

Columbia College CUSTOMER SATISFACTION SURVEYS OF THE PROGRAM

NOTE:**Must; Shall; Will:****Should:****May or Could; Can:****Clarification of Terms**These words or phrases indicate actions or activities that are *essential* or *mandatory*.

This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.

These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

INTRODUCTION

This envelope contains copies of the Customer Satisfaction Survey Columbia College has developed. Enrolled students are asked to provide feedback related to their **PROGRAM**.

MANAGER'S ROLE

- Managers will pass this envelope to each facilitator/designate in their program prior to the last class in the current semester.

FACILITATOR'S/DESIGNATE'S ROLE

Please read the “**INTRODUCTION**” statement above and follow the items listed below:

- Facilitators/Designates open the survey package, and clearly fill out the ‘Survey Summary Form’ cover sheet located on the inside.
- Facilitators/Designates place the completed ‘Survey Summary Form’ back in the survey package before the survey package is given to a volunteer student.
- At the beginning of the class a volunteer student should be asked to assist in administering the enclosed survey.
- Facilitators/Designates **Read** to the class the “**INTRODUCTION**” paragraph at the top of this page.
- Ask students to take their time in completing the survey.
- Provide the student volunteer with the envelope.
- The facilitator is to leave the room while the students are completing the survey.**
- You will receive a copy of the survey results to be reviewed with the team.

STUDENT'S ROLE

Following the reading of the “**INTRODUCTION**” statement above to the class, the student volunteer should follow the steps listed below.

- Advise students the survey should take 5 to 10 minutes to complete.
- Ask students to privately read and carefully respond to each question.
- Ask students to return the completed survey to you.
- Open the envelope and hand out one survey to each student.
- Next, fill out your own survey.
- Count to ensure all surveys have been returned to you.
- Place all the surveys in the envelope.
- Return the envelope to one of the locked survey drop boxes located in each building.
- Inform the facilitator/designate that the survey is finished.