

International Services (IS) is committed to provide courteous, responsive and timely services. Please take a few moments to complete this survey assessing your experience with IS. This will help us to improve our services and understand your needs.

Date of Services \_\_\_\_\_ Service Provided By IS \_\_\_\_\_

Please rate each of the services you have requested:

- 1. Were you treated courteously and with respect?  Yes  No
- 2. Were your phone calls answered or returned in a timely fashion?  Yes  No  N/A
- 3. Were your emails answered in a timely manner?  Yes  No  N/A
- 4. Were the verbal communications clear and informative?  Yes  No  N/A
- 5. Were the written communications clear and informative?  Yes  No  N/A
- 6. Was the process clearly explained?  Yes  No  N/A
- 7. Were you able to meet with an IS advisor when needed?  Yes  No  N/A
- 8. Were you kept informed at each stage of the process?  Yes  No  N/A
- 9. I am satisfied with the services provided  
 Strongly Agree  Somewhat Agree  Somewhat Disagree  Strongly Disagree  Don't know
- 10. If you have any comments or suggestions, please use the space below.

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If you would like a reply, please include your name and contact information.

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