

Student's Name
(Optional): _____

Date: _____

The following questions relate to the delivery and installation of the equipment provided by us.
Please answer by ticking the relevant box or, where appropriate, writing a comment.

Initial Contact

- 1 How did you first find out that you would be receiving equipment to support your studies? My Local Authority contacted me
 My equipment supplier contacted me

Arranging Delivery

- 2 How did you first make contact with us? You contacted me I phoned I wrote a letter
 I sent an email Other
- 3 It was easy to contact us. Strongly Agree Agree Disagree Strongly Disagree N/A

- 4 If you replied "disagree" or "strongly disagree" please state why.

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- 5 Supplier staff were helpful. Strongly Agree Agree Disagree Strongly Disagree N/A

- 6 If you replied "disagree" or "strongly disagree" please state why.

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- 7 Did we offer you a delivery appointment during your first contact with us? Yes No N/A

- 8 Did we ask if the delivery appointment was convenient for you? Yes No N/A

- 9 Did we give you a specific time for delivery? Yes No N/A

- 10 Did we offer you a 2 hour time slot for your delivery? Yes No N/A

- 11 Did we confirm the equipment that would be delivered? Yes No N/A

- 12 Did we confirm the delivery address? Yes No N/A

- 13 Did you receive a letter from us confirming the delivery details? Yes No N/A

- 14 How long did you wait for this letter? 1 day 2 days 3 days more than 3 days N/A

- 15 From us confirming that we had received your 'funding body letter' how long did you have to wait for delivery? 1 week or less 2 weeks 3 weeks Over 3 weeks

- 16 Did we advise you that delivery and set up would be at the same time or obtain your agreement that they could be at separate times? Yes No N/A

Delivery, Set up and Familiarisation

- 17 Did the engineer arrive at the agreed time? Yes No N/A
- 18 If the engineer was running late, did they call to advise you? Yes No N/A
- 19 Did the engineer explain what he/she was doing? Yes No N/A
- 20 Did the engineer demonstrate the equipment (if appropriate)? Yes No N/A
- 21 Did the engineer show you that the equipment was working? Yes No N/A
- 22 Did the engineer show you how to access the software? Yes No N/A
- 23 Did the engineer ask you to sign a checklist listing the activities he/she had undertaken? Yes No N/A
- 24 Was the engineer was friendly? Strongly Agree Agree Disagree Strongly Disagree N/A

Overall

- 25 Did the service provided by us meet your expectations? Strongly Agree Agree Disagree Strongly Disagree N/A

26 If you replied "disagree" or "strongly disagree" please state why.

27 Do you have any additional comments regarding us?

28 What can be done to improve the service provided by us?
