

**Columbia College  
EXTERNAL SUPPLIERS  
Reference Check**

<b>NOTE:</b>	<b>Clarification of Terms</b>
<b>Must; Shall; Will:</b>	These words or phrases indicate actions or activities that are <i>essential or mandatory</i> .
<b>Should:</b>	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
<b>May or Could; Can:</b>	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Company Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Contact Person \_\_\_\_\_ Position \_\_\_\_\_ Date \_\_\_\_\_

Listed below are several statements related to support and service provided by external suppliers. Please indicate your level of satisfaction with the above-named external supplier by checking the box that most represents your feelings associated with the supplies and services provided. Some questions may not apply to certain suppliers.

**Legend:** ES=Extremely Satisfied VS=Very Satisfied S=Satisfied LS=Limited Satisfaction NS=Not Satisfied NC=Unable to comment

	ES	VS	S	LS	NS	NC
<b>PROBLEM RESPONSE</b>						
1. How satisfied are you with the training this company provided to assist you in using their product/service (if applicable)?						
2. How satisfied are you with the company's support in keeping you informed of changes and problems that occur with their product/services?						
3. How satisfied are you with the company's response to your problem or issue?						
4. How satisfied are you with the promptness of resolution to your issues or problems?						
5. How satisfied are you with the quality of the solutions provided?						
<b>PERFORMANCE AND FUNCTIONALITY</b>						
6. How satisfied are you with the speed/efficiency/effectiveness of the product/service?						
7. How satisfied are you with the reliability of the product/service?						
8. How satisfied are you with the overall ease of use of the product/service?						
9. How satisfied are you with the functionality of the product/service?						
10. How satisfied are you with the ease of administrating of the product/service?						
11. How would you rate your overall satisfaction with this product/service?						
<b>SPECIFIC FEATURES/SERVICES</b>						
12. How satisfied are you with (feature/service _____).						
13. How satisfied are you with (feature/service _____).						
14. How satisfied are you with (feature/service _____).						
15. How satisfied are you with (feature/service _____).						
16. How satisfied are you with (feature/service _____).						
17. How satisfied are you with (feature/service _____).						
18. How satisfied are you with (feature/service _____).						
19. How satisfied are you with (feature/service _____).						
<b>RELATIONSHIP</b>						
20. How long have you been a client of this supplier? _____						
21. How would you describe the knowledge, skills, expertise and qualifications of the supplier? _____ _____						
22. How would you describe the supplier's work habits, ethics, morality and trustworthiness? _____ _____						
23. Please briefly describe what impresses you most about the product/service. _____ _____						
24. Please briefly describe what the supplier can do to improve its product/service. _____ _____						
25. If you didn't have this product/service, what supplier would you consider? _____						
26. If you were to do it again, would you use this supplier or would you recommend the supplier to others? _____						
27. Is there anything else we should know about this supplier that will help us make a better decision? _____ _____						