



Admin Program Review Survey

How to develop



The Survey Template



Step 1: Identify Services

Make a list of the services the department provides. Make sure to use department service area outcomes Service Area Outcomes (SAO). Identify who received those services. This will help narrow the distribution of the survey.

Administrative Program Review Survey

1. Required question: Services Satisfaction (Matrix/Likert Scale)

Develop a list of services that your department provides and to whom. You do not need to fill each row.

Service	Group who receives service
Example: Provide training for program review processes	Faculty, staff, and admin



Survey format

The services identified will be measured for satisfaction and importance. This will give insight into how satisfied customers are and how those services rank in importance.

_____(Department Name)_____ provides the following services. Please rate the satisfaction of your experience with that service.

	Not satisfied at all	Slightly satisfied	Neutral	Satisfied	Very satisfied	I have not experienced this service.
(Service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not important at all	Slightly important	Neutral	Important	Very important	I have not experienced this service.
(Service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Step 2: Optional questions

You can also add optional questions to the survey. Some sample questions are on the right. Or you can develop your own.

For example, IE developed a satisfaction question for data dashboards.

Note: There will be a question about employment classification.

2. Sample optional Questions:

If you wish to add more questions, please indicate which ones below. Or write your own questions in the space provided.

- How can _____(Department Name)_____ improve services provided?
- Have you had a positive experience with _____(Department Name)_____? Please describe.
- How would you rate your experience interacting with _____(Department Name)_____?
- How would you rate _____(Department Name)_____ 's customer service?
- What additional services, if any, would you like _____(Department Name)_____ to provide?

3. Custom Questions

Add questions you would like to add in the table below. Possible question types include text entry, multiple choice, Likert scale, ranking, and more.

Question	Question type/Choices
Example: How can _____(Department Name)_____ improve services provided?	Text entry



Step 3: Contact IE

Submit a survey request and email the form to IE.

http://bit.ly/IE_Request



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