

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?

	Excellent	Good	Fair	Poor	N/A
Timeliness:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge/expertise:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information availability:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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