

**RU-Info: Phone Service Observation Form**

Questions marked with an asterisk (\*) are mandatory.

**Please fill out the form while listening to the IA on the phone** Remember to complete 3 observation forms for each IA, unless otherwise indicated. These observations are based on the TYPE of call not the DIFFICULTY. Each observation must be different with regards to type.

1 \* Supervisor

2 \* IA's Name:

3 Date and Time:

4 \* Please select the type of call from the following:

- Prospective Applicants
- Current Applicants
- Tours
- Academic Services
- Financial Services
- Registrar
- People
- Offices/Departments
- Hours
- Athletics
- Events
- Directions
- Emergencies
- Other, please specify



**5 \* What was the inquiry?**

State the nature of the inquiry and summarize what the person is looking for. (Please note that this question is focused on **CONTENT** -not- **QUALITY**).

**6 \* What was the response?**

It is necessary that you **fully** outline the Information Assistants **RESPONSE** to the caller's inquiry. (Please note that this question is focused on **CONTENT** -not- **QUALITY**)

**7 \* Did you have to stop the call and correct the IA?**

YES  NO

Additional Comment

# STOP!

If you had to stop the call please discontinue this observation and use the following link to record why you had to stop the call.

(Please note that stopped calls do not count towards the 3 required observations)

<http://www.zoomerang.com/Survey/?p=WEB228QXVXY975>

