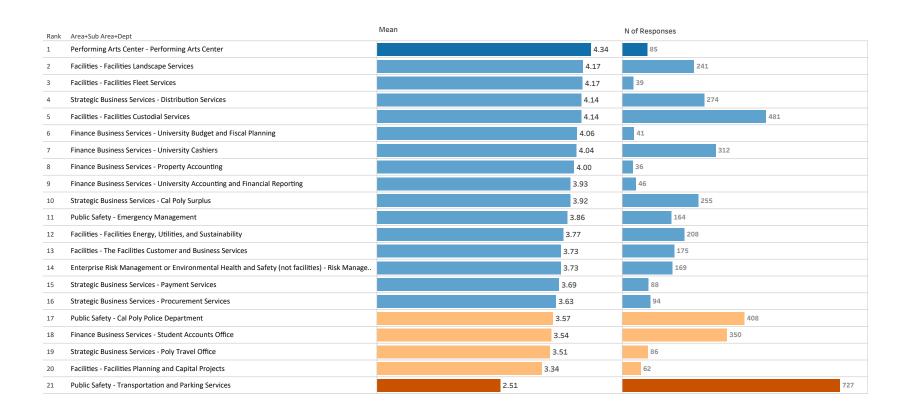
Student



Standard Satisfaction Questions Legend

<Overall> Overall Satisfaction

<Understands> Understands my needs and requirements

<Accessible> Accessible to customers (via phone, voicemail, e-mail, etc.)
<Responsive> Responsive to requests within an acceptable time frame
<Advice> Provides effective advice, support, and quidance

<Facilitates> Facilitates problem resolution
<Knowledgeable> Knowledgeable staff

<Helpful> Helpful staff

<Helptul> Helptul staff
<Website> Effectively uses

Effectively uses websites and systems to provide access to information and services

<PosDir> Moving in a positive direction to better meet my department's needs