



Dear Students and Guests,
 Your input is important to us! We want to make certain we are providing the level of service you expect and deserve.
 Please take a minute to provide us with information about your experience with services you received from departments in
 the Student Access and Success Division.

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 Division.

**At which Texas A&M University-Commerce location have you received the services for which you are responding to
 in this survey?**

	Main Campus – Commerce
	Collin Higher Education Center (CHEC)
	Mesquite Metroplex Center
	Navarro Partnership – Corsicana
	Navarro Partnership – Midlothian
	Rockwall
	Universities Center @ Dallas (UCD)

Today I spoke with:

I visited the following department(s):

	Front Counter		Hispanic Outreach
	Success Coaches/Academic Advising		Scholarships
	Undergraduate Admissions		Career Services
	Financial Aid		Veterans & Military Services
	Registration		Phone
	Testing		Other:
	Orientation		

Please Rate each section based on the following scale: 5=outstanding and 1=poor

If you visited the Main Campus in Commerce, what was your first impression of the Student Access & Success
 Center (One Stop Shop)?

5 4 3 2 1

My overall experience was:

5 4 3 2 1

Please rate your experience with the person you met with based on the following:

(check the box that best describes your experience)

	Outstanding	Above Average	Average	Below Average	Poor
Front Counter/Phone Knowledge:					
Department Knowledge:					
Front Counter/Phone Service:					
Department Service:					
Front Counter/Phone Professionalism:					
Department Professionalism:					
Front Counter/Phone Responsiveness:					
Department Responsiveness:					
Front Counter/Phone Courteous:					
Department Courteous:					

Additional Comments:

Optional:

Name: _____ Email: _____

Contact Number: _____

Ethnicity: _____

Are you a first generation college student? Yes _____ No _____

Classification? Freshman _____ Sophomore _____ Junior _____ Senior _____ Graduate _____

Your contact information is optional. If you had any questions that did not get answered and/or you need someone to follow up with you in regards to your visit today, please indicate below with a yes and include the method you prefer to be contacted. Although you may remain completely anonymous...if you did not have a positive experience, we would appreciate the opportunity to contact you for additional information/discussion and to resolve your problem or correspond with you regarding a solution or clarification.

Check One:

Yes – I would like a reply by: Phone Email

No – a response is not necessary

Thank you so much for your time!
Please return completed form to the survey drop box
located in the lobby of the
Student Access and Success One Stop Shop.