



0% Complete

Bearkat OneCard Customer Service Survey

Question 1

What was your **primary** reason for your visit to the Bearkat OneCard Office?

- ID card
- ID replacement
- Temporary ID
- Open a OneAccount
- Make a deposit
- Technical issues
- Refund question
- Other (please specify)

Question 2

Were you greeted upon entering the office?

- Yes
- No

Question 3

Please rate your level of satisfaction with the quality of service you received from the Bearkat OneCard Staff:

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Question 4

Please rate the courteousness and friendliness of the Bearkat OneCard Staff:

- Very courteous and friendly
- Moderately courteous and friendly
- Slightly courteous and friendly
- Not at all courteous and friendly

Question 5

Please rate how well the Bearkat OneCard and its privileges were explained to you:

- Very well explained
- Somewhat well explained
- Not very well explained
- Not at all explained

Question 6

Please rate the overall quality of the Bearkat OneCard program:

- Excellent
- Above average
- Average
- Below average
- Poor

Question 7

Did you activate your Bearkat OneCard?

- Yes
- No

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