

## Secret Shopper Checklist for Enrolling at a New School

Question	Yes	No	Evidence
Were you greeted in a timely manner?			
Was it a friendly greeting?			
Were you asked you could be helped?			
When you reported that you might be enrolling a student in the school, were you provided with information and materials on how to do so?			
Were you discouraged from enrolling a child in the school?			
Did you interact with anyone else besides the person at the front desk?			
Were you offered an opportunity to tour the school, either at this time or at a later scheduled time?			
Did someone ask for your contact information so they could follow up with you?			
Were the interactions between students and adults in the front office environment generally positive?			
Other observations?			