

Trocaire College
Student Accounts Customer Service Survey

Please give us your feedback and return this completed survey to the Student Accounts Office (room 118).

1. Your most recent contact with the Student Accounts Office was:

in person over the phone through email other: _____

2. Overall, how satisfied were you with the service provided by the Student Accounts Office?

very satisfied satisfied dissatisfied very dissatisfied

3. Please rate your satisfaction in the following areas:

Promptness of reply	<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> dissatisfied	<input type="checkbox"/> very dissatisfied
Knowledge of staff	<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> dissatisfied	<input type="checkbox"/> very dissatisfied
Courtesy and professionalism	<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> dissatisfied	<input type="checkbox"/> very dissatisfied
Availability and office hours	<input type="checkbox"/> very satisfied	<input type="checkbox"/> satisfied	<input type="checkbox"/> dissatisfied	<input type="checkbox"/> very dissatisfied

4. If you were less than satisfied, what could we have done to serve you better?

5. Please rate your interest in the following options that we do not currently provide:

Deposit of refund onto debit card	<input type="checkbox"/> very interested	<input type="checkbox"/> somewhat interested	<input type="checkbox"/> no interest
Deposit of refund into bank account	<input type="checkbox"/> very interested	<input type="checkbox"/> somewhat interested	<input type="checkbox"/> no interest
Receiving your bill through email	<input type="checkbox"/> very interested	<input type="checkbox"/> somewhat interested	<input type="checkbox"/> no interest
Tuition insurance in case of withdrawal	<input type="checkbox"/> very interested	<input type="checkbox"/> somewhat interested	<input type="checkbox"/> no interest

Date survey was completed: _____

Thank you for taking the time to complete this survey! We look forward to utilizing the information you provided to improve our services in the future.