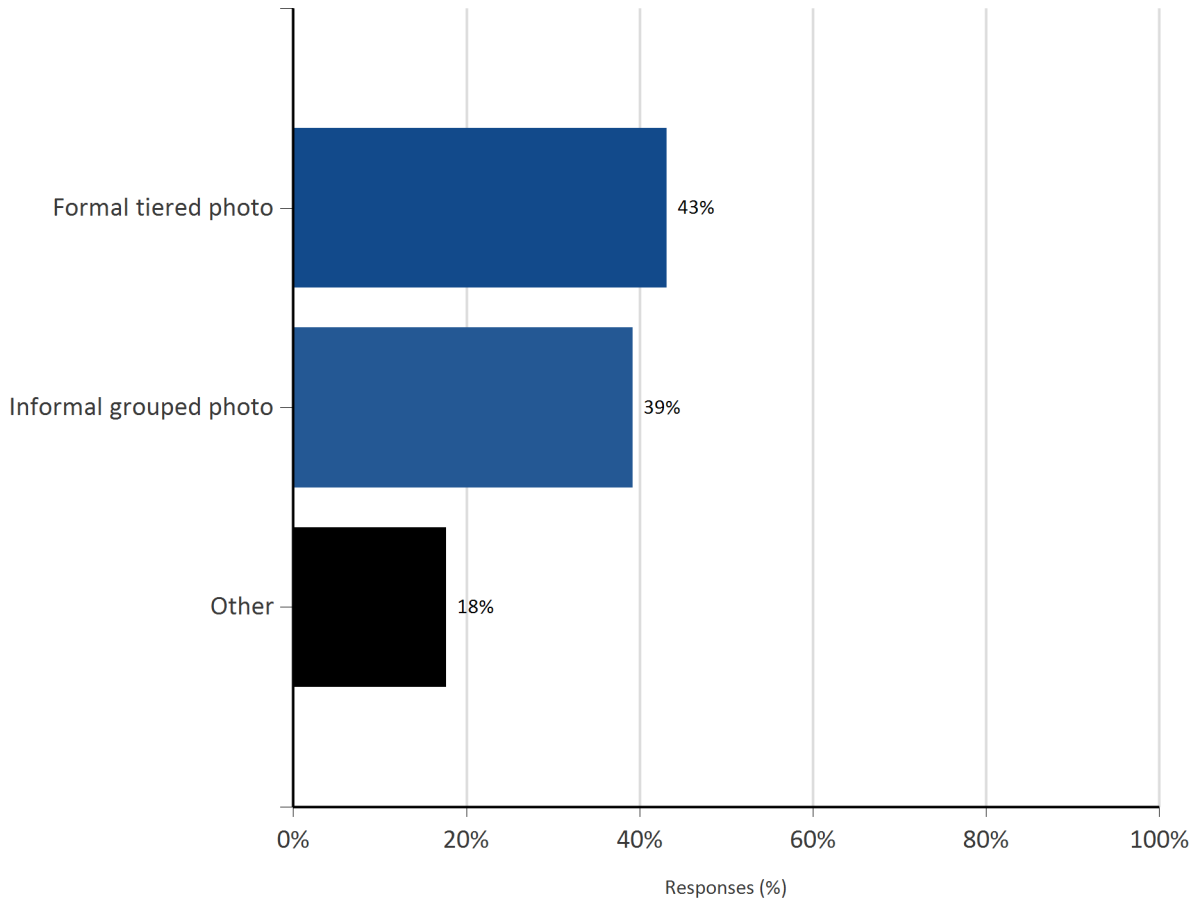
'Other' - Responses:

Response	Count
Measurement sizes not on order form or on their website to work out what each package size reflected in cm or inches.	1
Much preferred last years photos. Weren't impressed this year.	1
Photos were too big to put in an ordinary photo frame. Also had to buy a bigger pack to get a class photo with everyone in the one photo.	1
Higher prices, much lower quality than the previous service provider	1
Prefer previous supplier with option to have a 'folder' view with informal group and individual photos.	1
There could have been a package with more variety for an average price, eg. Group photo, personal photo, and one of the boxes of the kids individual faces. Perfect!	1
For above reason	1
Yes options were great.	1
To get both class photo and thumbnail portraits cost \$20 more than other companies.	1
Really didnt like how the kids were photoshopped in	1

3 . Which class photo format do you prefer; the formal tiered class photo or the informal grouped photo?

