

Customer Satisfaction Survey

SIUE Speech Center

The purpose of this survey is to assess your satisfaction with your overall experience with the Speech Center. Your responses will be used to identify strengths and weaknesses of the Speech Center. The answers to the following questions should be based upon your personal experience and opinions. There is no right or wrong answers. All answers will be kept anonymous and confidential. Please do not sign your name anywhere on this form and be completely honest in your responses. After completing the survey, please return it to the Speech Center (Student Success Center, Room 1242), the Speech Communication Department office (Alumni Hall, Room 3108) or through your professor.

Please read each question carefully and circle the number next to the answer that best reflects your opinion.

1. Amount of help I needed:	A lot 5	4	3	2	Very Little 1
2. Amount of help I received:	Enough 5	4	3	2	Not Enough 1
3. Quality of service I received:	High 5	4	3	2	Low 1
4. My level of comfort while in the Speech Center:	High 5	4	3	2	Low 1
5. Likelihood of using Speech Center in the future:	High 5	4	3	2	Low 1
6. Likelihood of recommending the Speech Center:	High 5	4	3	2	Low 1
7. My professor required me to use the Speech Center.				Yes	No
8. A friend or classmate recommended I visit the Speech Center.				Yes	No

Additional Comments: (i.e. additional help needed, what was particularly good or bad, etc.)

Thank you for taking the time to help us make the Speech Center a better place!