SUID-AFRIKAANSE ONDERWYSERSUNIE
SOUTH AFRICAN TEACHERS' UNION
Nasionale Kantoor / National Office

SAOU

Nuusbrief / Newsletter

012 436 0900 / 086 072 6843 012 348 9658 saou@saou.co.za

NUUSBRIEF 25 NEWSLETTER 26/05/2015

EVALUERING DEUR LEDE

Kwaliteit van SAOU se dienslewering

Die SAOU streef daarna om die beste onderwysvakbond in Suid Afrika te wees. Ten einde ons diensleweringsmodel voortdurend te verbeter, is dit noodsaaklik om te kan bepaal wat die opinie van lede ten opsigte van verskillende aspekte is en aan die hand van die evaluering, waar nodig verbeteringe daadwerklik aan te spreek.

Soos in vorige jare word lede word versoek om die opnamevraelys van 10 vrae op die SAOU se webwerf te voltooi, nl *"Quality of service delivery / Gehalte van dienslewering"* – dit behoort 'n maksimum van 5 minute te neem. Dit is vir die SAOU belangrik dat elke lid die opnamevraelys voltooi.

Neem kennis, om 'n groter getal deelname van lede te verseker is die evalueringsvorm op die SAOU se webtuiste deurgaans beskikbaar tot 30 September 2015.

Voltooi die opnamevraelys soos volg:

1. Gaan na www.saou.co.za en "kliek" op die blokkie *"Quality of service delivery / Gehalte van dienslewering" op die Tuisblad.*
2. Die opname vraelys sal oopmaak – voltooi volledig al die velde.
3. Daar is 5 opsies om van te kies ten opsigte van elk van die 10 vrae. "Kliek" op die toepaslike evaluasie van u keuse. Let wel! Opsie 5 "nie van toepassing nie" moet slegs gebruik word indien die vraag vir u nie relevant is nie!
4. Indien u 'swak' of 'redelik' as 'n keuse uitoefen, sal 'n valblok verskyn - merk asseblief een van die opsies as rede vir u keuse.
5. Na voltooiing van die 10 vrae, is daar 'n opsie vir kommentaar indien u dit nodig sou vind. Na voltooiing van al die velde "kliek" op "*Submit*" om die voltooide opnamevraelys te registreer.

Nota: Indien meerdere persone op dieselfde rekenaar die opnamevraelys wil voltooi, moet u telkens na "*Submit*", terugkeer na die tuisblad om 'n nuwe meningsopname te voltooi.

ASSESSMENT BY MEMBERS

Quality of SAOU's service delivery

The SAOU strives to be the best teachers' union in South Africa. To enable us to continuously improve our service delivery model, it is imperative to determine how members experience various aspects of our service so that we can effectively address areas of need as expressed in their evaluation.

As in previous years, members are requested to complete the survey questionnaire on the website, i.e. "*Quality of service delivery / Gehalte van dienslewering*" – a maximum of 5 minutes will be required. It is important to the SAOU that every member should complete the survey questionnaire.

Note that, in order to ensure a greater member response to the evaluation survey questionnaire will remain on the website until 30 September 2015.

How to complete the survey questionnaire:

1. Open www.saou.co.za and "click" on the icon "*Quality of service delivery / Gehalte van dienslewering" on the Homepage.*
2. The survey questionnaire will open. Complete all the fields.
3. There are 10 questions and a choice of 5 options for each one. "Click" on the option that reflects your assessment. Please note, that Option 5 "not applicable" should only be used if the question is not relevant to you.
4. If your evaluation is 'poor' or 'reasonable', a drop-down box will appear. Please click on the option that most closely reflects the reason for your choice of assessment.
5. After completing the 10 questions, "click" on "Submit" to register your response to the survey questionnaire.

Note: In the event that more than 1 person wishes to complete the survey questionnaire using the same computer, you must return to the home page after each submission and start the process afresh.