Student Life Survey
OFFICE OF THE ASSOCIATE VICE PRESIDENT FOR STUDENT AFFAIRS/
DEAN OF STUDENTS
Florida A&M University
Suite 100, Student Union Building
Tallahassee, Florida 32307-4000

The following Student Life offices provide a variety of services to the students of Florida A&M University. Please take a moment to complete this survey so that we can evaluate our efficiency in serving you and continue to improve your experience at FAMU.

Date: __________________

Offices visited today? (Check One):

___ Associate V.P. for Student Affairs/Dean of Students
___ Campus Recreation
___ Housing and Residence Life
___ Judicial Affairs
___ New Beginnings Child Care Center
___ Student Activities
___ Student Government Association (SGA)

1. What was the reason for your visit?
_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________

2. How long did you wait before you were helped? (Check One):

____ Less than 30 minutes  ____ 30-60 minutes    ____ more than 1 hour

3. On a scale from 1 to 5, in the following area, how would you rate the service you received today?

a) Willingness to help (Circle One):

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

b) Friendliness of staff:

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

c) Professionalism of staff:

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

d) Ability to communicate effectively with you:

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

e) Ability to help you with your concern:

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

f) If the staff was unable to assist you with your concern, how would you rate their ability to direct you to someone who could?

1- Poor  2-Fair  3-Adequate  4-Good 5-Excellent

4. Please provide any further comments or suggestions:
_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________