

Enrollment Services Center (ESC) - Customer Service Survey for Spring 2014

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

Rating	Percentage
1	20%
2	0%
3	0%
4	0%
5	0%
6	0%
7	0%
8	0%
9	0%
10	80%

- 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:
0% left their email address;
20% left their contact number;
80% left blank or said NO to being contacted
- 6 The survey gave an opportunity to leave further comments:
20% did not leave further comments;
80% left the further comments