

Enrollment Services Center (ESC) - Customer Service Survey for Spring 2012

- 1 Number of survey forms completed: 18
- 2 Customers were asked to rate our service: (least favorable being) 1 -10 (being most favorable)

| Rating | Percentage |
|--------|------------|
| 1 | 0% |
| 2 | 0% |
| 3 | 0% |
| 4 | 0% |
| 5 | 0% |
| 6 | 0% |
| 7 | 0% |
| 8 | 5% |
| 9 | 6% |
| 10 | 89% |

- 4 Survey asked for the Staff member's name that assisted: 89% listed Staff Member's Name
- 5 Survey asked if the customer would like to be contacted:
11% left their email address;
5% left their contact number;
83% left blank or said NO to being contacted
- 6 The survey gave an opportunity to leave further comments:
45% did not leave further comments;
55% left the further comments