






## Initial feedback from Trainees

All our new trainees are invited to submit feedback about their early experiences of dealing with New Insights Africa. The statistics presented here represent the collated responses from all those who kindly responded to the questionnaire.

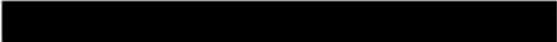


Statistics collected from inception until date below

This Presentation Last updated **7 April 2015**

### The ability to navigate your website:

| Answers                           | Graph  | Percentage | Responses  |
|-----------------------------------|--|------------|------------|
| 1. Exceeded my expectations       |   | 29.1       | 95         |
| 2. Met my expectations            |  | 70.2       | 229        |
| 3. Fell short of my expectations  |   | 0.6        | 2          |
| <b>Total Number of Responses:</b> |  |            | <b>326</b> |

### Your responsiveness to my request or enquiry:

| Answers                           | Graph  | Percentage | Responses  |
|-----------------------------------|--|------------|------------|
| 1. Exceeded my expectations       |  | 74.1       | 243        |
| 2. Met my expectations            |   | 25.6       | 84         |
| 3. Fell short of my expectations  |   | 0.3        | 1          |
| <b>Total Number of Responses:</b> |  |            | <b>328</b> |

**The content and quality of your free report:**

| Answers                           | Graph | Percentage | Responses  |
|-----------------------------------|-------|------------|------------|
| 1. Exceeded my expectations       |       | 65.8       | 214        |
| 2. Met my expectations            |       | 32.9       | 107        |
| 3. Fell short of my expectations  |       | 1.2        | 4          |
| <b>Total Number of Responses:</b> |       |            | <b>325</b> |

**The ease and convenience of your Registration and Payment process:**

| Answers                           | Graph | Percentage | Responses  |
|-----------------------------------|-------|------------|------------|
| 1. Exceeded my expectations       |       | 66.4       | 217        |
| 2. Met my expectations            |       | 32.7       | 107        |
| 3. Fell short of my expectations  |       | 0.9        | 3          |
| <b>Total Number of Responses:</b> |       |            | <b>327</b> |




**The speed and convenience of delivery of my Programme Material:**

| Answers                           | Graph | Percentage | Responses  |
|-----------------------------------|-------|------------|------------|
| 1. Exceeded my expectations       |       | 86.3       | 283        |
| 2. Met my expectations            |       | 12.8       | 42         |
| 3. Fell short of my expectations  |       | 0.9        | 3          |
| <b>Total Number of Responses:</b> |       |            | <b>328</b> |




**The integrity of the delivered package:**

| Answers   | Graph | Percentage | Responses  |
|---|-------|------------|------------|
| 1. Met my expectations. Nothing was damaged, missing or out of place. |       | 94.2       | 309        |
| 2. Fell short of my expectations (please specify below):              |       | 5.8        | 19         |
| <b>Total Number of Responses:</b>                                     |       |            | <b>328</b> |

### My initial impressions of the presentation of the Programme material:

| Answers                           | Graph  | Percentage | Responses  |
|-----------------------------------|--|------------|------------|
| 1. Exceeded my expectations       |  | 61.2       | 200        |
| 2. Met my expectations            |   | 37.6       | 123        |
| 3. Fell short of my expectations  |   | 1.2        | 4          |
| <b>Total Number of Responses:</b> |  |            | <b>327</b> |

### My initial impressions of the quality and content of the Programme material:

| Answers                           | Graph  | Percentage | Responses  |
|-----------------------------------|--|------------|------------|
| 1. Exceeded my expectations       |  | 60.3       | 196        |
| 2. Met my expectations            |   | 39.1       | 127        |
| 3. Fell short of my expectations  |   | 0.6        | 2          |
| <b>Total Number of Responses:</b> |  |            | <b>325</b> |

**My initial impressions of your weekly newsletter/blog:**






| Answers                              | Graph | Percentage | Responses  |
|--------------------------------------|-------|------------|------------|
| 1. Exceeded my expectations          |       | 39.0       | 104        |
| 2. Met my expectations               |       | 55.4       | 148        |
| 3. Fell short of my expectations     |       | 0.4        | 1          |
| 4. I haven't yet read it!            |       | 4.9        | 13         |
| 5. I'm not receiving new post alerts |       | 0.4        | 1          |
| <b>Total Number of Responses:</b>    |       |            | <b>267</b> |

