

Human Resource Services Customer Service Survey - 2006

The following survey is designed to help **Human Resource Services** analyze itself and pinpoint possible areas for improvement. To complete the 1st section, read each statement below, select the number from the scale that corresponds to your level of satisfaction with the statement, and enter it on the line behind each question. For the bottom section, describe your experiences or concerns, if applicable. Use the back of the form if you need additional room. **Please take the time to read each question carefully before you answer and tell us how you truly feel.** Your honest responses are essential for this analysis to be of value. **Your answers will be confidential.** When you have completed the survey, please return it to Cathy Puckett, Assistant Director, Human Resource Services, Campus Box 54, or e-mail at cathy.puckett@unco.edu. Thank you for your time and effort in helping us to improve.

Rating Scale:

1-Far Below Expectations **2**-Below Expectations **3**-Meets Expectations **4**-Exceeds Expectations **5**-Far Exceeds Expectations

How do you rate the following?

	Response
• Ease of contacting the Human Resources staff members?	_____
• The staffs' ability and response to handle questions or requests?	_____
• Friendliness and professionalism of the Human Resources staff?	_____
• Staff's willingness to help or refer questions to the proper level?	_____
• Promptness of returning calls or e-mail?	_____
• Staff's knowledge of procedures and regulations?	_____
• Ease of navigating the updated HRS website?	_____
• Content of updated HRS website?	_____

Describe any positive experience you have had with the department or staff member: _____

Describe any negative experience you have had with the department or staff member: _____

How do you view the department and staff members as a whole? (e.g.: are they professional, do you feel confident in their abilities, etc.) _____

In what areas do you feel we can improve? (e.g.: service, programs, communications, etc.) _____

What problems have you encountered with the department or staff member? _____

Additional Comments/Suggestions: _____

Name (Optional)

Department (Optional)

E-mail/Phone (if you wish to be contacted)
