

# Survey Tool

Please find below some examples of customer service survey questions.

## From [myservices.ncstatecollege.edu](http://myservices.ncstatecollege.edu)

Please tell us about your overall <department name> experience:

Overall experience: Excellent      Poor

Comment:

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## Table Format

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The <Department> representative was knowledgeable and professional.					
The <Department> representative responded to my inquiry in a timely manner.					
Overall, I am satisfied with my interaction with <Department>.					

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## Multiple Choice Format

Overall, how would you rate the quality of your customer service experience?

- Very positive
- Positive
- Average
- Negative
- Very negative

How well did we understand your questions and concerns?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all well

How much time did it take us to address your question and concern?

- Much shorter than expected
- Shorter than expected
- About what I expected
- Longer than expected
- Much longer than expected