**My initial impressions of The Forum:**




| Answers                           | Graph | Percentage | Responses  |
|-----------------------------------|-------|------------|------------|
| 1. Exceeded my expectations       |       | 30.4       | 38         |
| 2. Met my expectations            |       | 48.8       | 61         |
| 3. Fell short of my expectations  |       | 6.4        | 8          |
| 4. I haven't yet logged in!       |       | 14.4       | 18         |
| 5. What's that?                   |       | 0.0        | 0          |
| <b>Total Number of Responses:</b> |       |            | <b>125</b> |

\* Response rates are lower for this second question as it was only added to our survey more recently



**Overall, I would describe my experience with NIA so far, as:**

| Answers                           | Graph  | Percentage | Responses  |
|-----------------------------------|--|------------|------------|
| 1. Excellent                      |  | 70.3       | 194        |
| 2. Very Good                      |   | 25.4       | 70         |
| 3. Good                           |   | 4.0        | 11         |
| 4. Average                        |   | 0.4        | 1          |
| 5. Below Average                  |   | 0.0        | 0          |
| <b>Total Number of Responses:</b> |  |            | <b>276</b> |

**My intentions with this course are:**

| Answers   | Graph   | Percentage | Responses  |
|---|---|------------|------------|
| To train to become a Life Coach   |   | 94.7       | 303        |
| To use it for self development but not necessarily to become a Life Coach |    | 2.8        | 9          |
| I'm still not sure  |  | 2.5        | 8          |
| <b>Total Number of Responses:</b>   |   |            | <b>320</b> |

**You may contact me for a testimonial or reference if you wish:**

| Answers                           | Graph   | Percentage | Responses  |
|-----------------------------------|---|------------|------------|
| Yes                               |  | 95.1       | 117        |
| No                                |  | 4.9        | 6          |
| <b>Total Number of Responses:</b> |   |            | <b>123</b> |

# Some general feedback comments from our Trainees

- New Insights mostly shows its integrity and honesty with actions. They showed that with communication, the time they delivered the programme, the welcoming voice and email when you need help or just want to talk.
- I am satisfied with everything so far. The ability to reach Bill anytime you need something and the promptness with which he responds to all correspondence and offers information and support really exceeds my expectation. Thank you to all staff at NIA. Keep up the good work!
- I want to say how much I am enjoying doing the course. It is easy to understand and with each manual I get more interested and more excited. I am delighted with my choice of training company. Thank you
- Although the DVDs of the session do not look that professional the content is fantastic. I just love the step-by-step training that I can see in advance will let you know exactly what to do in each session to take your client to places that they never imagined they could reach. The New Insights Coaching Process is fantastic. Just working through the DVD's has helped me to create positive and lasting changes in my personal life. Great job New Insights!
- To be honest, I was very hesitant in the beginning to deal with an online organization but after reading the free brochure, communicating with the Bill and talking to one of the New Insights qualified Life Coach, my attitude changed. I've had the programme for two weeks now and I can't go a day without reading my 1st manual, and every time I read it, it sounds like a lecturer talking to me. I'm very proud to be training with New Insights Africa and I can't wait to qualify.
- This program is the best by far, in as much as it focuses on building a network of quality Life Coaches, with a strong, ethical base. I'm glad to be associated with New Insights!
- I am very impressed with the speed of any feedback from Bill and that he himself looks at and gives feedback on the self tests. This is a very personal service and the care that is taken in each trainee as an individual is unique and very refreshing. Thank you!
- A very supportive interactive program based on strong principles and integrity. Bill's structured approach keeps the program well directed and continuous especially his constant electronic interactions via News Letters etc.. Even though I have just started working through Module 1, the interaction was well noticed. I am inspired by the New Insights content and the level of emotional intelligence.
- Feedback has been honest and very professional (even when I asked some silly questions). NIA has exceeded my expectations in their professionalism and in their ethics. The material is great, life changing and better than expected.
- Keep your constant and excellent communication with your trainees and coaches!
- I believe that New Insights Life Coaching has grown and improved more than it was 4 years ago and is more attractive.
- Thanks for coming my way and for the opportunities that I got since the secret came my way. God bless. Will keep in touch
- My 2 ratings are just honest responses - I expect a lot I guess and you met my expectations - so it's still a compliment!
- I feel as if I have received personal attention throughout the whole process, and feel well cared for.
- It's professional. It's practical. It's personal. This is a fantastic program on all counts.