## LogoCED01

## SATISFACTION SURVEY

We should be grateful for feedback concerning your level of satisfaction with the quality of the demographic research and/or service offered by the Centre for Demographic Studies.

This information would help us to detect both strong and weak points of our work, thus enabling us to achieve continuous improvement in our research and its transmission.

We would ask you to assess the following areas, indicating your degree of satisfaction by grading our performance from 1 to 5.

1= DK/NO/NA (Don’t Know, No Opinion or Not Applicable)

2= Dissatisfied, 3 = Neutral, 4= Quite satisfied, 5= Very satisfied

|  |  |
| --- | --- |
|  | **Score** |
| **1** | **2** | **3** | **4** | **5** |
| 1.-Attention given to your request: |  |  |  |  |  |
| 2.- Understanding of your needs in the study to be carried out: |  |  |  |  |  |
| 3.-Communication with the research team in the course of the study: |  |  |  |  |  |
| 4.- Problem solving when faced with unforeseen situations: |  |  |  |  |  |
| 5. Usefulness of the research work or assessment for your objectives: |  |  |  |  |  |
| 6.- The time taken to respond to your request: |  |  |  |  |  |
| 7. Satisfactoriness of the material received: |  |  |  |  |  |
|  |  |  |  |  |  |

Suggestions/Comments that might help us to improve:

|  |
| --- |
|  |

Research work or request for assessment to which your comments refer:

Thank you very much for your help.