



## SOUTH EASTERN KENYA UNIVERSITY (SEKU)

### CUSTOMER FEEDBACK FORM

In order to help us continually improve our services to suit your needs and continually operate at the highest possible standard, we would appreciate if you could take a few minutes to fill this form.

Date: \_\_\_\_\_

Purpose of visit/office visited \_\_\_\_\_

ARE YOU SATISFIED WITH THE DURATION YOU WAITED FOR THE SERVICE? (CHECK THE SERVICE DELIVERY CHARTER)

5- Very satisfied

4- Satisfied

3- Average

2-Dissatisfied

1- Very dissatisfied

0- Not Applicable

OVERALL, WERE YOU SATISFIED WITH OUR SERVICES?

5- Very satisfied

4- Satisfied

3- Average

2-Dissatisfied

1- Very dissatisfied

0- Not Applicable

ARE YOU SATISFIED WITH THE ATTITUDE OF OUR STAFF?

5- Very satisfied

4- Satisfied

3- Average

2-Dissatisfied

1- Very dissatisfied

0- Not Applicable

DID YOU EXPERIENCE ANY PROBLEMS ACCESSING OUR SERVICES IN THE SERVICE POINTS?

YES

NO

IF YES, GIVE DETAILS \_\_\_\_\_

RECOMMENDATION FOR IMPROVEMENT \_\_\_\_\_

HOW WOULD YOU RATE OUR CUSTOMER SERVICES

POOR

AVERAGE

GOOD

EXCELLENT

*Thank you for your feedback*

