

Office of
Human Resources

BENEFITS DIVISION

Northwestern University
720 University Place
Evanston, Illinois 60208

www.northwestern.edu/hr/benefits



NORTHWESTERN
UNIVERSITY

Northwestern University Benefits Employee Service Survey

Based on your recent interaction with NU's Benefits Department, we would like you to fill out this survey based on your experience to assist us in improving our Employee Service Standards.

Today's Date _____

1) Who assisted you today?

2) On a scale of 1 to 5 with 5 being most satisfied, was the person you interacted with polite and professional?

Very Professional (5)___ (4)___ (3)___ (2)___ (1)___ Not Professional

3) On a scale of 1 to 5 with 5 being most satisfied, was the issue handled to your satisfaction?

Very Satisfied (5)___ (4)___ (3)___ (2)___ (1)___ Unsatisfied

4) On a scale of 1 to 5 with 5 being most confident, were you confident the issue was resolved?

Very Confident (5)___ (4)___ (3)___ (2)___ (1)___ Not Confident

5) Do you have any suggestions on how this experience could have been handled differently?

6) Please provide any additional comments or questions:

Name and Contact Information: (Optional) _____

Return To: Jonathan Kemler
720 University Pl
Evanston, IL 60208
j-kemler@northwestern.edu
(847) 467-1244