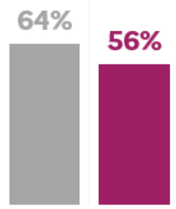
ACADÉMIE
DE NORMANDIE
Liberté
Égalité
Fraternité

SERVICES PUBLICS

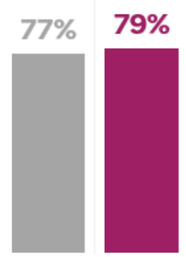
RÉSULTAT DE L'ENQUÊTE DE SATISFACTION DES USAGERS

ENQUÊTE RÉALISÉE DU 10 MARS AU 15 MAI 2024

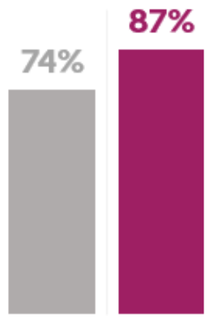
Satisfaction générale



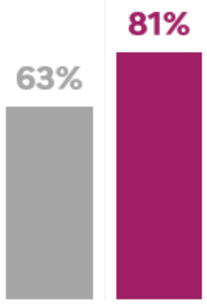
Satisfaction au téléphone



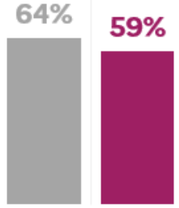
Qualité de la relation



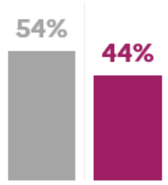
Respect des délais



Facilité d'accès



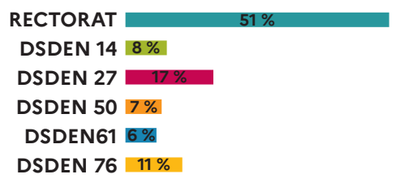
Simplicité des démarches



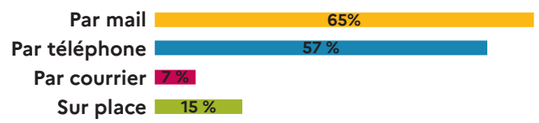
QUI A RÉPONDU ?

- **75 %** Personnels de l'Education nationale
- **3 %** Candidats concours/examens
- **2 %** Elèves / étudiants
- **15 %** Parents d'élèves / responsables légaux
- **5 %** Autres

Structure contactée



Mode de contact
(plusieurs réponses possibles)



Merci pour votre participation !