

Federal Citizen Information Center
E-Mail Satisfaction Survey

- 1) Did our e-mail response provide the information or referral you needed?
 - a.) Yes, completely.
 - b.) Mostly.
 - c.) Somewhat.
 - d.) Minimally.
 - e.) No, not at all.

- 2) How would you rate the style of our response?
 - a.) It was clear, organized, and concise.
 - b.) It was mostly clear, organized and concise.
 - c.) It was somewhat clear, organized and concise.
 - d.) It was mostly not clear, organized or concise.
 - e.) It was not at all clear, organized or concise.

- 3) How would you rate the timeliness of our response?
 - a.) Much faster than I desired.
 - b.) A little faster than I desired.
 - c.) The speed I desired.
 - d.) A little slower than I desired.
 - e.) Much slower than I desired.

- 4) Would you use us again to obtain government information?
 - a.) Yes, definitely.
 - b.) Probably.
 - c.) Maybe.
 - d.) Probably not.
 - e.) No.

- 5) Did you use our FAQs before e-mailing us?
 - a.) Yes, but the answer was not in the FAQs.
 - b.) Yes, but the answer was incomplete.
 - c.) No.

- 6) How can we improve our e-mail service?
(open-ended question – needs text from customer)