The following University Housing 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):*

- __ Housing Main Office
- ____ Facility Offices
  - ___ Cropper Hall Office
  - ___ Gibbs Hall Office
  - ___ McGuinn/Diamond Hall Office
  - ___ Paddyfote Complex Office
  - ___ Palmetto North Apartment Office
  - ___ Palmetto South Apartment Office
  - ___ Palmetto Phase III Apartment Office
  - ___ Sampson Hall Office
  - ___ Truth Hall Office
  - ___ Wheatley Hall Office
  - ___ Young Hall Office

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:

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