**Mystery Student Project Evaluation Form**

Spring 2015

**Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Scenario Code:** \_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date & Time**

**of Interaction: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Type of visit: □ Site □ Telephone □ E-mail (Please print out e-mail exchanges & attach)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **NA** | **Exemplary** | **Satisfactory** | **Unsatisfactory** | **If exemplary or unsatisfactory, describe briefly.** |
| Was available during the standard office hours *(Returned message within 24 business hours)*  | **□** | **□** | **□** | **□** |  |
| Behaved in a polite and professional manner  | **□** | **□** | **□** | **□** |  |
| Focused attention on me during the interactions *(NA for Email)*  | **□** | **□** | **□** | **□** |  |
| Understood my specific issue  | **□** | **□** | **□** | **□** |  |
| Had the knowledge to address the issue  *(or referred to the correct person)* | **□** | **□** | **□** | **□** |  |
| Resolved Issue correctly  | **□** | **□** | **□** | **□** |  |
| Answered all questions relating to issue  *(answered follow up questions)* | **□** | **□** | **□** | **□** |  |
| Sincerely interested in helping  | **□** | **□** | **□** | **□** |  |

**General description of interaction and any** ***specific* positive or negative experiences**:

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**Student Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Staff members: (if known) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Put completed evaluation forms in an envelope and deliver to Michael Emmanuel or Planning & Institutional Effectiveness office (Rowley 1004)**

 **Complete both sides**