

## Terry Sanford Institute of Public Policy Customer Survey

Please print out the survey and fax to 919-613-7435.

Answer the following questions, circling your response. Use the scale from 1-5 where

- 1 – Strongly Agree**
- 2 – Agree**
- 3 – Neutral**
- 4 – Disagree**
- 5 – Strongly Disagree**

### OVERALL

Overall, my conference experience at the Sanford Institute went well.	1	2	3	4	5	n/a
The overall value of services I received vs. the cost of my program was acceptable.	1	2	3	4	5	n/a
I am likely to return to the Sanford Institute for my next event.	1	2	3	4	5	n/a
I would recommend the Sanford Institute positively to another meeting planner.	1	2	3	4	5	n/a
My group was comfortable in the spaces we occupied.	1	2	3	4	5	n/a
The meeting space was clean.	1	2	3	4	5	n/a
The room temperature was comfortable in our meeting space.	1	2	3	4	5	n/a

### RESERVATIONS/PLANNING

My reservation for a meeting space was handled in a timely manner.	1	2	3	4	5	n/a
My reservation for a meeting space was handled without any problems or difficulty.	1	2	3	4	5	n/a
My reservation for a meeting space was handled courteously.	1	2	3	4	5	n/a
The events management staff was very responsive.	1	2	3	4	5	n/a
The event coordinator was knowledgeable and helpful.	1	2	3	4	5	n/a
The quality of the event/meeting planning with the event coordinator was excellent.	1	2	3	4	5	n/a
The details for my event were executed correctly.	1	2	3	4	5	n/a
My expectations were met.	1	2	3	4	5	n/a

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### *AUDIOVISUAL/SET-UP*

The audiovisual equipment provided at my request met my group's needs effectively.	1	2	3	4	5	n/a
The audiovisual staff was knowledgeable.	1	2	3	4	5	n/a
The audiovisual staff was courteous.	1	2	3	4	5	n/a
The audiovisual staff was efficient.	1	2	3	4	5	n/a
I was pleased with the special set-up of furniture, table dressing, etc.	1	2	3	4	5	n/a
The set-up for my meeting was timely.	1	2	3	4	5	n/a
I was pleased with the special set-up of furniture, table dressing, etc.	1	2	3	4	5	n/a

Additional Comments: