



KIBABII UNIVERSITY

CUSTOMER SURVEY FORM FOR FINALIST STUDENTS

A) Notice to All FINALIST Students

- 1. This form will be used by the University Management to improve services to customers.
- 2. Please **tick in the box in front of the right answer** or answer the question as appropriate.

B) Questionnaire

- 1. State the programme you pursued (e.g. B.Ed (Arts))
.....
.....
- 2. State your gender: Male Female
- 3. State the following: County of Origin..... County of Residence..... Sub-county of Residence.....
- 4. State your type of sponsorship: Government Sponsored Self sponsored
- 5. When did you hear about Kibabii University (KIBU) for the first time? In primary School In Secondary school After competing secondary school studies other (please specify).....
- 6. Through which channel did you get to know about KIBU? Radio advert Television advert Shows /Exhibitions Sports/Extra-curricular activities Other (please specify).....
- 7. Specify the most popular academic programme(s) offered at KIBU..... 1)
.....
.....
2)
.....
.....
- 8. Did you choose to come to study at KIBU? Yes No
- 9. (a) Did you enjoy your studies at KIBU? Yes No
If no, please state the University that you wish to have been admitted to and why.....
.....
.....
- 10. State the changes that you will need to see at KIBU as your university

1)

.....
.....

2)

.....
.....

11. State your favourite lecturer(s) at KIBU and why

1)

2)

12. State your best experience(s) at KIBU

1)

2)

13. State your worst experience(s) at KIBU and when it occurred

1).....

2)

14. Would you recommend KIBU to a relative/friend Yes[] No[]

.....

Give reasons

1)

2)

3)

Thank you so much for taking your time to answer the questions that will guide us in improving the customer service at KIBU