

A&R Comprehensive Program Review Survey F22

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Q1 Dear Cañada Student, Our records show you submitted an inquiry within the last year through our "Cañada College Admissions & Records Assistance Form." We would like your feedback on your experience with the assistance you received. Please take a few minutes to answer the questions below so that we might provide better customer service. Thank you!

Q2 At the time you contacted the Admissions and Records Office for assistance, you were a:

- ☐ Current student (1)
 - ☐ Prospective student (interested in enrolling for the first time) (2)
 - ☐ Returning student (3)
 - ☐ Community member or visitor (4)
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Q3 The [Admissions and Records Assistance Form](#) was easy to navigate:

- ☐ Strongly agree (1)
 - ☐ Somewhat agree (2)
 - ☐ Neither agree nor disagree (3)
 - ☐ Somewhat disagree (4)
 - ☐ Strongly disagree (5)
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Q4 Was the question you submitted via [the Admissions and Records Assistance Form](#) answered adequately?

- ☐ Extremely adequate (1)
 - ☐ Somewhat adequate (2)
 - ☐ Neither adequate nor inadequate (3)
 - ☐ Somewhat inadequate (4)
 - ☐ Extremely inadequate (5)
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Q5 Do you feel that using the services of the Admissions and Records Office at Cañada was an effective use of your time?

- ☐ Definitely yes (1)
 - ☐ Probably yes (2)
 - ☐ Might or might not (3)
 - ☐ Probably not (4)
 - ☐ Definitely not (5)
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Q6 Were you satisfied with the overall quality of service you received from the Admissions and Records Office at Cañada College?

- ☐ Very satisfied (1)
- ☐ Satisfied (2)
- ☐ Neutral (3)
- ☐ Unsatisfied (4)
- ☐ Very unsatisfied (5)

Q7 How responsive were the Admissions and Records staff when you interacted with them?

- ☐ Responsive (1)
- ☐ Somewhat responsive (2)
- ☐ Neither responsive nor unresponsive (3)
- ☐ Somewhat unresponsive (4)
- ☐ Unresponsive (5)
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Q8 Please provide any additional comments about the Admissions and Records Office at Cañada College what would help us provide better service in the future.

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