

Sample Questions for Gathering Feedback from Prospective Students

Questions for prospective students who have made an initial inquiry

1. Approximately when did you contact our admissions office?
Month _____ Year _____
2. Was this contact in person? Via phone? Via email?
3. Was your first impression of the response you received from us positive or negative?
Please explain.
4. What do you think we do well based on your association with us thus far?
5. How can we improve our service to prospective students?

Questions for applicants

1. Approximately when did you apply for admission?
Month _____ Year _____
2. Did we let you know we had received your application?
Yes _____ No _____
3. Did you contact us at any point after you submitted your application and before you received our decision?
Yes _____ No _____
4. If you answered yes to the previous question, was your impression of the response we provided to you positive or negative? Please explain.
5. Did we notify you of our decision by the response date we indicated?
Yes _____ No _____
6. What do you think we did well during your application experience with us?
7. How can we improve our service to applicants?

Questions for admitted students

1. When were you admitted?
Month _____ Year _____
2. Did you receive a congratulatory phone call from anyone in the admissions office?
Yes _____ No _____
3. Is your impression of the contact you had with the admissions office after being admitted positive or negative? Please explain.
4. What do you think we did well after your admission?
5. How can we improve our service to admitted students?