



STUDENT SATISFACTION SURVEY

Purpose	This tool provides questions to ask candidates to assess their experience with the organization's recruitment, selection processes and teaching. Teams can use this document as a starting point for creating a candidate satisfaction feedback.
Intended User(s)	Students

Questions for ALL Students – Part time/Full Time (including online students)

1. Overall, how satisfied were you with the recruitment and selection process at our organization?

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

2. What prompted your application to our organization? (check all that apply)

- ☐ Open job posting
- ☐ Job fair
- ☐ Campus recruitment
- ☐ Friend or colleague referral
- ☐ Recruiter reached out to you
- ☐ Other (please list) _____
- ☐

3. Please indicate the extent to which you agree with the following statements about the **application process**:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
a. The website had clear information about the hiring process					
b. I could easily find courses for which I intended					
c. The application process was easy to complete					
d. I could check the status of my application once it was submitted					
Please use this space to provide any additional comments on the application process.					

4. Please indicate the extent to which you agree with the following statements about our **communications with you**:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
a. Our communications throughout the process were clear					
b. I understood where I stood in the recruiting process					
c. I knew who reach out to with questions, if needed					
d. The number of communications I received was “just right” throughout the process					
Please use this space to provide any additional comments on our communications.					

5. What was the best part of our recruiting process for you? [Open Response]

6. What are the things we can do to improve our recruiting process? [Open Response]

7. How likely are you to refer others students?

- ☐ Very likely
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Unlikely
- ☐ Very unlikely

8. How likely are you to apply for another course with our organization again?

- ☐ Very likely
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Unlikely
- ☐ Very unlikely

9. Please share any final feedback on your experience. [Open Response]

Questions for ALL Candidates Who got palace in our Academy

1. Please indicate the extent to which you agree with the following statements about the **interview process**:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
a. Admission process were scheduled and confirmed in a timely manner					
b. The counsellor treated me with professionalism and respect					
c. The expectations for the position matched the job for which I applied					
d. I was given a fair opportunity to present my qualifications					
e. I was given timely feedback on the results of the feedback					
Please use this space to provide any additional comments on the interview process.					

Questions for ALL Candidates Who Received Offers

1. What was the length of time between your final interview and your offer?

- ☐ Less than one week
- ☐ 1-2 weeks
- ☐ 2-4 weeks
- ☐ More than 4 weeks

2. Who presented your final offer to you?

- ☐ Recruitment manager
- ☐ Academy professor
- ☐ Other (Please list)

3. Please indicate the extent to which you agree with the following statements about the **offer process**:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
a. The individual who presented my offer conveyed excitement about the possibility of me joining the Academy					
b. I understood all components of my offer					
c. The offer met my expectations					
d. I was given adequate time to make a decision					
Please use this space to provide any additional comments on the offer process.					

Questions for ALL Candidates Who Accepted Offers

1. Please let us know the primary reason you decided to accept our offer. [Open Response]

Questions for ALL Candidates Who Received Offers but Declined

1. Please let us know the primary reason you chose to decline our offer. [Open Response]

2. What might we do next time to encourage a student like you to accept our offer? [Open Response]

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