NYCC VOICE OF THE CUSTOMER

	Students	Alumni	Workforce	Patients/ Clinical Partners	Other
Monthly (or as noted)	— CELT Student Consults (daily) — Suggestion Box — SGA Meeting Minutes	— CDC Job Database (updated daily)	— CELT Faculty/Staff Consults (daily) — Suggestion Box — Faculty Senate Meeting Minutes — Staff Council Meeting Minutes	— Patient Visits/ Updated Files (daily)	— Suggestion Box (C) C=community, P=Professional
Trimesterly	— DC Entering Survey — DC 4th , 7th, 10th Tri Acad. Survey — Total Enrollment — # of Student Referrals — SGA reports to the BOT — Counseling Services Trend Data — Student Evaluation of Instruction — Case Study Program Survey — Student w/Disabilities Survey — DC Part 4 Board Review Course	— # of Student Referrals	— FISH! Nominations — # of participants in Brown Bag Series — Faculty Senate report to the BOT — Staff Council report to the BOT — Counseling Services Trend Data	— Patient Satisfaction Survey	— Meetings w/ Sodexho, Follett Bookstore & Seneca Security (Partners)
Annually	— Entering AOM & MSACN Survey — AOM 3rd, 6th, Exit Tri Acad. Survey — MSACN 3rd, 6th Tri Acad. Survey — Technology Survey — IVC Technology Survey — Online Courses - Technical — Tutor & Tutee Survey — BPS Survey — Student Loan Default Rate — Graduation Rate	— Multi-College Alumni 3, 5, 7 years out – DC Survey — Post Grad - # of participants — Post Grad – Course Evaluations — Update ChiroMap — Unity Day & Homecoming Weekend Senior Staff & Alumni Interactions	— Faculty/Staff Satisfaction Survey — Technology Survey — Employee Voluntary Turnover Rate — # of Research Grant, Publications, Presentations — IVC Technology Survey – Faculty Users	— Patient Volume — Patient % Self-Discharge — Clinical Partner Satisfaction Survey	— WHS Survey (C) — Facility Usage (C) — Meetings w/ Health Advisors at Undergraduate Colleges (Partners) — Job Analysis NBCE & NCCAOM (approx. every 5 yrs) (P)
Ad Hoc Surveys – As needed basis	**2010 Surveys (as of May 31)**: MSDI surveys (3), Meal Plans **2009 Surveys:** Mental Health Role Play Project (2), Counseling Services (2), Homecoming, Clinician Evaluation **2008 Surveys:** NBCE Review (3) **2007 Surveys:** MSACN Graduation, Housing, Resident Life Staff **2006 Surveys:** Patient Care **2005 Surveys:** Patient Care, Financial Aid, Student Judicial Survey	**2009 Surveys:** Homecoming, Nutrition (Holtzman)	**2010 Surveys (as of May 31):**Clinician Inservice **2009 Surveys:** Holiday Party, IPEDS Data, MSACN Faculty Feedback, Homecoming, **2008 Surveys:** Hiring Process (2) **2007 Surveys:** HR Service, Faculty Needs Assessment **2006 Surveys**: Wellness Committee **2005 Surveys**: MSCHE Follow-up, Quality Quiz, FISH, In-Service	**2006 Surveys**: Patient Care **2005 Surveys**: Patient Care	**2010 Surveys (as of May 31):** Clinical Anatomy(P), Assessmnt Workshop (P), **2009 Surveys:** ACC IA (P), RHC (C), Home-coming Vend./presenters (P), Chiro Ed. (P), ACC Medicare Doc. (P), **2008 Surveys:** AOM Doctoral (P), Chiro Ed. (P), Delphi Process (2,P) **2007 Surveys**: Holiday Open House (C) **2005 Surveys**: MSCHE Follow-up to Site Team Visitors (P), WHS follow-up (C)