Sample - Administrative Services Survey

Please rate the quality of service _______________ provides. If you have no interaction with _______________, you may choose to exit the survey. To advance from page to page, scroll to the bottom of the page and click on Next>>.

Explanation of six service criteria to be rated:
1) TIMELINESS of service provided;
2) Ability of the department/unit to provide service correctly the first time (ACCURACY);
3) HELPFULNESS of department/unit employees;
4) KNOWLEDGE AND EXPERTISE of department/unit employees;
5) AVAILABILITY OF INFORMATION at the department/unit;
6) OVERALL QUALITY of the service provided by the department/unit.

We welcome your feedback and appreciate your honesty. Your response is anonymous. Thank you for participating.

1. In your interactions with ________________, how would you rate their services in the following areas?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Timeliness:</td>
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<td>Accuracy:</td>
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<td>Helpfulness:</td>
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<tr>
<td>Knowledge/experience</td>
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<td>Information availability:</td>
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<tr>
<td>Overall quality:</td>
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</tbody>
</table>

2. If you rated an area as "poor", please explain why.

3. What should ________________ improve on (please be specific)?

4. What does ________________ do well?

5. Please provide any additional comments regarding ________________.

6. What are the most important challenges facing your department this year?
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7. How can __________________ help you do your job better?

8. Are you a Contra Costa Community College District employee? (If No, please select N/A in the following questions.)
   - Yes
   - No

9. What location are you assigned to or do you consider your primary location?
   - Contra Costa College
   - Diablo Valley College
   - Los Medanos College
   - San Ramon Center
   - Brentwood Center
   - District Office
   - N/A

10. What is your primary position in the district?
    - Faculty
    - Management/Supervisor
    - Classified/Confidential
    - N/A

11. How many years have you been an employee of the District?
    - Less than one year
    - 1-3 years
    - 4-6 years
    - 7-10 years
    - More than 10 years
    - N/A
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12. Are you a full-time or part-time employee?

- [ ] Full-time
- [ ] Part-time
- [ ] N/A