

## Institutional Research and ACC Web Customer Satisfaction Assessment

Recently you requested \_\_\_\_\_  
from an Institutional Research or Web team member.

Please indicate your level of satisfaction with the following performance indicators:

|                                     |   |                    |         |                       |              |
|-------------------------------------|---|--------------------|---------|-----------------------|--------------|
| <b>Customer Service Orientation</b> | IR/Web personnel were receptive and willing to help. Personnel used their expertise to make suggestions about alternative solutions when appropriate. |                    |         |                       |              |
|                                     | Satisfied   | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied |

|                 |   |                    |         |                       |              |
|-----------------|---|--------------------|---------|-----------------------|--------------|
| <b>Analysis</b> | IR/Web personnel understood my needs or asked appropriate questions to clarify or identify key issues instead of making assumptions about my needs. |                    |         |                       |              |
|                 | Satisfied   | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied |

|                      |  |                    |         |                       |              |
|----------------------|--|--------------------|---------|-----------------------|--------------|
| <b>Communication</b> | Personnel expressed themselves effectively both verbally and in writing; language or terminology was adjusted to my needs. Written work was clear and concise. |                    |         |                       |              |
|                      | Satisfied  | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied |

|                      |                                    |                    |         |                       |              |
|----------------------|------------------------------------|--------------------|---------|-----------------------|--------------|
| <b>Final Product</b> | The final product suited my needs. |                    |         |                       |              |
|                      | Satisfied                          | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied |

|                   |   |                    |         |                       |              |
|-------------------|---|--------------------|---------|-----------------------|--------------|
| <b>Timeliness</b> | The product or project was completed within a reasonable time period. |                    |         |                       |              |
|                   | Satisfied   | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Dissatisfied |

**Additional Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Thank you for evaluating our performance.  
This information will be used to make decisions about our service area.*