Question overview

Category	None
Mandatory	No
Type	Multiple response multiple choice
Answered	45
Not answered	1



	Formal tiered photo		Informal grouped photo		Other	
	Num	%	Num	%	Num	%
Number	22	43%	20	39%	9	18%

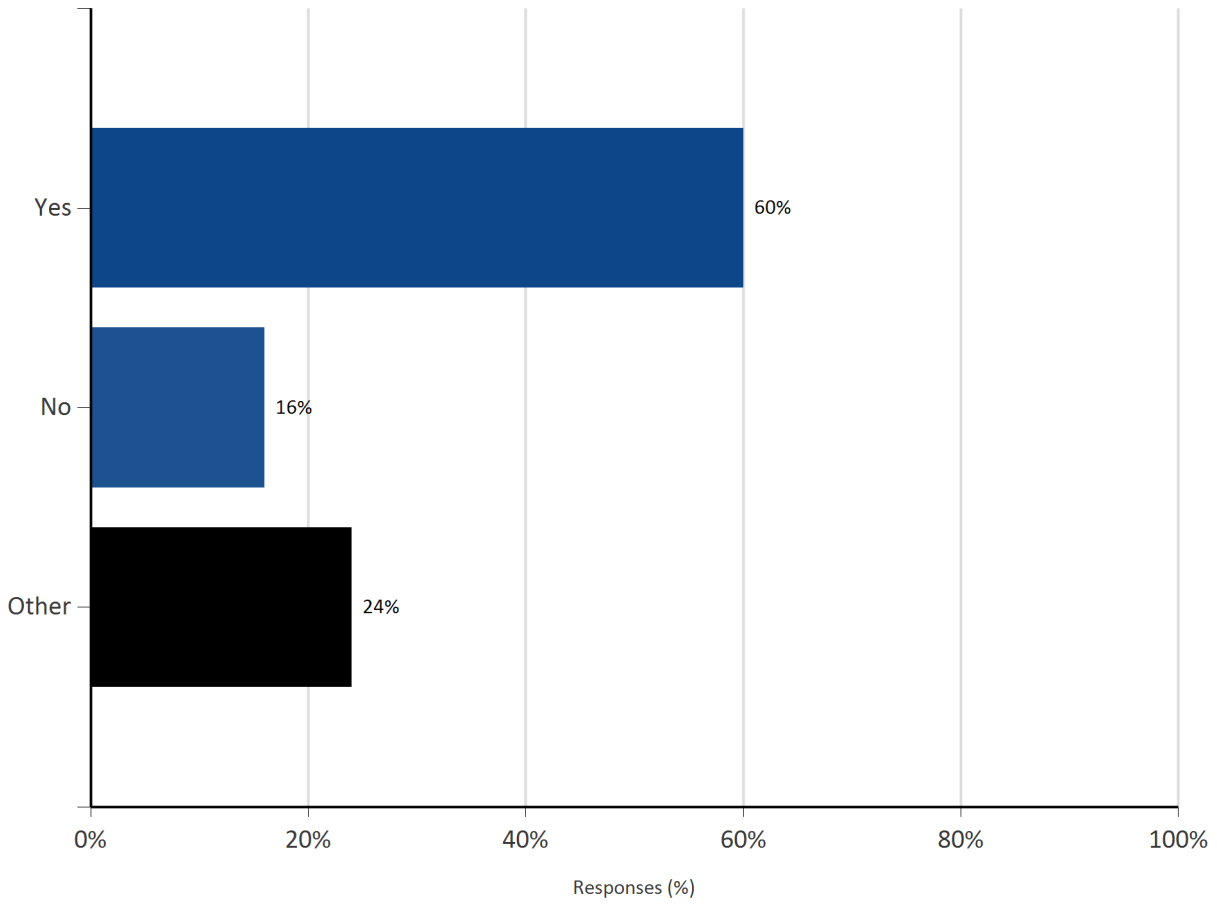
'Other' - Responses:

Response	Count
I didn't get to see the informal to provide opinio	1
Did not see group photo, only got the tiered photo	1
The grouped photo has more character.	1
Either	1
Unfortunately I was very disappointed with infomal	1
Either just memories for children as they grow up	1
So long as everyone can be seen clearly, Im happy	1
This question is bias	1
Not sure what this means	1

4 . Were you happy with 3P Photography's customer service?

Question overview

Category	None
Mandatory	No
Type	Multiple response multiple choice
Answered	44
Not answered	2



	Yes		No		Other	
	Num	%	Num	%	Num	%
Number	30	60%	8	16%	12	24%

'Other' - Responses:

Response	Count
Little effort getting child to smile nicely. Rush	1
No comment, did not deal with them	1
I think it was as expected, rather than excellent.	1
Didn't have to communicate with them	1
Unclear directions regarding family photos	1
Service was fine. The photos in general looked ok	1
My child wouldn't have photos so can't comment	1
photos took too long to arrive	1
They were unable to assist me with a any questions	1
It took far too long to get the photos back.	1
I have never in contact with them	1
Didnt personally deal with them	1