

# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA



**A. M. E. C. E. A**

**ICT DEPARTMENT**

**P.O. Box 62157, 00200  
Nairobi - KENYA  
Telephone: 254-20-891601-6  
ictevaluation@cuea.edu**

## CUSTOMER SATISFACTION SURVEY

Thank you for taking the time to complete our Customer Support Satisfaction Survey. We appreciate your honest feedback

1. Department .....

2. How did you contact technical support?

In Person

Telephone

Email

Others

3. What was the nature of the problem? .....

4. Do you consider this issue to be resolved?

Yes

No

4.1. If you feel this issue has not been resolved, please tell us why: .....

.....  
.....

5. How satisfied are you with the OVERALL quality of the service you received?

Very satisfied

Somewhat satisfied

Dissatisfied

The service was awful

6. The time taken to resolve your query was acceptable

Strongly agree

Agree

Disagree

Strongly disagree

We sincerely appreciate any comments or suggestions you have which will help us improve our service .....

.....  
.....

Your feedback is highly appreciated