



## **Counseling Department Customer Service Survey**

Your feedback is valued and allows us to measure our success and areas of improvement in daily service delivery. Please take a moment to assess our services by completing the survey below.

Term:  Fall  Spring Year: \_\_\_\_\_

1. For your counseling session, did you walk-in or have an appointment?

- Walk-in  Had an appointment

2. Are you a new, returning, or continuing student?

- New student  Returning student (missed a semester)  Continuing student

3. How long was your wait to receive services?

- 0-30 minutes  
 31-60 minutes  
 61-90 minutes  
 Over 90 minutes

### **Please rate the Counseling Department on the following items.**

4. Hours of operation are Monday-Thursday 8:00AM-6:30PM, Friday 8:00AM-12:00PM.

- Excellent  
 Good  
 Average  
 Poor

5. Overall, I would rate the quality of my customer service experience today as:

- Excellent  
 Good  
 Average  
 Poor

6. The procedures for meeting with a Counselor and receiving counseling services were clear and easy to follow.

- Strongly Agree  
 Agree  
 Disagree  
 Strongly Disagree

7. The front desk staff was helpful and knowledgeable in answering my questions.

- Strongly Agree  
 Agree  
 Disagree  
 Strongly Disagree

8. If available, I would be very likely to use the Online Counseling Services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



9. If available, I would be very likely to make my appointment online.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



**Please indicate the extent to which you agree with the following statements about your Counseling Session.**

10. When talking to a counselor, I feel I have enough privacy to discuss my concerns.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



11. The Counselor was helpful and knowledgeable.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



12. I feel that I had enough time for my counseling session.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



13. Do you feel that you have a better understanding of your educational goals after meeting with a Counselor?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



14. What suggestions do you have for improving services within this Department?