



**NORTHWESTERN STATE UNIVERSITY of LOUISIANA**  
**OFFICE OF ADMISSIONS**  
318-357-4660 (FAX)

**VISITOR SATISFACTION SURVEY**

Your opinion counts! Your responses play a key role in our operational improvements within the Office of Admissions! Your comments can help us identify areas of success as well as areas in which we can improve. Please take a few minutes to rate our support services.

**NAME (not required):** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Semester Applying:** \_\_\_\_\_

**Classification (circle one):**      First-Time Freshman      Transfer      Readmit      Semester Visitor

**Name of university staff assisting you today:** \_\_\_\_\_

	Strongly Agree	Somewhat Agree	Agree	Disagree	Strongly Disagree
1. Service provided was courteous and professional	5	4	3	2	1
2. Response(s) provided to me were knowledgeable	5	4	3	2	1
3. My request for information was handled in a timely manner	5	4	3	2	1
4. My questions were answered in a timely manner	5	4	3	2	1
5. Information was readily available and helpful	5	4	3	2	1
6. Overall, I am pleased with my visit	5	4	3	2	1

How can we improve our personal customer service: (Optional)

How can we improve upon our website or printed materials: (Optional)