

As part of Student Affairs' efforts to understand the quality of service provided to our constituents, all departments are asked to include a set of three common constituent service questions in their departmental assessment efforts each year.

Assessment Questions to Include in Department Surveys

To what extent do you agree with the following statements regarding your service from [Department]:
Scale: Strongly Disagree, Disagree, Agree, Strongly Agree; can include "not applicable" if needed.

1. The individuals I worked with took the time to understand my needs and concerns.
2. The individuals I worked with interacted with me in a respectful manner.
3. The individuals I worked with provided me with clear instructions regarding next steps **or** resolved my issue.

Allowable Modifications to Questions

In order to best meet the needs of individual departments, there are some minor allowable modifications to the questions that do not substantively change the intent. These are summarized below. Should you have additional questions regarding wording, please contact SAIRO.

The term "**your service**" can be modified to align more with your departmental programs or service model.

Examples:

To what extent do you agree with the following statements regarding **your interactions with staff** from [Department]

To what extent do you agree with the following statements regarding **your most recent contact with staff** from [Department]

The "referent" for the question—**the individuals I worked with**—can be modified to be more in alignment with the language of your department.

Examples:

My resident assistant took the time to understand my needs and concerns

Individuals in the Bruin Resource Center interacted with me in a respectful manner

The Financial Aid and Scholarships Office provided me with clear instructions regarding next steps **or** resolved my issue.

Note that these questions are intended to be global measures for a department, not evaluations for individual staff. To that end, it is recommended that surveys include a general comment section that allows constituents to comment directly concerning a positive or negative experience as a result of an encounter with a particular staff member. Please note that SAIRO can assist with any questions regarding how best to incorporate these questions into a department survey.