**1. Please rate the “core” on the following services:**

|  | **Exceeds Expectations** | **Meets Expectations** | **Needs Improvement** | **Not Used** |
| --- | --- | --- | --- | --- |
| **Work was completed in a timely fashion:** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **Problems or conflicts were addressed promptly:** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **Cost of services was clear upfront:** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **Staff was professional:** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **Costs represent a good value for “service A”** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **Costs represent a good value for “service B”** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |
| **etc** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |  |

**2. The “core” policies for the following are clear:**

|  | **Yes** | **No** | **No basis for evaluation** |
| --- | --- | --- | --- |
| **Payment Policies** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |
| **Publication/Authorship** | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif | http://www.surveymonkey.com/i/t.gif |

**3. What additional services would you like for the “core” to provide?**



**4. Additional Comments:**

