

Enrollment Services Center (ESC) - Customer Service Survey for Spring 2013

- 1 Number of survey forms completed: 5
- 2 Customers were asked to rate our service: (least favorable being) 1 -10 (being most favorabl

Rating	Percentage
1	20%
2	0%
3	0%
4	0%
5	0%
6	0%
7	0%
8	0%
9	20%
10	60%

- 4 Survey asked for the Staff member's name that assisted: 80% listed Staff Member's Name
- 5 Survey asked if the customer would like to be contacted:
20% left their email address;
40% left their contact number;
60% left blank or said NO to being contacted
- 6 The survey gave an opportunity to leave further comments:
0% did not leave further comments;
100% left the further comments

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