



UC San Diego Student Satisfaction Survey 2010

Please enter your Student PID in the box below.

(Your Student PID is required to ensure that each student only submits one survey and for iPod raffle notification.)

By clicking this checkbox you affirm that you are
18 years or older.

Start Survey

Participating in the survey is completely voluntary, and will not
affect your grades, registration or enrollment in any way.
The survey takes approximately 5 minutes to complete.

Your feedback is important. Thank you for your time.

For any questions, please contact Angela Song at aysong@ucsd.edu

Copyright © 2010 Regents of the University of California. All rights reserved.

 **UCSD** Official web page of the University of California, San Diego



UC San Diego

Student Satisfaction Survey 2010

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards


[Page 1](#) > [Page 2](#) > [Page 3](#) > [Page 4](#) > [Page 5](#) > [Page 6](#)

1. Did you complete THIS survey 12 months ago?

Yes No Don't Know

What primarily motivated you to take this survey? (choose all that apply)	<input type="checkbox"/> Email Announcement	<input type="checkbox"/> Campus Newsletter	<input type="checkbox"/> Bookstore Banner	<input type="checkbox"/> Radio
	<input type="checkbox"/> Price Center Marquee	<input type="checkbox"/> Facebook	<input type="checkbox"/> Friends	<input type="text"/> Other, Specify:

2. DINING SERVICES



A. Please indicate in which of the following Campus Dining Facilities you have eaten MOST OFTEN during the past 6 months. (Choose only ONE)

- | | | |
|-------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Plaza Café | <input type="checkbox"/> Canyon Vista | <input type="checkbox"/> Foodworx Place & Market |
| <input type="checkbox"/> OceanView | <input type="checkbox"/> Food Court | <input type="checkbox"/> Café Ventanas |

I have not eaten at any of these in the past 6 months (Skip to Question #2C)

What type of meal plan do you have?	<input type="checkbox"/> Dining - Apartment Meal Plan	<input type="checkbox"/> Dining - Residence Hall Meal Plan
	<input type="checkbox"/> Marketplace - Apartment Meal Plan	<input type="checkbox"/> Marketplace - Residence Hall Meal Plan
	<input type="checkbox"/> None	

B. Next, please rate your level of satisfaction with the majority of meals purchased at the Dining Facility marked in Question 2A during the past 6 months on the following attributes:

Extremely Satisfied

Very Satisfied

Somewhat Satisfied

Not Very Satisfied

Not At All Satisfied

N/A or Don't Know

OVERALL SATISFACTION

Quality of food and beverages served
Acceptable cost
Speed of service provided
Courteous and friendly staff, even during the busiest times
Accessibility and responsiveness of supervisors
Operating hours
Well-organized serving areas
Attractive and visually appealing dining room
An enjoyable place

to eat

C. Please rate your OVERALL level of Satisfaction with each of the following Places and Markets during the past 6 months:
(If you did not use these facilities in the last 6 months, please check N/A)

Extremely Satisfied

Very Satisfied

Somewhat Satisfied

Not Very Satisfied

Not At All Satisfied

N/A
-or-
Don't Know

Goody's Place

Earl's Place

Village Place

FoodWorx Place

Roger's Place

D. Do you have a TritonPlus Account

Yes

No

If yes, please rate your level of satisfaction with the ease of use of your TritonPlus Account

Effective use of TritonLink

Finish Later

Next Page >

UC San Diego **Student Satisfaction Survey 2010**

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards

[Page 1](#) > [Page 2](#) > [Page 3](#) > [Page 4](#) > [Page 5](#) > [Page 6](#)

3. For each section below (A-J), please rate your satisfaction with the areas in which you have had interaction within the past 12 months.

	A. <u>STUDENT BUSINESS SERVICES</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
--	--	--------------------------------	---------------------------	-------------------------------	-------------------------------	---------------------------------	----------------------------------

OVERALL SATISFACTION

Anticipate my needs and requirements
Convenient operating hours
Provides effective financial support and guidance
Facilitates problem resolution within an acceptable time
Knowledgeable and helpful staff
Electronic payments via E-Check
Easy and convenient access to my student account via the web
Provides accurate and concise information
Useful and convenient information available at SBS website
Effective use of TritonLink

	B. <u>CENTRAL CASHIER</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
--	----------------------------------	--------------------------------	---------------------------	-------------------------------	-------------------------------	---------------------------------	----------------------------------

OVERALL SATISFACTION

Understands my needs and requirements
Operating hours that are convenient for me
Professional and knowledgeable staff
Courteous and helpful staff
Transactions completed in an accurate and timely manner

