

Student Grievance Satisfaction Survey

1. Please rate your overall satisfaction with the Student **Grievance** Services received: Circle one.

Not at all _____ Highly
Satisfied 1 2 3 4 5 6 7 8 9 10 Satisfied

2. Was your initial contact to set up an appointment to discuss your grievance responded to in a timely manner? YES NO

3. Were staff members courteous and respectful when you requested assistance? YES NO

4. During the initial meeting, were you treated respectfully and professionally? YES NO

5. During the initial conference, did the Dean/Assistant Dean clarify options for you that were helpful in making an informed decision regarding pursuing your case? YES NO

6. Given the situation, do you feel your case was fairly represented and addressed by the Dean/Assistant Dean? YES NO

7. Was the amount of time you were involved in the Grievance process reasonable? YES NO

8. How did you hear/learn about Student **Grievance** Services? _____

Additional Comments:
