

SCHOOL EVALUATION CHECKLIST

This tool helps you evaluate your school from the perspective of a student, a regulator, and a partner. Use it quarterly or annually to assess growth, identify areas for improvement, and maintain credibility in the marketplace.

SCHOOL OPERATIONS

- ☐ Website is updated, clear, and mobile-friendly
- ☐ Contact information is easy to find and accurate
- ☐ Response time to inquiries is 24 hours or less
- ☐ Class schedule is posted and accurate
- ☐ Refund, cancellation, and policy info is clearly shared

STUDENT EXPERIENCE

- ☐ Registration is simple and seamless
- ☐ Payment system works smoothly (online or in-person)
- ☐ Class reminders or confirmations are automated or prompt
- ☐ Feedback is collected consistently after each course
- ☐ Testimonials or reviews are visible and current

INSTRUCTOR & COURSE OVERSIGHT

- ☐ Instructors are evaluated and receive regular feedback
- ☐ Course materials are reviewed and updated each year
- ☐ Regulatory documents are submitted on time (course approvals, renewals, audits)
- ☐ Courses are aligned with learning objectives and licensee needs
- ☐ CE credit issuance process is prompt and compliant