

# Client Satisfaction Survey (on Qualtrics)

Mail - Victoria.Pace@ucf.edu | Conversations | Edit Survey | Qualtrics S

ucf.ca1.qualtrics.com/ControlPanel/?ClientAction=EditSurvey&Section=SV\_4T02sgA2c1cE97&SubSection=&SubSubSection=&PageActionOptions=&TransactionID=1&Repeatable=0

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**Q1** Thank you for allowing undergraduate students from the University of Central Florida to discuss your organizational needs and to collaborate on an applied learning project with your business or organization. This experience has led to great student learning about practical application of course concepts and how to interact with organizational "clients." To serve participating organizations best in the future, I am asking you to provide feedback about the process as well as any services or products that the students delivered to you. This survey should take only 5-10 minutes. Your feedback will not be identified or sent to students except that your responses may help me to generate a consulting Do's and Don'ts list for future classes.

If you are not familiar with this project, believe that you have received this survey in error, or have other questions, please email or phone the supervising professor, Dr. Vicky Pace, [Victoria.Pace@ucf.edu](mailto:Victoria.Pace@ucf.edu). Thank you so much for helping to provide work-related project experience for students! --Vicky Pace

**Q3** Please provide your name, title and organization/business name (for Dr. Pace's information only; this information will not be associated with your ratings or comments):

**Q2** How satisfied were you with the following aspects of the process?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Initial contact and general description of project by students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initial contact by Dr. Pace to confirm participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students' attempts to understand your organizational/business needs as related to course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students' use of regular communication to keep you informed of progress (neither annoyingly frequent nor non-existent)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing you with the opportunity and sufficient time to review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Receipt of a service, presentation, or product from the student group (satisfaction with the quality aspects of the product or service will be asked in the next group of questions)

**Q4** How satisfied were you with the following aspects of product/service quality?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Met the scope of project expectations agreed upon with students (didn't seem skimpy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of the product/service to your organization or business (effectively addressed some of your needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of delivery or presentation by students (not sloppy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5** Please provide any specifics that you think will help to improve these student projects and the process:

**Q7** Would you like to collaborate with another student project group in the future?

Yes/Maybe (contact me)  No

**Q6** Thank you again for your service to enhancing learning and workforce readiness of UCF students!

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