Thank you for taking a moment to fill out this survey. Your opinion is very important to us. If you have questions about the survey, please contact the Dean of Students Office by phone (845-9236) or by email (hccdoss@hawaii.edu).

Are you: [ ] Current Student [ ] Prospective Student [ ] Faculty/Staff

Where are you filling out this survey? Check one:
[ ] Admissions [ ] Registration [ ] Academic Counseling [ ] Career & Employment Office [ ] Student Records [ ] VA
[ ] Business Office [ ] Student Life [ ] Outreach [ ] Financial Aid [ ] Other (please specify) ____________________________
[ ] Mental Health & Wellness Office [ ] Testing & Tutoring [ ] Health Office [ ] Administration

What was the primary reason for your visit? Check one:
[ ] Get a specific question answered [ ] Get help solving a problem [ ] Get information about program or service [ ] Make a complaint
[ ] Attend an activity [ ] Required to come in [ ] Turn in paperwork
[ ] Perform a transaction (pay a bill, register, etc.) [ ] Other (please specify) ____________________________

Based on why you came in, do you feel like you got what you needed?
[ ] Yes, I got what I needed [ ] No, I did not get what I needed
If you answered NO, please explain why:
________________________________________________________________________________________

Is this the first time you have visited this office/program? [ ] Yes [ ] No
How important do you feel this office/program is to your success as a student?
[ ] Very Important [ ] Somewhat Important [ ] Not Important [ ] Not Applicable

Please check off one response for each statement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>I felt as if the staff in this office/program were helpful and knowledgeable.</td>
<td></td>
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<td>I was treated with a high level of customer service.</td>
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<td>Information or answers to my questions were helpful and will be useful for me in the future.</td>
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<tr>
<td>If the staff in this office/program did not know the answer(s) to my question(s), they referred me to an office or program that did.</td>
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<td>The office/program staff was welcoming.</td>
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<td>Overall, I had an excellent experience with this office/program.</td>
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<td>I would refer this office/program to another student.</td>
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</tbody>
</table>

Do you have any additional feedback or comments? If so, please write here:
________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________