

USD Payroll Comment Card

Date: _____

Please complete the form and e-mail to payroll@sandiego.edu by choosing Send → E-mail or print and send via campus mail.

Student Staff Faculty Visitor

*If you would like a response, please include your name, phone number and/or e-mail address.
All personal information will be kept confidential.*

Name: _____
Phone: _____
E-Mail: _____

How did you recently contact payroll?

Email Telephone In person

How quickly was your question or concern addressed by one of the payroll staff members?

Within 24 hrs Within 48 hrs More than two days No one responded

Was the payroll team member who assisted you courteous and helpful?

YES! No Somewhat

How would you rate the customer service you received when visiting/phoning/emailing the payroll department?

Excellent Good Fair Poor

How would you rate the knowledge of the payroll staff regarding your payroll question or concern?

Excellent Good Fair Poor

How satisfied are you with the payroll experience that you received recently?

Very Satisfied Generally Neutral Not satisfied

How satisfied are you with the payroll experience that you received recently?

Excellent Good Fair Poor

Additional comments/suggestions:

The USD Payroll Department is committed to providing excellent service and thanks you for taking the time to share your feedback. Have a great day!