

Event & Meeting Planner Satisfaction Survey

Thank you for allowing us to host your recent event. So that we may determine the level of assistance you received from the Special Events and Conferences staff, along with your overall planning and event experience satisfaction, would you please take a moment to fill out our survey?

As you think about your event, please do so in four phases: Sales, Pre-Event, Event and Post-Event. Although you worked with your event planner through several phases, please rate their performance separately during each phase. Please skip any questions that do not apply to your event.

Your assistance in completing this survey and submitting it to the Office of Government and Community Relations will help to assure the highest levels of client satisfaction.

We look forward to serving you again.

Please fill out the following information. (Please print or type)

Contact Name:

Email Address:

Contact Telephone Number:

Company/Organization Name:

Event Name/Function:

Date of Event:

Time of Event:

Number in Attendance:

Your RIT Event Planner: (circle one)

Cindee Gray

Michelle Seger

Lynn Rowoth

Michelle Lanphear

Which meeting facilities did you use?

SAU (Ingle Auditorium, 1829 Room, Alumni Room, Fireside Lounge, Clark ABC, Lobby)

Field House

Student Life Center

Housing (conference rooms)

Classrooms

Auditoriums

Other (Please specify) _____

Directions: (Please mark the appropriate response for each category)

Sales Phase

(The period from your initial inquiry to the time you received your letter of intent confirmation)

How did you make your initial inquiry?

Phone Email Fax Mail

From the initial call to the Office of Special Events and Conferences, how long before you received your Event Request Form?

1 day 2 days 3 days 4 days 5 days or longer

From the time you submitted your Event Request Form, how long before you received a call from your event planner to confirm availability?

1 day 2 days 3 days 4 days 5 days or longer

Were you satisfied with the options provided for your conference/event requirements?

Yes No

Was your event planner you spoke with polite, courteous and professional at all times?

Yes No

Did you feel that the event planner understood your particular needs and specific requirements?

Yes No

Availability of desired date:

Excellent Good Fair/Average Poor N/A

Availability of desired room(s)/facility(s):

Excellent Good Fair/Average Poor N/A

Availability of desired equipment (podium, microphone, easel, extra tables & chairs, etc):

Excellent Good Fair/Average Poor N/A

Event policy and procedure information (Letter of Intent):

Excellent Good Fair/Average Poor N/A

How satisfied were you with your event planner's overall performance during the Sales Phase?

Very Satisfied 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied

Other comments regarding the Sales Phase:

Pre- Event Phase

(The period after your signed Letter of Intent was received including all planning, discussions and preparations leading up to the actual event)

My event planner contacted me at the appropriate time for my event planning.

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

My event planner understood my problems and offered creative solutions.

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

My event planner offered choices which met my/our budget needs.

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

My event planner was flexible enough no matter how often plans changed.

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

The event planner followed up appropriately with information I requested.

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

The policy and procedures were carefully outlined and explained to the group. (Contract)

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

The event planner communicated well and worked closely with my/our organization to plan and implement this event.

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

Publications provided by the event planner (campus maps, brochures) met my expectations.

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

The event planner demonstrated a solid knowledge of RIT.

Strongly Agree 10 9 8 7 6 5 4 3 2 1 Strongly Disagree

If you had a pre-event meeting, please rate your experience.

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

How satisfied were you with your event planner's overall performance during the Pre-Event Phase?

Very Satisfied 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied

Other comments regarding the Pre-Event Phase:

Event Phase

(All aspects during the event)

Event Services Staff

(Catering, Food Service, Facilities, Technical Support, Housing, Parking & Transportation, Public Safety, other):

Had a clear understanding of the event & all our needs prior to the event.

Excellent Good Fair/Average Poor N/A

Were courteous, efficient & professional

Excellent Good Fair/Average Poor N/A

Were knowledgeable & offered assistance

Excellent Good Fair/Average Poor N/A

Demonstrated a consistently high level of service	Excellent	Good	Fair/Average	Poor	N/A
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Delivered services on time and as promised	Excellent	Good	Fair/Average	Poor	N/A
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Treated my/our group with respect & a sense of value during the event.	Excellent	Good	Fair/Average	Poor	N/A
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Comments regarding the service staff :

(Catering, Food Service, Housing, Facilities, Technical Support, Parking/Public Safety, other)

Room(s)/Facility(s) Used

Cleanliness					
Excellent	Good	Fair/Average	Poor	N/A	

Room(s) set/adjusted as requested					
Excellent	Good	Fair/Average	Poor	N/A	

Room size(s) met needs					
Excellent	Good	Fair/Average	Poor	N/A	

Comments regarding the room(s)/ facility(s) used:

AV Equipment Used

Availability of desired equipment					
Excellent	Good	Fair/Average	Poor	N/A	

In place(s) as requested					
Excellent	Good	Fair/Average	Poor	N/A	

Operating condition of equipment					
Excellent	Good	Fair/Average	Poor	N/A	

Response time for assistance					
Excellent	Good	Fair/Average	Poor	N/A	

Staff knowledge/assistance					
Excellent	Good	Fair/Average	Poor	N/A	

Comments regarding the AV equipment:

General

Signage (External directional signs to parking lots/venue, Internal directional/room signs)
Excellent Good Fair/Average Poor N/A

Internet access (Wired and/or wireless)
Excellent Good Fair/Average Poor N/A

How satisfied were you with your event planner's overall performance during the Event Phase?
Very Satisfied 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied

Other comments regarding the Event Phase:

Post-Event

(The period after the event including follow up and billing)

Event planner communicated interest in your business Excellent Good Fair/Average Poor N/A

Please rate the billing process (accurate, timely, understandable) Excellent Good Fair/Average Poor N/A

Overall, how would you rate the value of Rochester Institute of Technology? Excellent Good Fair/Average Poor N/A

Overall, how satisfied were you with the performance of our college and services regarding your meeting/event? Excellent Good Fair/Average Poor N/A

Other comments regarding Post-Event Phase:

Throughout the entire event experience, did you encounter any problems?
Yes No

If yes, please describe the problem.

If yes, which of the following statements best describes your feelings about the action taken by the event planner/event service staff to resolve your problem(s):

- | | |
|---|---|
| <input type="checkbox"/> More than satisfied | <input type="checkbox"/> Left feeling dissatisfied |
| <input type="checkbox"/> Completely satisfied | <input type="checkbox"/> Left feeling very dissatisfied |
| <input type="checkbox"/> Not completely satisfied | |

Comments regarding the resolution of your problem:

How would you rate the overall service provided to you by your event planner?

Excellent Good Fair/Average Poor N/A

Comments about your event planner:

Comments about your overall experience and/or what we could do to enhance it:

If you were planning another event in this area, how likely would you be to use us again?

- Very likely
- Somewhat likely
- Neither likely/unlikely
- Somewhat unlikely
- Very unlikely

If likely, when is the next opportunity for RIT to host your future meeting/event?

How many meetings, conferences, events do you plan annually? _____

When is the best time to contact you? _____

Was this your first time planning and hosting a major event on the campus of RIT?

Yes No

Thank you for your assistance to help us improve our Event Service area.

Thank you for your feedback. We value you as a customer and will take your input into consideration while providing products and services in the future.

If you have any comments or concerns about this survey, please contact the following:

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