


Villanova University
Office of Planning, Training & Institutional Research
 Service Satisfaction Survey
Survey Research
 Fall 2002

MARKING INSTRUCTIONS	
<ul style="list-style-type: none"> • Use a No. 2 pencil or a blue or black ink pen only. • Do not use pens with ink that soaks through the paper. • Make solid marks that fill the response completely. • Make no stray marks on this form. 	
CORRECT: ●	INCORRECT: ○ 

1. Please use the scale to the right to indicate the extent to which you agree or disagree with each of the following statements about the survey research services that were provided to you during the past year by the Office of Planning, Training & Institutional Research (OPTIR).						Does not apply
	Strongly Disagree				Strongly Agree	↓
The Survey:						
A. The format of the survey was clear and professional.	①	②	③	④	⑤	⑥
B. The questions met our informational needs.	①	②	③	④	⑤	⑥
C. The distribution and collection of the survey were timely.	①	②	③	④	⑤	⑥
The results of the survey (i.e., reports and/or Power Point presentation)...						
D. were clear and understandable.	①	②	③	④	⑤	⑥
E. were relevant.	①	②	③	④	⑤	⑥
F. were useful.	①	②	③	④	⑤	⑥
G. were accurate.	①	②	③	④	⑤	⑥
H. were provided in a timely manner.						
The OPTIR staff with whom we worked ...	①	②	③	④	⑤	⑥
I. were courteous and friendly.	①	②	③	④	⑤	⑥
J. worked collaboratively with us to complete the survey project.	①	②	③	④	⑤	⑥
K. demonstrated integrity and ethical behavior.	①	②	③	④	⑤	⑥
L. had the appropriate knowledge and skills to perform the work.	①	②	③	④	⑤	⑥
M. were responsive to our needs.	①	②	③	④	⑤	⑥

2. Overall, how satisfied are you with the OPTIR survey research services you received during the past year?

- ④ Very Satisfied ③ Satisfied ② Dissatisfied ① Very Dissatisfied

3. Overall, how would you rate the quality of the OPTIR survey research conducted for you during the past year?

- ④ Excellent ③ Good ② Fair ① Poor

4. How did you or how will you use the information from your survey?

5. How can OPTIR improve its survey research services to you?

DRAFT -- 10/10/02

Thank you for your participation. Your feedback is very important to us.