



Oxnard Union High School District

Students First: every day, every school, every classroom

309 South K Street • Oxnard, California 93030 • (805) 385-2561 • FAX (805) 247-9001

We want to hear from you!

Engaging our community is critical to improving student achievement. Visitors should feel welcomed in our schools and at the district office. We value community input, questions, concerns, and participation.

This is set forth in the Oxnard Union High School District's Customer Service Resolution. Our goal is to make visitors to our schools and district office feel welcomed and valued as important guests.

When you interact with our employees you can expect:

- **Friendliness:** Our employees will greet customers promptly and pleasantly.
- **Fairness:** Our employees will treat all customers justly and impartially.
- **Professionalism:** Our employees will demonstrate a high degree of competence and poise.
- **Options and alternatives:** If an employee is unable to resolve an issue, she or he help find alternate methods of resolution.
- **Information:** Our employees will provide customers with accurate and thorough information about school policies and procedures in a timely manner or direct customers to someone who can provide it.

Please fill out a survey and let us know about your experience.

Customer Service Survey

Our commitment is to respond to your needs with courtesy and respect. Your feedback is important.

Thank You!

Oxnard Union High School District Customer Service Survey

1. Date: _____

2. Site of service: (circle one)

Adolfo Camarillo	Adult Education	Channel Islands	Condor
District Office	Frontier	Hueneme	Oxnard
Pacifica	Rancho Campana	Rio Mesa	

3. What is or was your purpose for visiting or contacting a school employee?

4. Were you greeted and acknowledged promptly? (circle one) Yes No

5. Did you receive the assistance you were requesting? (circle one) Yes No

6. If not, were you referred to the appropriate person? (circle one) Yes No

7. Were you treated with courtesy and respect? (circle one) Yes No

8. Comments: _____

9.

10. Name: (optional) _____

11. Email Address: _____

