



Visitor Satisfaction Survey

We would appreciate your feedback on your experience visiting the USF Ombuds Office.

By completing this form, you give permission to the USF Ombuds Office to use the data for research purposes.

There are no anticipated risks or benefits to you for taking part in this study.

Your participation is 100% voluntary and remains anonymous.

You can also find this survey at <http://www.usf.edu/ombuds/ombuds-services/visitor-survey.aspx>

1. The USF Ombuds Office responded to me in a timely manner.

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

2. I was given a fair opportunity to present my views and express my workplace concerns.

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

3. I understand that the USF Ombuds Office follows its established Code of Ethics (Independence, Impartiality, Confidentiality & Informality).

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

4. It is essential that my conversation(s) with the USF Ombuds are confidential.

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

5. After working with the USF Ombuds, I feel better able to effectively address my situation.

Strongly Agree

Agree

Neither agree nor disagree

Disagree

Strongly Disagree

6. **I would use the USF Ombuds Office again should the need arise.**
Strongly Agree
Agree
Neither agree nor disagree
Disagree
Strongly Disagree
7. **I would refer others to the USF Ombuds Office.**
Strongly Agree
Agree
Neither agree nor disagree
Disagree
Strongly Disagree
8. **Please indicate what you would have done about your workplace issues if the USF Ombuds Office was not a resource (circle all that apply).**
Self-help
Ignore the workplace concern
Change my employment
File formal complaint or lawsuit
Other
9. **Overall, I am very satisfied with the service provided by the USF Ombuds Office.**

Strongly Agree
Agree
Neither agree nor disagree
Disagree
Strongly Disagree
10. **What did we do really well?**
11. **What can we do even better?**