

CUSTOMER SERVICE SATISFACTION SURVEY

Q1: In the past 6 months, have you had to contact [company / department] to request support?

- Yes
- No

Note: If the user answers no, the survey will proceed to Q8. If the user answers yes, the survey will proceed to Q2.

Q2: In the past six (6) months, how many times have you had to contact [company / department] to request support?

- 1 time
- 2 to 5 times
- 6 to 10 times
- More than 10 times

Q3: Using the scale below, how would you rate [company / department] RESPONSIVENESS to your request(s)?

- My request(s) were treated with the appropriate level of URGENCY or PRIORITY.
- The TIME needed to resolve my request(s) was acceptable.

Q4: How would you rate [company / department] QUALITY as it related to your request(s)?

- The KNOWLEDGE and EXPERIENCE of the staff was acceptable.
- My request(s) were RESOLVED without having to request additional service.
- The EXPLANATION of the resolution of my request(s) was acceptable.
- I was SATISFIED with the resolution of my request(s).

Q5: How would you rate [company / department] COMMUNICATION?

- The FREQUENCY of communication from [company / department] is what I need or expect.
- The METHOD of the communication from [company / department] is what I need or expect.
- The CONTENT of the communication from [company / department] is what I need or expect.

Q6: How would you rate your overall INTERACTION with [company / department]?

- The interaction with the IT&S ANALYSTS met my needs or expectations.
- The interaction with IT&S LEADERSHIP met my needs or expectations.

Q7: What is your overall SATISFACTION with the services provided by [company / department]?

Q8: What department or unit do you primarily work for?

Q9: Please provide any additional thoughts or comments you would like to share.

SURVEY SCALE

For Q3 – Q6, the following scale will be used:

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree
- Does not apply to me

For Q7, the following scale will be used:

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied