Service Quality Survey

IPFACE

VENTURE CENTER

For the period: July 2014 to Sept 2014

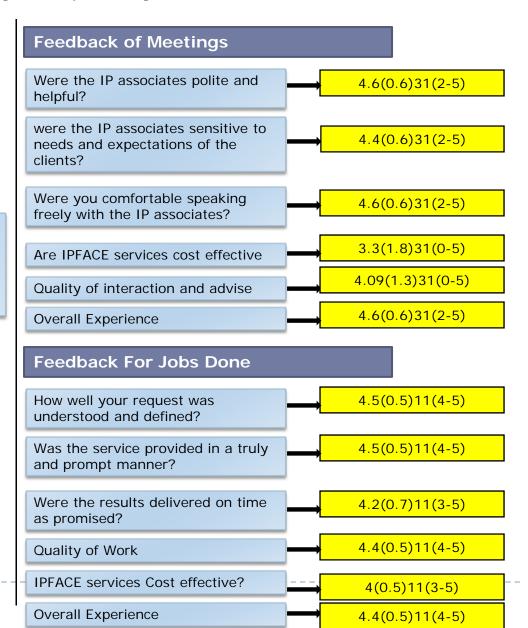## Number of evaluations received for meetings:

- 10

Rating Scale
1 = Poor
2 = Ok
3 = Average
4 = Good
5 = Excellent

How to use this evaluation:

- Numbers are quoted in the order: **Mean (Std dev) Count (Min-Max)**
- Standard deviation gives a feel for level of agreement/ disagreement in ratings.

Number of evaluations received for jobs:

- 5

Feedback of Meetings

Question	Rating
Were the IP associates polite and helpful?	4.6(0.6)31(2-5)
were the IP associates sensitive to needs and expectations of the clients?	4.4(0.6)31(2-5)
Were you comfortable speaking freely with the IP associates?	4.6(0.6)31(2-5)
Are IPFACE services cost effective	3.3(1.8)31(0-5)
Quality of interaction and advise	4.09(1.3)31(0-5)
Overall Experience	4.6(0.6)31(2-5)

Feedback For Jobs Done

Question	Rating
How well your request was understood and defined?	4.5(0.5)11(4-5)
Was the service provided in a truly and prompt manner?	4.5(0.5)11(4-5)
Were the results delivered on time as promised?	4.2(0.7)11(3-5)
Quality of Work	4.4(0.5)11(4-5)
IPFACE services Cost effective?	4(0.5)11(3-5)
Overall Experience	4.4(0.5)11(4-5)

Suggestions received:

1. Must include some sort of funding support for patent filing