

Student Center Events Satisfaction Survey

Description: I would like a survey created based off of the attached document of questions. This survey will be targeting internal and external clients of the Student Center at Temple University.

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Date Range: 4/1/2019 12:00:00 AM - 4/1/2025 11:59:00 PM

Page - Student Center Events Satisfaction Survey

Q1 Name

[Code = 1] [Textbox]

Required answers: 1 Allowed answers: 1

Q2 Organization/Department

[Code = 1] [Textbox]

Required answers: 1 Allowed answers: 1

Q3 How are you affiliated with Temple University?

Student [Code = 1]

Staff [Code = 2]

Faculty [Code = 3]

Unaffiliated - External client [Code = 4]

Other (please specify) [Code = 5] [Textbox]

Required answers: 1 Allowed answers: 1

Q4 What was your reason for reserving a space through Student Center Operations?

Meeting [Code = 1]

Conference [Code = 2]

Lecture [Code = 3]

Fair [Code = 4]

Social/Party [Code = 5]

Other (please specify) [Code = 6] [Textbox]

Required answers: 1 Allowed answers: 1

Q5 How often do you use the Student Center for reserved events?

Weekly [Code = 1]

Monthly [Code = 2]

Once a semester [Code = 3]

Multiple times per semester [Code = 4]

Once a year [Code = 5]

Multiple times per year [Code = 6]

Only during the summer [Code = 7]

Other (please specify) [Code = 8] [Textbox]

Required answers: 1 Allowed answers: 1

Next Page: Sequential

Use of the online reservations system/EMS

Q6 Was our reservation system user friendly?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q7 Were you able to create an account easily/without additional help?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q8 If you did encounter an issue, were you able to connect with office staff for assistance?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Customer ServiceHow was your customer service experience in each stage of your event?

Q9 Before your event occurred?

Exceeds expectations [Code = 4] [Numeric Value = 4]

Fully meets expectations [Code = 3] [Numeric Value = 3]

Does not fully meet expectations [Code = 2] [Numeric Value = 2]

Does not meet expectations at all [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q10 During your event?

Exceeds expectations [Code = 4] [Numeric Value = 4]

Fully meets expectations [Code = 3] [Numeric Value = 3]

Does not fully meet expectations [Code = 2] [Numeric Value = 2]

Does not meet expectations at all [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

Q11 After your event?

Exceeds expectations [Code = 4] [Numeric Value = 4]

Fully meets expectations [Code = 3] [Numeric Value = 3]

Does not fully meet expectations [Code = 2] [Numeric Value = 2]

Does not meet expectations at all [Code = 1] [Numeric Value = 1]

Required answers: 1 Allowed answers: 1

If you had event planning as part of your reservation, how did we do?

Q12 Was the communication from the Student Center staff helpful?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q13 Were any in-person planning meetings helpful?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q14 Did you learn about our building policies?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Next Page: Sequential

Page - 3

Q15 Were the building policies clear/easy to follow?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q14='Yes'

On the day of your reservation, how did we do?

Q16 Was your room setup correctly?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q17 If you had technology, was it set up correctly?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q18 Did it work correctly?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q19 If you needed assistance, was the staff able to help?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q20 Were your expectations met?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

If your event had a billing component, how did we do?

Q21 Were the costs shared with you during the event planning process?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q22 Did you find the costs to be appropriate for the space(s)/service(s) you received?

Yes [Code = 1]

No [Code = 2]

N/A [Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q23 Would you recommend reserving space in the Student Center?

Definitely would [Code = 4] [Numeric Value = 4] [Textbox]

Probably would [Code = 3] [Numeric Value = 3] [Textbox]

Probably wouldn't (please explain why not?) [Code = 2] [Numeric Value = 2] [Textbox]

Definitely wouldn't (please explain why not?) [Code = 1] [Numeric Value = 1] [Textbox]

Required answers: 1 Allowed answers: 1

Q24 Are there any other suggestions, feedback, ideas or concerns that you would like us to know that you have not been able to include elsewhere in this survey?

Yes (please explain) [Code = 1] [Textbox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Next Page: Sequential