

These two survey forms are used by the University of California Office of the President to gather feedback about walk-in and email service. The service center provides assistance to University employees and retirees with their benefit and retirement plans.

— Editor  
Customer Service Newsletter  
[www.CustomerServiceGroup.com](http://www.CustomerServiceGroup.com)

WALK-IN CUSTOMER SERVICE SATISFACTION EVALUATION

CUSTOMER NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

CUSTOMER SERVICE REPRESENTATIVE: \_\_\_\_\_

What prompted you to use our walk-in service?

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What was the subject(s) of your question or issue?

- Health care eligibility, other health and welfare-related problem, etc.
- Retirement, pension, savings plan questions
- Other – Please specify \_\_\_\_\_

Please assess our Customer Service Representative's ability to address and/or resolve your question or issue by checking the applicable response:

- Representative was knowledgeable
- Representative was not knowledgeable enough or was otherwise unable to help me
- Comments \_\_\_\_\_

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Please assess our Representative's customer service skills by checking the applicable response:

- Excellent
- Good
- Fair
- Poor

Would you use this service again; why/why not?

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Any additional comments you would like to give us?

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**IF YOU WOULD LIKE TO DISCUSS YOUR EXPERIENCE WITH THE UC CUSTOMER SERVICE CENTER DIRECTOR, PLEASE CONTACT JOE LEWIS AT (510) 987-0788.**

## EMAIL CUSTOMER SERVICE SATISFACTION EVALUATION

Thank you for using our e-mail service. To help us improve this service, please complete the survey below, thank you.

Are you a(n)

- Active employee    Inactive employee    Annuitant    Other:

Why did you use this service?

- Prefer e-mail communication  
 Could not find the answer on the At Your Service website  
 Did not know who to contact regarding my question/issue  
 Other:

Please rate the quality of this service:

- Excellent  
 More than satisfactory  
 Satisfactory  
 Less than satisfactory  
 Unsatisfactory

Would you use this service again?

- Yes  
 No  
 Maybe