

Alfred State College
SUNY College of Technology

**Student Records And Financial Services Office
Satisfaction Survey**

1 2 3 4 5
Very Dissatisfied Somewhat Dissatisfied Neutral Somewhat Satisfied Very Satisfied

1. a. How many times have you used the Student Records and Financial Services Office in the current academic semester? _____
 b. Was your contact with the office through: E-mail In-person Telephone
 c. Why did you contact the office today (check all that apply)? Billing Refund Document Status Transcripts
 Enrollment Transfer Graduation Office Forms Tap Issue Checking Aid Status
 Inquiring About More Aid Other _____
2. How satisfied are you with the professionalism (courtesy, respect, sensitivity, and friendliness) of the staff at the front counter?
 1 2 3 4 5 NA
3. How satisfied are you with the professionalism of staff member you spoke/met with?
 1 2 3 4 5 NA
4. How satisfied are you with the technical skills (thoroughness, carefulness, and competence) of the staff at the front counter?
 1 2 3 4 5 NA
5. How satisfied are you with the technical skills of the staff member you spoke/met with?
 1 2 3 4 5 NA
6. How satisfied are you with the hours of operation? 1 2 3 4 5 NA
7. How satisfied are you with the length of time spent waiting for a staff member or financial aid counselor?
 1 2 3 4 5 NA
8. How satisfied are you with the appearance of the office? 1 2 3 4 5 NA
9. How satisfied are you with the quality of the waiting area? 1 2 3 4 5 NA
10. How satisfied are you with the quality of the counseling areas? 1 2 3 4 5 NA
11. How satisfied are you with the accuracy of printed information received from the Student Records and Financial Services Office (e.g., award letters, forms, etc.)?
 1 2 3 4 5 NA
12. How satisfied are you with the range of services available from the Alfred State College Web site and the Student Records and Financial Services section on BannerWeb? 1 2 3 4 5 NA
13. How satisfied are you with the privacy afforded you when conducting your business within the office?
 1 2 3 4 5 NA
14. How satisfied are you with your overall experience at the Student Records and Financial Services Office?
 1 2 3 4 5 NA
15. How satisfied are you with the use of e-mail as an alternative to phone and in-person interactions?
 1 2 3 4 5 NA

Please write any comments or suggestions that you have on the back of this form. Consider how the Student Records and Financial Services Office could better provide services to students.

Completed surveys should be returned to:
Alfred State College
Student Records And Financial Services Office
Attn: Jane Gilliland, Senior Director
10 Upper College Drive
Alfred, NY 14802

Or put in drop box in office front lobby.