

ADMISSIONS, RECORDS & TESTING CENTER CUSTOMER SERVICE QUESTIONNAIRE

Dear Valued Customer,

The Admissions/Records Office and Testing Center periodically asks a sample of students about the level of service that we provided. This information will help us provide exceptional service to our students. Thank you for taking a moment to provide this valuable feedback.

Sincerely,

Matthew Jamison

Registrar, Director of Admissions, Records and Assessment

1. What was the reason for your visit to the Admissions/Records Office or Testing Center today?

2. Did the person who served you introduce herself or himself? Yes No

- Anita Cheryl Dawn Debbie JoAnn Linda Shores Linda Suls. Matt Nancy
 Lydia Lyn Yvonne

3. Please mark your level of agreement

Disagree
Somewhat disagree
Neutral
Somewhat agree
Agree

The person who served me was courteous	D	Sd	N	Sa	A
My questions were answered promptly	D	Sd	N	Sa	A
My request was processed quickly	D	Sd	N	Sa	A
The person who served me was knowledgeable	D	Sd	N	Sa	A
The person who served me was professional and positive	D	Sd	N	Sa	A
The person who served me showed initiative in helping solve my problem	D	Sd	N	Sa	A

4. Was the reason for your visit adequately addressed? Yes No Not Applicable

5. Overall, how would you rate the level of service provided? Excellent Good Fair Poor

6. How might we have improved our service to you?

If you would like the Director to contact you about the level of service received, please provide your name and contact information.

(Name)

(Phone or e-mail address)