



Dear Parents/Carers,

RE: SchoolMoney Cashless Payment System

The SchoolMoney cashless payment system has been in operation now for three weeks. Now that you have all had the opportunity to use it, we would really value your opinion of the system. We would really appreciate it if could you take a few minutes to fill in this questionnaire. Please read each statement and tick the answer that best fits your view and return it to school by **Monday 7th November 2016**. The questionnaires are filled in anonymously and answers will be treated as confidential.

Thank you.

On informing parents prior to the system going 'live'	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	Non-Applicable
I was given enough notice of the system being implemented						
The letter I received contained adequate information about the new system						
I found the parent presentation meeting useful and easy to understand						
My questions were answered with clarity						
The presentation gave me confidence in using the system						

If you did not attend the presentation meeting, please give your reason below

On using SchoolMoney	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	Non-Applicable
After receiving my password and login details I was able to access SchoolMoney with ease						
I find the Breakfast Club booking and payment procedure straightforward						
I find the top-up payment procedure for school dinners straightforward						
I made an incorrect payment/booking and it was refunded/rectified promptly and efficiently						
I have purchased school uniform using the 'Shop' facility						
I find this method of purchasing school uniform less time consuming						



On using SchoolMoney Cont'd	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	Non-Applicable
The computer provided for parents in the foyer area is a useful resource						
I have used the computer in the foyer area						
I have made payments using my child's barcodes at a PayPoint						
I find making payments using PayPoint easy and straightforward						
I have experienced difficulties/problems with the system						
The difficulties/problems I experienced were rectified in a timely manner						
The school office staff dealt with my queries/problems effectively and with professionalism						

Please give a brief description of difficulties/problems you experienced

Overall opinion of the system	Strongly Agree	Agree	Don't know	Disagree	Strongly Disagree	Non-Applicable
I find the system flexible, convenient and easy to use						
I can see at a glance how much I am in credit/debit						
I have benefited from not queuing at the office, particularly on Monday mornings						

We would welcome any further comments you may have

Thank you for taking the time to complete this questionnaire.