	C. <u>STUDENT MAIL SERVICES (campus residents only)</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
--	--	--------------------------------	---------------------------	-------------------------------	-------------------------------	---------------------------------	----------------------------------

OVERALL SATISFACTION

Mail arrives when expected
Parcel pick-up operating hours are convenient
Responsive to requests or problems within an acceptable time
Effective mail-forwarding service
Professional, knowledgeable and helpful staff


< Previous Page	Finish Later	Next Page >
------------------------------------	------------------------------	--------------------------------



UC San Diego Student Satisfaction Survey 2010

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards

[Page 1](#) > [Page 2](#) > **Page 3** > [Page 4](#) > [Page 5](#) > [Page 6](#)



D. CAMPUS PARKING (Note: Parking management has limited influence over space availability)

Extremely Satisfied

Very Satisfied

Somewhat Satisfied

Not Very Satisfied

Not At All Satisfied

N/A or Don't Know

OVERALL SATISFACTION

Understands my needs and requirements

General ease and availability of parking on-campus

Accessible to customers (via phone, voicemail, e-mail, etc)

Communication of parking rules and regulations

Fair enforcement of parking rules and regulations

Pay station permit process


On-line permit sales

Walk-in permit sales

Knowledgeable and helpful staff

Effectively uses Blink & Portal Services to provide staff access to Parking information and services

Moving in a positive direction to better meet my needs



E. COMMUTE SOLUTIONS

Extremely Satisfied

Very Satisfied

Somewhat Satisfied

Not Very Satisfied

Not At All Satisfied

N/A or Don't Know

OVERALL SATISFACTION

Understands my needs and requirements

Accessible to customers (via phone, voicemail, e-mail, office, etc)

Vanpool program

Pedal Club

Carpool program


MTS pass sales

Responsive to requests or problems within an acceptable time

Knowledgeable and helpful staff

Effectively uses Blink & Portal Services to provide customers access to Commute Solutions information and services

Moving in a positive direction to better meet my needs



F. SHUTTLE SERVICES

Extremely Satisfied

Very Satisfied

Somewhat Satisfied

Not Very Satisfied

Not At All Satisfied

N/A or Don't Know

OVERALL SATISFACTION

Understands my needs and requirements

Accessible to customers (via phone, voicemail, e-mail, etc)

Frequency of Shuttle Service

Responsive to requests or problems within an acceptable time

On-time reliability of Shuttle Service

Safety of Shuttle Service

Location and convenience of shuttle stop locations

Shuttle seating capacity

Real-time Shuttle tracking



Knowledgeable, helpful and well-trained drivers

Moving in a positive direction to better meet my department's needs




UC San Diego Student Satisfaction Survey 2010

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards
[Page 1](#) > [Page 2](#) > [Page 3](#) > **Page 4** > [Page 5](#) > [Page 6](#)

	H. <u>IMPRINTS COPY CENTERS</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
OVERALL SATISFACTION							
Quality of copies at Imprints Centers							
Reliable self-serve copiers at Imprints Centers							
Value for the money at Imprints Centers							
Convenient operating hours at Imprints Centers							
Knowledgeable, helpful and courteous staff at Imprints Centers							
Quality of copies on library equipment							
Reliable self-serve copiers and printers in the libraries							
Value for the money for library copy services							
Knowledgeable, helpful and courteous library copy services staff							
	I. <u>POLICE/PUBLIC SAFETY</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
OVERALL SATISFACTION							
Understands my safety and security needs							
Accessible to students (via phone, voice mail, e-mail, etc.)							
Responsive to requests or problems within an acceptable time							
Daytime security on campus							
Nighttime security on campus							
Effectiveness of CSO's (Community Service Officers)							
Effectiveness of RSOs							
Knowledgeable and helpful staff							
Effective use of TritonLink							
	J. <u>CAMPUS BOOKSTORE</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A or Don't Know
OVERALL SATISFACTION							
Attractive and visually appealing store							
Well-organized store layout							
A "fun place to shop" atmosphere							
Textbooks for courses always in stock							
Good selection of general and reference books							
Good selection of non-book items							

Reasonable prices of general and reference books
Reasonable prices of non-book items
Courteous personnel, even during the busiest times
Personnel who have knowledge to answer my questions
Fast check-out
Responsiveness to special orders and requests
Operating hours that are convenient for me
Reasonable return/exchange policies

 K. <u>ELECTRONIC COMMUNICATIONS</u>	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A -or- (Don't Know)
Access to the Internet and campus network						
Cable television service						
Triton Link						
Campus wireless network						
UCSD iPhone Application						



