

Customer Service Survey Questions

Introduction

In the last fiscal year, several LBS programs within Literacy Link South Central's catchment area said they would like to know what questions other LBS programs are asking of customers to determine customer satisfaction and actions that can be taken to improve customer service, in the spirit of continuous improvement.

As a result, Literacy Link South Central put out a call to programs throughout the province, asking them to share. We received examples of customer service questions from over 25 programs, representing community-based, school board and college LBS programs.

We identified all the unique questions and we have organized them into categories, according to the type of question:

- Yes/No
- Multiple choice
- Scale questions
- Short answer questions

For each category, first you will see the questions that are currently being used by at least one LBS program in the province. Then, you will see some proposed questions (meaning they were not put forward by a program, but LBS programs may find them useful).

Yes/No Questions

Currently in use:

Did you receive the information and help that you needed?

Would you tell other newcomers to Canada about our services? (Settlement Services)

Can Citizenship and Immigration contact you to talk about the services that you received? (Settlement Services)

Do you understand the goals of the program?

Did you set your own goals to work towards?

Do you understand your training plan?

Do you think our program is helping you learn?

Do you ask for extra help when you need it?

Are the staff helpful and do they treat you fairly?

Do you feel comfortable in class?

Does the teacher plan classes with material you enjoy?

Did you achieve your goals?

Did you receive feedback from your teachers?

Are you currently employed?

Are you continuing your education in another program?

Proposed:

Has being in this program improved your self-esteem?

Do you use the skills you're learning outside of our learning centre?

Would you recommend our program to others?

Do you plan to continue your education?

Multiple Choice Questions

Currently in use:

Note: the responses may vary depending on your program. Insert options that best describe your learning environment.

Which services did you receive?

How comfortable were you meeting with our staff?

Circle below what best matches your own goal.

What are you currently doing? (working, unemployed etc.)

How would you rate the speed of learning in class?

I was provided information and referrals to other programs (check all the apply)

Why are you exiting the program?

Proposed:

What do you like about the way we work here:

- the learning space is comfortable
- the staff are respectful
- I can learn at my own pace
- I have say over what I learn
- I feel that I am listened to

Scale Questions (1-5; strong disagree-strongly agree)

Currently in use:

The staff supported me in working towards my goals in this upgrading program.

I found the learning activities to be useful in working towards my goal(s).

I would tell other people to come to this agency/ how likely are you to recommend our program?

Overall I was satisfied with the program.

I made good progress in reaching my goals

The staff explained the program clearly to me.

The hours of the program where good for me.

As a result of the programing my employment situation as improved.

As a result of the programing, I am better prepared for employment.

We provide you choices in how you learn whenever possible.

We recognize that you are an individual.

The information that we provide you is clear, accurate and easy to find.

We provide your results in a timely manner.

The literacy teacher provides the necessary tools to achieve your goals.

I was informed of training supports if I was eligible (ex. daycare or transportation.)

The learning plan was useful to me.

The program was geared towards my needs.

I am getting the support and information I need to move on to my next step.

It will be easier to find and keep a job because of my learning.

Proposed:

I can use my new skills and learning outside of the learning centre.

I can talk to the staff of the program whenever I need to.

The staff encourage me to achieve my goals.

Short Answer Questions

Currently in use:

What things would make the program better?

I have noticed that my _____ has improved since coming to class.

Other areas or skills I would like to work on are _____.

What can you do now that you could not do before?

The best thing about class is _____.

How have you used your skills and knowledge in your daily life?

What would you like to see happen next?

What tutor or staff do you find most helpful?

Was there anything we could have done to be more helpful?

How many hours a week did you commit to learning including hours spent outside of the program?

What did you like about the program?

Write a list of the skills you have learned since you started.

Write three things that you liked the least.

Proposed:

What about the program do you find motivating?

What about the program makes you feel unmotivated?