

**Customer Feedback Card**

1. Which of the Career Zone's services did you access today? Please check all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Learning Lab (formal course offering)        | <input type="checkbox"/> Computer Kiosks |
| <input type="checkbox"/> Skill Exchange (peer-to-peer learning)       |  |
| <input type="checkbox"/> Knowledge Network (one-on-one peer learning) | <input type="checkbox"/> Other: _____    |
| <input type="checkbox"/> Career Counselor                             |  |

2. Rate the level of service you received at the Career Zone:

3. Rate how the Career Zone customized its services to meet your individual needs:

4. Rate the effectiveness of the Career Zone's offerings in meeting your learning and development needs:

5. Overall, rate your level of satisfaction with the Career Zone:

Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

6. What did you like most about the Career Zone service you utilized today? \_\_\_\_\_  
\_\_\_\_\_

7. Is there anything that could have been done differently? \_\_\_\_\_  
\_\_\_\_\_

8. In general, what additional services would you like to see offered by the Career Zone?  
\_\_\_\_\_  
\_\_\_\_\_

9. Please indicate your current career level with SFA.

- Front-Line Employee
- Manager/Supervisor
- SES

10. Please indicate your current channel/enterprise unit alignment within SFA.

- |   |   |
|---|---|
| <input type="checkbox"/> Students           | <input type="checkbox"/> Acquisition and Contract Performance |
| <input type="checkbox"/> Schools            | <input type="checkbox"/> Communications                       |
| <input type="checkbox"/> Financial Partners | <input type="checkbox"/> Analysis                             |
| <input type="checkbox"/> CIO                | <input type="checkbox"/> Human Resources                      |
| <input type="checkbox"/> CFO                | <input type="checkbox"/> SFA University                       |
| <input type="checkbox"/> COO                |   |

11. How did you find out about the Career Zone service you used today?

- |  |  |
|--|--|
| <input type="checkbox"/> Human Resources                   | <input type="checkbox"/> Friend/Coworker |
| <input type="checkbox"/> Manager/supervisor                |  |
| <input type="checkbox"/> Career Zone promotional materials | <input type="checkbox"/> Other: _____    |

Additional Comments (please use back if necessary):