



**California State Polytechnic University, Pomona
Student Accounting & Cashiering Services (SACS)
Customer Satisfaction Survey**

Date of Service: _____

Type of Service: In-person

Name of Staff Person Providing Service: _____

Please rate the following: 5 = very satisfied ☺ 1 = very dissatisfied ☹

Rating	5	4	3	2	1	N/A
A. Office hours for walk-in service						
B. Clarity of registration fees owed						
C. Courtesy of staff						
D. Knowledge of staff						
E. Length of lines/wait time						
F. Complete and accurate service						
G. Overall services of the department						

Are you aware that you can pay your fees online? (please fill in) Yes No

Are you aware that you can order parking online? (please fill in) Yes No

What would make you more comfortable about paying fees and/or ordering parking online?

Your Status (fill in all that apply):

Freshman Sophomore Junior Senior Graduate

Faculty Staff Part-time Full-time

Other: _____

OPTIONAL – Any question or comment that you would like us to respond to? Please explain (use the back of the form, if necessary).

If you wish to receive a response, please include the following information:

Name: _____ Bronco ID: _____

Cal Poly Pomona email address: _____

Send as attachment to sacs@csupomona.edu