



**English as a Second Language (ESL) / Continuing Education Division
Registration Satisfaction Survey**

This survey is available in alternate formats upon request. Please contact DSP&S at (909) 594-5611, x4290 and mention Registration Satisfaction Survey conducted by the Research and Institutional Effectiveness Office

#	Directions: <u>Carefully bubble</u> your answers to the following questions.	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1	The ESL registration staff is helpful	<input type="radio"/>				
2	The ESL registration staff can successfully answer my questions	<input type="radio"/>				
3	The ESL registration staff helps me to register for classes easily, when there is no waiting list for my class	<input type="radio"/>				
4	The ESL registration staff helps me with class complaints	<input type="radio"/>				
5	The ESL registration office is open during hours which are convenient for me		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

6. If you **disagree**, what hours would be convenient for you? _____

#		No	Not Sure	Yes
7	I understand the class change policies of the ESL department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	The class change policies are fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. If you answered **not sure** or **no** to question #9, why? _____

#	Written information for these policies/procedures is available in my native language:	No	Yes
10	The ESL Program	<input type="radio"/>	<input type="radio"/>
11	Registration	<input type="radio"/>	<input type="radio"/>
12	ESL Counseling Services	<input type="radio"/>	<input type="radio"/>

13. My native language is: _____

Additional Comments	