COS Customer Service and Expectation Survey

Participation is voluntary. All responses will be anonymous. We appreciate your assistance. Thank you.

1) Please choose your status:
- Full time student (taking 12+ units this term)
- Part time student (taking from .5 units to 11.5 units this term)
- COS staff member
- COS faculty member
- Member of the community

2) What is your age bracket?
- Under 20
- 20-24
- 25-29
- 30-34
- 35-39
- 40-49
- 50-59
- 60+

3) From the list of offices and services below, indicate the office or service you most recently visited:

(Select one only)
- ASB office
- Admissions & Records area
- Assessment Center
- Bookstore
- Campus Police office
- Career/Transfer/FWS/Work Experience office
- CalWORKs/WIA office
- Cashier's office
- Counseling (Academic) Center
- DRC Center
- EOPS office
- Financial Aid office
- First Year Experience office
- Food Service/Carl's Jr. cafeteria
- Foundation/Scholarships office
- Hanford Center
- Health Center
- Instructional Media/AV Center
4) What was the purpose of your visit to the %q4lbl%?

- To ask questions and gather information
- To get forms or provide them
- To resolve an issue
- Other (please specify)

If you selected other, please specify _______________________________________________________________________________________

5) Was this your first visit to the %q4lbl%?

- Yes
- No

6) During this most recent visit to %q4lbl%, did you find the COS staff member(s):

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<thead>
<tr>
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<tbody>
<tr>
<td>Polite and courteous</td>
<td></td>
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<tr>
<td>Knowledgeable about your requests/concerns</td>
<td></td>
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<tr>
<td>Helpful</td>
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<tr>
<td>Able to provide you with the information you needed</td>
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7) Based on this most recent visit to the %q4lbl%, are you

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<tbody>
<tr>
<td>Satisfied with the resolution of your concern</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Pleased with the service you received</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Able to recommend COS to others</td>
<td>○</td>
<td>○</td>
<td>○</td>
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8) During your visit to the %q4lbl%, if a person was especially helpful and/or courteous and you wish to name him or her, please do so in the space provided:

____________________________________________________________

9) Do you have any additional comments regarding your recent visit to the %q4lbl%? If so, please provide those comments in the space provided below:

_______________________________________________________________________________

_______________________________________________________________________________

_______________________________________________________________________________

Thank you for participating in this brief survey. Your responses, along with those of other students, will allow us to review our customer service programs, and pinpoint areas of strength and needed improvement.