Sripatum University

Assessment for satisfaction of the service

Explanation: For the best beneficially services we attend to improve to do for you. Would you please complete the assessment as the following expectation by write ✓ down on only one box of each question you agree.

Your kind cooperation to evaluate our quality of services will be more highly appreciate of us. Thank you.

Part I General detail.

1. Gender : ☐ 1) Male ☐ 2) Female
2. Position:
   - ☐ 1) Dean/Directory
   - ☐ 2) Associate Dean / Assistant Dean / Head of Department
   - ☐ 3) Instructors
   - ☐ 4) Staffs
   - ☐ 5) Students
3. Faculty/Department.....
4. Frequency of Service Uses.
   - ☐ 1) 1-2 Time per Month
   - ☐ 2) 3-4 Time per Month
   - ☐ 3) 5-6 Time per Month
   - ☐ 4) More than 6 Time per Month

Part II Client Service Satisfaction.

point : 5 = excellent 4 = very good 3 = good 2 = fair 1 = poor

Title	Point				
	5	**4**	**3**	**2**	**1**
1. Service with Friendship and Courtesy					
2. Willingness and Eagerness of Response					
3. Giving Clear Explanation about Service					
4. Competency Demonstrated by People					
5. Consistent Service Processes and System					
6. Proper Time of Processing					
7. Proper Tool Usage for Services					
8. Delivering Correct Response to Requester					
9. Providing Clear Answer and Suggestion					
10. Speed of response and processing					
11. Showing Proper Personality and Dressing					
12. Having Information Services via Electronic Media, e.g., Email, Website, Facebook, etc.					

Part III: Recommendation.

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Thank you.