

## STUDENT SUPPORT AND ADMINISTRATION SERVICES SURVEY

In order that we at Cornell Institute of Training we can improve our Student Support and Administration Services it would be appreciated if you could complete this Student Support and Administration Services Survey as accurately and honestly as possible. Please tick the appropriate box.

*Please note that all the information included in this survey will be treated as confidential. Student I.D., name and date of birth are optional.*

**Student Name** \_\_\_\_\_ **Student ID:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**1. Were Student Support Services provided at college?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**2. Did College provide these services at no cost?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**3. Were you informed about your contact officer for student support services?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**4. Was your query handled in reasonable timeframe?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**5. Were you informed about the various student support services offered at the College?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**6. Were the administration staff helpful in responding to your queries regarding timetable and class schedule?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**7. Was the Administration / Student Support Staff courteous and polite in handling your query?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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**8. Were you assisted efficiently with your Administration/Student Support related queries?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
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