

**NCJRS Information Response Center  
Customer Service Inquiry**

Thank you for agreeing to complete this short customer inquiry regarding today's experience with the National Criminal Justice Reference Service. Your feedback will be utilized to enhance our services. You will be asked to answer a series of 5 questions. Please rate them according to the 5-point scale provided. The session should take no longer than 2 minutes and will begin now:

For the first four questions, please use a rating scale of one through five, with one meaning "poor" and five meaning "excellent".

1. How would you rate the voice menu system, in terms of being easy to navigate?

[If no option is pressed after 5 seconds, repeat:

Please use a rating scale of one through five, with one meaning "poor" and five meaning "excellent". How would you rate the voice menu system, in terms of being easy to navigate?]

Note: This is one of several alternate Question 1's, which will be used on a rotating basis. See "Question 1 Alternates".

2. How would you rate your Customer Service Representative, in terms of being courteous and professional?

[If no option is pressed after 5 seconds, repeat:

Please use a rating scale of one through five, with one meaning "poor" and five meaning "excellent". How would you rate your Customer Service Representative, in terms of being courteous and professional?]

3. How good a job did your representative do in assisting you with your request?

[If no option is pressed after 5 seconds, repeat:

Please use a rating scale of one through five, with one meaning "poor" and five meaning "excellent". How good a job did your representative do in assisting you with your request?]

4. Please rate your overall experience with our service.

[If no option is pressed after 5 seconds, repeat:

Please use a rating scale of one through five, with one meaning "poor" and five meaning "excellent". Please rate your overall experience with our service.]

5. For the final question, please use a different rating scale.

Listen carefully following the question for the new rating scale:

Based on your experience today, how likely would you be to use our service again, or recommend to a friend or colleague that they use our service?

Press 1 for Definitely Would Not; Press 2 for Probably Would Not; Press 3 for Might or Might Not; Press 4 for Probably Would; and Press 5 for Definitely Would.

[If no option is pressed after 5 seconds, repeat:

Press 1 for Definitely Would Not; Press 2 for Probably Would Not; Press 3 for Might or Might Not; Press 4 for Probably Would; and Press 5 for Definitely Would. Based on your experience today, how likely would you be to use our service again, or recommend to a friend or colleague that they use our service?]

If you would like to provide any additional feedback, please press 1 to leave a voice-mail message and begin speaking at the tone.

~~[Wait 3 seconds; if no option is pressed continue announcement...]~~

~~[If press Option 1, route to voice-mail]~~

May we contact you regarding your feedback?

- Press 1 for ~~Yes [go-to Contact Announcement]~~
- Press 2 for ~~No [go-to Closure Announcement]~~

#### Contact Announcement

We may contact you regarding your feedback. Please enter your telephone number now including the area code. Press pound (#) when finished. If you do not wish to leave your telephone number, please press 0 to end the call.

~~[If press 0, go-to Closure Announcement]~~

#### Closure Announcement

Thank you for responding to this inquiry and we invite you to continue using NCJRS to fulfill your criminal justice and substance abuse information needs.

~~[...]~~

## QUESTION 1 ALTERNATES

1. How would you rate the voice menu system, in terms of being easy to navigate?
  - Press 1 for Very Difficult
  - Press 2 for Difficult
  - Press 3 for About Average
  - Press 4 for Easy
  - Press 5 for Very Easy
  
2. Do you have access to the internet?
  - Press 1 for Yes
  - Press 2 for "I am obtaining access soon"
  - Press 3 for No

If Yes:
- 2A. Where do you use the Internet most frequently?
  - Press 1 for At the Office
  - Press 2 for At Home
  - Press 3 for Elsewhere
  
3. How many times would you estimate you have telephoned NCJRS for your information needs?
  - Press 1 for "Just this once."
  - Press 2 for Between 2 and 5
  - Press 3 for Between 6 and 10
  - Press 4 for More than 10
  - Press 5 for "I'm not sure."
  
4. To what extent has NCJRS customer service met your expectations?
  - Press 1 for Not at all
  - Press 2 for "My expectations have been met."
  - Press 3 for "My expectations have been surpassed."

5. How long would you estimate that you waited to speak to a Customer Service Representative?
  - Press 1 for Less than 10 seconds
  - Press 2 for Between 10 and 30 seconds
  - Press 3 for Between 31 and 59 seconds
  - Press 4 for Between 1 and 2 minutes
  - Press 5 for Longer than 2 minutes
  
6. Have you ever visited the NCJRS web-site, [www.ncjrs.org](http://www.ncjrs.org)?
  - Press 1 for Yes
  - Press 2 for No
  
7. Would you consider the Customer Service Representative you just spoke with to be knowledgeable?
  - Press 1 for Not at all
  - Press 2 for Somewhat
  - Press 3 for Absolutely
  
8. Would you consider the Customer Service Representative you just spoke with to be responsive?
  - Press 1 for Not at all
  - Press 2 for Somewhat
  - Press 3 for Absolutely
  
9. How did you originally learn about NCJRS services?
  - Press 1 for: The Internet
  - Press 2 for: An advertisement in a publication
  - Press 3 for: At a conference
  - Press 4 for: A Colleague
  - Press 5 for: Some other means
  
10. Have you ever ordered an item from NCJRS through our on-line store?
  - Press 1 for Yes
  - Press 2 for No

11. Have you ever complained about NCJRS services?
- Press 1 for Yes
  - Press 2 for No
- If Yes:
- 11A. Was your complaint resolved in a timely manner?
- Press 1 for Yes
  - Press 2 for No
12. Have you ever contacted NCJRS staff through any other method?
- Press 1 for Yes
  - Press 2 for No
- If Yes:
- 12A. How do you usually contact NCJRS staff?
- Press 1 for By E-mail
  - Press 2 for By
  - Press 3 for By
  - Press 4 for In Person
13. How do you prefer to communicate with NCJRS?
- Press 1 for Telephone
  - Press 2 for E-mail
  - Press 3 for Letter
14. Do you prefer to view NCJRS publications on-line or through the mail in hardcopy?
- Press 1 for On-line
  - Press 2 for Hardcopy
15. Do you subscribe to any NCJRS services?
- Press 1 if you are on the hardcopy mailing list
  - Press 2 if you subscribe to one or more NCJRS e-mail newsletters
  - Press 3 if you subscribe to both the hardcopy mailing and e-mail lists
  - Press 4 if you do not subscribe to any NCJRS services