

**Customer Satisfaction Survey  
Public Affairs and Publications  
Fall 2007**

As someone who has had recent interaction with Public Affairs and Publications staff, your opinion of our services is important to us. Please take a few minutes to fill out this survey. We will use the information collected to improve our service to campus. All responses will be anonymous. THANK YOU!

Please rate the following areas.	Very poor	Poor	Fair	Good	Excellent	N/A
1. Public Affairs staff overall helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The availability of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Timely responses to your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Quality of the response to your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Quality of communications produced by Public Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Quality of editorial assistance with your publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which services are most important to you?	Not important	Somewhat important	Very important	N/A
7. Advice and assistance with publicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Campus Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Editorial assistance with your publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Inside Chico State newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Chico Statements magazine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Excellence at CSU, Chico brochure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you characterize the frequency of your interactions with Public Affairs and Publications staff in the following areas?	Not often	Occasionally	Regularly	Often	N/A
13. Advice and assistance with publicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Campus Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Editorial assistance with your publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Inside Chico State newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Chico Statements magazine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Excellence at CSU, Chico brochure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. In general, how satisfied are you with the work of Public Affairs and Publications?

Not very satisfied    Somewhat satisfied    Very satisfied

**Please comment on a specific service Public Affairs and Publications provided and the effect of that service.**

**How can Public Affairs and Publications improve our services?**