

Customer Satisfaction Form

We would like to know how well our programming meets your needs. Please complete this brief survey, as your responses will help us better serve the community.

Please use the space below if you have a positive testimonial or accolade that you would be willing for us to share.

**Your feedback is important to us.
Thank you for your time!**

1. Overall, how satisfied are you with our services?

Very satisfied Satisfied Neutral
 Dissatisfied Very dissatisfied

2. Did you learn at least one helpful practice that you will use?

Yes No N/A

3. Will any of the information provided help you:

Save you time Save you money
 Increase the value of your home
 Improve your health Other (please explain)

4. Would you recommend the Extension Service to friends or colleagues?

Definitely Probably Not sure
 Probably not Definitely not

5. How did you hear about our services?

Flyer/Poster Newsletter Friend/Family TV
 Radio Newspaper Other, please specify

6. Please rate the following aspects of our services:

| | Excellent | Good | Fair | Poor |
|----------------------|-----------|------|------|------|
| Registration process | 4 | 3 | 2 | 1 |
| Cost | 4 | 3 | 2 | 1 |
| Time/Schedule | 4 | 3 | 2 | 1 |
| Subject | 4 | 3 | 2 | 1 |
| Staff | 4 | 3 | 2 | 1 |
| Location | 4 | 3 | 2 | 1 |
| Parking | 4 | 3 | 2 | 1 |

7. Do you have any comments or suggestions?

8. Name (optional): _____
Phone: _____ **Email:** _____

****Please see other side.***

Please return completed form to: Customer Satisfaction Survey
3309 Burlington Rd., Greensboro, NC 27405



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