**Administrative Program Review Survey**

1. **Required question: Services Satisfaction (Matrix/Likert Scale)**

Develop a list of services that your department provides and to whom. You do not need to fill each row.

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| --- | --- |
| Service | Group who receives service |
| Example: Provide training for program review processes | Faculty, staff, and admin |
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IE will program the survey to look like below:

\_\_\_\_\_\_(Department Name)\_\_\_\_\_\_ provides the following services. Please rate the satisfaction of your experience with that service.

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| --- | --- | --- | --- | --- | --- | --- |
|  | **Not satisfied at all** | **Slightly satisfied** | **Neutral** | **Satisfied** | **Very satisfied** | **I have not experienced this service.** |
| (Service) |  |  |  |  |  |  |
|  | **Not important at all** | **Slightly important** | **Neutral** | **Important** | **Very important** | **I have not experienced this service.** |
| (Service) |  |  |  |  |  |  |

1. **Sample optional Questions:**

If you wish to add more questions, please indicate which ones below. Or write your own questions in the space provided.

[ ]  How can \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_ improve services provided?

[ ]  Have you had a positive experience with \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_? Please describe.

[ ]  How would you rate your experience interacting with \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_?

[ ]  How would you rate \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_'s customer service?

[ ]  What additional services, if any, would you like \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_ to provide?

1. **Custom Questions**

Add questions you would like to add in the table below. Possible question types include text entry, multiple choice, Likert scale, ranking, and more.

|  |  |
| --- | --- |
| Question | Question type/Choices |
| Example: How can \_\_\_\_\_\_(Department Name)\_\_\_\_\_\_ improve services provided? | Text entry |
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1. **To whom do you wish this survey sent?**

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1. **When do you wish to send out this survey?** Click or tap to enter a date.
2. **When do you wish to end this survey?** (A good time is about two weeks after sending it out.) Click or tap to enter a date.