

**OGIS Customer Service Assessment – DRAFT**

1. I came to OGIS for assistance with (choose one):

[drop down]

1. Filing a FOIA request
2. Information about a Privacy Act request
3. Resolving a dispute over my FOIA delay
4. Resolving a dispute over my FOIA denial
5. Resolving a dispute over FOIA fees
6. Something else \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. The OGIS staff member I worked with:

[check as many as apply]

* 1. Was courteous
  2. Answered my questions fully
  3. Offered additional information
  4. Provided satisfactory customer service
  5. Responded to my inquiries in a timely manner
  6. Other. Please explain:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Prior to coming to OGIS, did you visit the OGIS web site?
   1. Yes 🡪

What was most useful about the OGIS site? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What could be improved upon on the OGIS site? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. No

1. Overall, my experience with OGIS was (choose one):

[drop down]

* 1. Satisfactory
  2. Neither satisfactory or unsatisfactory
  3. Unsatisfactory

1. Please describe your experience with OGIS. [Free form box]

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1. How did you learn about OGIS? [Free form box]

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If you would like OGIS to contact you, please include your name and contact information. [box]

Thank you for providing your feedback. To contact OGIS, you may write or call us at:

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