

## 滿意度調查年度報告(參觀本校之服務)

各項滿意度因素之滿意率及評分																			
年度	程序方面				人員方面								環境方面				服務效果		
	程序簡便		聯系工作妥當		外貌整潔		態度親切友善		具專業知識		熱誠及耐心解答問題		整潔舒適		設備充足		整體評價		
月份	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	得分	滿意率	
2009年	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
1月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
2月	5	100%	4	100%	5	100%	5	100%	4	100%	4	100%	4	100%	3	100%	4	100%	
3月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
4月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
5月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
6月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
7月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
8月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
9月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
10月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
11月	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	
12月	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	
平均率	4.5	100%	4	100%	4.5	100%	4.5	100%	4	100%	4	100%	4	100%	3.5	100%	4	100%	

註：滿意率=(1-N/T)x100%    N=不滿意人數+十分不滿意人數    T=參觀總人數  
 評分：1分 = 十分不滿意    2分 = 不滿意    3分 = 一般    4分 = 滿意    5分 = 十分滿意