Satisfaction Survey

Division Summary - Round 1 Results
*Who took the survey?
*Where did they visit?
*What did they do?

- Get a specific questions answered: 132
- Get help solving a problem: 91
- Get information about program or: 83
- Required to come in: 16
- Attend an activity: 22
- Turn in paperwork: 60
- Perform a transaction: 26
- Other: 99
Did they get what they needed?
*First time at that office/program?
*How important was the office/program to their success?
What they liked
* Knowledgeable staff
* When people care
* Getting the right answer the first time
* One on one counts - getting to see someone or talk with someone
* Feeling welcomed

What we can improve
* Customer service
* Hours and wait time
* Looping back - answering phones and emails

*What did students have to say?*
* Individual Departments/Programs will get Power Points with results

* Fold any actionable items and feedback into Accreditation Action Plan

* Last part of survey will be tabulated and distributed to everyone

* Still to come...