

**Capital Community College
MEDIA SERVICES DEPARTMENT
Client Satisfaction Survey**

Please take a few moments to complete this survey. Your responses are valuable in helping us assess our services from the clients' point of view. When you have finished, please return this form to the Media Services mailbox (under "Minkler") or the Media Services office, room 169. Thank you. (If you have already completed a copy of this survey, please do not do it again.)

Department _____

- Full-time faculty
- Adjunct faculty
- Full-time staff
- Part-time staff

Number of years I have worked at the College _____

In the past, I have worked with Media Services when I needed (check all that apply):

- To borrow audiovisual equipment
- Help using equipment in the classroom or lab
- Printed products (flyers, brochures, reports, booklets, catalogs, newspaper advertisements, posters, etc.)
- Web page design
- Electronic presentations (PowerPoint, etc.)
- Original Photography (taking pictures, providing prints or electronic files)
- Digital image reproduction (scanning photos or textbook information)
- Video Production (either in the classroom or in the TV Studio)
- Satellite Videoconferencing
- Other (specify):

Other than for borrowing audiovisual equipment, I seek Media Services' help (check only one):

- Often (Several times per week)
- Frequently (Several times per month)
- Occasionally (Several times per semester)
- Rarely (Once or twice in a year)
- Never

Please continue on back...

In my experience, I would rate the overall quality of Media Services' products and services as:

- Excellent
- Very Good
- Average
- Fair
- Poor

Circle the number between the adjectives which best represents your feelings about the Media Services Department. Numbers 1 and 7 indicate a very strong feeling; 2 and 6 indicate a strong feeling; 3 and 5 indicate a fairly weak feeling. Number 4 indicates you are undecided or do not understand the adjectives themselves. Work quickly and use your first response.

Unreliable	1	2	3	4	5	6	7	Reliable
Uninformed	1	2	3	4	5	6	7	Informed
Uncommitted	1	2	3	4	5	6	7	Dedicated
Unqualified	1	2	3	4	5	6	7	Qualified
Unintelligent	1	2	3	4	5	6	7	Intelligent
Worthless	1	2	3	4	5	6	7	Valuable
Uninterested	1	2	3	4	5	6	7	Interested
Unimaginative	1	2	3	4	5	6	7	Creative
Inexpert	1	2	3	4	5	6	7	Expert
Dishonest	1	2	3	4	5	6	7	Honest
Unfriendly	1	2	3	4	5	6	7	Friendly
Gloomy	1	2	3	4	5	6	7	Cheerful

Thank you very much for completing this survey. If you have any additional comments, feedback, or suggestions, please record them below, or on a separate page attached to this form.