

## **Attachment B**

### **SIS Survey Instructions**

#### **Prior to the embedded survey**

*The following will appear in the email message just above the embedded survey:*

Thank you for agreeing to participate in the Statistical Information Services (SIS) Office customer satisfaction survey. The survey will help us measure your satisfaction with the service we most recently provided to you and will help us identify areas in which we need improvement. We would appreciate it if you would take a few minutes to complete and return our survey.

Completion of this survey is entirely voluntary. All of the information you provide on the survey will be maintained in the strictest confidence. We estimate that the survey should take 5 minutes to complete.

In order to complete this survey, click on the reply button and scroll down to the survey. Enter an "x" in the box next to your selected response, or type your answer in the space provided. Once you have completed the survey, just click the send button.

If you cannot view this survey within your email program, please use the Excel file attached below to complete the survey. Instructions on how to complete and return the Excel version of this survey are located within the file.

If you prefer, you may also fax your completed survey to the SIS office. See the file attached below for details.

#### **Prior to the file survey**

*The following will appear within the Excel file attached to the email, just above the survey:*

In order to complete this version of the SIS survey, please save this file prior to entering your responses. Once you have saved the file, enter an "x" in the box next to the chosen response, or type your answer in the space provided. Once you have completed the survey, save the file again. Go back to the original email from the SIS office and click the reply button. Attach the saved survey file to that email and click the send button.

If you prefer, you may also fax your completed survey to the SIS office. Just complete the survey below and fax it to the SIS office at (202) 874-0964.