



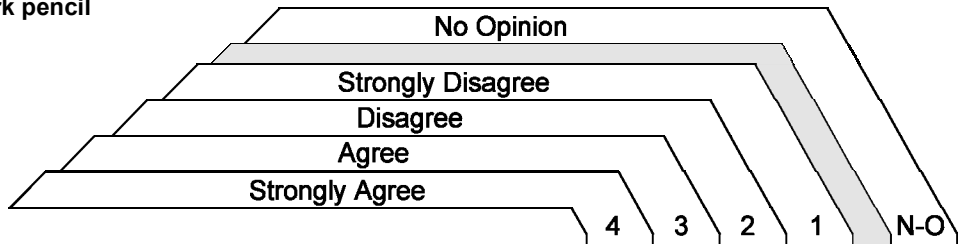
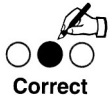
Timetabler's Survey of Recipients of Service

TIMETABLER'S NAME: _____ DATE OF SURVEY: _____

BCIT is committed to providing high quality service. You can help by providing thoughtful and honest responses to each of the following statements. The information you provide will be used to more closely match service to your needs. Thank you for your assistance. Please note that not all items may apply to your particular situation, in which case please indicate: No Opinion (N-O).

SECTION ONE:

Please fill in circle completely: using **dark pencil** or blue/black ink and pressing firmly..



	4	3	2	1	N-O
1. The timetabler replied to my query within 36 hours.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. It was evident that the timetabler had a broad knowledge of BCIT.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. IT was evident that the timetabler had a general knowledge of my program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The timetabler gave me the opportunity to ask questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The timetabler seemed attentive to my questions and comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The timetabler responded effectively to my questions and comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The timetabler indicated an understanding of matters related to my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The timetabler presented information in a logical sequence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The timetabler presented information in a way I could understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The timetabler used time effectively during our interactions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The timetabler provided information that was beneficial.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The timetabler suggested effective alternatives relevant to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The timetabler clarified any misunderstandings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The timetabler was polite during our communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The timetabler was respectful during our communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SECTION TWO: These comments are intended for your timetabler.

What did you like best about your interaction with the timetabler?

What suggestions do you have to help improve the timetabler's effectiveness?

Additional questions from the timetabler:

Student Opinion of Timetabler Survey

Item Breakdown by Cluster:

Category	Question #
Communication Skills	4, 6, 8, 9
Time Management	1, 10
Knowledge Base	2, 3, 7, 11, 12, 13
Interpersonal Skills	14, 15