

	TECHNICAL UNIVERSITY OF MOMBASA		
	Document: Form	Ref No.: TUM/Form/RAA/006	
	Title: REGISTRATION FEEDBACK		
	Department: REGISTRAR ACADEMIC AFFAIRS		
	Issue No. 2	Revision No. 1	Date: 26th May 2023

This survey is meant to gauge your experience during this **STUDENT REGISTRATION** process. It's aimed at getting your feedback about your satisfaction with the way you were served at the various stations/desks and what you think can be done to improve the process. Thank you for your opinions.

PART I

PERSONAL DETAILS

NAME.....STUDENT PARENT/GUARDIAN

Student's Admission Number.....

Course Name.....

PART II

Please respond to the following using the scale value as follows: Very dissatisfied - 1

Dissatisfied-2 Neither satisfied nor dissatisfied - 3 Satisfied - 4 very satisfied - 5

Overall Satisfaction with: Departmental Desk (Tick appropriately)

	1	2	3	4	5
Staff were friendly and welcoming					
Efficiency of staff manning the desk					
Ease of verification of student's original documents					
Waiting time was reasonable					
Questions and queries answered satisfactorily					

Overall Satisfaction with: Finance Desk (Tick appropriately)

	1	2	3	4	5
Staff were friendly and welcoming					
Efficiency of staff manning the desk					
Waiting time was reasonable					
Questions and queries answered satisfactorily					



Overall Satisfaction with: Medical Desk (Tick appropriately)

	1	2	3	4	5
Staff were friendly and welcoming					
Efficiency of staff manning the desk					
Waiting time was reasonable					
Questions and queries answered satisfactorily					

Overall Satisfaction with: Admission Desk (Tick appropriately)

	1	2	3	4	5
Staff were friendly and welcoming					
Efficiency of staff manning the desk					
Waiting time was reasonable					
Questions and queries answered satisfactorily					

Overall Satisfaction with: Accommodation Desk (Optional)

	1	2	3	4	5
Staff were friendly and welcoming					
Efficiency of staff manning the desk					
Waiting time was reasonable					
Questions and queries answered satisfactorily					

Please provide us with any comments and/or suggestions for improvement:

