



CUSTOMER FEEDBACK FORM

NAME OF PARTICIPANT (OPTIONAL).....

PARTICULARS OF FEEDBACK	SATISFACTION LEVELS				
	High	Above Average	Average	Below Average	Low
1. Service delivery: what is the level of your satisfaction of services in terms of how you are treated by the staff of the college?					
2. Class conduct: what is your level of satisfaction in terms of how lessons are conducted?					
3. Lecturer(s): what is your degree of satisfaction with the lecturer's conduct in the classroom?					
4. PREMISES: what do you think about the premises in terms of accessibility, lighting, and ventilation...?					
5. Environmental health and safety (SHE): what is your opinion as far as the cleanliness of the premises, staff and other S.H.E. checkpoints (toilets, bins, floor, walls...)					
6. Time management: what is your view in terms of time management by staff members					
7. Centre administration: What do you think about the manager's accessibility and problem solving capability					
8. Fees: What do you think about fees charged at Supabrain College?					
9. Computers and internet: what is your satisfaction level when it comes to accessibility of data processing and IT resources					
10. Internet Library: how do you rate Supabrain College as far as availability of reading materials and internet resources access (textbook, lecture notes, researching material, library access...)					
11. Recommendation: What is your level of satisfaction if you were to recommend someone to register with Supabrain					
SATISFACTION LEVEL INDEX (COUNT)					