

Student Satisfaction Survey

Please share a few minutes of your valuable time to complete this short survey. Your opinion counts and will be used to help improve the services provided by the Evaluations Office. Thank you in advance for your time. Return to Evaluations – Room L-116, or fax to (619) 388-3135.

During the last year, **how often did you use** our services (in person, by telephone, on the Internet, etc)?

0 = Never 1 = 1 time 2 = 2 times 3 = 3 times 4 = 4 or more times

(Circle one)

0 1 2 3 4

During the last year, how would you rate the **quality of information** you received?

- 0 = Did not use the service
- 1 = Incorrect or very incomplete information.
- 2 = Significant mistakes or omissions
- 3 = Minor mistakes or omissions
- 4 = Correct and complete information

(Circle one)

0 1 2 3 4

During the last year, how would you rate the **courtesy and helpfulness of the staff?**

- 0 = Did not use the service
- 1 = Staff was unhelpful or rude
- 2 = Courtesy and helpfulness was somewhat below my expectations
- 3 = Courtesy and helpfulness met my expectations
- 4 = Courtesy and helpfulness exceeded my expectations

(Circle one)

0 1 2 3 4

Additional comments or suggestions. Thank you!

Yes, I am proud to be a City College Alum. I look forward to receiving the City College E-newsletter, announcements about events and college updates.

Please **send** City E-News to my e-mail address below:

Name: _____

E-mail: _____

(please print clearly)

You may also send your name and e-mail address to Mharvey@sdccd.edu.