



Name of Workshop: management
Today's Date: 12/15/13
Instructor: Ethan

Customer Satisfaction Survey

This survey has been designed to find out how satisfied you were with our service today. The results of this survey will be used to improve these services to our customers. Please be assured that your response will be held completely confidential.

Read the questions below and select the response that best describes your experience

Career Center Workshop Survey

1. How many Workshops have you attended at the Career Center?

- ☐ First Time ☐ 2 to 3
☒ 4 to 5 ☐ 6 or more

Please answer the following questions with 1=Strongly Agree, 2=Agree, 3=No Opinion, 4=Disagree and 5=Strongly Disagree

- | | | | | | |
|--|-------------------------|------------------------------------|------------------------------------|-------------------------|-------------------------|
| 2. I found the Workshop information helpful. | <input type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 3. The material and/or equipment was useful and in good working order. | <input type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 4. The Workshop met my expectations and goals. | <input type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5. Overall, the Workshop staff was friendly, helpful, and knowledgeable. | <input type="radio"/> 1 | <input type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? speak clearer

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: Meghan Myers Address: 123 south st. Phone: 123-456-7890

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Name of Workshop: Marketing
Today's Date: 10/18/13
Instructor: susan

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- | | | | | | |
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| 4. The Workshop met my expectations and goals. | <input checked="" type="radio"/> | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| 5. Overall, the Workshop staff was friendly, helpful, and knowledgeable. | <input checked="" type="radio"/> | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? NO complaints - I loved it!

Do you want someone to contact you? ☐ Yes ☒ No

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3. The material and/or equipment was useful and in good working order. ☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5
4. The Workshop met my expectations and goals. ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
5. Overall, the Workshop staff was friendly, helpful, and knowledgeable. ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? talk a little slower-it was hard to
hear what Ethan was saying at times and he didn't
allow for many questions. He was very friendly
though.

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: Adam Howard Address: 23 East St. Phone: 555-321-9876

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6. Would you recommend this Workshop to a friend?

- ☐ Yes ☒ No

How can we serve you better? Ethan needs to answer more questions and speak slower

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: Sean Thomas Address: 123 West St. Phone: 123-555-8299

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Name of Workshop: Accounting
Today's Date: 11/15/13
Instructor: Robert

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Please answer the following questions with 1=Strongly Agree, 2=Agree, 3=No Opinion, 4=Disagree and 5=Strongly Disagree

2. I found the Workshop information helpful.

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

3. The material and/or equipment was useful and in good working order.

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

4. The Workshop met my expectations and goals.

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

5. Overall, the Workshop staff was friendly, helpful, and knowledgeable.

☒ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? _____

Do you want someone to contact you? ☐ Yes ☒ No

If YES please put your name, address, and phone number on the bottom of this survey.

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6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? Need better material-some of the information seemed old/outdated. However, Susan did a good job of explaining it.

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: David Smith Address: 124 North St. Phone: 123-321-1231

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6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? should serve coffee

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: Rebecca Martin Address: 10 South St. Phone: 100-200-1020

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2. I found the Workshop information helpful.

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

3. The material and/or equipment was useful and in good working order.

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☒ 5

4. The Workshop met my expectations and goals.

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

5. Overall, the Workshop staff was friendly, helpful, and knowledgeable.

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

6. Would you recommend this Workshop to a friend?

- ☐ Yes ☒ No

How can we serve you better? Nice staff - but not very knowledgeable

Do you want someone to contact you? ☐ Yes ☒ No

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6. Would you recommend this Workshop to a friend?

- ☐ Yes ☒ No

How can we serve you better? technical difficulties were distracting

Do you want someone to contact you? ☐ Yes ☒ No

If YES please put your name, address, and phone number on the bottom of this survey.

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6. Would you recommend this Workshop to a friend?

- ☒ Yes ☐ No

How can we serve you better? Need more breaks

Do you want someone to contact you? ☒ Yes ☐ No

If YES please put your name, address, and phone number on the bottom of this survey.

Name: Amanda Kline Address: 23 Adams St. Phone: 103-301-1031

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