|  |  |
| --- | --- |
| **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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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:**

**............................................................................................................................................. ............................................................................................................................................. ............................................................................................................................................. .............................................................................................................................................**