

Federal Real Property Division Customer Satisfaction Survey

Focused...Resources...Public Service...Driven: Conveyed to meet your educational needs!

Please help us to strengthen our customer service by providing your valuable feedback.

1. Please select the name of your FRPD servicing specialist.

Grace Brown LaToya Canno Barbara Shaw Yolanda Str John
Tillery

2. Please select the program action for which you received assistance.

Pre-Transfer	Transfer	Post-Transfer
Program Guidance <input type="radio"/>	Application <input type="radio"/>	3rd Party Use/Lease <input type="radio"/>
Property Disposal Guidance <input type="radio"/>	Deed Execution <input type="radio"/>	Abrogation <input type="radio"/>
		Compliance Resolution <input type="radio"/>
		Easements <input type="radio"/>
		Financing <input type="radio"/>
		Retransfer <input type="radio"/>
		Site Visit <input type="radio"/>
		Other <input type="radio"/>
		<input type="radio"/>
		<input type="radio"/>

3. Thinking about the FRPD specialist who assisted you, please rate the following:

Program Knowledge/Guidance Provided

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

Timeliness of Response

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

Professionalism

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

Communication Skills

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

Ability to address your questions/concerns

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

4. Overall Experience

Overall, were you satisfied with the level of customer service provided by the servicing specialist.

1= Strongly Agree Disagree 2=Agree 3=Neutral 4=Disagree 5=Strongly

5. Customer Comments

Please provide any additional comments regarding your customer service experience:

Public Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20202-4536 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1800-0011. Note: Please do not return the completed Federal Real Property Division Customer Satisfaction survey to this address.