

OVCA FORM 140: CLIENT FEEDBACK SHEET

Be heard. Speak your mind. React.

ABOUT YOU AS OUR VALUED CLIENT:

- Visitor-Potential Student Visitor-Parent-Guardian
 DLSHSI Employee DLSHSI Student
 Others, please specify: _____

Date and Time of Visit/Call: _____

This survey information is given to our clients to gain specific feedback on the staff/office personnel who responded to/answered your queries. We recognize that you may wish to provide feedback on other aspects of your experience with us. The following feedback shall be utilized as part of our quality assurance process. Below is the numerical scale interpretation for your reference:

- 5 = very satisfied / willing / likely
- 4 = somewhat satisfied / willing / likely
- 3 = neither satisfied nor dissatisfied / neither willing nor unwilling / neither likely nor unlikely
- 2 = somewhat dissatisfied / unwilling / unlikely
- 1 = very dissatisfied / unwilling / unlikely

| Questions | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| 1. How satisfied were you that we addressed all of your questions or concerns? | | | | | |
| 2. How satisfied were you that we made you feel like we appreciated you and your concerns? | | | | | |
| 3. How satisfied were you with the timeliness of our service? | | | | | |
| 4. How willing would you be to deal with this staff/office personnel again, thinking about his/her clear and detailed response? | | | | | |
| 5. How likely are you to contact us again as a result of this interaction? | | | | | |
| 6. Based on this transaction, how did we compare to your experiences when transacting with other schools/colleges/universities? | | | | | |

7. Could you please provide us with the name of the staff/office personnel who helped you?

8. Could you please provide the phone number/ email address from which you contacted us/wrote to us? (when applicable)

9. Please add any comments you'd like to share with us

Thank you for taking few minutes to answer these questions to help us improve our service to you.

Team Academics

Reference:

<https://ask.starwoodhotels.com/CONAV/chat/chat.jsp?cache=1407281018260>

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