



Research and Assessment Unit Report

Public Services and Assessment, Cornell University Library
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RAU Feedback Form

Please give us honest and constructive feedback to help us do a better job in the future. Thank you!

Your name: Date:

Project name:

Overall

Please indicate how satisfied were you with this RAU project?

- | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Overall satisfaction with this RAU project. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| 2. Satisfaction with how well this project met the needs of your original proposal. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |

Interactions

Please indicate your level of agreement with the following statements about your **interactions** with RAU?

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. RAU understood the project purpose and context. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 2. RAU listened to your input. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 3. RAU clarified limitations/issues. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 4. RAU kept you informed throughout the process. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | n/a | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |

Please elaborate on these ratings or other *interactions* in which you were especially satisfied or dissatisfied.

Deliverables

How satisfied were you with RAU's **deliverables** for informing and guiding your efforts? Please elaborate in the comment box below.

1. Consultation	<input type="checkbox"/> n/a	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neutral	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very satisfied
2. Project plan and initial dialogue form	<input type="checkbox"/> n/a	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neutral	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very satisfied
3. Written reports	<input type="checkbox"/> n/a	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neutral	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very satisfied
4. Oral Presentations	<input type="checkbox"/> n/a	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Neutral	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Very satisfied

Please elaborate on these ratings or other **deliverables** in which you were especially satisfied or dissatisfied.

Suggestions

Please use this space for additional comments or suggestions for the RAU team to improve the process and effectiveness of our efforts.

Thank you!

RAU will check in with you once more in 2-3 months about the usefulness of our work.



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RAU Follow Up Feedback Form

Thank you for giving us your feedback on:

We are returning to you to check on the usefulness of our work. Your feedback is very important for our improvement in the future. We thank you for your time!

Your name:

Date:

Project name:

Effectiveness

Please indicate how **effective** were RAU's efforts for informing and guiding your efforts? Please elaborate in the comment box below.

1. Fulfilling the needs of your original proposal.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n/a	Very ineffective	Ineffective	Neutral	Effective	Very effective

2. Facilitating your ability to achieve your goals.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n/a	Very ineffective	Ineffective	Neutral	Effective	Very effective

3. Providing an acceptable range of options for your consideration.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n/a	Very ineffective	Ineffective	Neutral	Effective	Very effective

4. Helping you to generate new ideas.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n/a	Very ineffective	Ineffective	Neutral	Effective	Very effective

Please elaborate on these ratings or other areas that were especially ineffective or effective.

Please use this space for additional comments or suggestions for the RAU team to improve the process and effectiveness of our efforts.

Thank you!