

SCHOOL REPORT CARD

You can score each on a **1–5 scale** (1 = Needs Major Improvement, 5 = Excellent), then identify areas that fall below a certain threshold for immediate attention

Area	Score (1 – 5)	Notes
Response Time to Calls/Emails		
Course Availability & Frequency		
Instructor Preparedness & Punctuality		
Course Quality (Content Relevance & Clarity)		
Student Retention Rate		
Licensing Exam Pass Rates		
Marketing & Outreach Efforts		
Student Feedback Scores		
CE Certificate Issuance Time		
Course Approval Submission Timeliness		
Transparency of Policies (Refunds, Cancellations)		
Website Accuracy & Usability		
Inclusivity & Accessibility for All Learners		
Community or Broker Partnerships		