

**SAMHSA.gov**  
**The Substance Abuse & Mental Health Services**  
**Administration**

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Office of Applied Studies (OAS)

**Your Opinion is Important To Us!**

**Help Improve Our Service To You By Providing Valuable Feedback!**

The Office of Applied Studies (OAS) provides a variety of services, such as publications, presentations, web reports, public use files, and responses to data requests. OAS is committed to providing high quality services, gaining insight regarding customer satisfaction, and targeting areas in need of improvement. We take pride in our work and value your feedback to ensure we maintain an excellent level of performance. Please take a few moments to complete this survey so we can continue to serve you better. We welcome your comments.

Sincerely yours,

Anna Marsh, Ph.D.  
Acting Director, Office of Applied Studies  
Substance Abuse and Mental Health Services Administration

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Customer Satisfaction Survey

Which OAS service did you receive? (check all that apply)

Report\_\_\_ Data\_\_\_ Web Link or Web Info\_\_\_ Public Use File\_\_\_ Presentation\_\_\_ Other\_\_\_

Who provided you with this service? \_\_\_\_\_

What was the date(s) of this service? \_\_\_\_\_

Responsiveness (How well was your request filled?): Excellent\_\_\_, Good\_\_\_, Fair\_\_\_, Poor\_\_\_, N/A\_\_\_

Timeliness of service: Excellent\_\_\_, Good\_\_\_, Fair\_\_\_, Poor\_\_\_, N/A\_\_\_

Courtesy of OAS employee(s) providing the service: Excellent\_\_\_, Good\_\_\_, Fair\_\_\_, Poor\_\_\_, N/A\_\_\_

Overall satisfaction: Very Satisfied\_\_\_, Satisfied\_\_\_, Unsatisfied\_\_\_, Very Unsatisfied\_\_\_

Please provide any suggestions on further improving our service? Comment box

Additional comments: Comment box

May we contact you regarding your experience with this service? Yes, no

Name: (optional) \_\_\_\_\_

Phone Number: (optional) \_\_\_\_\_

Email: (optional) \_\_\_\_\_

Agency/organization: (optional) \_\_\_\_\_