UC San Diego

Student Satisfaction Survey 2010

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards
[Page 1](#) > [Page 2](#) > [Page 3](#) > [Page 4](#) > **Page 5** > [Page 6](#)

General Background

1. Identify your college/school affiliation. (Please mark ONE answer only)

Eleanor Roosevelt College

Muir College

Revelle College

Thurgood Marshall College

Warren College

School of Medicine

Scripps Institution of Oceanography

Sixth College

Graduate Program

2. Indicate your current student classification

Freshman

Sophmore

Junior

Senior

Graduate Student

Medical Student

3. Please indicate how long you have attended UCSD

Less than 1 year

1 year or more

4. Please indicate if you currently receive any form of financial aid

Yes

No

Residence/Transportation Information

1. What is your current residence location?

On-Campus : Eleanor Roosevelt College

On-Campus : Muir College

On-Campus : Revelle College

On-Campus : Sixth College

On-Campus : Thurgood Marshall College

On-Campus : Warren College

On-Campus : Coast Apartments

On-Campus : Mesa Apartments

On-Campus : Single Grad Apts

On-Campus : One Miramar Street Apartments

On-Campus : The Village at Torrey Pines

Off-Campus : Apartment

Off-Campus : Condo

Off-Campus : Single Unit House

Off-Campus : Other, Specify:

2. Occupancy

Private Bedroom

Shared Bedroom with One Other

Triple

Other, Specify:

3. If you live off campus, how do you usually get to campus?

Car (Drive alone)

Carpool

Motorcycle/Scooter

MTS Bus

Bicycle

Walk

Other, Specify:

4. Do you currently have a UCSD parking permit?

Yes

No

5. What means of transportation do usually you use when you are on

Walk

Bicycle

Campus Shuttle

Skateboard

Other, Specify:

campus

Computer Usage/Wireless Connection

1. Which of the following best describes the type of computer you normally use?

PC desktop

Apple desktop

iPhone

Google Android Phone

Don't Know

PC laptop

Apple laptop

Blackberry

Palm O/S (includes Pre)

Other, Specify:

PC netbook

Unix Workstation

Windows Mobile

Other Internet enabled cell phone

2. Do you use a wireless Internet connection on campus?

Yes

No

If yes, do you use it with a

Laptop Computer

iPhone

Google Android Phone

Netbook

Blackberry

Palm O/S (includes Pre)

Tablet PC

Windows Mobile

Other Internet enabled cell phone, Specify:



UC San Diego Student Satisfaction Survey 2010

Please complete the survey to be eligible to win one of ten \$100 UCSD Bookstore Gift Cards

[Page 1](#) > [Page 2](#) > [Page 3](#) > [Page 4](#) > [Page 5](#) > **Page 6**

COMMENTS

Any additional comments?
(General)

Any additional comments?
(DINING SERVICES)

Any additional comments?
(STUDENT BUSINESS SERVICES)

Any additional comments?
(CENTRAL CASHIER)

Any additional comments?
(STUDENT MAIL SERVICES)

Any additional comments?
(CAMPUS PARKING)

Any additional comments?
(COMMUTE SOLUTIONS)

Any additional comments?
(SHUTTLE SERVICES)

Any additional comments?
(HOUSING SERVICES)

Any additional comments?
(IMPRINTS COPY CENTERS)

Any additional comments?
(POLICE/PUBLIC SAFETY)

Any additional comments?
(CAMPUS BOOKSTORE)

Any additional comments?
(ELECTRONIC COMMUNICATIONS)

[< Previous Page](#)

[Finish Later](#)

[Submit Survey](#)

[Copyright © 2010 Regents of the University of California. All rights reserved.](#)



Official web page of the University of California, San Diego



UC San Diego Student Satisfaction Survey 2010

Your feedback will give us valuable information on how we can better serve you.

To thank you for your time, you have automatically been entered to win one of 10 UCSD Bookstore gift cards. The raffle will be drawn on March 20, 2009. Come back to this site to see the list of winners. (Winners will also be notified through e-mail.)

We appreciate your participation in the UCSD Student Satisfaction Survey 2010! If you have any questions or comments, contact Angela Song at aysong@ucsd.edu.



Win A \$100 Gift Card!

Take the 2010 UC San Diego Student Satisfaction Survey

Win 1 of 10 \$100 UC San Diego Bookstore Gift Cards!

Just go to <http://studentsat.ucsd.edu> between February 17th and March 17th. Complete the survey and you're entered to win. Special deals for UCSD students, faculty and staff available at <http://bookstore.ucsd.edu>.