



OGIS Customer Service Assessment – DRAFT

1. I came to OGIS for assistance with (choose one):
[drop down]
 - a. Filing a FOIA request
 - b. Information about a Privacy Act request
 - c. Resolving a dispute over my FOIA delay
 - d. Resolving a dispute over my FOIA denial
 - e. Resolving a dispute over FOIA fees
 - f. Something else _____

 2. The OGIS staff member I worked with:
[check as many as apply]
 - a. Was courteous
 - b. Answered my questions fully
 - c. Offered additional information
 - d. Provided satisfactory customer service
 - e. Responded to my inquiries in a timely manner
 - f. Other. Please explain: _____

 3. Prior to coming to OGIS, did you visit the OGIS web site?
 - a. Yes →
What was most useful about the OGIS site? _____
What could be improved upon on the OGIS site? _____
 - b. No

 4. Overall, my experience with OGIS was (choose one):
[drop down]
 - a. Satisfactory
 - b. Neither satisfactory or unsatisfactory
 - c. Unsatisfactory

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

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

- 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:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road, Room 2510
College Park, MD 20740-6001

E-mail: ogis@nara.gov

Phone: 301-837-1996

Fax: 301-837-0348

Toll-free: 1-877-684-6448