

# Let Us Know How We're Doing.

## Customer Service Survey

Date: \_\_\_\_\_

Our goal is to **WOW** you with service.

1. Today I visited \_\_\_\_\_ campus

My purpose was:

Choose from drop-down list

- Advising, Counseling and Retention
- Bookstore
- Cafeteria
- Disability Services
- Enrollment and Registration
- Financial Aid
- International Admissions & Advising
- Learning and Tutoring
- Library
- Military Outreach Center
- Student Accounts
- Student Health Center
- Student Life
- Testing
- Other \_\_\_\_\_

2. The name(s) of the **person(s)** who assisted me:  
\_\_\_\_\_

**How would you rate our service?** (Please select by choosing from drop-down list.)

3. **I was greeted immediately.**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

4. **The person assisting me was very friendly.**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

5. **The person assisting me listened attentively.**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

6. **I received information that addressed my questions(s) or concern(s).**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

7. **The person assisting me was courteous.**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

8. **The person assisting me was knowledgeable.**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

9. **Today my overall experience was:**

Choose from drop-down list

- A. Excellent
- B. Very Good
- C. Average
- D. Needs Improvement
- E. Failed

Use next page for additional comments. →



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Customer Service Survey

Date: \_\_\_\_\_

Our goal is to **WOW** you with service.

Please contact me about:

Name \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

This survey is available online at [www.GPCServes.com](http://www.GPCServes.com)

