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| **Deanship of Scientific Research** | **King Saud University-Deanship of Scientific Research** |
| **Researchers Support & Services Unit (RSSU)** |
| **Client Satisfaction Measurement Model** |

**Personal data:**

**Name: ...................................................................................................................................**

**College: ……………….. Department: …………………………….. Specialization: ………………………………..**

**Please select the Researchers Support & Services Unit (RSSU) service that you worked with:**

[ ]  Editing [ ]  Statistical Services [ ]  Research Consultation  [ ]  Similarity Measurement

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| --- |
| **First: General impression of the Researchers Support & Services Unit (RSSU)** |
| **M** | **Statement** | **Strongly Disagree** | **I do not agree** | **Neutral** | **I agree** | **Strongly Agree** |
| 1 | Easy arrival at the RSSU location. |[ ] [ ] [ ] [ ] [ ]
| 2 | Easy communication with the Unit by phone or email. |[ ] [ ] [ ] [ ] [ ]
| 3 | Staff was interested and interacted positively with my inquiries. |[ ] [ ] [ ] [ ] [ ]
| 4 | The Unit plays an effective role in the revitalization of scientific publishing at the University. |[ ] [ ] [ ] [ ] [ ]
| 5 | The information available about the Unit and its services is inadequate. |[ ] [ ] [ ] [ ] [ ]
| **Second: Quality of services provided** |
| **1** | Flexibility in methods and time to provide services. |[ ] [ ] [ ] [ ] [ ]
| **2** | The services helped me publish in journals classified in the ISI. |[ ] [ ] [ ] [ ] [ ]
| **3** | The services provided meet my needs as a researcher. |[ ] [ ] [ ] [ ] [ ]
| **4** | The procedures for the provision of services are accurate and easy to use. |[ ] [ ] [ ] [ ] [ ]
| **5** | The Unit's advisers have the ability and efficiency to respond to my queries. |[ ] [ ] [ ] [ ] [ ]
| **6** | The time it takes to accomplish my requests is reasonable. |[ ] [ ] [ ] [ ] [ ]
| **7** | The application forms for providing services are clear and available. |[ ] [ ] [ ] [ ] [ ]

**Third: Write your feedback and what new services you hope could be provided by the Unit in the future:**

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